

The Council  
on Aging  
of Ottawa



Le Conseil sur  
le vieillissement  
d'Ottawa

# WALK ON!

## Age-Friendly Walkability Progress Report 2018

Safe Streets for Seniors and Other Valuable Pedestrians in Ottawa



Produced by:

**Age-Friendly Pedestrian Safety and Walkability Committee**

A sub-committee of the Ottawa Seniors Transportation Committee

Age  
Friendly  
Ottawa



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## Introduction

Walkability and pedestrian safety are key factors influencing healthy aging and mobility. It is a vital part of the transportation focus in an age-friendly city and impacts on other key areas such as civic participation and access to community and health services.

The outside environment and design and maintenance of public pathways, trails and parks have a major impact on the mobility, independence and quality of life of older adults, and affect their ability to 'age in place'.

Ottawa is a winter city and priority must be given to enhancing walkability and safety in winter. This is essential for preventing falls and social isolation when vulnerable pedestrians are unable to safely leave their homes and walk outside.

The Age-Friendly Pedestrian Safety and Walkability Committee is a sub-committee of the Ottawa Seniors Transportation Committee (OSTC), Council on Aging of Ottawa. The goals of the Committee's work support Age-Friendly Ottawa initiatives, with the purpose of raising awareness in the Ottawa community for walkability, pedestrian safety and accessibility for all, including those using mobility aids (e.g. walkers, wheelchairs and scooters).

The Committee developed a walking audit tool for use by community groups to find out if their neighbourhood meets age-friendly criteria for walking. The walkability checklist has been used to carry out 15 community audits in all seasons through active partnerships with community associations, senior centres, residents and City of Ottawa councillors and staff members. The first report of the findings along with recommendations was published in 2016. This was followed by the Age-Friendly Walkability Progress Report 2017.

This **Age-Friendly Walkability Progress Report 2018** measures our progress by reviewing the status of the key recommendations and issues in the 2017 Age-Friendly Walkability Report (Appendix A) and presenting new audits in communities, hospital properties and at light rail transit (LRT) stations. The Report also discusses what we have learned and makes recommendation for moving forward – feet first.

The Appendices contain the Hospital Audit Questionnaire, the LRT Audit Questionnaire, the current Hot Spot Map and the Snow Mole Questionnaire.

Thank you to those who carried out community audits: Hunt Club Community Association, Bridlewood Trails Retirement Residence, Pineview Community Association, and the Manotick Community Association. Special thanks to the volunteer members of the Age-Friendly Walkability and Pedestrian Safety Committee: Dianne Breton (Chair), Peggy Edwards, Karen Scott, John Woodhouse, Les Whitney, Alton Legault, and representatives from the City of Ottawa--Laura Li and Bryden Denyes.

Special thanks to Peggy Edwards for writing and editing this report, to Alton Legault for formatting the Report, and to the City of Ottawa, Public Works and Environmental Services Department for translating this Report into French.

### **Reports from the Age-Friendly Pedestrian Safety and Walkability Committee**

Visit <https://coaottawa.ca/committees/transportation> for:

- *An Age-Friendly Walkability Report: Safe Streets for Seniors & Other Valuable People in Ottawa (2016)*, which contains the All-Season Age-Friendly Pedestrian Safety and Walkability Checklist as an Appendix
- *Age-Friendly Walkability Progress Report 2017*, which contains a winter walking blog and a “Snow Mole” questionnaire
- *The Senior Friendly Hospital Parking Audit Reports, 2018*
- *Age-Friendly Walkability Progress Report 2018*
- *Community Audit Reports including those from Hunt Club Community Association, Bridlewood Retirement Residence, Pineview Community Association, and the Manotick Community Association.*

## Measuring Progress

### How Safe are Ottawa's Streets for Seniors and Other Valuable Pedestrians?

In Ottawa in 2017, there were 5 pedestrian deaths and 335 pedestrian injuries as a result of collisions. Collisions (with and without pedestrians) were most likely to occur between 3:00 and 6:00 pm during the work week and during the winter months of November and December, closely followed by January and February. For all age groups, the greater the speed of the vehicle on impact, the higher the probability the pedestrian will be killed.

While there is little data available on the ages and ability status of pedestrians involved in collisions, Safer Roads Ottawa provides an age-specific summary from 2012 to 2016 (see below). While pedestrians aged 16 to 25 are most likely to be involved in collisions, children (under age 16) and seniors (age 65+) each represent 10% of pedestrians involved in collisions with vehicles.

#### **Pedestrian Collisions by Age: Summary 2012-2016** **Source: Safer Roads Ottawa**

<b>Pedestrian Age</b>	<b>Count</b>	<b>Percentage</b>	<b>Pedestrian Age</b>	<b>Count</b>	<b>Percentage</b>
Under 16	180	10.09%	46 to 50	115	6.45%
16 to 20	241	13.51%	51 to 55	130	7.29%
21 to 25	240	13.45%	56 to 60	104	5.83%
26 to 30	169	9.47%	61 to 64	68	3.81%
31 to 35	118	6.61%	65+	190	10.65%
36 to 40	97	5.44%	Unknown	43	2.41%
41 to 45	89	4.99%	Total	1,784	100.00%

The consequences for older pedestrians are often serious. Compared to other pedestrians, older adults and people with mobility conditions are more likely to die in collisions or in hospital following the collision. The injuries they sustain are more serious and their hospital stays are longer.

### **Status: Key Issues and Recommendations in the 2017 Report**

The City of Ottawa reported on the status of recommendations from the 2017 reports and audits (specific neighbourhoods and overall). The Committee is grateful for the attention paid to our reports, to the response to our recommendations and to the quick action by Ottawa City staff in cases of immediate danger. See Appendix A for the report from the Transportation Services Department, City of Ottawa.

## Age-Friendly Walkability Audits in 2017/18

All of the community audits discussed below used the Age-Friendly Pedestrian Safety and Walkability Checklist developed by the Council on Aging to assess the safety, accessibility, convenience and connectedness, and comfort and attractiveness of selected routes.

### 1. Manotick Walkability Audits, January 2018 and September 2018<sup>1</sup>

The Manotick Village Community Association, with support from the Council on Aging of Ottawa undertook a walkability survey of selected core streets in Manotick on January 10, 2018. The route consisted of Dickson Street from Bridge St to Currier St and then to Main St north to Bridge St, east on Bridge St to Dickinson St. This route is used by many pedestrians going to the central attractions and many older people with mobility concerns at the Manotick Place Retirement Community and at the ROSSS healthcare building. The seven participants, including a representative from Ottawa Public Works, ranged in age from 40 to 87.

The January audit was conducted after a heavy snowfall. Most streets were walkable for able bodied pedestrians, but with many noted hazards. Individuals requiring a cane, walker, etc., would have **not** been able to transit the route due to the snow cover. Where there are sidewalks on the main streets, they are impassable due to snow cover having **never** been plowed or cleared. In addition to recommending better snow clearance, to address safety concerns, the auditors suggested the installation of new yield or stop signs, crosswalks, audible signal devices at intersections, and sidewalks on selected streets that did not have them. Traffic hazards, including vehicular speeds and dangerous crossings, need to be addressed by limiting parking to one side of the road on selected streets, traffic calming measures and increased police presence to enforce the speed limit. Benches need to be cleared of snow.

The Association conducted an additional audit in September 2018 which focussed on conditions along Main Street and the cultural area on Dickinson Street. Infrastructure improvements were not made in advance of the construction of a senior's facility for 180 people. Traffic moves too fast on both routes, and there is only one crossing, although pedestrian activity across streets is encouraged by the attractions. There are no speed bumps or other calming measures on any of the streets surveyed. All sidewalks are in very poor condition with many broken sections, unevenness, and large cracks. Linda Meek, Executive Director, Manotick Place Retirement Community sums up the desire of the Manotick community to be age-friendly and the barriers related to walkability in the following letter:

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<sup>1</sup> Detailed findings, recommendations and photos are contained in the full reports of these audits. Go to <https://coaottawa.ca/walkabilityreports> or contact John Harrison ([ikharrison01@gmail.com](mailto:ikharrison01@gmail.com)) to obtain these reports.

To whom it may concern,

My residents, I and various members of the Manotick community have had the opportunity of participating in the Age Friendly Walk About Surveys in January and September of this year.

We would all be very proud to declare the village of Manotick as an 'age friendly' community, given that the population of Manotick houses many seniors and our Manotick Retirement Communities will be home to over 180 seniors by next year. Manotick is also visited by both tourists and day trippers, many who are senior citizens.

At the meeting held after the audits, all agreed that the village, homes, retirement community, parks, historical sites and services such as doctors' offices, chiropractors, drugstores, restaurants, and elegant tea houses are excellent attractions for seniors to visit.

However, in our attached study, we identified that many of these buildings were inaccessible to seniors in wheelchairs and walkers. Our sidewalks are unsafe, unlevelled and cracked, particularly for someone who uses a wheelchair, walker, or those who are visually impaired.

In order to keep our seniors safe, we ask that you review the report and consider repairs to the noted areas as soon as possible. We ask that you support the findings to declare the Village of Manotick and the City of Ottawa, as proud supporters of an Age Friendly Community.

Respectfully,  
Linda Meek  
Executive Director, Manotick Place Retirement Community  
Council of Aging Board Member since 2013

## **2. Hunt Club Walkability Audit, February 2018<sup>2</sup>**

The Hunt Club Community Organization partnered with the Council on Aging to do a walkability survey in the area bordered by Hunt Club Road, Riverside Drive, the Airport Parkway and the railroad tracks crossing McCarthy Road. There were 22 community participants including senior residents, Ottawa city staff, neighbourhood residents, representatives from the Council on Aging, the City of Ottawa Transportation Division and *The Community Voice* (local newspaper). The day was sunny, with a temperature of around -5 Celsius but was held after a weekend of snowfall and freezing rain. Therefore, the participants encountered slushy and icy conditions.

The major issue for safety and accessibility for all was improperly cleared sidewalks and curbs, which can result in an inability to ambulate safely to access mailboxes, transit stops, the community centre or the shopping mall. Accordingly, the auditors recommend

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<sup>2</sup> Detailed findings, recommendations and photos are contained in the full report of this audit. Go to <https://coaottawa.ca/walkabilityreports> or contact Susan McCarthy ([suemccarthy1952@gmail.com](mailto:suemccarthy1952@gmail.com)) to obtain this report.

that the City accelerate the time to clear, salt and sand sidewalks after inclement weather. Given the freeze and thaw conditions in winter, there are numerous potholes in the crosswalks which could cause pedestrians to fall and injure themselves. City cautionary sign posting of 'Senior residents' should be a priority in this area.

The City is urged to consider adding audible signals for the visually impaired at the McCarthy intersection, a pedestrian crosswalk from the community centre to the Hunt Club Centre, and the feasibility of including Tactile Walking Surface Indicators and diagonal painted lines at key crossing points, e.g. going to the Hunt Club Centre mall. Improved lighting and signage is required in specific areas.

Some auditors indicated they would feel unsafe walking at night, particularly through the woods of Paul Landry Park. Two shootings, including a homicide, took place in this area this year and the auditors recommend a separate safety audit in this area and on other isolated paths.

Generally, there are direct routes between homes, workplaces and other destinations, such as transit stops, schools, community centres, sports fields and businesses; however, better signage would improve connectedness. With two exceptions, the routes went through attractive neighbourhoods, free of graffiti and garbage. The Community Organization suggests the use of programs such as "Paint It Up" to cover and reduce graffiti. There were some non-functioning community mailboxes on Cahill Dr. West and a broken bench at the bus stop. Auditors appreciated benches and shelters at bus stops, benches on the pathway to the Airport Pedestrian Bridge, and the recently mounted mural on the side of the Hunt Club Riverside Park Community Centre.

### 3. Bridlewood Trails Retirement Residence Walkability Audit, June 2017<sup>3</sup>

On June 4, 2017, the Bridlewood Trails Retirement Residence audited the safety of pedestrians crossing Eagleson Road at Romina, and accessibility issues in the surrounding community. Twenty-two senior residents, Ottawa City staff and community attendees audited three areas bounded by Eagleson, Fernbank and Romina Roads.



There are no controls at the Eagleson/Romina intersection creating a dangerous situation for bus commuters and citizens trying to access Emerald Meadows Park, a danger worsened by the lack of sidewalks or other protection from traffic. It took 22 seconds for a senior to cross with a walker on a four-lane road with speeding traffic. Consideration should be given to a traffic signal, reduction of speed limit and/or traffic light synchronization to create gaps in traffic flow.

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<sup>3</sup> To obtain the full report go to <https://coaottawa.ca/walkabilityreports> or contact Cindy Willins ([cwillins@riverstoneretirement.ca](mailto:cwillins@riverstoneretirement.ca))

The wait time to cross the Romina/Fernbank intersection took 5 minutes before there was a break in traffic. A pedestrian crosswalk is justified here there being a history of accidents in the past year.

#### **4. Pineview Walkability Audit, September 2018<sup>4</sup>**

Pineview is a Greenbelt community located east of downtown and boxed in by four very high traffic areas (HWY 174, Blair Road, Innes Road and Cyrville Road). It is connected by pedestrian bridge to the new Blair LRT station. The community expects new development on its crumbling infrastructure.

The purpose of the September audit was two-fold: first, to determine if common routes throughout the neighbourhood are accessible, especially by commuters using wheelchairs, walkers, and strollers; and second, to determine if the Pineview Community Hub is safely accessible given its location in a high traffic area.

The audit results reveal that while Pineview is accessible to strong walkers it needs to improve its accessibility for those with limited abilities, especially for people using wheelchairs, walkers and strollers. Areas for improvement include repairing sidewalks and pavement drop-offs, cutting back vegetation that has grown into walking paths, increasing the number of sidewalks and crosswalks as well as increasing the number of benches and garbage bins.

Additionally, the audit revealed that walking to and from the Pineview Community Hub can be extremely unsafe. Specifically, the audit revealed an absence of sidewalks on certain stretches of Blair Rd., poor conditions of sidewalks that do exist on Blair Rd., a need for an additional crosswalk, and drivers not respecting posted speed limits.

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<sup>4</sup> To obtain the full report, go to <https://coaottawa.ca/walkabilityreports> or contact Tea Derashkan ([tea.derakhshan@gmail.com](mailto:tea.derakhshan@gmail.com))

## 5. Hospital Parking Audits

The Hospital Parking sub-committee, chaired by John Woodhouse, audited six Ottawa hospital parking facilities for safety and accessibility, using a questionnaire developed by the committee (See Appendix B). Hospitals audited include: the Ottawa Civic, Royal Ottawa, Élisabeth Bruyère, Montfort, Ottawa General Hospital campus including Children’s Hospital of Eastern Ontario (CHEO) and the Cancer Care Clinic, and Queensway Carleton Hospital. An audit of the Riverside Hospital was led by committee member Karen Scott for the Ottawa Disability Coalition. Parking and Security staff members from each hospital participated in the audits. Full bilingual reports with photos and recommendations for change were sent to each hospital and are available at <https://coaottawa.ca/hospitalparking>.

Some overall general observations and concerns included the need to:

- Improve way-finding signage in all audited Hospital parking facilities
- Provide signage in both English and French
- Ensure pedestrian crossings are clearly marked/painted and sign posted
- Indicate cost of parking, method of payment and where to pay
- Provide information signage for special parking passes and where to get them
- Post maps of parking areas at all main entrances
- Change revolving entrance doors to wide automatic doors
- Develop a wheelchair control system at main entrances for better drop-off and pick-up
- Colour code floor levels in parking garages
- Ensure there are benches and shelters at hospital bus stops



Civic partial crosswalk



Bruyère limited parking



Queensway Carleton drop-off

## 6. Light Rail Transit (LRT) Audits

A proposal to carry out a pre-operational audit for safety and accessibility on Ottawa’s new LRT Confederation Line stations was accepted by the city Transportation Department, and the Committee developed a questionnaire. Committee members and City Transportation staff previewed the questionnaire at the O-Train station at Carleton University and subsequently revised it. (See Appendix C). Several hazards were noted at the Carleton O-Train stop and corrections were made immediately by the City. New station audits will take place prior to the opening, now expected early in 2019.



## 7. Accessibility Matters: Audits by Pedestrians Using Mobility Devices, 2017

In 2017, the Ottawa Disability Coalition conducted walk audits in three areas, visiting each twice, in late spring and the following winter. Pedestrian walk audit participants had a variety of mobility issues; some used wheelchairs, walkers, scooters, canes, and two were visually impaired. They used a modified version of the Age-Friendly Pedestrian Safety and Walkability Checklist developed by the Council on Aging to assess safety; accessibility; convenience and connectedness; and comfort and attractiveness. Three neighbourhoods were selected because of their importance to the disabled community: Colonnade Road, Sandy Hill, and the Riverside Campus of The Ottawa Hospital. The project and report were supported by the City of Ottawa, Ecology Ottawa, the COA Committee on Age-Friendly Pedestrian Safety and Walkability.

The audits reported that:

- Problems with sidewalks and curbs often force pedestrians with mobility disabilities to travel on the road. Troublesome conditions include a lack of sidewalks in some areas, poor sidewalk conditions and poor or no curb cuts allowing access to sidewalks.
- Winter conditions pose additional risk. Snow or ice blocked sidewalks, unreachable crosswalk buttons and snow windrows at intersections and bus shelters may mean those with disabilities become housebound. The alternative, getting out via ParaTranspo, is difficult since services are over-subscribed.
- The Colonnade Road area, which is home to five organizations serving the disabled community, is hazardous for pedestrian with disabilities.

*“We've lost clients because there's no access to bus service on Colonnade South, and it's not safe to walk. You have to walk on the street. If there are parked cars, you're forced to walk in the middle of the road.” ... Ginette Trottier, Development Coordinator, Parkinson Canada – Eastern Region*

- Sandy Hill is a downtown residential area where many persons with disabilities live and where vulnerable pedestrians of all ages and abilities need safe access to important services, grocery stores, etc. Major hazards were found due to sidewalks in poor repair, a lack of curb cuts for accessible travel in a wheelchair, a lack of crosswalks, lights at intersections that do not allow enough time to safely cross and other problems.

*“Sandy Hill, with its narrow, sloped sidewalks, is difficult to navigate in winter due to the snow, and in summer because of the vegetation overgrowth. It did not feel safe.” ... John Woodhouse, who travels in an electric wheelchair*

- Because of the short-term nature of the services offered at the Ottawa Hospital Riverside Campus, people are constantly being dropped off and picked up at the main entrances of both buildings. Many use mobility devices, from canes to tilt-recline power chairs. The audit found



numerous potholes, lack of sidewalks and crosswalks, non-existent or crumbling curb cuts, create barriers and hazards for disabled and aging people.

*“We often boast about Canada's universal healthcare. However, what's the use of universal healthcare without universal access to that care?” ... Rebecca Cooney, a person living with MS*

To access the full report, go to:

[https://docs.wixstatic.com/ugd/b40f6d\\_00ca2d176c864658bee092f9311824c5.pdf](https://docs.wixstatic.com/ugd/b40f6d_00ca2d176c864658bee092f9311824c5.pdf)

## **8. Construction Zone Audits**

A construction area questionnaire was developed in order to audit city construction areas during the summer months for safety and accessibility. Public Works, Environmental Services provided an up-to-date listing of planned construction project in urban Ottawa. Seven audits were completed showing good safety and accessibility in and around the projects.

It should be noted, however, that all of the audits (which showed good results) were carried out at road construction sites managed by the City of Ottawa. Committee members using mobility devices have noted dangers for pedestrians in other road and building sites managed by private developers and contractors. Under the banner of Safer Roads Ottawa, the Selective Traffic Enforcement Program (STEP) investigates construction safety during one month of the year. The Committee recommends that additional inspection and enforcement activities be applied to private construction sites in order to improve pedestrian safety.

## Moving Forward—Feet First

### Winter Walking

Ottawa is a winter city. For almost half of every year pedestrians of all ages and abilities navigate across, over and around snow, ice, slush, windrows and deep puddles. This is the result of what can be called 'new normal' swings in temperatures that make predicting the freeze-thaw cycles difficult, and the reality of a lot more ice on the sidewalks and the roads.

The COA Pedestrian Safety & Walkability Committee is one of the first groups in Canada (and perhaps in the world) to conduct age-friendly walkability audits in winter. Our findings and the aging of our population suggest there is an urgent need to become more sensitive to the challenges and impacts of winter weather on mobility (the ability to move about in the city) specifically for older populations and people with mobility aids.

Older adults can become housebound and isolated – fearful of falling on ice and unable to climb over snow banks. People using wheelchairs and other mobility aids as well as those pushing strollers, are challenged by windrows and curb cuts that are covered by ice. School children are in danger with high snow banks that limit visibility.

### Hot Spots

***The Hot Spot Map*** was developed in collaboration with Public Works, Environmental Services Department. It identifies areas of the city that have a high percentage of senior residents, as well as key transit stops and community services and amenities that seniors need to access (e./g hospitals, medical clinics, stores). The intention is to use this map to prioritize areas for snow and ice clearance and for increased attention to safety and accessibility concerns. The Map will be reviewed annually. See Appendix D: for the current Hot Spots Map.

## Snow Moles

The **Snow Mole Project** (2019) is a winter walkability audit program that encourages Ottawa residents to report on winter walking conditions in their neighbourhoods. See Appendix E for the Snow Mole Questionnaire.



**Snow Moles** are volunteers who report on what it's like to walk outside on a winter day in Ottawa. The information they gather will be used by the Council on Aging of Ottawa (COA) to inform the City and others of ways that winter walkability can and should be improved. **We invite you to join the Snow Mole team!**

Anyone can be a snow mole but we are particularly looking for seniors and children to participate, as well as people who use mobility devices (e.g. canes, walkers and wheelchairs).

There are two ways you can be a snow mole:

### 1. On your own

- Pick a time of day when you need to go out (best after some winter weather has occurred such as a snowfall or freezing rain), and a destination (e.g. bus stop, grocery store, school, bank, seniors centre, library)
- Use the Snow Mole questionnaire to audit your walk, and return the completed form to the COA online or in person.

### 2. With a neighbourhood group

In 2019, three community associations have agreed to participate in the Snow Mole project:

- Old Ottawa South: Contact Anna Cuyllits [swoos2018@gmail.com](mailto:swoos2018@gmail.com)
- Orléans: Alton Legault [alegault10@hotmail.com](mailto:alegault10@hotmail.com)
- Fisher Heights: Contact Jayne Belanger [jayne.belanger1957@gmail.com](mailto:jayne.belanger1957@gmail.com)

Your Snow Mole community contact will let you know dates, times, locations and routes.

A paper copy of the Snow Mole questionnaire is in Appendix E.

Go to [www.coaottawa.ca/snowmoles](http://www.coaottawa.ca/snowmoles) for the questionnaire to use with your mobile device.

Fill in the questionnaire online at [www.coaottawa.ca/snowmoles](http://www.coaottawa.ca/snowmoles) or drop off/mail your paper copy to: The Council on Aging of Ottawa, 1247 Kilborn PI, Ottawa, K1H 6K9

## Sharing Information

Part of the Committee's mandate is to share information and invite feedback from other organizations, stakeholders and senior residents in Ottawa. We also make presentations to the City to relay our findings and advocate for improved walkability, safety and accessibility. This year, presentations were made to: Cyclist and Pedestrian stakeholders meeting with the City Transportation Department; the Healthy Transportation Coalition – Sustainable Transportation Summit; Budget Speak event at City Hall on "Winter Walkability"; City Transportation Committee regarding Pre-Budget request to review the city's Winter Maintenance Standards; Accessibility Advisory Committee regarding Connectivity and Shared Pathways, and with seniors groups and at seniors events.

The work of the Committee has caught international attention. Committee members provided a keynote presentation at *Walk 21* (in Calgary 2017) and an age-friendly audit tour with international delegates at the *Making Cities Livable* conference (Ottawa 2018).

## Who You Gonna Call?

Phone the City of Ottawa's 311 phone line to report pedestrian safety and accessibility problems (including problems at public transport stations). Staff will direct the problem to the appropriate department, and provide follow up if requested. You can also report/request through the City's online request submission at Ottawa.ca.

Canada Post mailboxes: Report the date and problem to: 1-866-607-6301 or report online at [www.canadapost.ca/cpotools/apps/ccm/personal/create?execution=e2s2](http://www.canadapost.ca/cpotools/apps/ccm/personal/create?execution=e2s2)

## Recommendations for Age-Friendly Walking (2018)

**HOT SPOTS** are areas of the city where there a significant number of older people and persons with disabilities, and that are important because of proximity to needed services, shops, and public transportation. These “hot spots should be given priority in implementing all of the following recommendations.

**Specific targets and outcomes need to be developed** for each of the following recommendations; for example, #3 targets: enhance winter maintenance in 8 hot spot areas; reviews conducted at 8 bus stops at medical facilities; 2 shelters installed.

**These recommendations are directed to** the City of Ottawa (City), the Council on Aging of Ottawa (COA), community associations, hospitals, the private sector and residents. Some need to be implemented in collaboration, for example, the City in collaboration with residents and/or the private sector.

1. Ensure **accessibility standards** are met or exceeded in transit areas, and in the parking lots of hospitals, medical clinics and public and commercial buildings. (City, hospitals, private sector)
2. Enhance **walkability and pedestrian safety in winter**:
  - Conduct a comprehensive review of the Winter Maintenance Standards (set in 2003) and Increase budget support to enhance operations that will enhance walkability, safety and accessibility in winter. (City)
  - Enhance ice and snow removal on sidewalks and pathways from Class B (snow packed) to Class A (bare surface) in priority hot spot areas (e.g. around schools, seniors’ residences). Increase the budget to fund this operation. (City)
  - Develop and pursue measurable goals for improving winter walkability in the Older Adult Plan, the Pedestrian Plan and the Master Transportation Plan. (City in collaboration with community associations, COA and residents)
3. Make **bus stop accessibility and safety** improvements:
  - Enhance winter maintenance and snow ploughing at bus stops, the sidewalks leading to the stops, and the connecting streets around the stops. (City)
  - Review safety, accessibility and comfort of bus stops at medical facilities and on hospital properties. Install shelters and benches as needed. (City, hospitals)
4. **Sidewalks, trails and pathways**:

Uneven and icy sidewalks are a major cause of falls for older people. Seniors are avid users of Ottawa’s multi-use trails. Several recommendations would enhance safety and improve seniors’ experience on Ottawa’s pathways and trails.

  - Improve connectivity of sidewalks, trails and pathways in identified “hot spot” areas. (City)

- Improve the condition of sidewalks in hot spot areas and ensure that curb cuts allow people with mobility aids to safely traverse from street to street. (City)
- Plan for an increase in scooters on pathways and roads as the population ages. Develop and enforce rules for electric bikes and scooters using pathways, trails and roads. (City)
- Improve sharing of the pathway and trail system for pedestrians, cyclists, and others using motorized vehicles with speed limit enforcement, separated paths when possible, educational campaigns and other ideas to improve safety. (City, residents, community associations)
- Maintain pathways and shared recreation trails in winter and clear snow and ice. Give priority to pathways that are connecting points for pedestrians using pathways and sidewalks to get where they want to go (e.g. libraries, stores, schools, public transit stops). We suggest a city-wide Pathway Connector Mapping project, where connector pathways to sidewalks are identified, mapped and shared with Public Works and Environmental Services Department. These connector pathways should be audited annually, prioritized for winter maintenance and repaired as needed. (City)
- Widen multi-use trails or create more separate spaces for cyclists and pedestrians, including those with mobility aids and in wheelchairs. This would allow both user groups to move about side by side, without worry of being hit or blocking another user. This should apply to new pathways being built and retrofitting existing infrastructure to wider standards. (City)
- Enforce rules/bylaws for cyclists and others with powered vehicles: to yield the right-of-way to people walking, give a clear audible signal before passing someone, and travel at a reasonable, identified rate of speed. (City)
- Educate all users of trails (including seniors) about trail safety and rules, and about the need to take time and caution when sharing a pathway with vulnerable pedestrians. (City, community associations, COA)

#### 5. Enhance Pedestrian Safety and Comfort:

- Continue to investigate and extend **intersection crossing times** as needed in hot spot areas and those identified in age-friendly walkability audits.
- Officially adopt and enforce **speed reduction policies** in residential areas. Increase traffic calming measures, especially near schools and seniors' residences.
- Increase the number of available, accessible **toilets** at or near transit stops, in parks and along trails.
- Continue to support a "**Toward Vision Zero Goal**" that aims to reach zero fatalities and serious injuries to pedestrians and cyclists by 2020.

## 6. Walkable Age-Friendly Neighbourhoods:

- Continue to encourage and participate in **age-friendly walk audits** with seniors organized by the COA and local community associations. Act on the recommendations and concerns that come out of these audits. (City, COA, community associations, residents, private sector)
- **Join the snow mole** campaign so we can learn more about walking in winter. (community associations, residents, private sector, City Councillors and staff)
- Support the building of age-friendly, walkable neighbourhoods and affordable housing **close to transit hubs (LRT and buses)**. (City, private sector, residents)

## 7. Learn More:

- Conduct a **survey** and review of age-friendly walkability and safety with seniors and other valuable pedestrians in the **rural areas** of Ottawa. (City, COA, private sector, residents, researchers)
- Provide **more specific data** on senior pedestrians and collisions (e.g. age and sex breakdowns, fatalities and injuries, most dangerous intersections and situations, falls on sidewalks, seniors' concerns about walkability). (City, Province, researchers, COA)

## Conclusion

A city that is walkable and safe for valuable and vulnerable pedestrians benefits all community members, as well as visitors to the city. This report helps us understand the state of age-friendly walkability and pedestrian safety in Ottawa. It provides meaningful and achievable recommendations that will ensure pedestrians of all ages and abilities are safe and can incorporate healthy habits into daily life.

Making progress will require continued, enhanced, and integrated efforts from a range of stakeholders, additional data collection, and a commitment of municipal leadership.

The Council on Aging of Ottawa appreciates the opportunity to work with the City and the community to monitor our progress. We look forward to further collaboration as we strive to make Ottawa a city that is truly age-friendly.

**Appendix A:  
2017 Age-Friendly Walkability Progress Report  
Transportation Services Department Comments & Responses, November 2017**

Audit Components	Observations/Concerns	Transportation Department Comments
<b>Blackburn Hamlet Walking Audits</b> by Community Members and Students	Intersection crossing times, particularly across Innes Road at Bearbrook and at the Life Centre, are too short for elderly pedestrians.	The signalized intersections at Innes & Bearbrook and Innes & Life Centre have been retimed for slower moving pedestrians. Enough time has been allotted to complete their crossing. If people are still having difficulties completing their crossing, Traffic Services staff are available to meet onsite.
	<p>New pedestrian crosswalks should be installed on Innes Road, one at Gravel, and one in front of the Amica seniors' residence. A crosswalk is also recommended from the library across Glen Park Drive to the community hall and arena.</p> <p>The crosswalk on Bearbrook near Westpark Drive was not working.</p>	<p>Transportation Services (Traffic Services) will add the following locations to its review of potential locations for pedestrian crossovers:</p> <ul style="list-style-type: none"> <li>• Innes Road at Gravel Crescent</li> <li>• Glen Park Drive between Fairglen and Innes</li> </ul> <p>Transportation Services will not likely install a pedestrian crossover in front of the Amica's Senior Residence. Currently, there are pedestrian crossings on Innes at Glen Park, and 200 m east of that intersection, near Bearbrook Park.</p> <p>The crosswalk at the intersection of Bearbrook &amp; 60 metres south of Westpark was checked and functioning properly on August 15, 2017.</p>
	Traffic calming measures, such as flex signs, should be reviewed and appropriate measures adopted to slow traffic near schools and school crossings on Bearbrook Road. More signage alerting traffic to the Amica residence should be considered.	The Ward Councillor has implemented some traffic calming measures on Bearbrook Road, including the installation of two speed display boards, speed pavement markings and flexible-stakes to help reduce vehicular speeds. To help alert drivers to the Amica residence, an 'elderly persons' tab will be attached to the pedestrian ahead warning sign on the southbound approach to the Bearbrook Road and Innes Road intersection. The sign arrangement will be similar to what is already installed on the westbound approach to the intersection.
	More benches are recommended for bus stops.	Benches are currently provided at the following bus stops; Westpark and Bearbrook, Bearbrook and Centerpark 2, EastPark and Beechmont, Eastpark and Innes #1(both directions), Eastpark and Innes #2 and Innes and Tauvette. No additional benches are recommended at bus stops in Blackburn Hamlet at this

		<p>time, based on current ridership and demographic figures.</p> <p>Improvements are planned for three bus stops in Blackburn Hamlet in 2018: new asphalt bus pads are planned for bus stop 8687 at Westpark &amp; Valewood, stop 8688 at Westpark &amp; Highpark, and stop 8195 at Eastpark &amp; Beechmont. Although, no bench installations are planned for these stops, staff are reviewing stops that have a higher proportion of seniors and persons with disabilities for opportunities to install an exterior bench.</p>
<b>Kanata-Beaverbook audit</b>	Connections to public transit stops have not been addressed.	Improvements will be made to six bus stops in Beaverbrook in 2018 with funding received from the federal government under the Public Transit Infrastructure Fund: bus stop 6446 at Teron and Salter will receive a bus pad with curb ramp installed to provide better access to customers using assistive mobility devices, and bus stop 1287 at Walden and Weslock will receive a bus pad with an accessible link to the adjacent sidewalk.
<b>Glebe audit</b>	There have been no new bus shelters.	In 2018, there are plans to install a new bus pad and shelter at the stop at Elgin and Isabella/Queen Elizabeth Driveway, and to replace the shelter at stop 6894 at the corner of Isabella and O'Connor. Shelters will be added at additional locations based on ridership, demographic, and physical characteristics. Customers with specific suggestions are asked to contact OC Transpo.
<b>Winter walking/Snow Mole audits</b>	<p>--People using mobility aids are sometimes faced with poorly ploughed and inaccessible transit stops outside of the main fairways.</p> <p>--Increase priority for maintaining safe sidewalks and pathways and full accessibility around schools, senior's residences, seniors' centres and transit stops.</p> <p>-- Participate in winter walk audits organized by local community associations and neighbourhoods</p>	<p>Transportation Services has identified a number of transit stops, which are more frequently used by seniors and persons with disabilities, for enhanced winter maintenance. This list of stops has been provided to Public Works and Environmental Services for integration into their snow ploughing beats for the winter of 2017-2018. If there are additional specific stops that need more attention during the winter months, residents are asked to please contact the City of Ottawa or OC Transpo.</p> <p>Transportation Services staff are willing to participate in winter walk audits organized by the Pedestrian Safety Committee or by local community associations. Please contact Tom Crowley, Coordinator, Transit System Accessibility, at 613-580-2424, ext. 52017 or <a href="mailto:thomas.crowley@ottawa.ca">thomas.crowley@ottawa.ca</a>.</p>

<b>Involve older adults</b>	Consult with older adults and other vulnerable pedestrians when examining maintenance standards and planning improvements in the built environment and the transit system.	Transportation Services regularly engages the public, older adults and persons with disabilities in regards to planning improvements in the built environment, policies and standards. Some recent examples include public and stakeholder engagement on bus stop accessibility design standards, exterior bus announcements, design of new Para Transpo minibuses, and Para Transpo customer eligibility and booking processes.
<b>OC Transpo audits</b>	OC Transpo to carry out the proposed audit of all bus stops for accessibility and ensure that there are ramps or entrance/exit ways to all bus pads.	Transportation Services began reviewing approximately all 5,800 on-street bus stops for accessibility in the spring of 2017. This review is being conducted over the next three years. Meanwhile, the Department continues to improve on-street stops to a level that is consistent with the City of Ottawa's Accessibility Design Standards.
<b>Speed reduction</b>	Officially adopt speed reduction policies and rules that are currently under consideration.	Speeds on City of Ottawa roadways are set by the Speed Zoning Policy, approved by Council in 2009, and the 30 km/h Speed Limit on an Existing Roadway Policy, approved in March 2017. These policies equip staff with the necessary tools to review requests to reduce speeds on roadways and implement posted speed limit changes where appropriate. Residents who wish to request a speed limit reduction are encouraged to contact 311 to submit an official request to trigger a review of the roadway to determine the feasibility of a speed reduction.
<b>Public toilets</b>	Create a network of safe, accessible, free, clean and environmentally responsible public toilets in parks, major transit stops and key public places.	Accessible public washroom facilities will be provided at Blair, Hurdman, Bayview and Tunney's Pasture Stations.
<b>Vision Zero Goal</b>	Adopt a Vision Zero goal that aims to reach zero fatalities and serious injuries to pedestrians and cyclists by 2020.	Currently, the goal of the City of Ottawa's Safer Roads Ottawa (SRO) Program is "Towards zero. One fatality or serious injury is one too many." In July 2017, the Transportation Services Department was directed by Council to undertake a program review of Safer Roads Ottawa and to consider an updated action plan using the principles of Sweden's "Vision Zero" focus. The report is scheduled to be presented to the Transportation Committee and Council in the first half of the new year.

## Appendix B: Age-Friendly Hospital Parking Checklist

**Location:**

**Date:**

Question:	Yes/No
1. Overhead lighting is sufficient for security. Comments:	
2. There is a sufficient number of wheelchair accessible parking stalls of appropriate dimensions located close to each entrance. Comments:	
3. There is a safe, direct pedestrian and wheelchair route connecting parking areas to accessible entrances without passing through vehicle pathways. Comments:	
4. Safe routes are clearly indicated with appropriate signage. Comments:	
5. Routes are kept clear of ice and snow in winter (note if not applicable) Comments:	
6. A sheltered drop-off area and walkway leading to main entrances is available. Comments:	
7. There is a drop-off area at the main entrance with assistance available. Comments:	
8. There is a convenient, accessible bus stop. Comments:	
9. There is a smooth transition from sidewalk and curb to road level. Comments:	
10. The cost of parking is comparable to the costs of municipal parking during: Daytime Evenings Weekends	

**Appendix C:  
Age-Friendly LRT Audit Questionnaire**

Name of station: \_\_\_\_\_ Date: \_\_\_\_\_

**A - Accessibility and Safety**

1. There are accessible transfer points from OC Transpo buses and Para Transpo vehicles to this station. Yes \_\_\_ No \_\_\_
2. There is a safe and accessible Para Transpo drop-off area at this station. Yes \_\_\_ No \_\_\_
3. There are accessible and safe escalators or elevators easily available if required.  
Yes \_\_\_ No \_\_\_ N/A \_\_\_
4. The faregates, doorways and elevators are accessible and in good working order.  
Yes \_\_\_ No \_\_\_
5. There is plenty of room for people with mobility aids or challenges to maneuver safely, especially at rush hour. Yes \_\_\_ No \_\_\_
6. There is a smooth transition from platform to train. Yes \_\_\_ No \_\_\_
7. The timing of the train door opening and closing is long enough for wheelchairs/walkers to enter and exit safely. Yes \_\_\_ No \_\_\_
8. There is safe wheelchair access and secure spaces on the train. Yes \_\_\_ No \_\_\_
9. There is bright enough lighting night and day in station and on train. Yes \_\_\_ No \_\_\_
10. The walkways are smooth and even, and free of hazards. Yes \_\_\_ No \_\_\_
11. There is enough clear signage and maps telling where you are and where you want to go.  
Yes \_\_\_ No \_\_\_
12. There is availability of help if needed. Yes \_\_\_ No \_\_\_
13. There is First Aid equipment available and Defibrillator equipment in this station.  
Yes \_\_\_ No \_\_\_

Comments:

**B- Comfort and Convenience**

- 1. There is an easy-to-use ticket machine to buy or upgrade a Presto card. Yes \_\_\_\_ No \_\_\_\_
- 2. There are accessible toilets and drinking fountains in this station. Yes \_\_\_\_ No \_\_\_\_
- 3. There are enough garbage /recycling bins. Yes \_\_\_\_ No \_\_\_\_
- 4. There are convenient benches for resting in the station. Yes \_\_\_\_ No \_\_\_\_
- 5. There is comfortable seating on the train. Yes \_\_\_\_ No \_\_\_\_
- 6. There are secure wheelchair spaces with enough space to maneuver. Yes \_\_\_\_ No \_\_\_\_
- 7. There is a clear “next stop” announcement system. Yes \_\_\_\_ No \_\_\_\_
- 8. There are “way-finding” announcements for visual and hearing impaired. Yes \_\_\_\_ No \_\_\_\_
- 9. There are announcements to “consider the needs of those in Priority Seating.” Yes \_\_\_\_ No \_\_\_\_
- 10. There are Route maps and signage easily visible in station and inside train. Yes \_\_\_\_ No \_\_\_\_
- 11. The signage is easy to read and clear enough, telling where you are and where you want to go. Yes \_\_\_\_ No \_\_\_\_

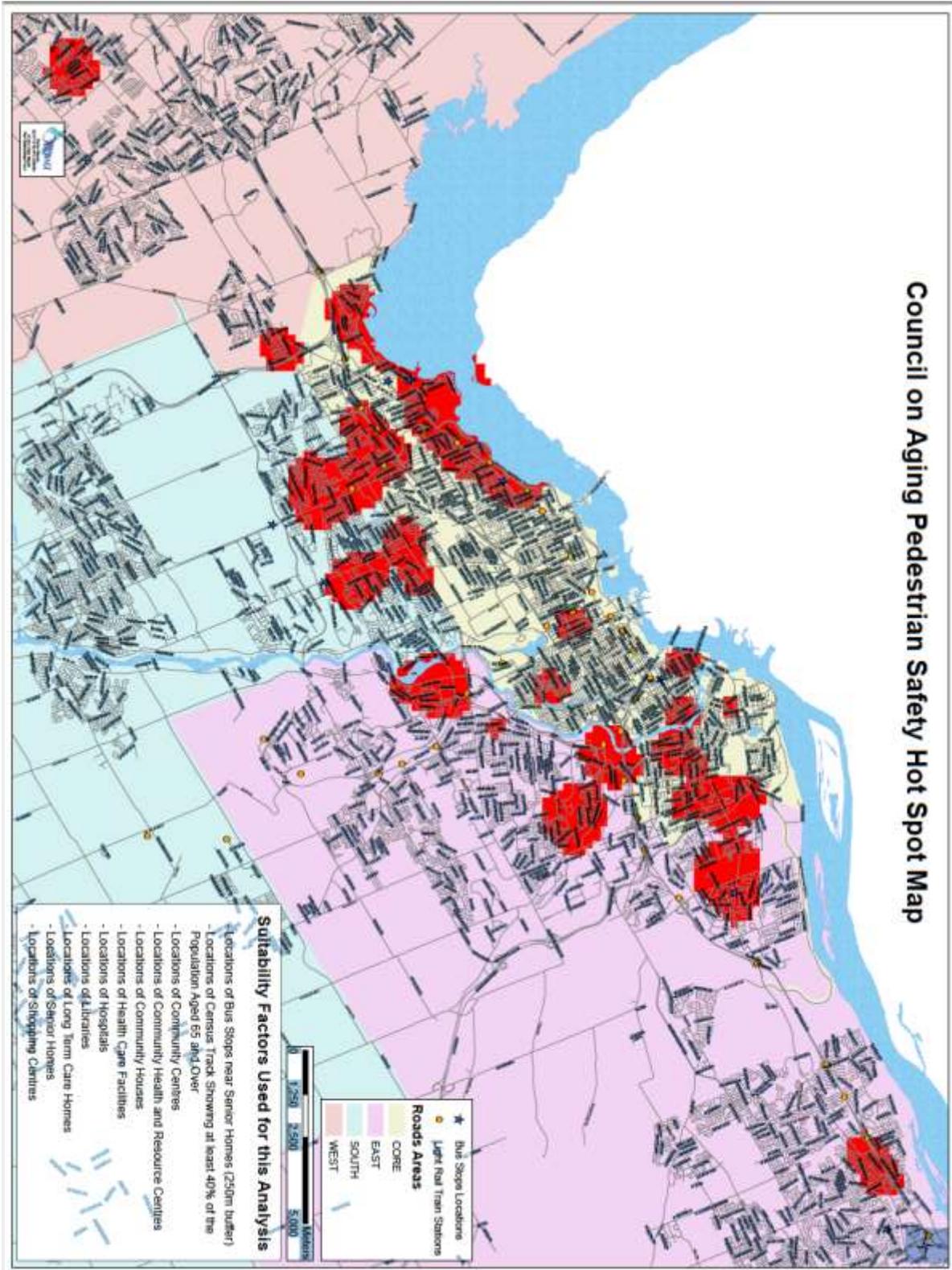
Comments:

**C- Seasonal Conditions**

- 1. There is adequate snow and ice removal, salting and sanding Yes \_\_\_\_ No \_\_\_\_ N/A \_\_\_\_
- 2. Snow banks are at a level that allows wheelchair users and children to see oncoming vehicles. Yes \_\_\_\_ No \_\_\_\_ N/A \_\_\_\_
- 3. Curb cuts and bus shelters are not blocked by snow/ice. Yes \_\_\_\_ No \_\_\_\_ N/A \_\_\_\_
- 4. There are safe, secure and convenient drop-off areas/pick-up areas outside the station in all seasons. Yes \_\_\_\_ No \_\_\_\_
- 5. There are available shelters from rain or snow while waiting for trains, or exiting trains  
Yes \_\_\_\_ No \_\_\_\_

Comments:

# Appendix D: Hot Spot Map



## Appendix E: Snow Mole Questionnaire



You are invited to be a **SNOW MOLE** and complete a Winter Walkability and Pedestrian Safety Audit. **SNOW MOLES** are volunteers who report on what it is like to walk outside on a winter day.

### A. Instructions to Age-Friendly Ottawa SNOW MOLES

1. **Pick a time of day** when you need to go out, preferably a day or two after winter weather (e.g. snow, freezing rain).
2. **Pick a destination:** e.g. school, grocery store, bank, drug store, transit stop.
3. **Use** the Snow Mole questionnaire to audit your walk.
4. Complete the questionnaire online ([www.coaottawa.ca/snowmoles](http://www.coaottawa.ca/snowmoles)) or drop off/mail it to: The Council on Aging of Ottawa, 1247 Kilborn Pl, Ottawa, K1H 6K9. If you are with a community group give your completed questionnaire to your community association leader.

### B. Questions about you and your winter walk

Date (day/month/year): \_\_\_\_\_ Time of day: \_\_\_\_\_ a.m. \_\_\_\_\_ p.m. \_\_\_\_\_

Describe winter conditions (i.e. snow, freezing rain, slushy) \_\_\_\_\_

City/ Neighbourhood of walk audit: \_\_\_\_\_

Names of main streets on route: \_\_\_\_\_

Approximate distance: \_\_\_ less than 1 km, \_\_\_ 1 km, \_\_\_ 1.5 km, \_\_\_ more than 1.5 km

### C. About you:

Age \_\_\_ Female \_\_\_ Male \_\_\_

I have a mobility aid:  Yes  No

I walk this route for (check all that apply):

- Transportation: to reach a specific location
- Recreation: for enjoyment and/or physical activity
- To question safety and accessibility of this route

**D. Snow Mole Checklist: (Please circle or highlight your answer)**

1. Have the sidewalks and streets in front of your house, residence or school been:  
Plowed? Yes No Not applicable  
Sanded? Yes No Not applicable  
Salted? Yes No Not applicable
2. Are the sidewalks on your route **well** sanded or salted?  
Yes No Not applicable
3. Does snow thrown onto the sidewalk from snow plows or people’s snow blowers interfere with walking?  
Yes No
4. If there are paths or walkways on or near your route, are they well plowed?  
Yes No Not applicable
5. Are the snow banks shorter than your waist?  
Yes No
6. Can you walk (or use a mobility device) to safely get to your destination or to the nearest bus stop?  
Yes No
7. Is the closest bus stop area clear of snow/ice?  
Yes No Not applicable
8. Is the bus stop area fully accessible?  
Yes No Do not know
9. Is any seating on this stretch of road kept clear of ice and snow?  
Yes No Not applicable
10. Are you able to get to your destination and back home safely?  
Yes No
11. Do you have any other safety concerns?

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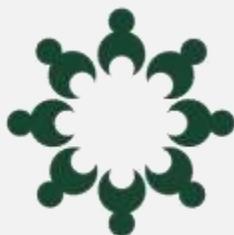
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Please report any hazards or problems needing immediate attention to the City of Ottawa’s phone line 311.



For additional copies of the 2018 Age-Friendly Walkability Progress Report or further information contact:

**The Council  
on Aging  
of Ottawa**



**Le Conseil sur  
le vieillissement  
d'Ottawa**

**613.789.3577**

**[coa@coaottawa.ca](mailto:coa@coaottawa.ca)**

**[www.coaottawa.ca](http://www.coaottawa.ca)**