



# Traffic Service Catalogue



**Safer Roads Ottawa** | **Sécurité des routes Ottawa**  
*Toward Zero* | *Vers zéro*



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## Speeding

Speeding is a major concern for residents within Ottawa. The City receives over a thousand inquiries each year requesting that action be taken to address speeding to improve the quality of life and level of safety on city streets.

In densely populated areas in Ontario, where there are no posted speed limits, the maximum speed is 50 km/h. Speed limits in Ottawa are established based on what is known as the 85<sup>th</sup> percentile speed, this is the speed at which 85% of the drivers are travelling at or below.

Drivers tend to operate their vehicles at a speed that is comfortable for the roadway conditions. Long, straight, wide sections of roadways with a smooth surface and few driveways, lend themselves to higher travelling speeds. Posted speed limits which are set lower than the roadways and traffic conditions allow for are generally ignored by the majority of motorists.

Short of physical modifications to roadways that often make drivers feel more constrained, there are few remedies to speeding. Enforcement and awareness can help address speeding issues.

### Things to Consider

- Speed display boards can be an effective tool to help bring awareness to drivers about the speed they are travelling.
- Parking on one or both sides of a street can act as a traffic calming measure as it makes drivers feel constrained.
- All-way Stop signs are often suggested by residents as a measure to slow traffic down. However, the purpose of stop signs is to inform drivers which direction has the right-of-way at an intersection; they are not speed control devices. When an all-way stop is installed at an inappropriate location, the following issues may arise:
  - The rate of compliance with the stop sign is typically low.
  - The safety of pedestrians can decrease as a result of the low compliance to the stop sign.
  - The average speed of vehicles between intersections may increase as motorists try to make up for lost time.

### How You Can Take Action

To report any speeding issues, please contact the Ottawa Police Service. Remember to provide the time of day that the incident occurred. As each call is recorded, these details will help the police identify any speeding hotspots or patterns.

To request enforcement of speeding or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.

## Speed Limit Signs

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

Speed limit signs are installed when the speed limit is higher or lower than the default speed limit of 50 km/h. There are three types of speed limit signs:

- **Maximum Speed Begins** – These signs are placed when there is a change in speed limit along a roadway.
- **Maximum Speed** – These signs are placed after each cross-street along a roadway to which the speed limit applies.
- **Maximum Speed Ahead** – These signs are used when the speed limit changes by more than 20 km/h. A Maximum Speed Ahead sign is placed in advance of the first Maximum Speed Begins sign to provide drivers the time to adjust their speed before entering the new speed zone.

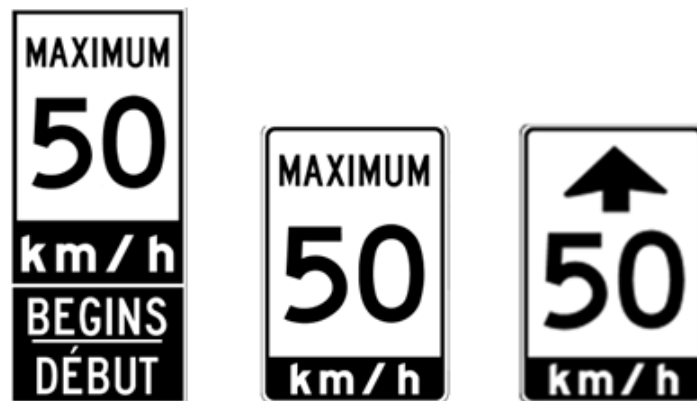


Figure 1 - Speed limit signs

### Things to Consider

- Changing the speed limit of a roadway has little effect on the speed of drivers.
- Studies show that changes to roadway configuration are more effective in slowing driver speed than lowering speed limits.

### How You Can Take Action

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

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**

## Speed Humps

Speed humps, also referred to as speed bumps, are used as a traffic calming measure and can be quite effective in reducing speeds. Speed humps are self-enforcing and usually have few secondary impacts when used on local roads. In order to implement traffic calming measures on a roadway, an Area Traffic Management Study must first be completed. [More information on the Area Traffic Management Program.](#)



Figure 2 - Speed hump and signage

### Things to Consider

- Locations that are considered viable for a traffic study are subject to the Area Traffic Management Program priority list. Only those locations that are ranked the highest will be studied and implemented if traffic calming measures.
- Undesired secondary impacts, including delays to emergency vehicles and diversion of traffic to local roadways can be a greater concern when traffic calming measures are used on main roadways and thoroughfares.

### How You Can Take Action

To determine if a roadway qualifies for an Area Traffic Management Study, please call 3-1-1 (TTY: 613-580-2401) or email [311@ottawa.ca](mailto:311@ottawa.ca).

### Our Service to You

**Step 1:** Your request will be assigned to a Traffic Assessment Specialist who will review the location by comparing speed, traffic volumes and collision history against the criteria set in the Area Traffic Management screening guidelines.

**Step 2:** Based on the results of the review, the Traffic Assessment Specialist will either provide you with options for other speed deterrent measures or forward your request to the Area Traffic Management Unit as a viable candidate for study.

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**

## 40 km/h Speed Limit Petition Process

Residents who live on local residential roadways, as identified in the City's [Transportation Master Plan](#), can seek to have the speed limit reduced on their street to 40 km/h from the default speed of 50 km/h through a petition process. In order for the 40 km/h speed limit to be implemented, there must be a clear consensus of 66% of residents on the entire street in favour of the reduction. There must also be support from the ward councillor.

### Things to Consider

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

### How You Can Take Action

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

### Our Service to You

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

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

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

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**



## 'Slow Down!' Campaign

'Slow Down!' campaigns bring communities together with the City of Ottawa and Ottawa Police Services to address speeding concerns within a neighbourhood. Speeding within residential communities is usually a neighbourhood issue. On local roads, it is most often the residents of the community or their visitors who are speeding.

Each 'Slow Down!' campaign lasts approximately two years and begins in the spring. Campaign signage is installed within the community and at its entrance points. Awareness materials are provided to the Community Association for distribution to local residents. Periodically throughout the campaign, City staff collect data to monitor speeds and police provide enforcement of speeding and stop-sign running infractions.



Figure 3 - 'Slow Down!' Campaign signage

### Things to Consider

- The success of a 'Slow Down!' campaign relies heavily on community involvement.
- It is the responsibility of community members to circulate handouts door-to-door and highlight the campaign at community association meetings and in community newsletters.

### How You Can Take Action

To discuss the initiation of a 'Slow Down!' campaign within your community, please call 3-1-1 (TTY: 613-580-2401) or email [311@ottawa.ca](mailto:311@ottawa.ca).

### Our Service to You

**Step 1:** The person making the request, usually a community association representative, will be referred to a Traffic Assessment Specialist. Traffic data will be reviewed to determine if there is a speeding issue that could be addressed by a 'Slow Down!' campaign.

**Step 2:** If a speeding issue is confirmed, the Traffic Assessment Specialist will advise the community representative and discuss campaign timing and the roles and responsibilities of everyone involved throughout the process.

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**

## Speed Display Boards

Drivers are often unaware of the speed at which they are travelling, and speed display boards help alert drivers to their speed. Although results may vary, speed display boards have been found to generally reduce speeds by 2 to 4 km/h when in place. Most of the units used by the City of Ottawa collect speed data, which helps City staff identify areas where speeding is an issue. There are three types of speed boards: speed dollies, as shown below, pole mounted boards and those mounted on trailers.



Figure 4 - Speed display dolly

### Things to Consider

- Speed board dollies are used on lower volume roadways and are typically out for one day at a time. Requests are met on a first-come, first-served basis. However, requests to have these placed in school zones are considered high priority.
- Speed board trailers are used on higher volume roads and are typically out for up to five days.
- Both dollies and trailers are only deployed during the spring through to the fall when roadsides are free of snow banks.
- Pole mounted speed boards are set in place for longer periods of time. The number of pole mounted speed boards varies by ward as many have been purchased through ward councillor office budgets.
- Locations and deployment schedules for pole mounted boards are development in consultation with ward councillors.

### How You Can Take Action

To request that a speed board be deployed, please call 3-1-1 (TTY: 613-580-2401) or email [311@ottawa.ca](mailto:311@ottawa.ca)

### Our Service to You

**Step 1:** Once a request is received for a dolly or a trailer, it will be assigned to a City staff member who will identify a suitable location for it and schedule a date for deployment.

**Step 2:** On the day of deployment, the dolly will be installed before the morning rush hour and left on site until the evening. The trailers will typically be removed 2-5 days after initially deployed.

**Step 3:** The data collected from the unit will be processed and reviewed. A request will be sent to the Ottawa Police Service to conduct speed enforcement at locations where data confirms that there are speeding issues.

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**

## 'Pedestrians Ahead' Warning Signs

'Pedestrians Ahead' warning signs are used to inform motorists and other road users that they must exercise caution as they approach an area in which pedestrians may be walking and/or crossing the roadway. These signs are installed on the approaches to pedestrian walkway connections and/or the approaches to a seniors' residence within the urban area of the City or in rural areas where motorists may not expect pedestrians on the roadway.

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



Figure 5 - 'Pedestrians Ahead' warning signs

### Things to Consider

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

### How You Can Take Action

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

### Our Service to You

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

**Step 2:** If the location identified is a suitable candidate for a 'Pedestrian Ahead' sign, the signs will be installed within approximately six to eight weeks.

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**

## Crosswalk Pavement Markings

Crosswalk pavement markings are applied to the roadway to indicate the area pedestrians are supposed to use to cross the roadway. These markings are applied at traffic control signals, all-way stop controls, pedestrian signals, locations controlled by adult school crossing guards, and at some stop or yield signs. The markings provide an additional reminder to motorists they should be looking for pedestrians.

Two parallel, solid lines are used to designate a pedestrian crossing. However, at crossings where there are higher numbers of vehicles and pedestrians interacting, “ladder” type pavement markings may be used to enhance the visibility of the crosswalk.



Figure 6 - Crosswalk pavement markings

### Things to Consider

- Pavement markings are only painted at controlled intersections unless there is a pedestrian signal or an adult crossing guard at the location.
- Pavement markings are typically only installed between April and November. If a request is made during the winter months, it will be reviewed and implemented in the spring or early summer.
- Occasionally, there are operational or accessibility issues that may prevent the installation of a crosswalk on every leg of a controlled intersection.

### How You Can Take Action

To learn if crosswalk pavement markings are appropriate at an intersection or to request that existing pavement markings be re-painted, please call 3-1-1 (TTY: 613-580-2401) or email [311@ottawa.ca](mailto:311@ottawa.ca).

**Our Service to You**

**Step 1:** Once a request is received, it is assigned to a Traffic Assessment Specialist who will conduct a review to see if the location is a candidate for crosswalk pavement markings. If traffic and pedestrian volumes are high enough, ladder markings may be implemented.

**Step 2:** If the location is suitable, pavement markings will be installed within six to eight weeks, weather permitting.

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**

## 'Bicycles Crossing Ahead' Signs

'Bicycles Crossing Ahead' warning signs are used to warn motorists and other road users that they should exercise caution as cyclists may be on, or near, the roadway in the area they are approaching. These warning signs are installed at locations in advance of a bicycle crossing, or where there are higher occurrences of cyclist and vehicle interactions. For instance, signs are installed where cyclists cross a roadway without a painted bike lane or bicycle facility present.

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



Figure 7 - 'Bicycles Crossing Ahead' warning sign

### Things to Consider

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

### How You Can Take Action

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

### Our Service to You

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

**Step 2:** If the location is a suitable candidate for a 'Bicycles Crossing Ahead' sign, the sign will be installed within six to eight weeks.

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**



## 'Playground Ahead' Signs

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



Figure 8 - 'Playground Ahead' warning sign

### Things to Consider

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

### How You Can Take Action

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

### Our Service to You

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

**Step 2:** If the location is a suitable candidate for 'Playground Ahead' signs, the signs will be installed within six to eight weeks.

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**

## 'Deer Crossing' Signs

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



Figure 9 - 'Deer Crossing' warning sign

### Things to Consider

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

### How You Can Take Action

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

### Our Service to You

**Step 1:** Once a request is received, it will be assigned to the Coordinator of the Safer Roads Ottawa Program who will conduct a review of the area and review collision statistics to determine if the location meets the criteria for the installation of this type of sign.

**Step 2:** If the location is a suitable candidate for 'Deer Crossing' signs, the signs will be installed within six to eight weeks.

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**

## Flashing Amber Beacons

Flashing amber beacons are used to enhance warning signs or regulatory signs at locations where physical roadway conditions or driver judgment requires increased awareness. Due to the cost and maintenance of flashing amber beacons, their use is reserved for very specific locations.



Figure 10 - Types of signs that may include flashing amber beacons

### Things to Consider

- These signs may be used to inform motorists that a reduced speed limit is in effect within an approved School Speed Zone. The flashing amber beacons start flashing prior to the school bell ringing and continue to flash after the bell rings. The flashing period varies from location to location.
- These signs may be used on curved sections of rural roads where there is evidence of a specific number of collisions along the roadway.
- These signs may be used on hilly sections of rural roads adjacent to built-up residential areas.
- These signs may be used on the approaches to traffic control signals that are not clearly visible to approaching motorists on the road.
- Placing these signs in areas where it is not required leads to a general disregard for signs by the travelling public.

### How You Can Take Action

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

### Our Service to You

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

**Step 2:** If the location is a suitable candidate for flashing amber beacons, they will be designed and installed.

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**

## Curve Signs

Curve warning signs are manufactured to several different designs and are used to provide advance warning to motorists of an upcoming change in the horizontal alignment of the roadway. These signs may be accompanied by a distance tab, which indicates the distance to the change in aligned. They may also include an advisory speed tab which indicates what the safe driving speed is on the curved section of the roadway.

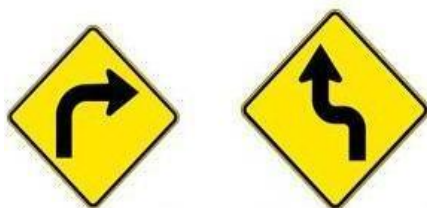


Figure 11 - Curve warning signs



Figure 12 - Curve warning sign tabs

### Things to Consider

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

### How You Can Take Action

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

### Our Service to You

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

**Step 2:** If the location identified is a suitable candidate for a curve warning sign, the signs will be installed within six to eight weeks.

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**

## Stop Signs

Stop signs are a form of traffic control used to assign the right-of-way at intersections; they are not intended to be used as speed control devices. For all-way stops to be installed at an intersection, minimum criteria must be met. Where it has been determined that an all-way stop is required, the stop signs are supplemented with an 'All-Way' tab, placed below the stop sign.

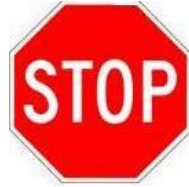


Figure 13 - Standard stop sign

### Things to Consider

- The introduction of unwarranted all-way stop signs has been shown to increase speed of the traffic travelling between intersections as drivers try to make-up time after stopping for the unwarranted stop sign.
- The installation of unwarranted all-way stop signs usually results in a higher occurrence of non-compliance of the stop signs at an intersection. This may lead to reduced pedestrian and motorist safety as approaching motorists fail to yield the right-of-way to pedestrians crossing the street.

### How You Can Take Action

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

### Our Service to You

**Step 1:** Once a request is received, it is assigned to a Traffic Assessment Specialist who conducts a study to determine if the location meets the criteria for the installation of an all-way stop. This study reviews traffic volumes, sightlines available to motorists approaching the intersection, the latest collision statistics at the intersection, the proximity to other traffic control devices on the roads, and the adjacent land use on the street.

**Step 2:** If the location is suitable for the installation of an all-way stop sign, the signs will be installed within six to eight weeks.

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**

## 'Stop Ahead' Signs

'Stop Ahead' warning signs are used to warn motorists and other road users that they are approaching a stop sign at an intersection and that they will have to stop. These signs are typically used in locations where the roadway alignment reduces the sightlines available to motorists appraising an upcoming stop sign or in rural areas where drivers on higher speed roads would not expect to stop.



Figure 14 - 'Stop Ahead' warning sign

### Things to Consider

- These signs are not intended as a deterrent for drivers who do not comply with stop signs.
- Placing these signs in areas where it is not required leads to a general disregard for signs by the travelling public.

### How You Can Take Action

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

### Our Service to You

**Step 1:** Once a request is received, it will be assigned to a Traffic Assessment Specialist who will conduct a study to determine if, based on the posted speed limit, there is insufficient stopping sight distance to come to a safe stop.

**Step 2:** If the location is suitable for a 'Stop Ahead' warning sign, the signs will be installed within six to eight weeks.

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**



## Pedestrian Traffic Signals

Pedestrian traffic signals are a form of controlled pedestrian crossing that provides the right-of-way to pedestrians crossing the roadway when they have the walk signal displayed. The signals can be located at intersections or at mid-block locations. City Council approval is required for all new pedestrian signal installations, and approval is obtained via the budget process.

### Things to Consider

- The review process for pedestrian traffic signals may take a few months to complete as it requires a traffic count. Traffic counts mostly take place in the spring, summer and fall months.
- Pedestrian traffic sign costs are relatively high. As a result, only those locations that satisfy a set of minimum criteria receive the devices.

### How You Can Take Action

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

### Our Service to You

**Step 1:** Once the request is received, it will be assigned to a Traffic Engineer who will contact you with the results of the recent evaluation or to inform you that a pedestrian survey/traffic count will be scheduled.

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

**Step 3:** If a location meets the necessary criteria for the installation of a pedestrian traffic signal, the ward councillor will be consulted. If the council wants the signal to be installed, staff will determine if roadway modifications are required to implement the signal. If roadway modifications are required, public consultation will be conducted as required by the Ontario Municipal Act.

**Step 4:** Once consultation is complete, if necessary, the project will be identified as part of the proposed budget for the New Traffic Control Signal Program.

**Step 5:** The new pedestrian traffic signal will be installed through the spring to the fall of the budget year in which the funds were approved by Council, depending on the extent of the roadway modification required.

## New Roundabouts or Traffic Control Signals

Traffic control signals and roundabouts are traffic control devices used to allocate right-of-way at an intersection. When traffic volumes at a stop-controlled intersection increase to the point that they cause delays or result in increased collisions, a higher form of traffic control, like traffic control signals or roundabouts, may be necessary. Roundabouts are considered at all locations that meet the warrants for traffic control signals.

### Things to Consider

- The review process for traffic control signals or roundabouts may take a few months to complete as it requires a traffic count. Traffic counts mostly take place in the spring, summer and fall.
- The costs to install traffic signals and roundabouts are relatively high. As a result, only those locations that satisfy a set of minimum criteria receive the devices.

### How You Can Take Action

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

### Our Service to You

**Step 1:** Once a request is received, it is assigned to a Traffic Engineer who will contact you with the results of a recent evaluation or to inform you that a traffic count will be scheduled.

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

**Step 3:** If a location meets the criteria for the installation of a traffic control signal, the City of Ottawa undertakes a functional design exercise that recommends an appropriate form of traffic control for the intersection. Not all locations are suitable for a roundabout, and at these locations, traffic control signals are typically the alternative solution. The ward councillor will be consulted at this point in the process, and if roadway modifications are required, public consultation will be conducted as required by the Ontario Municipal Act.

**Step 4:** Once the consultation is complete, if necessary, the project will be identified as part of the proposed budget for the New Traffic Control Signal Program.

**Step 5:** The new traffic control signal or roundabout will be installed in the spring through fall months of the budget year in which the funds were approved by Council, depending on the extent of the roadway modifications.

## Truck Routes

The City of Ottawa has an extensive truck route system that is essential to efficiently and effectively moving goods within the City while balancing the impact on residential areas. Most arterial roads within the city are part of the truck route system. The City tries to minimize the impact on residential areas by providing several alternative routes to truck drivers. Most truck routes can carry full loads all year. However, there are some that have load restrictions between mid-March and mid-May as a result of spring thaw.

Truck routes are signed using “permissive” signage, which means that the signs will indicate whether a truck is allowed on the roadway or not. “No Trucks” signs are only installed where there has been a demonstrated issue of trucks deviating from designated truck routes onto non-truck routes.



Figure 15 - Permissive and non-permissive truck route signage

### Things to Consider

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

### How You Can Take Action

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

### Our Service to You

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

**Step 2:** If the location is a suitable candidate for a ‘Truck Route’ sign, the signs will be installed within six to eight weeks.

**Enforcement of truck routes is conducted by the Ottawa Police Service. To report violations or unsafe truck drivers, please call 613-236-1222 extension 7300.**

## Parking Signs

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



Figure 16 - Parking regulation signage

### Things to Consider

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

### How You Can Take Action

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

### Our Service to You

**Step 1:** Once a request is received, it is assigned to a Traffic Assessment Specialist who undertakes a site visit to determine if there are any safety issues associated with the request. If not, a petition will be offered to the resident. A petition document containing all the addresses to be petitioned will be created by City staff.

**Step 2:** The petition will be provided to the resident who initiated the request, known as the proponent. It is the responsibility of the proponent to visit every address listed on the petition from provided by the City. The petition not only serves to inform the City of the proportion of residents who support the change, but it also provides notice to the residents along the street that a change may occur. Once completed, the petition must be returned to the Traffic Assessment Specialist as per the instructions provided to the resident when given the petition.

**Step 3:** Upon receipt of the petition, the Traffic Assessment Specialist will review the results. If 66% of residents are in favour, the Specialist will notify the ward councillor to seek support. If the ward councillor is supportive, a work order is issued and the new parking signs will be installed within six to eight weeks.

## Unsigned Parking Regulations

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

- In excess of three hours between 7:00 a.m. and 7:00 p.m.
- Within 300 meters of your previous parking space within one hour.
- Within 9 meters of an intersection.
- Within 3 meters of a fire hydrant.
- Within 1.5 meters of a driveway.
- On a roadway that is 6 meters or less in width.
- On any portion of a highway not intended for vehicle parking.
- During snow removal and street sweeping operations.
- On a highway where the angle has been designated by signs or markings on the roadway, angle parking is not permitted.
- On any highway where there are parking meters, no person shall remain parked unless such vehicle is parked entirely within the area designated as a parking meter space.

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

- Within a pedestrian crossover, within 30 meters of the approach side of a pedestrian cross over or within 15 meters of the leaving side of a pedestrian crossover.
- Within 34 meters of the approach side of a bus stop or within 18 meters of the leaving side of a bus stop.
- Within an intersection or crosswalk.
- Between the hours of 7:00 a.m. to 7:00 p.m. within 30 meters of the approach of a school crosswalk and within 10 meters of the leaving side of a school crosswalk.
- Within an underpass, upon a bridge, or within 30 meters of any such structure.

### Things to Consider

- Sign installation and maintenance can be costly and posting the unsigned regulations would require many more signs to be installed on the City's portion of your property frontage.
- It is the driver's responsibility to know and follow the parking regulations in the Traffic and Parking Bylaw.

- The City will periodically inform the public of the Traffic and Parking Bylaw in local print media and it is always available on [ottawa.ca](http://ottawa.ca).

**How You Can Take Action**

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



## Winter Parking Regulations

Some roadways are subject to winter parking regulations. Parking on these roadways is prohibited beginning on November 15<sup>th</sup> through to April 15<sup>th</sup> of the following year. Roadways subject to winter parking regulations have signage posted to inform drivers of the regulations. Winter parking regulations can be implemented by the City in order to improve roadway safety or as a result of a petition process.



Figure 17 - Winter parking regulation signage

### Things to Consider

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

### How You Can Take Action

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

### Our Service to You

**Step 1:** Once a request is received, it will be assigned to a Traffic Assessment Specialist who will undertake a sit visit to determine if there are any safety issues associated with the request. If not, a petition will be offered to the resident. A petition document containing all addresses to be petitioned will be created by the City.

**Step 2:** The petition will be provided to the resident who initiated the request, known as the proponent. It is the responsibility of the proponent to visit every address listed on the petition from provided by the City. The petition not only serves to inform the City of the proportion of residents who support the change, but it also provides notice to the residents along the street that a change may occur. Once completed, the petition must

be returned to the Traffic Assessment Specialist as per the instructions provided to the resident when given the petition.

**Step 3:** Upon receipt of the petition, the Traffic Assessment Specialist will review the results. If 66% of residents are in favour, the Specialist will notify the ward councillor to seek support. If the ward councillor is supportive, a work order is issued and the new parking signs will be installed within six to eight weeks.

## Consideration Parking Permits

The purpose of the Consideration Parking Permit Program is to provide temporary, short-term on-street parking privileges under special circumstances. In general, permits are issued when off-street parking spaces are displaced temporarily, such as during off-street construction when a property's parking spaces may be occupied with construction activities or garbage dumpsters. Permits may be issued to both residential and non-residential uses.

Temporary Consideration Parking Permits allow for overtime parking only. For instance, they can allow for parking for more than 3 consecutive hours between 7:00 a.m. and 7:00 p.m. where otherwise a vehicle would be required to move after 3 hours. Temporary Consideration Parking Permits do not override existing signed or unsigned regulations unless specified on the permit and are not applicable for use in spaces when payment is required.

### Things to Consider

- The applicant must be the property owner or authorized property manager.
- There is a cost to obtain a Consideration Parking Permit. The current cost is \$14.75 plus HST per week or park thereof per vehicle. Refunds will not be issued for a period of less than 30 days before the expiry date. If the permit is lost, the cost of a replacement permit is \$10.00 plus HST. All costs are current as of April 1<sup>st</sup>, 2014 and updated annually.
- Temporary on-street parking privileges will only be considered if doing so will not adversely affect the privileges of other permit holders, the overall supply of on-street parking, traffic circulation, road safety, or road operations and maintenance.

### How You Can Take Action

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

### Our Service to You

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

- The number of usually available off-street parking spaces.
- The number of off-street parking spaces temporarily displaced.
- The nature of the off-street activities that will temporarily displace parking.
- That alternative off-street means of providing the required temporary parking were sought by the applicant but found to be unavailable.

**Step 2:** Once the information is verified and payment is accepted, the Consideration Parking Permit will be provided to the applicant.

## Residential On-Street Parking Permits

The Residential On-Street Parking Permit Program is in effect within certain zones in the city. The permit allows the holder to park up to 48 hours in the same legal parking space and be excluded from winter parking restrictions between November 15<sup>th</sup> and April 15<sup>th</sup>. To qualify for permit privileges, residents must live in a zone that allows permit parking and prove that they do not have access to off-street parking. Under certain conditions, a zone can be established through a petition process.

### Things to Consider

- The cost to obtain a Residential On-Street Parking Permit is \$59.00 plus HST per month per vehicle. An annual permit is available for \$648.00 plus HST per vehicle. Refunds will not be issued for a period of less than 30 days before the expiry date. If lost, the cost of a replacement permit is \$10.00 plus HST. All costs are current as of April 1<sup>st</sup>, 2014 and updated annually.
- Daytime or nighttime planned snow removal restrictions apply to all vehicles, including those with Residential On-Street Parking Permits.
- The permit may be cancelled if the permit holder fails to conform to the permit regulations.
- To establish a zone, the roadway must be in one of the officially designated areas, defined as either an Urban Area or Village.
- Zones cannot be established on arterial roadways or on roadways where adjacent land use is not primarily residential.
- Permits are not applicable to parking spaces during times payment is required.

### How You Can Take Action

To complete an application or to establish a Residential On-Street Parking Permit zone, call 3-1-1 (TTY: 613-580-2401) or email [311@ottawa.ca](mailto:311@ottawa.ca), and state the reasons why the permit is required as well as all relevant requirements.

### Our Service to You

**Step 1:** Once a request to establish a Residential On-Street Parking Permit zone is received, it will be assigned to a Traffic Assessment Specialist who will undertake a site visit to determine if there are any safety issues associated with the request. If not, a petition will be offered to the resident. A petition document containing all addresses to be petitioned will be created by the City.

**Step 2:** The petition will be provided to the resident who initiated the request, known as the proponent. It is the responsibility of the proponent to visit every address listed on the petition from provided by the City. The petition not only serves to inform the City of the proportion of residents who support the change, but it also provides notice to the residents along the street that a change may occur. Once completed, the petition must

be returned to the Traffic Assessment Specialist as per the instructions provided to the resident when given the petition.

**Step 3:** Upon receipt of the petition, the Traffic Assessment Specialist will review the results. If 66% of residents are in favour, the Specialist will notify the ward councillor to seek support. If the ward councillor is supportive, a work order is issued and the new parking signs will be installed within six to eight weeks.

## Special Events Parking Permits

The purpose of the Special Events Parking Permit Program is to provide short-term on-street parking privileges for infrequent, not-for-profit or charitable events at locations such as schools, places of worship, and other institutions. Special Event Parking Permits allow for overtime parking on identified adjacent streets when long-duration parking for a special event is anticipated and cannot be accommodated off-street. For instance, they can allow for parking for more than 3 consecutive hours between 7:00 a.m. and 7:00 p.m. where otherwise a vehicle would be required to move after 3 hours.

### Things to Consider

- To apply for a Special Events Parking Permit, the applicant must be either the property owner where the special event is located or be the event manager/organizer authorized by the owner.
- In recognition that the eligible special events are typically not-for-profit or charitable, the City may charge a nominal fee that accounts for the cost of permit issuance. All costs are current as of April 1<sup>st</sup>, 2014 and are updated annually.
- These permits do not override existing signed and unsigned regulations unless specified on the permit and are not applicable at parking spaces during times when payment is required.

### How You Can Take Action

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

### Our Service to You

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

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

**Step 2:** Once the information is verified and payment is accepted, the Special Events Parking Permit will be provided to the applicant.

## Special Events Parking Permit – Funerals

The purpose of the Special Events Parking Permit for Funerals Program is to provide short-term on-street parking privileges for funerals. In general, permits are issued to provide patrons some relief from time-restriction regulations when special parking demands are anticipated that cannot be accommodated off-street.

### Things to Consider

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

### How You Can Take Action

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

### Our Service to You

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

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

**Step 2:** Once the information is verified, the Special Events Parking Permit for Funerals will be provided to the applicant.

## Health Care Parking Permits

The purpose of the Health Care Parking Permit Program is to provide special parking privileges to residents requiring frequent and long-duration, in-home health care services. They are issued when there is insufficient off-street parking at the dwelling and where time-limit restrictions on adjacent streets are typically shorter than the duration of the in-home care visit. The permit is issued to the resident who provides it to the in-home health care provider when needed.

### Things to Consider

- The permit is associated to the residential address of the person being cared for. The resident receives and manages the permit but it is used by the health care provider. Only one Health Care Parking Permit shall be issued per residence.
- It is not intended to permit long-period parking by health care professionals on a city-wide basis.
- There is no cost associated with this permit. However, it must be renewed annually.
- These permits do not override existing signed or unsigned regulations unless specified on the permit and are not applicable at parking spaces during times when payment is required.

### How You Can Take Action

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

### Our Service to You

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

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

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



## Visitor's Parking Permits

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

### Things to Consider

- The permit is associated to the residential address of the applicant. The resident receives and manages the permits used by their guests.
- The annual cost per household for up to 5 permits is \$24.50 plus HST. Refunds will not be issues if lost. The cost of a replacement permit is \$10.00 plus HST. Costs are current as of April 1<sup>st</sup>, 2014 and are updated annually.
- Zones cannot be established on arterial roadways or on roadways where the adjacent land use is not primarily residential.

### How You Can Take Action in Current Residential Parking Permit Zones

To complete an application in a currently zoned area, call 3-1-1 (TTY: 613-580-2401) or email [311@ottawa.ca](mailto:311@ottawa.ca), and state the reasons why the permit is required as well as all relevant requirements.

### Our Service to You

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

- Evidence that the street or streets have insufficient off-street parking for guests and during what periods.
- Evidence that there are no reasonable alternatives to provide off-street parking to meet guest parking needs.

**Step 2:** Once the information is verified, the Visitor's Parking Permit will be provided to the applicant.

### How You Can Take Action to Request a Residential Parking Permit Zone

To establish a Residential Parking Permit zone, call 3-1-1 (TTY: 613-580-2401) or email [311@ottawa.ca](mailto:311@ottawa.ca), and state the reasons why the permit is required as well as all relevant requirements.

### Our Service to You

**Step 1:** Once a request to establish a Residential On-Street Parking Permit zone is received, it will be assigned to a Traffic Assessment Specialist who will undertake a sit

visit to determine if there are any safety issues associated with the request. If not, a petition will be offered to the resident. A petition document containing all addresses to be petitioned will be created by the City.

**Step 2:** The petition will be provided to the resident who initiated the request, known as the proponent. It is the responsibility of the proponent to visit every address listed on the petition from provided by the City. The petition not only serves to inform the City of the proportion of residents who support the change, but it also provides notice to the residents along the street that a change may occur. Once completed, the petition must be returned to the Traffic Assessment Specialist as per the instructions provided to the resident when given the petition.

**Step 3:** Upon receipt of the petition, the Traffic Assessment Specialist will review the results. If 66% of residents are in favour, the Specialist will notify the ward councillor to seek support. If the ward councillor is supportive, a work order is issued and the new parking signs will be installed within six to eight week.

## Business Identity Card Parking Permit

The purpose of the Business Identity Card Parking Permit is to provide special short-term parking privileges for drivers of commercial or delivery and pick-up vehicles, not including passenger services, in the downtown and business districts of the City. The card is essentially a permit that allows drivers to temporarily park on-street in Loading Zones and signed No Parking zones. It is intended to serve business-related drivers and is applicable across the city, where defined loading or no parking zones exist along the street. It is not intended to provide any special privilege during times when payment for parking is required or in other parking-restricted areas.

### Things to Consider

- Permit holders are allowed to stop, for the purposes of delivery, pick-up, or loading, for up to 15 minutes in a No Parking Zone or up to 15 minutes in a Loading Zone.
- Applicants are required to complete an application form and provide proof of their eligibility by describing, in writing, the nature of their business or service that requires them to be involved in the delivery and/or pick-up of goods, packages, or messages in the normal conduct of that business or the provision of that service.
- The cost to obtain a Business Identity Card Parking Permit is \$116.00 plus HST per year per vehicle. If the card is lost, the cost of a replacement permit is \$10.00 plus HST. All costs are current as of April 1<sup>st</sup>, 2014 and are updated annually.

### How You Can Take Action

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

### Our Service to You

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

## Day Care Parking Permits

The purpose of the Day Care Parking Permit Program is to provide a safe and convenient manner for the drop-off and pick-up of day care users without a significant disruption to the availability of on-street parking or the operation of the street. In general, the Day Care Parking Permit entails the establishment of a temporary pick-up and drop-off zone along the street, where vehicles can stop for the purpose of picking up children.

### Things to Consider

- The applicant (Day Care) must complete an application form and provide evidence, including that they are an administrative manager of a licensed Day Care centre, justification for the required number of parking permits, and the vehicle owner name and license plate number of each vehicle for which a permit is to be issued.
- If approved No Parking zones are established on-street adjacent to the Day Care centre, permits are to be used to provide special 15 minute privileges for loading and unloading in that zone only. The No Parking zones may be time-of-day and time-of-week specific, and the special privileges are applicable only during those specified times.
- Permits are granted only for the registered owners of vehicles who have dependants who are patrons of the associated Day Care.
- The Day Care is responsible to distribute the permits to the registered vehicle owners and to inform them of the limits on the privileges provided by the permit.
- The permits cost \$257.00 plus HST per year per Day Care facility. All costs are current as of April 1<sup>st</sup>, 2014 and are updated annually.
- Each permit shall expire within one year of issuance and must be renewed each year.

### How You Can Take Action

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

### Our Service to You

**Step 1:** Once the information is verified, the Day Care Parking Permit will be provided to the applicant.

## 'School Area' Signs

'School Area' warning signs are placed on the side of the roadway on the approach to a school to provide motorists with advanced warning that there are children in the area who may enter the roadway and that they should be vigilant when driving past.



Figure 18 - 'School Area' warning sign

### Things to Consider

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

### How You Can Take Action

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

### Our Service to You

**Step 1:** Once a request is received, it will be assigned to a Coordinator, School Zone Traffic Safety who will conduct a review of the area to determine if the location meets the criteria for the installation of this type of sign.

**Step 2:** If the location identified is a suitable candidate for 'School Area' warning signage, the signs will be installed within six to eight weeks.

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**

## Adult School Crossing Guard Program

Adult School Crossing Guards are trained and paid individuals who are responsible for stopping traffic to facilitate roadway crossing for primary school children on their way to and from school.

The Guards can be located at intersections or mid-block locations. Special signage and pavement markings are used to define the crossing location.



Figure 19 - 'Adult School Crossing Guard' warning sign

### Things to Consider

- The City is unable to fund Guards at every location that is requested. As a result, there is a prioritization process, approved by Council, to help staff identify locations to be added when budget allows. Currently, there are Guards at 157 locations across the city.
- Requests received by March 31<sup>st</sup> of a given year will be evaluated that same spring for implementation at the beginning of that school year, budget permitting.
- If the request is received after March 31<sup>st</sup>, the evaluation will be undertaken as part of the following year's review.
- Funding for new guards is subject to approval by Council during the annual budget process.

### How You Can Take Action

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

### Our Service to You

**Step 1:** Once a request is received, it will be assigned to a Coordinator, School Zone Traffic Safety for review. The resident will be contacted with the results of a recent evaluation or to be informed that an investigation will be undertaken.

**Step 2:** The Coordinator will review the location based on a set of criteria, approved by Council. One part of the criteria depends on the number of school-aged children crossing at the location. The second part of the criteria varies based on the type of traffic control at the location to be crossed, such as stop-controlled intersection,

signalized intersection, or mid-block location. If all criteria are met, staff will recommend that an Adult School Crossing Guard be installed at that location.

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**

## School Speed Zone

A school speed zone is a location where a reduced speed limit has been established on a roadway adjacent to a school. The reduced speed limit is typically in effect during morning and afternoon bell times of the school. The *City of Ottawa Speed Zoning Policy for Urban and Rural Roads* is a Council approved policy that defines the criteria required to install a school speed zone. The City of Ottawa works closely with all of the school boards to ensure that areas in and around schools are signed appropriately according to municipal standards.



Figure 20 - School speed zone with time restrictions

### Things to Consider

- This type of warning sign is most effective at locations where there is a noticeable presence of children.
- Placing these signs in areas where it is not required leads to a general disregard for signs by the travelling public.

### How You Can Take Action

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

### Our Service to You

**Step 1:** Once a request is received, it will be assigned to a Coordinator, School Zone Traffic Safety for review.

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



**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**

## Request for School Bus Loading Zone

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

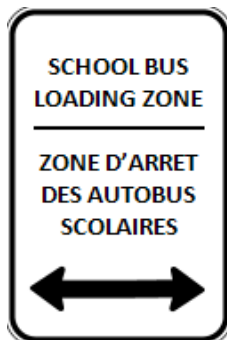


Figure 21 - 'School Bus Loading Zone' warning sign

### Things to Consider

- School bus loading zones are located on the same side of the roadway as the school facility so that students do not have to cross the roadway.

### How You Can Take Action

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

### Our Service to You

**Step 1:** Once a request is received, it is assigned to a Coordinator, School Zone Traffic Safety for review.

**Step 2:** The coordinator will review the location and contact the resident with the outcome. If the location meets the requirements for a 'School Bus Loading Zone', the signs will be installed in six to eight weeks. Notification will be sent to the school being affected as well as the transportation authority that supplies buses for that school.

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**

## Neighbourhood Pace Car Program

The PACE CAR program is a neighbourhood-led program aimed at reducing the speed at which drivers travel within a community. Drivers sign a pledge to obey speed limits and be more aware and courteous of other road users, especially pedestrians and cyclists. By agreeing to drive within the speed limit, they set the pace for vehicles driving behind them. Many PACE CARs can effectively calm traffic throughout a neighbourhood.

The PACE CAR program has shown to be effective. Involving parents who drive their children to and from school can reduce the speed of vehicles around schools and raise the level of safety in the area.



Figure 22 - Neighbourhood Pace Car emblem

### Things to Consider

- A team must be identified to champion the program. Within a school zone, the team usually involves the individual school's parent council in partnership with the Ottawa Police Service.
- The school's parent council is typically responsible for communicating with the school community and identifying volunteers and parents to take the PACE CAR pledge.
- Drivers, who sign up, in addition to signing the pledge, also agree to display the official PACE CAR emblem on their car.

### How You Can Take Action

To volunteer for the PACE CAR program, please contact the Ottawa Police Service at 613-236-1222 extension 7300.

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**

## Kiss and Ride Program

The 'Kiss and Ride' program is the creation of a designated area on the school property to allow for student pick-up and drop-off activities. By defining a specific space for this to occur, it helps to improve traffic operations on school property and on the streets adjacent to the school. It also creates a safer environment for the students arriving and departing from the school. The 'Kiss and Ride' program is generally only established at schools where a large driveway is available.



Figure 23 - 'Kiss and Ride' program signage

### Things to Consider

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

### How You Can Take Action

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

### Our Service to You

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

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

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

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**

## Traffic Counts and Speed Data

The City of Ottawa gathers traffic and pedestrian data through various forms of traffic surveys. The data is used to aid in the decisions concerning signal timing, developing construction detours, road safety studies, evaluation of intersection control type, and review of regulatory signs.

The main types of traffic data used in investigations undertaken by the Traffic Services Branch are as follows:

- Traffic volume data, such as the number of vehicles, pedestrians and cyclists passing a certain point.
- Traffic classification, such as the number of vehicles in each vehicle class – car, bus, truck – passing a certain point.
- Speed data, such as the speed of vehicles travelling over a certain point.
- Collision data, such as the information gathered by police when filling out a collision report.

Speed and volume data can be collected in a number of ways. The following are some of the most common methods used by the City:

### Turning Movement Counts

These are manual traffic counts conducted by an individual using a count board. They collect information on the number of vehicles, pedestrians, and cyclists that are entering an intersection.

### Automatic Traffic Recorder Road Tubes

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

### Nu-Metric Plates

These are metal plates placed in traffic lanes that collect data for that lane. They collect traffic volume, type of vehicle, and speed. They are not used to collect pedestrian or cyclist data.

### Speed Radar Boards

These are boards that relay information about the speed at which a vehicle is travelling. Boards typically record data for the entire day and will include speeds during congested times as well as free-flow speeds, which describe times when drivers are not inhibited by traffic congestion.

**Spot Speed Survey**

These are surveys undertaken using a handheld speed radar gun. These surveys are typically taken during uncongested times when drivers are able to travel at higher speeds due to the absence of traffic congestion.

**How You Can Take Action**

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

## Guiderail Program

The Roadside Guiderail Program addresses roadside safety by determining if a guiderail may reduce the severity of crashes at a high collision location. The guiderail program examines locations where there are a high number of run-off-the-road collisions. Engineering warrants developed by the Ministry of Transportation Ontario are applied to determine guiderail effectiveness.



Figure 24 - Guiderail along a curved road

### Things to Consider

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

### How You Can Take Action

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

### Our Service to You

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

**Step 2:** If the location identified is a suitable candidate, it will be forwarded to the Asset Management group who will install the guiderail once funding becomes available.

## Safety Improvement Program

The Safety Improvement Program provides an opportunity for the City to mitigate crashes at high collision locations. The program involves identifying high collision locations, conducting an engineering review to identify contributing factors to the collisions, and implementing measures that may mitigate the crashes at the location.

Routine monitoring is conducted to help us understand which measures help and which do not. The Safety Improvement Program uses police collision reports to identify collision trends at study locations.

### Things to Consider

- Only 3% of crashes are attributable to road engineering factors alone.
- The most effective way to improve safety is to drive cautiously.
- It is estimated that speeding plays a role in approximately 85% of crashes.

### How You Can Take Action

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



## Cut-Through Traffic

Neighbourhood traffic concerns sometimes relate to traffic volumes on local roadways and collector roadways within a community. This can occur when a higher classification roadway experiences a bottleneck that slows down traffic, making alternative routes through a community more attractive. This is often referred to as a short-cut or through traffic.

Physical and regulatory traffic management measures can reduce traffic volumes in one of two ways: they close streets or prohibit turning movements to eliminate traffic or they remove bottlenecks on preferred alternative streets to encourage traffic diversion to these routes. In order to implement traffic calming measures on a roadway, an Area Traffic Management Study must first be completed.



Figure 25 - Signage used to inform motorists of no right turn movements

### Things to Consider

- Locations forwarded to Area Traffic Management are subject to a prioritization process and only those locations ranking the highest on the list will be studied and traffic calming measures implemented.
- Closures can have significant secondary impacts as they eliminate both through and local traffic as well as access for emergency vehicles.
- Turning prohibitions also restrict local traffic, but can exempt emergency vehicles. They are typically less effective than closures as violations can occur.

### How You Can Take Action

To determine if a roadway qualifies for an Area Traffic Management Study, please call 3-1-1 (TTY: 613-580-2401) or email [311@ottawa.ca](mailto:311@ottawa.ca)

More information about the Area Traffic Management Program can be found on [ottawa.ca](http://ottawa.ca).

**Our Service to You**

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

**Step 2:** If the location meets the criteria, the Traffic Assessment Specialist will forward the request to the Area Traffic Management group as a viable candidate for an Area Traffic Management Study.

**To request enforcement of speed or to report unsafe drivers, please call the Ottawa Police Service at 613-236-1222 extension 7300.**

## Information on Traffic Services

For more information about any of the above mentioned programs or traffic management in general, please visit [ottawa.ca](http://ottawa.ca).

## Enforcement and Unsafe Drivers

To [request enforcement of speeding or to report unsafe drivers](#), please call the Ottawa Police Service at 613-236-1222, extension 7300.