

PUBLIC CONSULTATION REPORT

REVISED URBAN PLANNING PROGRAMME
2021

VILLE DE
CITY OF 
DOLLARD-DES-ORMEAUX

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IMPACT OF THE REDRAFTING OF THE URBAN PLANNING PROGRAMME AND BY-LAWS	

The City of Dollard-des-Ormeaux has embarked on a process to redraft its Urban Planning Programme and associated by-laws. The purpose of this redraft is to put in place tools that are favorable to the creation of a dynamic living environment that focuses on the quality of life of its residents. To do this, the City has chosen a participatory and inclusive approach. Nearly 575 participations were collected as part of this approach.

The participatory approach integrated various strategies, from information to active participation. Conducted in collaboration with the City, notably the Urban Planning and Engineering Department, the approach was developed and facilitated by the firm Provencher_Roy, which was also tasked with redrafting the Urban Planning Programme and by-laws.

The targeted objectives were to:

- » Inform the population about the redrafting process of the Urban Planning Programme and by-laws
- » Communicate, in a transparent way, the relevant information required to understand the project
- » Encourage and facilitate citizen participation by proposing a diversity of activities addressed to various client groups, at various stages of the project
- » Enable citizens to express their concerns, expectations and ideas constructively

Major phases

Winter 2020

SURVEY

- » Bilingual survey disseminated on the Web and in paper format
- » Nearly 500 respondents

December 14, 2020

PARTICIPATORY WORKSHOP

- » Information and participatory evening conducted on the Zoom platform
- » Nearly 45 participants

Winter 2021

BRIEFS AND WRITTEN OPINIONS

- » Receipt of briefs and comments by email
- » Nearly 20 opinions received

The participatory approach consisted of three major consultation phases.

In the first phase, a survey validating the strengths and weaknesses of the territory, as well as the expectations of the population regarding the Urban Planning Programme, was answered by more than 500 citizens at the start of 2020. This consultation activity fueled the development of the vision, preliminary urban planning orientations, and objectives and action plan arising out of these.

Then, in December 2020, a participatory workshop was held with 45 citizens and interested stakeholders. The objective was to present a preliminary Urban Planning Programme and to validate certain courses of action proposed in the action plan to guide the redraft of the urban planning by-law.

Finally, the information documents summarizing the purpose of redrafting the Urban Planning Programme were disseminated on the City's website, and citizens were able to submit their comments, suggestions and concerns by email.







01/ SURVEY

Objectives

An online and paper survey was distributed in English and French at the start of 2020. Nearly 500 people responded to the survey, making it possible to validate the strengths and weaknesses of the territory as perceived by the citizens.

The survey consisted of 12 questions broken down into the following themes:

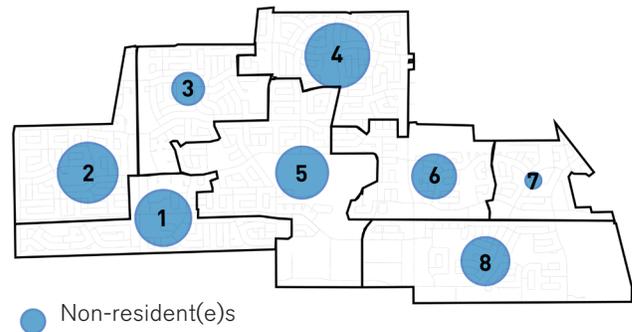
- » Living environment
- » Public facilities
- » Business and economic activity
- » Buildings of heritage interest
- » Transportation and mobility
- » Sustainable development and the environment
- » Vision

Seven additional questions were added to evaluate the representativeness of the population among the respondents.

Profile of the respondents

A brief analysis of the profile of the respondents shows a fair representation of the various municipal districts, except for Districts 3 and 7, i.e., the neighbourhood adjacent to Edward Janiszewski Park and the neighbourhood adjacent to Coolbrooke Park, which accounted for a lower proportion of respondents. Nearly 6% of respondents were not residents of Dollard-des-Ormeaux, suggesting that these were people who work or visit the territory daily. (Figure 1)

The survey primarily reached persons over the age of 35 and their families, representing 85% and 86% of respondents, respectively. One out of three respondents was over the age of 65 and retired. Persons under 35, especially teens (under the age of 15) and young adults (between the ages of 15 and 24), were poorly represented in this survey (those under 25 corresponded to 4.5% of respondents but represented 30% of the population.) Respondents were knowledgeable about the territory, since more than 72% have lived there for more than 10 years. (Figure 2)



≈ **Figure 1** Origin of respondents based on municipal districts



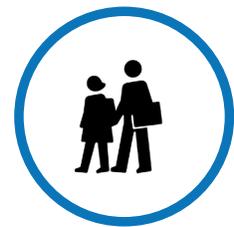
54% were between 35 and 64 and **32%** were over 65



53% had lived in DDO for more than 25 years and **19%** for less than 10 years



86% were families (with or without children, single-parent, multigenerational) and **10%** were persons living alone



49% were employed and **35%** were retired

≈ **Figure 2** Highlights of the analysis of the profile of the respondents

Summary of results

The following section presents the compilation and analysis of survey responses.

Living environment

When surveyed about the various distinctive features that make the City of Dollard-des-Ormeaux a desirable place to live, work and play, many respondents mentioned its parks and green spaces (21%), its cultural, recreational and sporting programmes and facilities (18%), and its family-oriented character (17%).

Conversely, there was less consensus around components related to identity, including economic vitality, employment opportunities and welcoming of new arrivals. This can be explained by the findings of the demographic analysis that paints a picture of the territory, that is, many residents of the City of Dollard-des-Ormeaux work outside the city and, despite major cultural diversity, the population has been established on the territory for many years. (Figure 3)

Respondents further identified priority areas of intervention to strengthen and improve the quality of the current living environment. They appeared to be strongly attached to trees as part of the City's heritage and wished to preserve and increase the greenery on public and private property, as well as maintain and enhance biodiversity. There was also consensus around upgrading public facilities, parks and green spaces (universal accessibility, diversification of equipment, etc.), as well as integrating traffic calming measures and increasing traffic fluidity.



Figure 3 Main assets of the City of Dollard-des-Ormeaux in the eyes of respondents

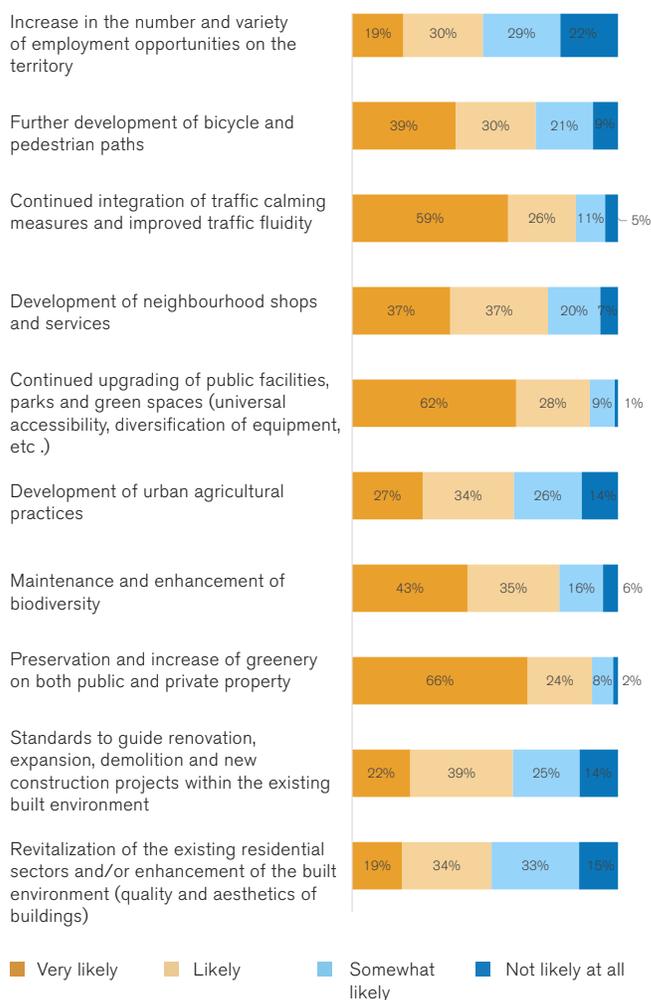
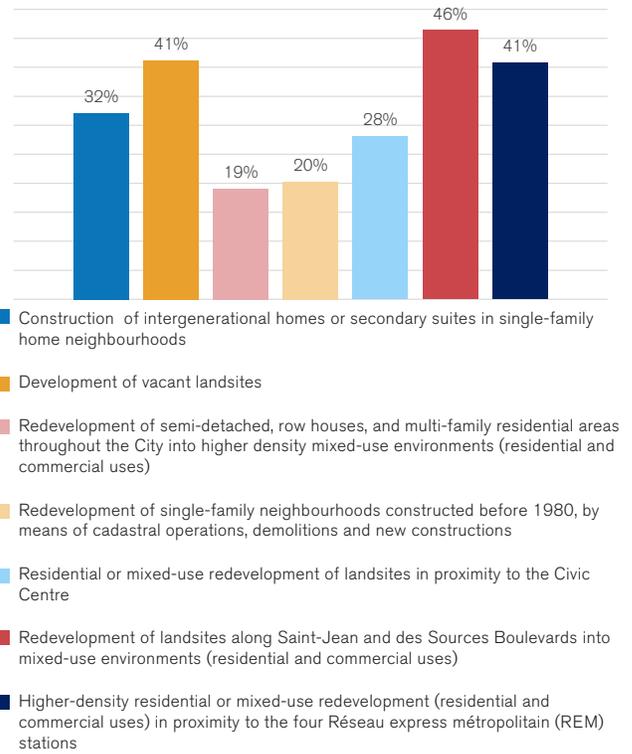


Figure 4 Priorities assigned to interventions that favour improving your current living environment

Living environment (cont.)

Conversely, increasing and diversifying employment opportunities, revitalizing the built environment, and urban integration generated little support from respondents. (Figure 4)

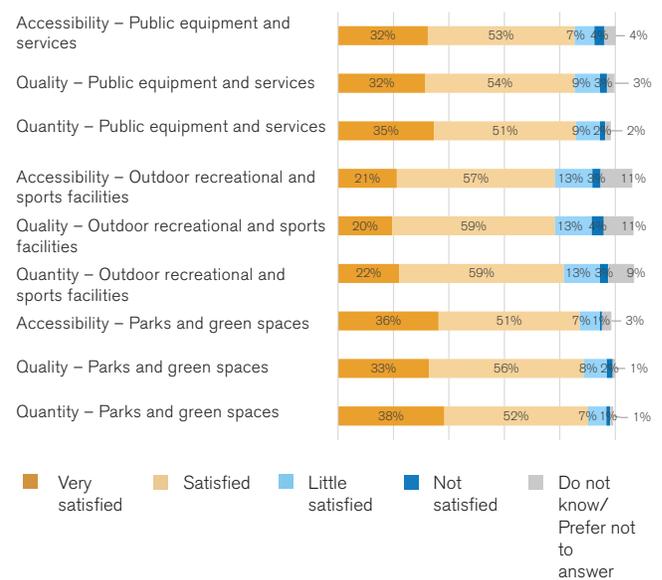
Regarding urban growth, respondents favoured the mixed-use redevelopment of landsites within strategic sectors of the City, that is, along Saint-Jean and des Sources Boulevards and in proximity to the four Réseau express métropolitain (REM) stations. The mixed-use redevelopment of landsites in proximity to the Civic Centre was also viewed positively. Another strategy that achieved consensus was the development of vacant landsites. (Figure 5)



≈ Figure 5 Preferred residential development strategies

Public facilities

Respondents greatly appreciated the offer of parks, recreational and sports facilities and public equipment. In general, more than 80% of respondents spoke positively about the quantity, quality and accessibility of this infrastructure. The degree of satisfaction with outdoor recreational and sports equipment, however, was slightly lower (the level of dissatisfaction with quantity, quality and accessibility was between 16% and 18%). (Figure 6)



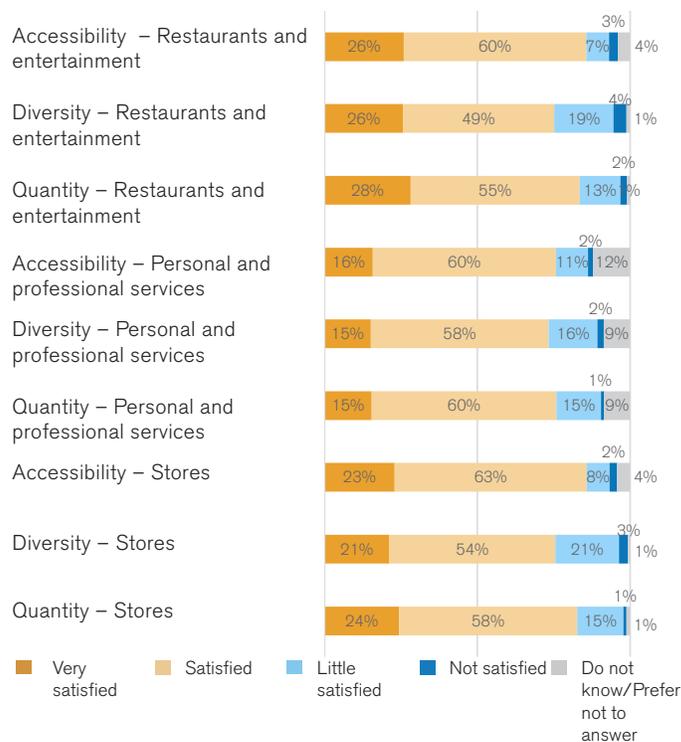
≈ Figure 6 Degree of satisfaction with the quantity, quality and accessibility of public facilities

Business and economic activity

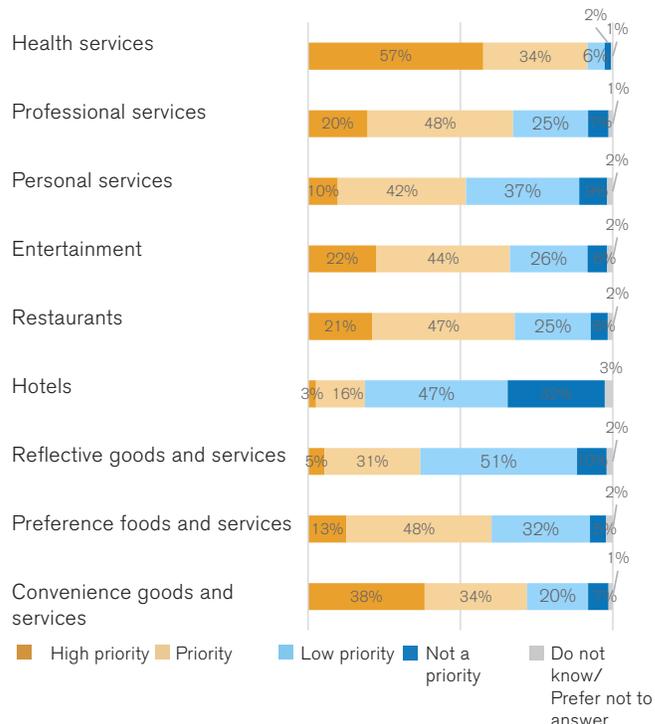
Business, personal and professional services, as well as restaurants and entertainment, received a high level of satisfaction from respondents. Three out of four people stated that they were satisfied or very satisfied. Among the features evaluated, the diversity of the offer stood out as a shortcoming. Regarding various business opportunities, the diversification of services scored a dissatisfaction rate of between 18% and 24%. (Figure 7)

Many respondents wanted to see the arrival of health services (e.g., clinic, doctor's office, dentist's office, etc.). Convenience goods and services (e.g., grocery store, pharmacy, convenience store, gas station, etc.), restaurants, professional services (e.g., banks, accounting service, legal service, etc.), as well as entertainment (e.g., movie theatre, bowling alley, etc.) also generated a great deal of enthusiasm. Conversely, hotels and reflective goods and services (e.g., computers, appliances, sporting equipment, pets, art, jewellery, cars, etc.) generated little interest among respondents. (Figure 8)

- » **Convenience Goods and Services:** Goods and services that consumers buy frequently, rapidly and with a minimum of effort.
- » **Preference Goods and Services:** Goods and services that consumers buy frequently but not on impulse, and where they can shop and find diversity and choice.
- » **Reflective Goods and Services:** Goods or services that consumers buy infrequently and that usually require a larger investment.



» **Figure 7** Degree of satisfaction with the quantity, quality and accessibility of businesses



» **Figure 8** Types of desired businesses and services

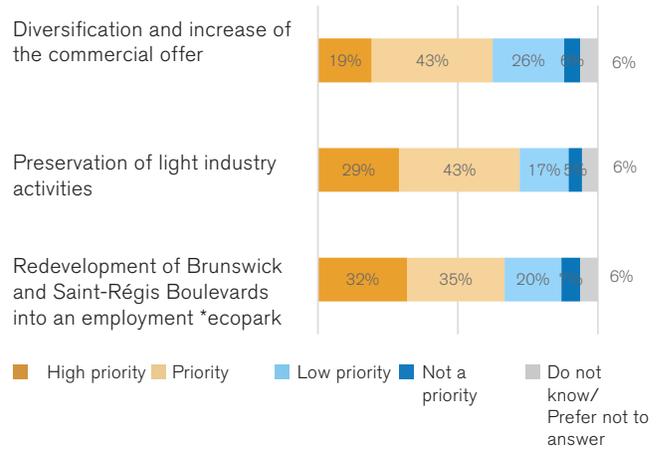
Business and economic activity (cont.)

There was a high rate of approval for the three proposed strategies regarding the development of economic activity. Results showed that 72% of respondents viewed preserving light industrial activities as a priority or high priority. These activities encompass mostly the fabrication, assembly and processing of materials in a refined form, which do not cause noise, air or water disturbances or pollution and that have a minimal effect on the neighbourhoods. (Figure 9)

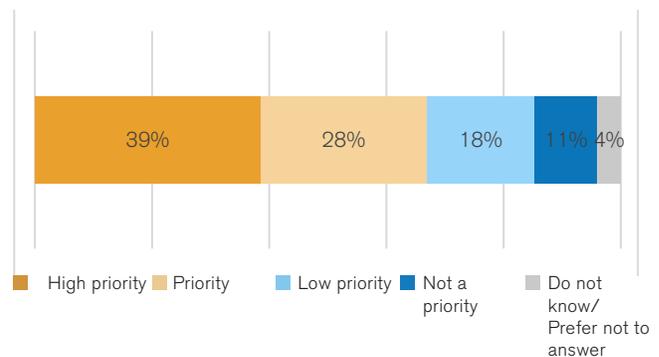
» **Ecopark** : An area of economic activity that optimizes the use of resources. Companies are in symbiosis with the waste of one becoming the resource of another. Buildings and sites are designed to minimize their ecological footprint and include green infrastructure. Other companies share services like marketing, transportation and research.

Buildings of heritage interest

When asked about preserving three heritage buildings that remain from the rural period (1880-1950), most respondents saw it as a priority. Among the 67% in favour of measures to preserve the heritage, 39% deemed it to be a high priority. Conversely, one out of three persons responded that it was not a priority. (Figure 10)



≈ **Figure 9** Preferred economic development strategies



≈ **Figure 10** Priorities given to heritage preservation

Transportation and mobility

When asked about their main concerns regarding transportation and mobility, many respondents identified the fluidity of automobile traffic and road congestion (72%). It should be noted that almost 87% of respondents stated that they travelled mainly by car (gasoline, electric or hybrid). (Figure 11)

The upcoming arrival of the Réseau express métropolitain (REM) also generated a certain degree of apprehension regarding the accessibility of the stations, as well as multimodality, that is, the combination of several modes of transportation during the same trip. It should be noted that the City of Dollard-des-Ormeaux will not have any stations directly on its territory but will be served by the REM via four access points located on the outskirts of the City. (Figure 12)

Efficient public transit was also a major concern for two out of three respondents. Improving service was favoured by 88% of respondents to encourage the use of public and alternative transport. 13% of respondents travel primarily by public or active transport (on foot, by bicycle, etc.).

Increasing adapted transportation services for persons with reduced mobility, as well as improving existing infrastructure and developing safe bike and pedestrian paths were two other measures that received strong support. (Figure 13)

Finally, respondents showed little interest in accessing a car-sharing service, especially since many already owned a vehicle. One could assume that this strategy would receive more support from younger age groups, fewer of whom own vehicles and who travel more by other means.

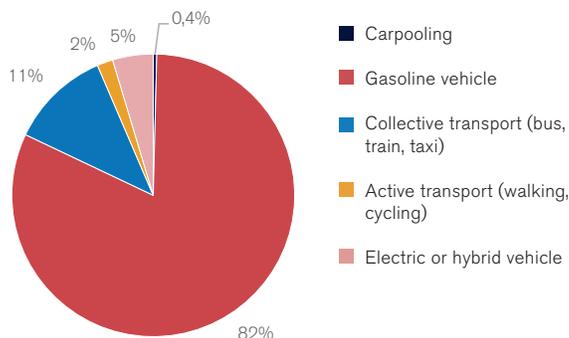


Figure 11 Main modes of travel of respondents

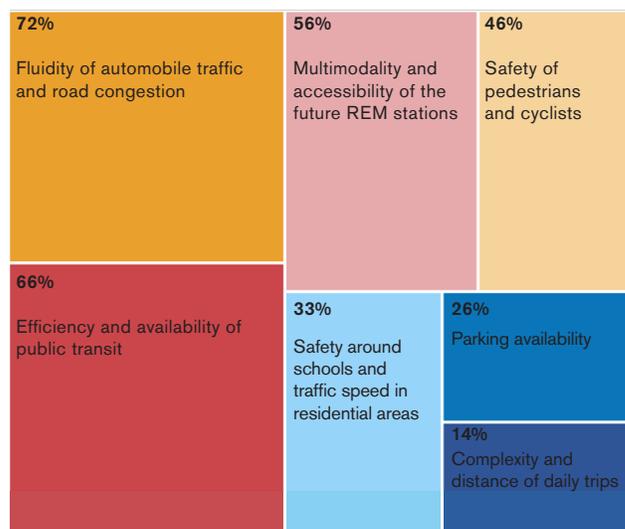


Figure 12 Priority concerns regarding transport and mobility

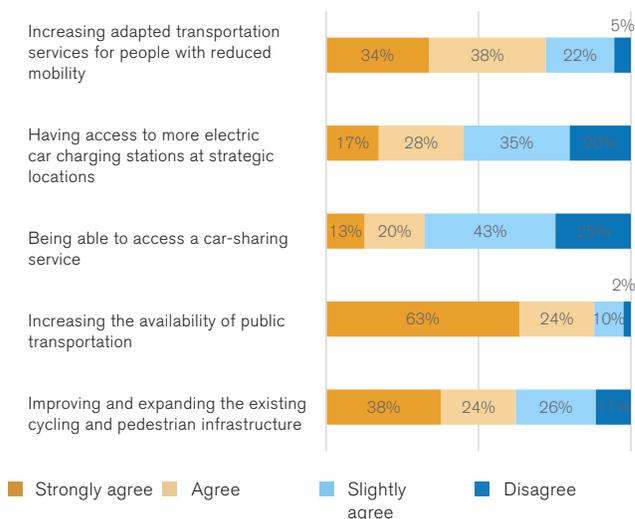


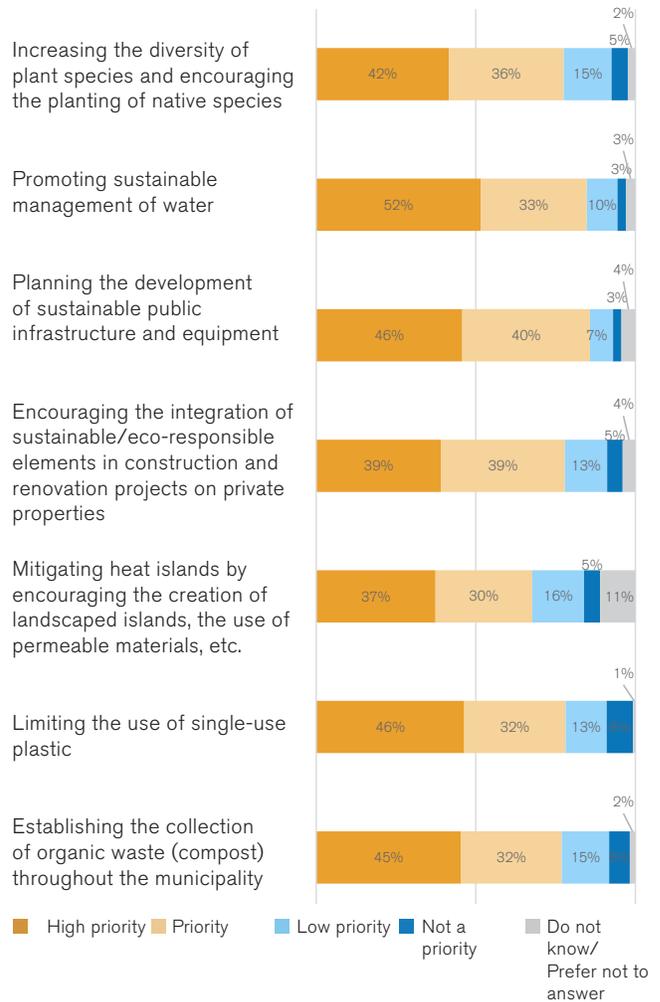
Figure 13 Preferred strategies to encourage the use of public and alternative transport

Sustainable development and the environment

Respondents were generally in favour of the proposed measures to improve the city's environmental and sustainable record. Overall, more than three out of four people supported the proposed strategies. Respondents were especially in favour of the City showing the example to follow by developing sustainable public infrastructure and equipment (supported by 86% of respondents). In addition, 85% of respondents deemed the strategies aimed at promoting sustainable management of water to be a priority or high priority.

Measures related to mitigating heat islands were viewed as less of a priority by respondents. Nearly 11% of them chose not to respond. Given the respondents' appreciation of the greening of the territory (see Figure 3), one can only surmise that mitigating heat islands is a concept that was misunderstood by respondents. This term was not spelled out in the survey. (Figure 14)

» **Heat island:** Urban area where an ambient temperature higher than the surrounding areas is recorded. The causes of heat islands are varied, in particular the lack of plant cover, the impermeability of materials, the thermal properties of materials, weather conditions, the heat emitted by human activities (buildings and vehicles), etc.



≈ **Figure 14** Preferred strategies for sustainable development

Vision

At the end of the survey, respondents had an opportunity to express in their own words the vision that they had for their territory and what made them proud of how the City of Dollard-des-Ormeaux has developed. Identifying the main keywords used shows the importance given to preserving and protecting the natural environment. The inclusivity and care in making Dollard-des-Ormeaux a city that is friendly to seniors and adapted to the needs of everyone was also an aspiration that garnered consensus. Finally, participants also hoped to see improvements in public and active transport conditions.

Impact on the redrafting of the Urban Planning Programme and by-laws

This first consultation activity fuelled the vision and preliminary planning orientations, as well as the objectives and action plan emerging from them.



⌘ **Figure 14** Keywords used by participants regarding the planning vision for the City of Dollard-des-Ormeaux to 2030





02/ PARTICIPATORY WORKSHOP

Objectives

The first phase of the participatory approach involved consulting the public about the main priority areas of development to guide the vision and orientations. This second phase dealt with how these major principles would be applied. The objective of the participatory workshop was to determine the recommended approach to implementing certain measures (regulatory, incentive, best practices, etc.) in the action plan. This exercise made it possible not only to take the pulse of the population regarding certain strategies, but also to stimulate dialogue between the citizens on how the City could implement its planning vision.

Rollout

Since the COVID-19 pandemic prevented holding this participatory workshop in person, a virtual consultation formula was recommended, using the Zoom platform.

The consultation evening unfolded in three stages.

The first stage involved informing the population about the progress of the project. The evening began with a presentation of the survey results, the vision statement of the Urban Planning Programme, the development orientations, and the objectives that formed the foundation of the action plan.

In the second stage, after the formula for participating was explained, participants were divided into working groups to discuss three to four implementation strategies per group. In all, eight strategies were evaluated, and six groups were formed. To obtain a nuanced picture of the level of support among citizens for the proposed measures, half of the groups discussed four strategies, and the other half discussed the four recent strategies that had been implemented.

The composition of the groups was balanced to ensure that there were participants from all backgrounds (citizens, members of sectoral committees, stakeholders). Municipal council members and City employees were present as observers.

In the third stage, the participatory workshop ended with a plenary session in which one representative from each working group summarized the essence of their discussions. Mayor Alex Bottausci spoke at the end of the workshop to thank all participants and to underscore the importance of public participation in supporting the redrafting of the Urban Planning Programme and by-laws.

- 19 h 00** **Information stage**
 - » Greeting of participants online and words of welcome
 - » Presentation of the issues arising from the snapshot of the territory, results of the survey, vision statement, planning orientations and preliminary objectives
 - » Instructions regarding the participation portion of the participatory workshop
- »
- 19 h 45** **Participation stage**
 - » Division into working groups, presentation and discussion of the strategies implemented, facilitated by the Provencher_Roy team (3 to 4 strategies per team)
- 20 h 30** **Plenary session**
 - » Sharing of the highlights of the discussions of the various groups in a full plenary
- 21 h 00** **Conclusion**
 - » Thank you and closing words by Alex Bottausci, mayor of the City of Dollard-des-Ormeaux

Summary of results

The following section presents highlights of the discussions of the eight strategies evaluated.

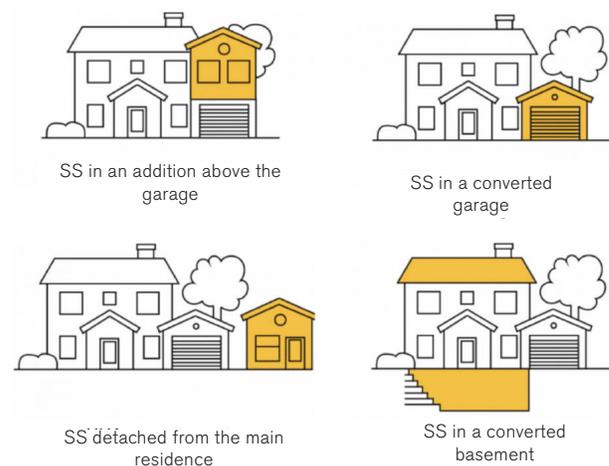
Additional accessory dwellings

This strategy proposed allowing, under certain conditions, the construction of intergenerational or additional housing on private property in single-family residential neighbourhoods.

Most of the participants felt that this strategy might be of interest in keeping seniors in their home environment, an issue that surfaced as significant during the pandemic. While several participants had a positive view of the soft densification of single-family neighbourhoods that would result from the implementation of an additional accessory dwelling, others underscored that this would put additional pressure on the municipal infrastructure designed for a low residential density, especially on the road network and public facilities.

It is worth noting that the main limitation of this strategy is the size of most of the lots, which are too small to accommodate an isolated secondary structure. Extending the main residence to add a secondary suite is, therefore, a preferred solution, one that would have the advantage of not requiring too big a footprint. It should be noted that, were this measure to be adopted, the framework for its implementation and architectural integration would be relevant in ensuring that the extension did not dominate its integration with the main residence, that it fits well into the built density found in the neighbourhood, and that it has only a minimal impact on the tranquility of nearby properties, etc. Some participants also mentioned an interest in encouraging the renovation and restoration of homes by promoting good practices to update the built environment. Flexibility in applying the urban planning by-law might be considered to authorize, after evaluation, certain renovation or extension projects that involved a minor exemption.

Some participants mentioned that an interesting idea might be to authorize the construction of an additional accessory dwelling (secondary suite) only to individuals who shared a family relationship with the occupants of the main residence. But the nature of the family relationship would need to be defined. It was pointed out that applying this kind of restriction could be difficult to control. Likewise, this obligation raises the issue of the “cycle of occupancy” of the dwelling, namely what would happen to the occupant of the secondary suite when the occupants of the main residence sold their property. Mention was made of the importance of considering the various specific cases that might arise to avoid dealing with the matter case by case. One can foresee potential abuses by people who might want to expand their home where the by-law does not permit this and would use this strategy to get around it.



⇒ **Figure 15** Types of implementation of an additional secondary suite (SS: secondary suite)

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Redevelopment and requalification of the land along Saint-Jean and des Sources Boulevards and near the Sunnybrooke REM station

Transforming the boulevards is seen as one of the few opportunities for the City to change its character from bedroom community to that of a city with a range of destinations of interest. Participants supported the insertion of a functional mix that would integrate active businesses on the ground floor and housing or office space on the upper floors. A larger pool of residents and workers would have the effect of livening up these arteries throughout the day and stimulating the local economy. It would also help improve public transport, especially to the REM stations. The residential densification of the boulevards would also be an opportunity to diversify the housing stock of the City of Dollard-des-Ormeaux, especially by improving the offer of apartments, accessible to first-time buyers and attractive to retirees whose children have left home.

This transformation would also be an opportunity to improve the quality of the built environment and of the urban landscape along the arteries, which act as the gateway to the City. Participants stated an interest in creating friendlier spaces along the boulevards, especially by expanding the width of sidewalks, integrating green spaces, framing the street with a row of trees, burying power lines, and reviewing the development of outdoor parking lots, for example.

It was felt that a more prominent role should be given to ensuring the comfort of pedestrians and promoting more sustainable mobility. Participants underscored the urban planning efforts of the City along Saint-Jean Boulevard and expressed the hope that the transformation of the boulevard would continue. This boulevard is currently estimated to be the most favourable to active transport. Conversely, des Sources Boulevard lacks the infrastructure and would also benefit from such measures. It was pointed out, however, that planning infrastructure that favours sustainable mobility must be compatible with vehicle traffic originating mostly from the cities and boroughs

to the north of the City of Dollard-des-Ormeaux. The residents of these cities take Saint-Jean and des Sources Boulevards daily to access Highway 40. Serious thought should be given to planning the redevelopment of these arteries to ensure the safety, user-friendliness and functionality of travel by all users.

Participants were generally in favour of increasing the targeted density along the boulevards. It is worth underscoring the importance of framing the projects to ensure a harmonious integration with the adjacent low-density residential neighbourhoods, to evaluate the impact of these projects on the road network and the municipal infrastructure, and to adopt mitigation measures.

Some participants doubted that the densification of the boulevards was realistic, pointing to the impact of the pandemic on the dynamic of the real estate market, relative to the attractiveness of multifamily residential typologies and office space. The Urban Planning Programme, which is a planning document that extends over a horizon of 10 years, must have a vision and anticipate changes, especially those resulting from the arrival of REM stations, so that they are coherent and not done piecemeal. Mention was also made that the planning of the boulevards must be done in keeping with their territorial context, by considering the dynamics of these boulevards beyond the limits of the City of Dollard-des-Ormeaux.

Regarding the Sunnybrooke TOD area, despite this sector not being discussed by most participants, some felt that the arrival of the REM would generate enthusiasm, since the station is the nearest one to the City of Dollard-des-Ormeaux. It is believed that this transport facility could infuse life into the neighbourhood with the establishment of local businesses and inviting public spaces.

Greening measures and preservation of the vegetation cover

Participants generally supported the greening of the City. They recognized that trees play an important role in the urban space, especially in mitigating heat islands, managing storm water, and increasing property values in neighbourhoods that have a lush canopy.

Praise was given to the tree planting programme “A Tree for Your Neighbourhood,” which enables residents to buy trees at low prices. This is an interesting first step toward greater greening of the City. Suggestions were made to plant trees on the public domain, along streets where the right-of-way allows it.

Following the cutting down of many trees damaged by the emerald ash borer, participants pointed to the importance of replacing the felled trees as soon as possible to restore the lost canopy.

The greening of parking lots was also highlighted in the mitigating urban heat islands. Participants stated the importance of preserving existing green spaces, such as woodlands. For example, the woodland adjacent to the Civic Centre was identified. Finally, participants suggested involving the community in the planting activities, especially children by locating planting containers near schools .



≈ **Figure 16** A Tree for Your Neighbourhood programme subsidizing the purchase of a tree
© City of Dollard-des-Ormeaux

Redeveloping the public domain near community centres

Participants favoured prioritizing the redevelopment of the public domain near community centres, such as schools, parks and places of worship. Some saw it as problematic that there were very few interesting public places within residential neighbourhoods and that most had well-defined programming that was not always adapted to the needs of the population (e.g., children's playground, sports fields, etc.). Participants wanted more places within walking distance where it was possible to socialize with neighbours. It was also mentioned that this need was felt even more during the pandemic.

In addition to developing new public spaces, participants raised the idea of improving the development of the public domain, such as sidewalks and bike paths, by targeting community centres as a priority, as well as sections linking points of interest (e.g., Somerset Street).

The suggestion was also made to invest in the public domain near the city centre to promote public events.



≈ **Figure 17** Street shared by cars, pedestrians and cyclists
© Arrondissement Ahuntsic-Cartierville

Development of vacant landsites in the city centre

This strategy proposes developing vacant or underused landsites to encourage the residential densification of the city centre.

Several participants felt that numerous efforts should be deployed so that the sector identified as the city centre becomes the real heart of the City of Dollard-des-Ormeaux.

Given that the City of Dollard-des-Ormeaux has few vacant landsites, participants were generally in favour of developing vacant and underused spaces in the city centre. The area near the Civic Centre and Centennial Park is an asset that deserves attention. Participants questioned the development vision that the City will be implementing and insisted on the need to plan the type of targeted development. It was underscored that the sector is conducive to the implantation of multi-family residences to diversify the housing offer, or to new public facilities.

The participatory workshop helped shed light on various issues related to the current conditions of the sector and its development opportunities.

The issue of the urban landscape was an overriding concern for several of the working groups. Beyond the real-estate perspective, the extent of undeveloped spaces provides the potential for greening, rationalizing spaces dedicated to vehicle parking, and integrating new public or collective spaces that offer pleasant gathering places. The development of a lively public market and its transformation into a place with a diversity of uses marked by the quality development of outdoor spaces is seen as a preferred avenue for the repurposing of Marché de l'Ouest. Participants are looking to find a vibrant urban atmosphere in the city centre. The enhancement of public spaces is also seen as a condition for the success of the project. The hope is that the city centre stands out by the presence of generous green spaces.

Problems associated with mobility were also raised. The development of the city centre should be designed to provide adequate parking spaces, simple vehicular access and guarantee the fluidity of automobile traffic. Participants also underscored the need to facilitate active transport, especially for pedestrians, between the various sectors of the city centre through the integration of pathways or traffic-calming measures on De Salaberry Boulevard.

Participants hope that the development of the sector will integrate various mitigation measures to limit noise, manage wind corridors, limit dust and reduce exposure of the site to intensive activities (e.g., noise barriers) generated by the proximity of the city centre to the commercial and industrial zone. Infrastructure development mitigating heat islands was also viewed positively.

The coexistence and urban integration of redevelopment projects with the adjacent residential areas must also be considered.



≈ **Figure 18** Busy public market, Boucherville

© La Relève

Development of parking lots

This strategy is aimed at reducing the omnipresence of cars in the urban landscape by favouring the development of underground parking lots and reviewing the applicable parking standards for new constructions in the city centre, along the boulevards and within the TOD areas.

Participants insisted on the important role that the car plays in their daily life, as the main mode of travel to move around and within the City. The need for parking remains important and must be considered in the orientations and objectives of the City's urban planning. A reduction in parking spaces could be viewed as an impediment to the quality of life of residents.

Participants mentioned, however, that many parking spaces are underutilized, and many are unoccupied. They stressed the negative impact on the urban landscape and urban experience, especially for pedestrians and cyclists. Participants generally supported the opportunity to minimize the footprint or visibility of vehicles around businesses. To achieve this, they were mainly in favour of locating parking lots in rear lanes, underground or in multi-storey structures. This type of implantation favours a framework of roads within a continuous built environment.

Discussions around this strategy underscored the fact that outdoor spaces have no dedicated gathering places (e.g., tables and benches, among others). For example, the development of private lots could provide a balance between greening areas, public spaces and parking lots.

Participants were in favour of adding greenery to parking lots, by planting trees, bushes, perennials or beds of flowers or grasses. Some raised the issue of costs associated with infrastructure and plantings conducive to greening, sustainable management of storm water, and the mitigation of heat islands.

The idea of implementing a parking policy for electric vehicles with reserved parking spaces and charging stations appeared to be well received. Accessibility for the public, visitors or persons with reduced mobility was also a significant issue for several respondents.

Finally, regarding parking for bicycles, respondents proposed the development of secure bike parking units.



⤴ **Figure 19** Landscaped parking lot
© CRE-Montréal



⤴ **Figure 20** Parking spaces reserved for electric vehicles and charging stations
© CRE-Montréal

Evaluation of transformation, expansion and renovation projects in residential neighbourhoods

This strategy proposes framing transformation, expansion and renovation projects in single-family neighbourhoods to enhance the value of the urban fabric and architectural styles.

In light of discussions, there was no consensus on the idea of better framing transformation projects. Participants took an unfavourable view of adding restrictive measures to projects, since this could have a negative impact on the value of the land and buildings.

Participants stressed that the appropriation of houses and lots by owners creates a form of diversity in the built environment and the development of lands through successive works. This contributes to an interesting urban landscape that is not monotone. In other words, renovation and expansion work should not be limited to a specific style, with standards that are too restrictive.

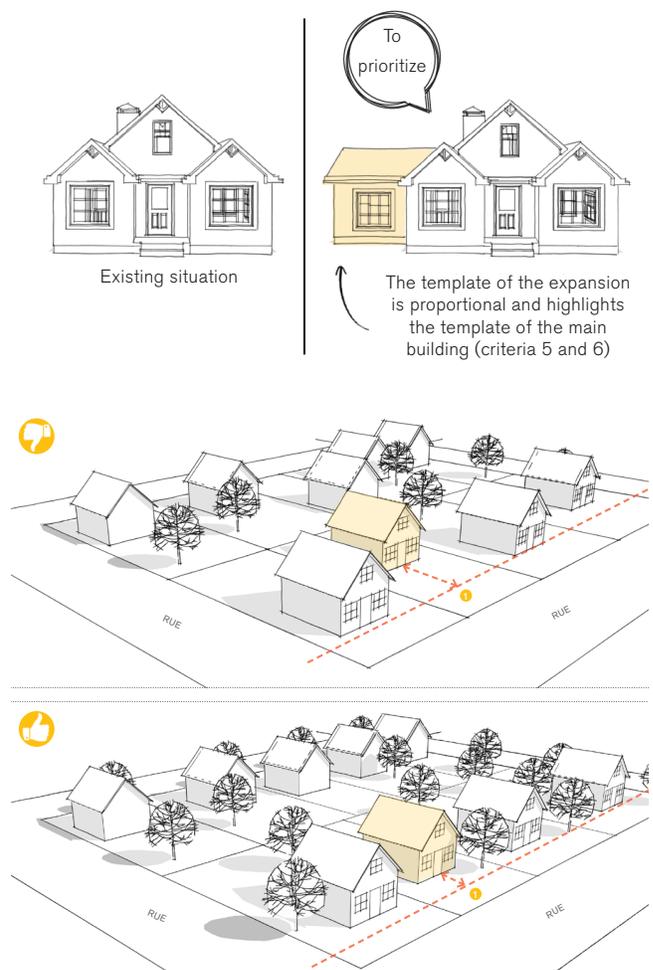
Nevertheless, participants appreciated the measures in place in the zoning by-law and the by-law respecting site planning and architectural integration.

Participants were mainly in favour of measures to assist owners wishing to do work on their properties: support and advice from the City, architectural guide, etc. They also pointed to the support of advisory boards (Urban Planning Advisory Committee), as well as the opportunity to create a demolition committee.

Participants stated that this type of work must not have too great an impact on the neighbourhood and must preserve the privacy of the surrounding homes.

Constructions should, nevertheless, be regulated to comply with the image of the City of Dollard-des-Ormeaux and contribute to the beauty of the neighbourhoods, for example by using quality materials.

Participants wanted to avoid constructions that were too prominent (e.g., a three-storey extension in a residential neighbourhood where the general size was one or two storeys). Expansion work should be designed to limit its impact on the existing vegetation (e.g., mature trees).



≈ **Figure 21** Graphic examples of good practices in integration and architectural implementation (proportions, margins, etc.)

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Commercial signage

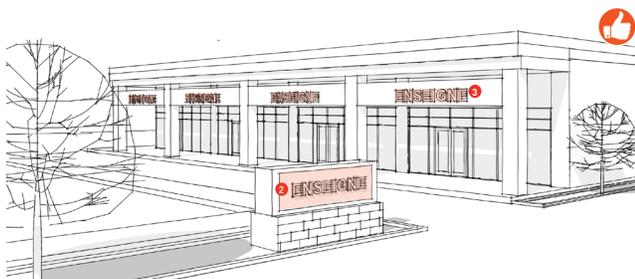
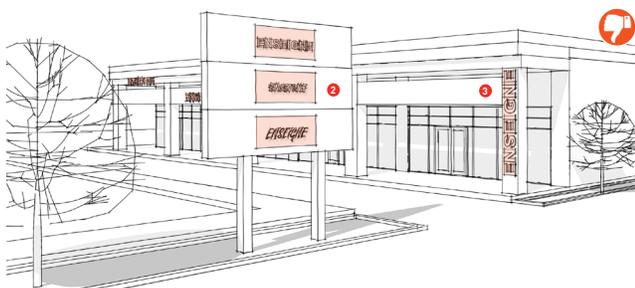
This strategy is aimed at regulating commercial signage to encourage the emergence of an identifying image for the various commercial areas.

Several participants were satisfied with the status quo and appreciated the variety of the signs, sizes, placements and colours. The diversity of signs, reflecting the plurality of the commercial offer, was viewed positively.

In some working groups, respondents took the opportunity to create a landscape identity for the City of Dollard-des-Ormeaux through commercial signage. In other words, participants saw signage as a component of the visual identify that forms a coherent whole.

Impact on the redrafting process of the Urban Planning Programme and by-laws

This second consultation focused on a review of the content of the Urban Planning Programme, in particular the proposed intervention plan, and helped guide the redrafting of the urban planning by-law.



⤴ **Figure 22** Graphic examples of good practices in commercial signage

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03/ BRIEFS AND WRITTEN OPINIONS

Objectives

The objective of this final phase of consultation was to inform the entire population of the City of Dollard-des-Ormeaux of the progress achieved in the redrafting of the Urban Planning Programme and possible solutions proposed during the participatory workshop, and to collect the opinions of the citizens.

Rollout

The presentations made at the participatory workshop, as well as a summary of the Urban Planning Programme, were made public on the City's website. Citizens were invited to forward their comments, suggestions and written opinions by email between December 15, 2020, and February 15, 2021. Nearly 20 written opinions were received. These were collated and summarized by theme.



≈ **Figure 23** Excerpt from the City of Dollard-des-Ormeaux's website explaining the five-year review of the Urban Planning Programme

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Summary of the results

Saint-Jean and des Sources Boulevards and the TOD area of the Sunnybrooke REM station

Some residents felt that one of the conditions for the success of the densification of Saint-Jean and des Sources Boulevards, as well as the Sunnybrooke station TOD, rested on the transformation of the urban environment to make it truly conducive to public and active transport. To achieve this, they suggested reducing the omnipresence of cars in the urban space by prioritizing underground parking lots, maintaining safe bike paths and wide sidewalks to ensure reduced contact with cars, framing the boulevards with a continuous built environment, and planting a large quantity of trees to improve their user-friendliness. Recommendations included paying special attention to the interface with low-density residential neighbourhoods.

Some residents raised concerns about the densification projects in relation to the capacity to support public facilities, such as schools, parks and libraries, as well as municipal infrastructure, such as the road network. Anticipating the needs of the population projected to be affected by the new housing projects, evaluating the impact of these projects on the quality of life of current residents, and finding solutions that are acceptable to all are important considerations.

Residents also underscored that the COVID-19 pandemic will potentially have an impact on the real estate market, changing the need for housing, businesses and offices, and that the redevelopment and rehabilitation of these sectors should be flexible.

City centre

For many citizens, the sector known as the city centre is not actually one. To qualify as the real heart of the City, they would want to find restaurants, businesses, services and entertainment venues. Intensification of urban activities is a must. In the eyes of residents, the site of Marché de l'Ouest represents a redevelopment opportunity to revitalize this West Island destination and optimize the floor area. Participants had a positive view of inserting a vertical mix in the residential function to create a renewed urban atmosphere and ensure continued use of the public space and the viability of the commercial offer.

A suggestion was also made to integrate cultural spaces into the city centre, such as a performance hall or a public space adapted to holding large-scale events that can accommodate crowds, with lighting and sound equipment.

Regarding the development of vacant landsites identified in the preliminary Urban Planning Programme, citizens had mixed opinions. Some felt that developing vacant landsites was not a priority and that these spaces could be left covered in vegetation for several more years, while maintaining paths to allow public access.

Other citizens felt that the construction of a municipal lot at the intersection of Hôtel-de-Ville Street and De Salaberry Boulevard could be a vector for the urban transformation of the city centre. There was a fear that the development of this specific landsite, which is behind a single-family residential sector, would disrupt the tranquility and quality of life of this neighbourhood. The residents' concerns centred around the loss of privacy by the adjacent homes, the impact on sunlight, the transformation of the peaceful character of the neighbourhood, the decrease in real estate value, the sound environment and the increase in through traffic. Residents wanted to see the development of a new park or public space that would meet the needs of current and future residents

Potential construction on this site, as with future building projects in the city centre, could be subject to rigorous examination to encourage a harmonious implantation and architectural integration within the host environment, and to limit their impact on traffic, sunlight and the sound environment, among other things. Future building projects in the city centre should apply high quality standards in terms of sustainable construction.

Finally, the urban transformation of this sector of the city requires thinking about the co-existence of the city centre with the adjacent employment sector, especially truck traffic and industrial and commercial activities.

Commercial offer

Several residents felt that the emergence of a city centre could attract independent businesses requiring less floor space. The commercial offer in the city centre could confer a unique atmosphere on this central location.

Participants also mentioned that some neighbourhoods of the city are too great a walking distance from food stores. Grocery stores and supermarkets serving the population of the City of Dollard-des-Ormeaux are located along the major routes, such as Saint-Jean, des Sources and Saint-Charles Boulevards and the Félix-Leclerc Autoroute (Highway 40). To address this problem, the suggestion was made to encourage the establishment of small-scale grocery stores in commercial centres near residential neighbourhoods.

Vehicular transport

The arrival of the REM station raises several concerns regarding through traffic and parking. Citizens questioned the impact that this new public transport infrastructure will have on automobile traffic patterns. It is estimated that many REM users will use their cars to drive to the incentive parking lots at the Sunnybrooke and des Sources stations or to access the drop-off areas at the stations. The suggestion was made to plan the location of the potential informal drop-off areas and adopt strategies to avoid conflict between users.

In the case of the Fairview-Pointe-Claire station, the fear is that the absence of incentive parking will push REM users to park their vehicles on the street of the neighbourhood adjacent to Elm Park. A growth in through traffic is also expected in this neighbourhood, especially if drivers take Sommerset Boulevard up to Brunswick Boulevard.

Active transport

Regarding bike paths, several citizens felt that the network is underdeveloped for utilitarian trips and discourages residents from using their bicycles for short outings. The proposal was made to improve the network, especially by linking points of interest in the City, such as REM stations, schools, commercial areas and parks. To encourage utilitarian trips, these points of interest could provide additional parking for bicycles.

Mention was also made that bicycle trips are often unsafe for a variety of reasons.

On the one hand, participants stated that extensive bicycle barriers (e.g., bollard) do not adequately protect cyclists from car drivers.

On the other hand, several pedestrians apparently use the bike paths in the absence of sidewalks, causing safety concerns. The importance of the pedestrian network, its extent, quality of the landscape, and user-friendliness of the paths has increased with the COVID-19 pandemic. The gaps in the pathways were pointed to as putting pedestrian especially at risk.

A proposal was made to take advantage of the redesign of the streets to integrate facilities favourable to active transport.

Parks and green spaces

Several residents mentioned that one of the city of Dollard-des-Ormeaux's greatest strengths was its offer of parks and green spaces. They pointed out an interest in updating these places, especially by integrating new equipment and facilities (e.g., pumptrack, outdoor gym, varied and attractive playgrounds, splash pads).

It was suggested that the demographic and socio-economic characteristics of the neighbourhoods should be taken into consideration to ensure that the development of new facilities reflects the needs of the population. A proposal was also made to multiply splash pad areas throughout the city and make them more accessible to families, instead of concentrating them in a few targeted places.

Participants expressed interest in increasing the greening of parks and ensuring their maintenance, especially for footpaths and urban furniture. The placement of the urban furniture was discussed, with the need to ensure that the furniture is placed wisely on the paths, that is, out of the sun during the summer months and with an interesting view.

Finally, it was recommended that better use of the Hydro-Québec right-of-way be made. While this route is crossed by a multifunctional link (pedestrian and cyclist), one can imagine inserting several stops for various purposes (e.g., outdoor gym, hammocks, urban agriculture, etc.).

Greening

Several citizens agreed that the City's greening strategy should target both the private and public domains. To encourage citizens to green the open spaces on their property, a proposal was made to promote the ecological services performed by greenery and raise awareness of the greening strategies favourable to biodiversity (e.g., strata of various plantings, native species, permaculture, etc.).

In addition, suggestions were made to multiply the number of community gardens that provide multiple benefits, including fostering a feeling of belonging to the community, strengthening social ties, promoting healthy lifestyle habits, and encouraging pedagogical and educational development.

Heritage

Given that the City of Dollard-des-Ormeaux has only a few vestiges of its history, protecting and enhancing heritage buildings should be prioritized in the transformation of Saint-Jean and des Sources Boulevards. The suggestion was to make the sites accessible to the public and provide cultural or community services.

[Impact on the progress of the drafting of the Urban Planning Programme and by-laws](#)

This final consultation activity, like the second one, shed new light on the content of the preliminary Urban Planning Programme. The programme will be revised to take into consideration the concerns and suggestions of the citizens. It will also guide the redrafting of the urban planning by-laws.



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