



## **La Croisée Community Association**

### **COMMUNITY SURVEY REPORT**

#### **ON FUTURE DEVELOPMENT**

**MARCH 2020**

#### **Acknowledgement:**

This report would not have been possible without the much-appreciated, volunteer support of Lyne Forget-Lanthier. (translation, review and editing)

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## **INTRODUCTION**

This community survey was conducted to obtain the opinions, ideas and preferences of the La Croisée citizens regarding our ongoing community's future development planning. It was an anonymous on-line survey, provided in both French and English. As outlined in this report, this survey provides a reflection of our community interest on the aspects of our public space, community life and possibilities for the future.

### **Legitimacy**

The legitimacy of resident ideas and preferences for community lies in the recognition of citizens as stakeholders. The Canadian Federation of Municipalities, the Project Management Institute and the International Association of Public Participation all recognize citizens as legitimate stakeholders in their community development.

### **Integration**

The integration of community knowledge into design has well-known benefits:

- The physical environment affects life in a community, its relatedness and sense of belonging;
- The hospitality of a physical space or "living structure" can nourish a shared, positive spirit in human beings;
- The quality and success of a design is more than a transaction of engineering, speed and profit; and
- The quality and success also reflect an authentic expression of the voices of citizens who occupy the space.

We thank our Municipal partners in the City of Gatineau for their cooperation and awareness of the La Croisée community. In addition, we thank the residents and volunteers who have sincerely participated in this survey on such short notice. This report would not be possible without the participation of the citizens and neighbours of La Croisée.

## **OBJECTIVE**

The La Croisée Community Association became aware of the early, preliminary planning of the future of La Croisée in January 2020. Information was presented, appreciated and respectfully discussed under the condition that the very preliminary planning would not be made public. It was agreed that at this stage, to have residents simply react and respond to very preliminary plans would be futile. However, this short, preliminary community survey will allow the La Croisée Community Association to respond in a manner respecting its mandate while providing a reflection of our residents' vision for our community plan.

Through this report, the La Croisée Community Association offers a more collaborative and communal approach to our future planning and social development by the City of Gatineau. The survey offers a reflection of our community interest, ideas and ultimately an opportunity for greater success of our municipal planning initiative. We have been assured this common agenda framework will continue through more surveys and public meetings as the planning process progresses.

## SCOPE

This survey was not an open, public consultation beyond the La Croisée community. It was limited to those **253 residents** (members) registered on our community association website. However, the **151 residents** who anonymously **responded** in the survey constitute a statistically valid base of the total number of registered residents who were contacted to participate in the survey.

The survey was intentionally short, restricted to four general questions that required a "larger view" perspective of the present community and the future possibilities envisioned by the residents. This was considered more appropriate at this point in the planning stage. This survey is also a supplement to the more specific Community Survey regarding Parks/Public Space conducted in June 2016, prior to the Parc La Croisée upgrade.

## METHOD

Due to the constraint of being a confidential, anonymous "residents only" survey, the secure online provider was Survey Monkey. The Community Association created and funded the survey for a limited time period due to its non-profit financial constraints.



Registered residents were emailed three newsletters regarding the on-line survey that included connectors to the survey in both French and English. Registrations grew as more publicity about the survey was released through targeted doorhangers, our community corner sign and website notices. The survey connectors were also available on the community website following login.

### Newsletter History:

<u>Newsletter #</u>	<u>Date/Time Sent</u>	<u># of Recipients</u>	<u># of Opens</u>
20	2020-02-19 8:11	228	116
21	2020-02-20 16:10	232	129
22	2020-03-08 20:31	250	149

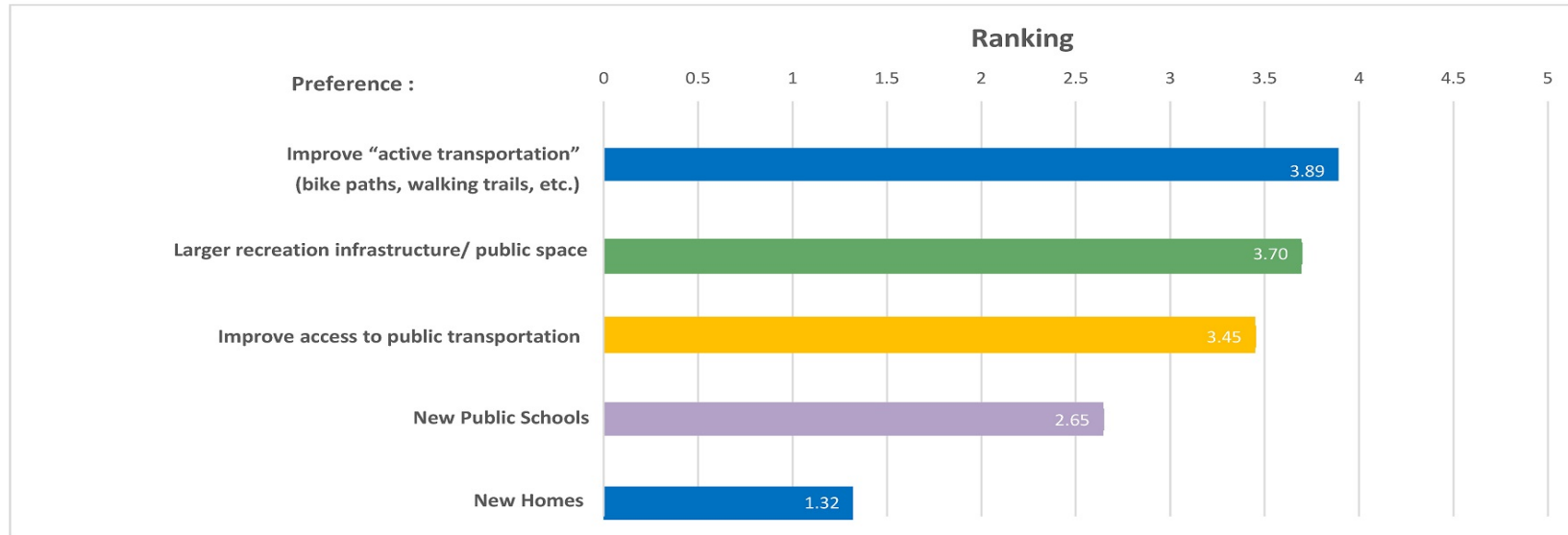
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The confidential survey was designed by the Community Association volunteers to reflect a variety of response types for each topic category. For example, multiple choices, rated scale, and open comments.

The anonymous responses provided the sole source of data to produce the summary data and charts in this report. During the survey, improvements to our Newsletter open rates became an issue. Updates of our residents' email addresses and a notice to check spam filters was released to members by telephone. As a result, open rates and survey engagement improved. Higher levels of participation in future surveys are expected as our "Street Representative" program develops and more residents register or update their personal information on our community website (there are currently 254 members).

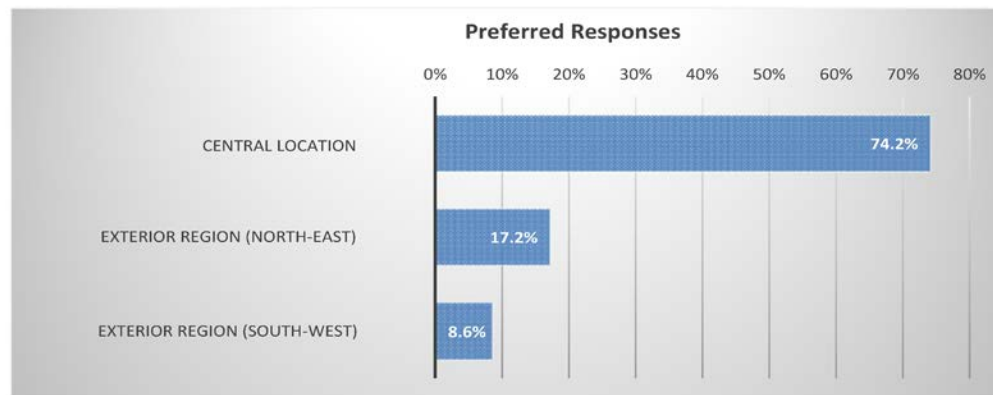
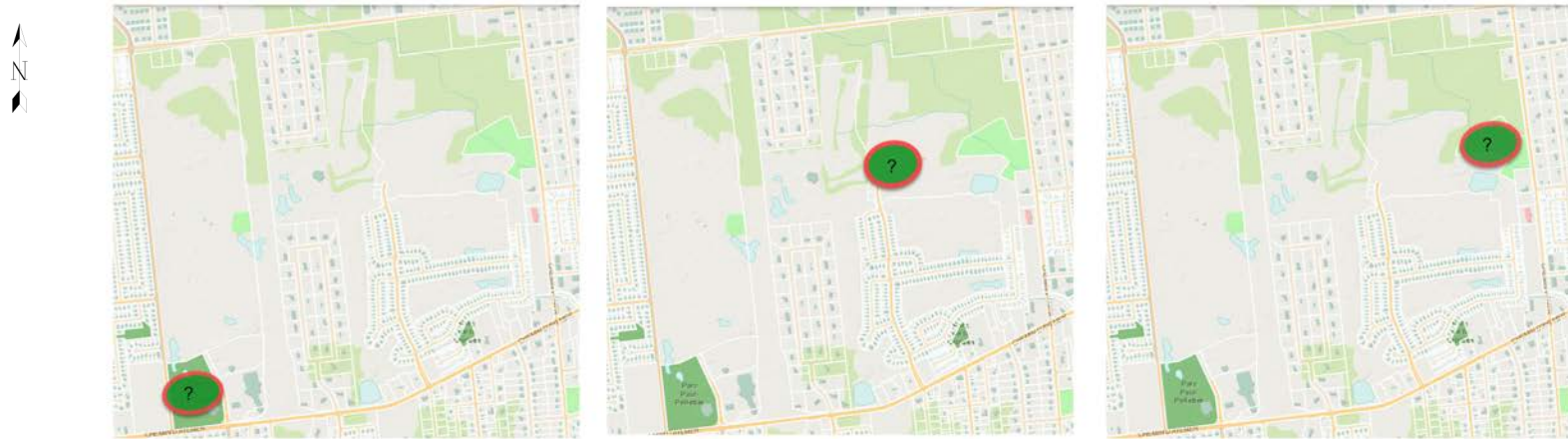
**ANALYSIS:**

**Q1: What do you think is more important for our immediate future?**



Preference :	1	2	3	4	5	Total	Ranking
Improve "active transportation" (bike paths, walking trails, etc.)	35.10% 53	20.53% 31	11.92% 18	29.80% 45	2.65% 4	151	3.89
Larger recreation infrastructure/ public space	11.92% 18	15.89% 24	52.98% 80	11.92% 18	7.28% 11	151	3.70
Improve access to public transportation	34.44% 52	27.15% 41	7.95% 12	27.81% 42	2.65% 4	151	3.45
New Public Schools	16.56% 25	33.11% 50	19.87% 30	27.15% 41	3.31% 5	151	2.65
New Homes	1.99% 3	3.31% 5	7.28% 11	3.31% 5	84.11% 127	151	1.32

**Q2: If a larger recreational infrastructure is possible (skating rink, basketball and tennis courts, etc.), where would it be most useful to the community?**



Answer choices	Responses	Percent
Central location	112	74.2%
Exterior Region (north-east)	26	17.2%
Exterior Region (south-west)	13	8.6%
	<b>151</b>	

**Q2: If a larger recreational infrastructure is possible (skating rink, basketball and tennis courts, etc.),  
where would it be most useful to the community?**

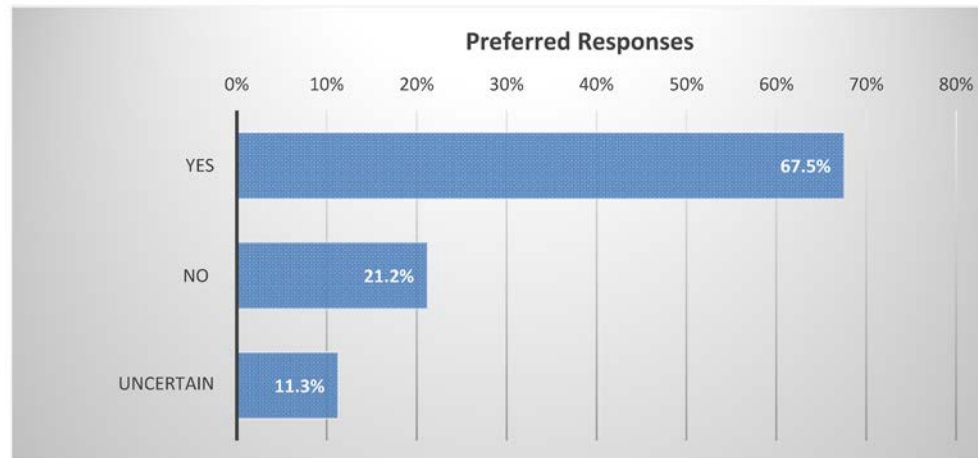
**Comments:**

**[OR] → Original Response, where indicated**

- Improve the current La Croisée park with a splash pad/outdoor rink. [OR]
- This would get the kids off the streets which is very dangerous. [OR]
- 2nd choice: Exterior region (north-east). [OR]
- Very good idea.
- Rue de l'Aigle (near golf course) safer for kids as it's not a Main Street. [OR]
- Close to the golf course entrance.
- Honestly, one place or the other would be suitable. We are interested in nearby infrastructures. We must have something for older children. The park is not enough for them.
- You can't appreciate the cards very well.
- Close to the Gatineau Golf Club.



**Q3: When the La Croisée community is expanded (North of Provigo),  
is a link between the western and eastern sectors important?**



<u>Choice of responses</u>	<u>Responses</u>	<u>Percent</u>
Yes	102	67.5%
No	32	21.2%
Uncertain	17	11.3%
	<b>151</b>	

**Q3: When the La Croisée community is expanded (North of Provigo),  
is a link between the western and eastern sectors important? Uncertain? (Please specify)**

**[OR]** → *Original Response, where indicated*

- Risk of increasing the traffic in the neighbourhood.
- It will all depend on what it will look like in terms of infrastructure.
- If the link is by McConnell, it might be relevant. Otherwise, I don't believe it's necessary.
- This link (or a safe sidewalk on the other side of Aylmer Road is extremely important). It is obvious that the teenagers who will go to the new secondary school will not wait for the traffic light to cross the chemin d'Aylmer (chemin d'Aylmer / rue du Golf). Many will walk on the side of the street (probably in a group) on this road where motorists drive at 70km/hour or more. For their safety, it is essential that a link or a second sidewalk be made before the opening of the new school. We had already spoken of this concern to the municipal councilor as well as to the president of the CSPO.
- I think it could be useful, if for example there is a bicycle path, or sidewalk to go to Provigo, future school, etc.
- Cycling and pedestrians (no cars). Active transportation (high school, shops, etc.)
- I would prefer a link to the North. But the suggested link would be good for people going to the new school.
- Pedestrian
- Fear that there will be much more traffic on the streets with an East-West passage.
- You could go to shopping [OR]
- Not sure it is necessary [OR]
- Ensure that the land between or neighborhood and Vanier is developed in a manner that maintains the quaint nature of our street. Also, that it doesn't negatively affect property values. [OR]
- Would be nice! [OR]
- Yes, if we share recreational infrastructure or school but other than that no need. [OR]
- If the community is not connected with North of Provigo, would the latter not be considered a part of La Croisée? [OR]
- More options for accessing/leaving the neighborhood would be good, however, increased traffic in the community would be concerning as there are already concerns with the number of and speed of drivers. [OR]
- I'd like to know if it would disrupt neighbouring residents. [OR]
- It won't help travel beyond La Croisée. [OR]
- So we have another way out and use it to avoid the main road when bicycling to the new high school. [OR]
- Only if the larger recreational facilities are added there, otherwise no. [OR]

#### **Q4: What else is important for the future of the community? Your ideas are important!**

**Answered: 79, Skipped: 72**

- Educational radar on rue du Golf to reduce speed. Children's water games.
- Develop green spaces and put more road signs to limit the speed of cars on de la Croisée, especially between de la Croisée and Cadet.
- Education regarding the waste management. What and when to put at the curb depending on the type of pickings for the week and if not picked up, remove them immediately instead of leaving them lying around for days and days. [RO]
- Park and infrastructure for all ages and also interesting for teenagers (skate park, basketball ...) and water games, ice rink in winter and paved with strip for ball hockey and basketball in summer ...
- Safety of our children in our neighbourhood.
- More sidewalks to allow families to walk safely in the neighbourhood streets.
- More sidewalks to permit families to walk safely in our neighborhood's streets. [OR]
- SPEED BUMPS ON DU GOLF. We can never say it enough. Always educate people to reduce their speed. This aspect makes us hate the neighbourhood.
- Our neighbourhood is superb! However, there is no safe way to cycle out of our neighborhood with our children. Aylmer Road is really not safe! In addition, the City should reflect and act on the widening of Vanier Road. The Vanier / McConnell intersection is particularly problematic. On Saturdays and Sundays, it is not uncommon for Vanier to be backed up almost to the police station when a car wants to turn left on McConnell. \* The city gives the permits to build neighbourhoods but does not give serious thoughts of and how to improve the roads. Vanier Road is currently a problem on both sides of Boul. des Allumettières. New construction will only make the problem worse.
- Respect the green spaces! I wish I could take the Golf's trails and enjoy nature for many years. Thank you for giving us the opportunity to express ourselves!
- More area to play. Water games, basketball courts. No poison ivy plants nearby! Double parents and children swings.
- Continue to organize social activities to allow good relations between neighbours. It would really be interesting to have a park that would benefit both children and teenagers.
- Do not favor automobile transport. (Example, shortcuts during rush hour).
- Safe access to cross the main street in front of the general store. It would be nice to have a pedestrian crossing with signs.
- The neighborhood is incredible, the challenge in my opinion is to keep this state while the neighbourhood is growing.
- Secure the neighbourhood (i.e. speed bumps). Secure a bicycle access to the city center (avoid having to use the sidewalk to go West). Park with water games.
- Privileged access to the golf course and its club, ex.: membership at a reduced price. Keep the events like opening at the beginning and end of the year, the garage sale. Replace the children's Christmas party with a family cocktail similar to a 4 to 7.

- Speed control.
- Moments of sharing and discussions (meetings, celebrations, activities).
- The security of citizens, children and adults, is undoubtedly the most important element for the immediate future of our community. Speed reduction measures, such as speed bumps or mandatory stops, on rue du Golf must be put in place now. The inaction of the city of Gatineau for more than 8 years is irresponsible and unacceptable. I wonder more and more about the effectiveness, relevance and priorities of the La Croisée Community Association.
- Primary school in the neighbourhood.
- Road and pedestrian safety with speed bumps in strategic locations such as at the corner of rue du Golf and la Croisée, for example.
- Do not mix single-family homes with multi-housing, as this will create a big traffic problem like in the Plateau.
- Continue to ensure road safety.
- I believe that taking measures to reduce speed on the main streets (de la Croisée, du Golf and du Tournoi) would be good. In the spring, summer and fall, I see a lot of children who play on the streets and go to the park, but many motorists drive too fast ...
- That the golf course remains intact. It is one of the most beautiful golf courses in the Outaouais region. Particularly the section of the golf holes 15, 16 and 17 which are the most enviable of the region. We must not make the same mistake as the Château Cartier golf course, which has become the worst golf course in the region due to all the new housing built.
- Increased security and surveillance aimed at reducing excessive speed. More direct access to public transportation --- unhindered in winter.
- Water games, skating rink, a link with the bicycle path, green spaces and trees, no multiple accommodations only townhouses, keep the Gatineau golf course (at least a 9 holes).
- There must be more direct accesses to the Aylmer and Vanier roads. A single entry and exit are not sustainable in the long run. 2 - learn from the design mistakes of rue de la Croisée, which is dangerous because of its blind curves. 3 - do not build more housing and clear new land unnecessarily. We don't need more houses. 4 - the tramway project must be followed very closely - it will probably cause the expropriation of houses on the Impasse du Cadet and will cause major traffic problems on the Aylmer Road. This tramway is useless and will cause more harm than good. The Association must be vocal on the option of maximizing the use of buses and make Tunney's Pasture a transfer point. We must learn from OC Transpo's mistakes. The STO tramway will only cause trouble in our neighborhood.
- Street width planning. The rue de la Croisée is not wide enough and could have a negative impact for access by emergency vehicle (firefighter-ambulance-Hydro-Gazifère) especially in winter when the snowbanks reduce the width even more. Golf and Tournoi streets seem to have a more reasonable width.
- Reduce car traffic speeds. Without a sidewalk, the limit should be lower.
- Environmental considerations: rainwater runoff, road safety at main intersections, connectivity from small ends of bicycle paths to ensure a safe link at the end of the neighbourhood to the major bike paths.
- A convenience store.

- Modify the traffic lights at the intersection of Chemin d'Aylmer and Rue du Golf to incorporate a priority light for the left turn when driving on Chemin d'Aylmer.
- Maintain calm and do not create traffic passages for cars.
- Children safety. Cars drive too fast.
- Short term: Play / outdoor infrastructure (water games, ice rink, tennis / basketball). Long term: Community center.
- Bike path and water park-splash park. [OR]
- The snow clearing has been terrible in the past couple of years. This year was better than last, but maybe only because we got less snow. And maybe because I called the city multiple times to do their job in a timely fashion. When the city doesn't clear quickly after a snowstorm, things get packed solid into ravines which destroy car suspensions - we collectively must pay an incredible toll to maintain our vehicles when the neighborhood streets are literally undriveable. Maybe I'm not the only person concerned about this, and maybe if we united our voices, we could make it clear to the city that snow clearing is not to be trifled with! It would be fun if we had a billboard that we can post to and see what neighbors are posting. A Facebook page would be o.k., or even better a proper discussion forum that does not depend on a corporate host, but either way - a way to publicly discuss things big and small with neighbors would be nice. We can talk about local events, garage sales, babysitting services, BBQs and other stuff like that. Thanks for taking this survey! [OR]
- A splash pad in the neighbourhood. [OR]
- We need to get the parking on the roads' situation under control. All housing on de la Croisée have laneways (and most also have garages!) yet people are not using them to store their vehicles. The fact that we only have enough space for two vehicles crossing on the roads means that parking on the roads makes the road a one way wherever the cars are parked (not to mention in the winter when the roads are even MORE narrow!) [OR]
- More events for the community. [OR]
- To create a community garden and a cultural Centre. [OR]
- Maintaining some green space. A waterpark would be a great addition to recreational infrastructure for families with kids. [OR]
- Road direct to McConnell. We need a street out of the project onto Vanier street. [OR]
- Maintaining green spaces and woodlots so that we can still benefit of wildlife. Planting trees. [OR]
- Walking/bike path connections North, East and West. [OR]
- No parking signs on one side of de la Croisée so that we maintain two lanes for vehicles (rather than parking on both sides of the street). [OR]
- Reduce traffic and speed of vehicles on du Golf. [OR]
- Access to Vanier. Access to Samuel Eddy. Access to McConnell. Traffic calming such as permanent features like bulb-outs and marked on-street parking (avoid unnecessarily wide streets). Sidewalks, street, trees compatibility in character of land uses. Meaningful Public consultation. [OR]
- Snow removal. Speed control. A bigger park with water games for kids in the summer. [OR]

- Access to Vanier road. Traffic calming - Direct access to Vanier, McConnell and Samuel-Edey - Winter access to golf course for x-country skiing and snowboarding. [OR]
- Another park would be nice for the kids. We pay taxes for snow clearing but last year you never would have known that. More pressure needs to be put on the city to ensure we are looked after. Speeding is an issue on our streets. People seem to do it with impunity. There are lots of kids on my street now. Including mine. [OR]
- Less development, more green space - natural habitat for birds and wildlife. Stop building new homes! The infrastructure can't handle it! [OR]
- We desperately need a park and a recreation facility at the central location. The current park is too far for the newer developments. There is vacant land on the rue de l'Aigle where a Richcraft trailer is stored at the moment which would be perfect and quite central for the other residents. [OR]
- Definitely a new park/playground in the "Central" area! [OR]
- Sidewalks on all streets that don't have them. People drive too fast. We also need 4 lanes on Vanier at least from Pink to Lucerne Blvd and Pink as well. Traffic is horrendous. No infrastructure considered. Aylmer is a pain to drive around, it will only get worse. [OR]
- The safety of our children in our community. It would be nice if there was another way to access the golf course without having to go through the Golf street. [OR]
- It would be good to have a larger public space and a community Centre where residents can gather and create things together. Walking, cycling links to green space and other assets of the community are important too. [OR]
- A bus route down the Golf Road and back to the Aylmer road. Ensure that traffic and speed is reduced for the safety of our children. [OR]
- Build a public swimming pool (indoor / outdoor) for the community residence only. Better Service from the City of Gatineau. [OR]
- The public school and recreation facilities are more important. [OR]
- Create another access road to the community in addition to Principale/du golf. [OR]
- Green space, bike paths, single family homes and not condos. [OR]
- Parents and kids should learn how to play in the streets and respect other people's property. Most kids in my area play in other people's yards, damage flowerbeds and bushes for their 'hide and seek" games. In addition, when playing in the streets, which is illegal by the way, parents look at the drivers like they are committing a crime by driving. This has to STOP! If they want car drivers to respect the low speed zones, parents should hold the same respect for drivers. Parents should teach their kids how to play and not give them permission to play in anyone's yard. RESPECT is appreciated and not readily available from some neighbours. [OR]
- I would like to see the forested lot along Vanier and de la Croisée remain a green space. [OR]
- The continuation of the golf course. It is a big reason people move to this sector and the vast majority of the community uses it. It adds to the allure of the community and integrates outdoor activities during both the summer and winter months. [OR]
- Speed bumps are needed. I have noticed the speed at which cars drive along the roadway. [OR]

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- Park for kids to play. And adults to enjoy. Basketball/tennis/skating/baseball. Just like every other neighbourhood. Look at McKellar park in Ottawa. Perfect setup. Textbook park without going overboard. Thanks. [OR]
- We need one more park, especially in the north side. Stop signs along rue de golf to slow drivers down. [OR]
- Quality homes vs apartments. Investing in/expanding WQSB school captivity to ensure we keep quality school zones for our community. A 4-way stop sign at Tournoi and Golf. Proper traffic management generally as the community grows. [OR]
- Hi, thanks for soliciting our feedback! If anything, we need the least possible condominiums in our sector! I am happy there aren't any (as opposed to the multitude of units on Vanier road!). Thanks! [OR]

## CONCLUSION

### March 2020

The La Croisée Community Association is grateful to all the 151 residents who took part in this short survey. It reflects what residents envision for the community in a general “macro view” in this early stage of the planning process.

Statistically, with 151 participants, this survey also prevents citizen engagement from being perceived as simply "CAVE" ("Citizens against virtually everything") and "STP" (Same Ten People). It helps inform the community stakeholder network, build transparency, manage issues and move the common objective framework forward in a legitimate way.

This survey exercise also helped the Community Association improve communication engagement processes when face to face interaction is a challenge without a La Croisée Community Centre.

## SUMMARY

Overall, most residents look forward to being linked by safe, active transportation (walking, cycling, etc.) within preserved natural space.

There is also a preference for a larger, central public space holding improved recreation infrastructure and gathering opportunities. This contrasts with typical development by separate, single phases with their own small, allotted green space or marginalized exterior facilities that attempt to also serve other communities and mix rapid cars with people walking next to 4-lane transportation corridors.

The preference for this larger, central public space may also be understandable based on the approximate 30-year history of La Croisée wherein no other public space has been allotted to the community apart from a single "side park" built in 1999.

The appreciated, interesting and open comments by 79 residents in Question 4 reflect a broad range of possibilities and concerns for our community development. We also understand the limitation of the question, the constraints of text and that there is perhaps much more thought to what residents envision for the future.

We will continue with further initiatives to help assure the voice of residents is included in the common agenda framework of our community development.

A sincere thank you, again, to all the 151 residents who participated in this survey.

