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RESPONSE LETTER

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Date: July 8th, 2026

File: 2180 Montreal Road & 972 Shefford Road, 65004

To: Planning Circulations, City of Ottawa

RESPONSE TO PUBLIC COMMENTS: 2180 MONTREAL ROAD & 972 SHEFFORD ROAD, OTTAWA ONTARIO

Based on the public comments submitted for the proposed Zoning By-law Amendment at 2180 Montreal Road / 972 Shefford Road, the concerns can be consolidated into a series of key planning issues. The following responses are provided below. We welcome further dialogue with any member of the public that would like more information.

Issue 1: Pedestrian Safety and Sidewalk Connectivity

Concern:

A resident requested that sidewalks be provided on both sides of Shefford Road from Montreal Road to the multi-use pathway, citing existing pedestrian safety concerns and increased pedestrian activity associated with the proposed development. The resident also inquired whether a pedestrian safety analysis had been completed.

Response:

The proposed development includes a new public sidewalk along the subject site's Shefford Road frontage, which represents an improvement to the existing pedestrian network. The Transportation Impact Assessment (TIA) prepared in support of the application concluded that the surrounding transportation network, including pedestrian facilities, can safely accommodate the anticipated increase in activity generated by the proposal. While extending sidewalks beyond the limits of the subject property may provide broader community benefits, improvements within the public right-of-way outside the development frontage are beyond the scope of this application and would be subject to future municipal capital planning and infrastructure priorities put forward by the City of Ottawa.

Issue 2: Traffic Generation and Road Capacity

Concern:

Several comments expressed concern regarding increased vehicle traffic, congestion, conflicts between vehicles, and impacts to nearby intersections.

Response:

A Transportation Impact Assessment has been completed in support of the application. The study concludes that the proposed redevelopment will generate traffic volumes that can be accommodated by the existing road network without requiring off-site roadway modifications. The proposal represents the redevelopment and modernization of an existing commercial property rather than the introduction of an entirely new commercial use. The TIA also confirms that access arrangements and internal circulation are appropriate and function within accepted engineering standards.

Issue 3: Internal Site Circulation and Drive-Through Operations

Concern:

A resident noted that the proposed drive-through entrance is opposite the car wash entrance and questioned whether this could create conflicts between vehicles accessing the various site functions.

Response:

The internal site layout has been designed by qualified transportation professionals and reviewed through the City's development review process. Vehicle circulation has been planned to accommodate access to the fuel pumps, convenience store, drive-through, car wash and parking areas in a safe and efficient manner. Any operational signage, pavement markings and traffic control measures necessary to support safe circulation will be finalized through the Site Plan Control process and will be noted on the Site Plan.

Issue 4: Additional Fast-Food Restaurant and Land Use Compatibility

Concern:

Several residents questioned the need for another fast-food restaurant in the area, citing the number of existing establishments, health concerns, and the perception that the proposal would not benefit the community.

Response:

The purpose of the Zoning By-law Amendment is to permit an additional use that is consistent with the City's policy framework for mixed-use commercial areas. The Official Plan encourages a broad range of commercial uses that serve surrounding neighbourhoods and contribute to complete communities. The planning process evaluates whether a proposed land use is appropriate from a land use compatibility, transportation, servicing and environmental perspective. Market demand and business preferences are not planning considerations that determine the appropriateness of a land use where the proposed use conforms to the applicable planning policy framework.

Issue 5: Noise, Odour, Lighting and Neighbourhood Impacts

Concern:

Residents expressed concerns regarding increased noise, lighting, odours, litter and general disturbance associated with the drive-through restaurant.

Response:

Commercial uses of this nature are anticipated within designated mixed-use commercial areas. The proposed redevelopment will be subject to Site Plan Control, where detailed design measures including landscaping, lighting design, fencing, waste management and operational considerations will be reviewed to minimize impacts on adjacent properties. The proposed development represents an infill redevelopment of an existing commercial site and does not introduce a fundamentally different land use to the property.

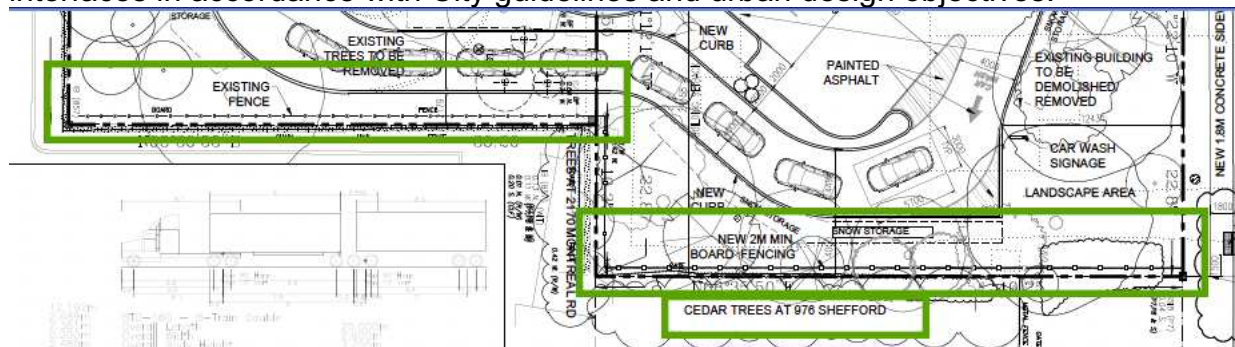
Issue 6: Compatibility with Adjacent Residential Properties

Concern:

Residents adjacent to the site requested fencing, privacy measures and buffering between the development and nearby homes.

Response:

The detailed design of fencing, landscape buffers and other screening measures will be addressed through the Site Plan Control process. A 2.0 m wood fence with landscaping is proposed along the southern property line where the Shefford Road property abuts the residential use to the south (see detail below from the Site Plan). The applicant will work with City staff to ensure that appropriate buffering is provided along residential interfaces in accordance with City guidelines and urban design objectives.



Issue 7: Retention and Relocation of the Existing Gas Station

Concern:

Several residents requested clarification regarding whether the existing Petro-Canada gas station would remain on the property.

Response:

The redevelopment proposal retains the existing gas station use on the property. The proposal involves reconfiguration and modernization of the site, including relocation of the convenience store and fuel pump configuration as part of the comprehensive

redevelopment. The application does not seek to remove the existing gas station use from the property.

Issue 8: Construction Timing and Temporary Impacts

Concern:

Residents requested information regarding construction timing, anticipated construction hours and whether fuel services would remain operational during construction.

Response:

Construction sequencing and contractor operations are not matters addressed through the Zoning By-law Amendment. These details will be determined during detailed design and construction planning. Construction activities will be required to comply with all applicable municipal by-laws, including the City's Noise By-law, and any temporary operational arrangements will be coordinated by the property owner and contractor. It is anticipated that construction will start following Site Plan approval in late 2026 or 2027.

Issue 9: Loss of Potential Residential Development

Concern:

One submission suggested that the property should instead be redeveloped with housing, citing the need to preserve residential land supply.

Response:

The lands at 972 Shefford are designated Mainstreet Corridor in the City's Official Plan and permit commercial development. The proposed use remains consistent with the Official Plan's vision for mixed-use commercial corridors.

Issue 10: Wildlife and Environmental Concerns

Concern:

One resident expressed concern regarding increased wildlife activity and potential environmental effects associated with development.

Response:

The application involves redevelopment of an already developed commercial site and does not extend into natural heritage features or undeveloped habitat. Standard erosion and sediment control measures, along with applicable environmental regulations, will be implemented during construction to minimize temporary impacts. No significant environmental impacts have been identified as part of the application review.

Issue 11: Community Character

Concern:

Several submissions expressed the opinion that the proposal would contribute to visual clutter, commercial intensity and detract from neighbourhood character.

Response:

The subject property is located within an established commercial corridor characterized by a variety of retail, service commercial and automotive uses. The proposed redevelopment is compatible with the surrounding commercial context and represents reinvestment in an existing commercial property. The redevelopment will improve the site's overall organization, pedestrian connectivity and landscaping while maintaining a

use that is consistent with the surrounding land use pattern and applicable planning policy framework.

Should you have any questions about the revised submission, please contact the undersigned.

Yours truly,

A handwritten signature in black ink, appearing to read "Dayna Edwards". The signature is written in a cursive, flowing style.

Dayna Edwards, RPP MCIP M.PI
Partner, Senior Planner + Urban Designer