



Ottawa's  
**Vital Signs®**

The City's Annual Checkup

Community  
Foundation of  
Ottawa



Fondation  
communautaire  
d'Ottawa

*For good...forever*    *Le bien...toujours*

2010



## The Community Foundation of Ottawa

Created by and for the people of Ottawa, the Community Foundation of Ottawa is a public, non-profit organization that has been serving the community since 1987. Our role is to connect people who care with causes that matter, enabling generous citizens to enhance the quality of life for all. As a respected community convener, we provide local leadership by bringing people from all sectors together to identify and address issues in a proactive manner.

### **Our Vision**

Inspired by our donors, grantees and partners, we make a vital difference in our community and our world. The Community Foundation of Ottawa is a powerful force to engender a strong, positive and caring community.

### **Our Mission**

The Community Foundation of Ottawa nurtures philanthropy and works with partners to have an enduring impact on communities.

This report is also available at [www.ottawavitalsigns.ca](http://www.ottawavitalsigns.ca).

*Aussi disponible en français.*

# Contents

Welcome .....	2
Acknowledgements .....	3
Context .....	4
Gap Between Rich and Poor .....	6
Housing .....	8
Health and Wellness .....	9
Safety .....	10
Distribution of Low Income Persons in Ottawa (map) .....	12
Learning .....	14
Arts and Culture .....	15
Getting Started .....	16
Environment .....	18
Work .....	20
Getting Around .....	21
Belonging and Leadership .....	22



PHOTO: CITY OF OTTAWA

Welcome to the fifth edition of Ottawa’s Vital Signs, the Community Foundation of Ottawa’s annual checkup on the quality of life in our city. Measuring indicators in 11 critical areas, the report assigns grades, identifies significant trends and offers assessments of the relative priority that people attach to key issues.

When we launched this reporting process five years ago, the Community Foundation of Ottawa’s intention was to encourage informed analysis and discussion of issues. We have been profoundly delighted at the results to date. From the beginning, Ottawa’s Vital Signs quickly earned the respect of community leaders as a source of sound information and insights. A 2008 Ottawa Citizen editorial called the report *“a guide to what this city should be doing to improve that most elusive of measures, quality of life. This is a publication that should be on every Ottawa stakeholder’s desk for it puts into perspective the great currents in the community.”*

Ottawa’s Vital Signs has done more than simply offer data and indicate issues. It highlights the community’s strengths and the opportunities for individuals and all sectors of society to work both within their own spheres and collaboratively. It has been an impetus for results. For example, our 2008 report described the significant increase in Ottawa’s per capita arts funding of the arts – from \$3.93 in 2006 to \$5.49 in 2007. Information in Ottawa Vital Signs heightened awareness of the high numbers of women and children unable to access shelters. Indeed, we expect this edition of the report to help citizens and candidates during this year’s municipal election process.

When we began to develop the first edition of Ottawa’s Vital Signs in 2006, we hoped that it would help to inform productive debate and action on the key issues influencing the state of our city. After five years, we can say that these reports have lived up to our expectations. They have also set a high standard that we believe we are continuing to meet through this year’s report – a standard that we are proud to strive for as part of the Community Foundation of Ottawa’s commitment to play a role “For Good. Forever.”

Scott A. Wilson  
Chair, Board of Governors

Barbara McInnes, CM  
President & CEO



# Acknowledgements

PHOTO: CITY OF OTTAWA

On behalf of the Community Foundation of Ottawa, we sincerely thank all the individuals and organizations who provided information, assistance and guidance in the development of Ottawa's Vital Signs 2010.

We would also like to express our gratitude to the many community members and organizations who took the time to consult with us, and the community graders who completed the survey that provided the grades and priority-setting for this report.

We would like to thank Community Foundations of Canada for its leadership and support of this project.

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# Context

As Canada's federal capital, Ottawa is unique among the nation's major cities in both role and character. The city comprises the majority of the Ottawa-Gatineau Census Metropolitan Area (CMA), the country's fourth largest urban agglomeration. Ottawa's distinctive bilingual and bi-cultural constitution is set within a magnificent natural landscape at the junction of three great rivers. The city encompasses both urban and rural areas, including several active farms, unique among large cities in Canada. Community life is vibrant, as is the city's arts and cultural scene.

On July 1, 2009, the Ontario portion of the Ottawa-Gatineau CMA had a population of 919,258, or 7% of the total population of Ontario. Ottawa is growing due to in-migration, and its residents include diverse visible minorities, predominantly living in the city's urban core. Ottawa's population is relatively young and healthy, but like the rest of the country the city is aging. In mid-2009, 16% of Ottawans were younger than 15 years old, representing a fall of over 2 percentage points from 2001. Conversely, the proportion of seniors aged 65 and older was 12.6% in 2009, up 1.4 percentage points from 2001.

Ottawa's economy is driven by the federal government, although the private sector is also important. Only 11.5% of employment is in goods-producing industries, roughly half of the national



PHOTO: CITY OF OTTAWA

average. With the economy driven by knowledge-intensive service industries, it is not surprising that Ottawa residents are better educated and more affluent on average than other Canadians.

Over two-thirds of Ottawa residents are economically active, noticeably higher than for the country as a whole. While conditions remain close to full-employment, Ottawa's labour market has been adversely impacted by the slow-growing economy of the past two years, albeit to a much lesser extent than in other parts of Ontario. In 2009, the average employment level of the Ontario part of the Ottawa-Gatineau CMA was 491,600 people, down 1.7% from 2008. Median family income approached \$90,000 in 2007, almost one-third above the national level and 37% higher than for Ontario.

Ottawans report a lower sense of belonging to the community than other Canadians. Nevertheless,



PHOTO: CITY OF OTTAWA

in 2007-08 close to 90% of adult residents of the Ottawa-Gatineau CMA reported they were satisfied or very satisfied with the quality of their lives, similar to the results for Canada as a whole. Despite this upbeat assessment and its relative affluence, Ottawa shares with its peers the challenges of modern urban life.

Poverty co-exists with affluence in the city, bringing with it an array of social policy challenges. Of greater concern—though perhaps not surprising given the long-term nature of the problems—is the reality that while progress is evident in a number of areas, many of the issues identified in previous *Ottawa's Vital Signs* reports remain. In assessing how their community is doing, Ottawans point to the gap between rich and poor, availability of affordable housing, and factors affecting their health and wellness as priorities for improvement.

*Charles Barrett,*  
*Chair, Ottawa's Vital Signs Advisory Committee*



PHOTO: CITY OF OTTAWA

**Note:** The focus of Ottawa's Vital Signs is the city of Ottawa; however, where appropriate, and when only regional data is available, we report on indicators for the larger Ottawa-Gatineau Census Metropolitan Area (CMA). In some cases, the data presented are for the Ottawa CMA, which is the Ontario side of the Ottawa-Gatineau CMA. The differences between the Ottawa CMA and the city of Ottawa are not significant.

## Grades and Priorities

With the help of a wide cross-section of community graders, we have assigned each indicator in the report one of the following grades:

- (1 icon) = Very Poor
- (2 icons) = Poor
- (3 icons) = Neither poor nor good
- (4 icons) = Good
- (5 icons) = Very Good

Based on these indicator grades, we have also determined overall letter grades for each of the 11 issue areas by using the same five-point scale. These marks range from 'A' = Very Good to 'F' = Very Poor.


In response to what graders feel are the highest priorities for action in the city, the **Gap Between Rich and Poor** was identified as the community's highest priority for action, followed consecutively by **Housing** and **Health and Wellness**.




# D


## Gap Between Rich and Poor

Community graders ranked the gap between rich and poor as the highest priority for action in Ottawa this year.

In 2007, the overall poverty rate in Ottawa (CMA), based on the Low Income Measure (LIM), an indicator of relative poverty, was 18.4%, equal to the rate in 2000. The 2007 figure was 3.1 percentage points lower than the provincial average and 3 percentage points below the national average. 

A couple with two children under 18 receiving social assistance from Ontario Works could receive a monthly income of **\$1,844** through a basic needs allowance, shelter allowance, child tax benefits and supplements. This monthly income does not cover the basic cost of shelter and food each month. An average three-bedroom apartment in Ottawa costs \$1,257 to rent and a Nutritious Food Basket for a family of four costs \$735, which amounts to a total monthly expense of **\$1,992**. 


NOTE: The Nutritious Food Basket is Ontario's standardized food costing tool that measures the real cost of healthy eating.


Food distribution by the Ottawa Food Bank was at an all-time high in 2008/09, up 3.3% from 2007/08 to 7,692,597 pounds. From March 2008 to March 2009, an average of 43,800 people per month requested assistance from Ottawa Food Bank agencies. 


### Low-income living in Ottawa

Monthly Income - A couple with two children under 18 on Ontario Works		2009
Ontario Works Basic Needs Allowance		\$438
Ontario Works Maximum Shelter Allowance		\$674
Child Tax Benefit, maximum amount		\$223
Ontario Child Benefit, maximum amount		\$183
National Child Benefit Supplement, maximum amount		\$326
<b>Monthly Expenses - Shelter and Food</b>		
Average rent, 3-bedroom apartment		\$1,257
Nutritious Food Basket (NFB), cost for family of four		\$735
<b>Balance - Income minus Expenses</b>		-\$148

Source: Canada Mortgage and Housing Corporation (rent), Ottawa Public Health (NFB), Canada Revenue Agency (child benefits), City of Ottawa (Ontario Works Income)

Donations to the Ottawa Food Bank were \$3,507,950 in 2008/09, representing a 25% increase from the previous year. 

The working poor population is defined as those who work at least 49 weeks in the year but still live below the before-tax Low Income Cut-Off (LICO). In 2000, 26% of low-income families in Ottawa were working poor, a number which increased to 42.7% in 2005, a value similar to the Ontario and Canadian averages. Couples with children under 18 make up the largest proportion of working poor at 44%. 

Ottawa Neighbourhood Study researchers found that emergency room (ER) visits and hospitalizations for conditions that should otherwise be detected and treated by primary or outpatient care were more likely to occur in disadvantaged neighbourhoods than well-off neighbourhoods. Between 2003 and 2007, 7,599 "preventable" ER visits occurred in neighbourhoods ranked lowest by socio-economic status, compared to 5,369 such visits in the neighbourhoods ranked highest. In well-off Ottawa neighbourhoods, 92.6% of residents reported having regular access to a medical doctor, compared to 83% of residents in the least advantaged neighbourhoods. 





## Community Snapshot

Entraide Budgétaire is a bilingual, not-for-profit organization that has been helping low-income residents of Ottawa to gain control of their personal and family finances for over 30 years. With a mission to “fight exploitation and indebtedness through financial education”, the organization provides free budget counseling, tax assessments, community workshops and advocacy for people in crisis situations.

When Suzanne came to Entraide Budgétaire in 2007, she was on the verge of giving up on ever overcoming the debts she had accumulated. After spending 27 years caring for elderly family members and living on a fixed income, she had maxed out her credit cards taking care of their needs and found herself under a mountain of debt. Entraide Budgétaire helped her to find creative and viable ways to pay off her creditors and become financially solvent.

“Suzanne’s situation is typical of so many of our clients,” says Hélène Ménard, Executive Director of Entraide Budgétaire. “Due to circumstances beyond their control, they find themselves in an untenable financial predicament. They are under a high level of stress caused by either out-of-control consumer



PHOTO: MATTHEW CLAYDON

debts, significant tax bills and/or serious arrears with threats of service disconnections due to outstanding bills. Our goal is to demystify the process of managing debt and educate clients on how to gain and maintain control of their money.”

Entraide Budgétaire gives low-income Ottawa residents a long-term course of action to gain financial autonomy and peace of mind. “I can’t tell you how much I benefitted from the support I received from Entraide Budgétaire,” says Suzanne. “They not only helped me get out of debt, but they also showed me how to viably run my business so that I can actually make a living from it. Thanks to them, I now have something to look forward to.”

**DID YOU KNOW?** The Ottawa communities of Carleton Heights-Rideauview; Ledbury-Heron Gate-Ridgemont-Elmwood; Lowertown; Sandy Hill-Ottawa East; and West Centertown are the five areas in Ottawa with the highest proportion of the population living below the Low Income Cut-Off (LICO). The areas of Carp-Hardwood Plains; Kanata Lakes-Marchwood Lakeside-Morgan’s Grant-Kanata North Business Park; Kars-Osgoode; Merivale Gardens-Grenfell Glen-Pineglen-Country Place; and Munster Hamlet-Richmond are the five communities with the lowest proportion of the population living below the Low Income Cut-Off.



# D

## Housing



Community graders ranked housing as the second-highest priority for action in Ottawa this year.

Over the past five years, the number of households on the social housing waiting list has remained constant at approximately 10,000. With no new rent-geared-to-income housing created, the number of households placed in social housing depends on the number of units vacated. In 2008 and 2009 respectively, 1,895 and 1,842 households were placed. 🏠🏠

In 2009, rent for a two-bedroom apartment in Ottawa averaged \$1,028, up 3.3% from 2008 and 11.7% from 2005. Similar apartments rented for \$690 in Gatineau, \$669 in Montréal, and \$1,096 in Toronto. 🏠🏠

The average length of stay in shelters increased from 46 to 57 days between 2004 and 2009. During this period, youth stays increased in length by 85% to 37 days and the average length of family stays in emergency shelters increased 28% to 64 days. 🏠🏠

Between 2004 and 2009, the number of individuals using emergency shelters increased by 6.4%. During the same time frame, families accessing emergency



PHOTO: MATTHEW CLAYDON

shelters increased 24.4% to 775 in 2009 and children under 16 have increased by 52.8% to 1,317. 🏠🏠

At 5,814 housing starts in 2009, the Ottawa-Gatineau CMA (Ontario side) experienced a 16.9% decrease from the 6,998 housing starts in 2008. This compares to a national decrease of 29.4% and a 32.9% decrease in Ontario. 🏠🏠🏠

The proportion of Ottawa households with incomes below \$50,000 paying 30% or more of their income on shelter costs was 59.1% in 2006, compared to 55.6% in Ontario and 46.6% in Canada. 🏠🏠

### Average Rent for a Two-bedroom Apartment, Ottawa CMA

	2005	Oct-08	Oct-09	% change 08-09	% change 2005-09
Ottawa	\$920	\$995	\$1,028	3.3%	11.7%
Gatineau	\$660	\$677	\$690	1.9%	4.5%
Montréal		\$659	\$669	1.5%	
Toronto	\$1,052	\$1,095	\$1,096	0.1%	4.2%

Source: Canada Mortgage and Housing Corporation


**DID YOU KNOW?** In 2007, the average house cost 3.09 times the median family income in Ottawa, compared to a ratio of 4.62 for Canada and 4.33 for Ontario. In 2000, the Ottawa ratio for average house cost to median family income was 2.33.





# B


## Health and Wellness

Community graders ranked health and wellness as the third-highest priority for action in Ottawa this year.

Between April and November 2009, the H1N1 virus was considered responsible for 11 deaths in Ottawa. 774 people were confirmed by laboratory testing to have the virus in 2009. Ottawa had a vaccination rate of 53%, which was relatively high compared to the provincial average of 38%. 

Measured by the Body Mass Index, 15.6% of Ottawa citizens 18-years-old and over were considered obese in 2009, compared to 17.4% of Ontarians and 17.9% of Canadians. 

Continuing a trend revealed in the Canadian Community Health Survey (CCHS) since 2003, Ottawa citizens 12 years of age and older are more physically active than the average Ontarian or Canadian with 60.3% of respondents reporting physical activity during leisure time in 2009, versus 50.7% in Ontario and 52.5% in Canada. 


In 2009, 64.3% of Ottawa youth aged 12-to-19-years-old were physically active, below the Ontario average of 68.9% and significantly lower than the 82.4% of youth in Ottawa who were physically active in 2007. 


### Body Mass Index, Self-reported Obesity of Adults (18 years and over)

Total 18 years and over - Percent of Population

	2003	2005	2007	2008	2009
<b>City of Ottawa Health Unit</b>	13	12.4	12.8	15.2	15.6
Males - City of Ottawa	12.7	14.2	14.9	19.3	17.6
Females - City of Ottawa	13.3	10.7	10.8	11.1	13.7
<b>Ontario</b>	15.2	15.5	16.9	17.1	17.4
<b>Canada</b>	15.3	15.8	16.8	17.2	17.9

Source: Statistics Canada, Canadian Community Health Survey

Between March and May of 2010, nine out of 10 patients in the Champlain LHIN waited less than 93 days for MRI scans, down from 249 days for a similar period in 2008. MRI wait times for the Champlain LHIN were shorter than those seen across the province during this period, compared to 2007 and 2008 when the province had significantly shorter wait times. 

In Ontario, 15 - 21% of children are affected by mental health disorders. Among elementary schools in Eastern Ontario responding to a 2009/2010 People for Education survey, 33% reported having no social worker available, compared to 19% across Ontario. Approximately 33% of Eastern Ontario elementary schools reported no available youth worker, compared to 44% across Ontario. Early intervention is essential to reduce the life-long impact of mental illness as 70% of adults with mental health issues report that their illness began in childhood or adolescence. 

As a result of provincial legislation passed in 2006, 14 Local Health Integration Networks (LHINs) were established in Ontario. Each LHIN has the responsibility to plan, manage, and fund the health care system at the local and regional levels. The network that includes the Ottawa region is called the Champlain LHIN.



# C



## Safety

Police response time has slowed from improvements made in 2007 when the average response time to Priority One calls was 8:48 minutes. In 2009, the average response time for these calls was 10:24 minutes, up from 9:36 in 2008. Response time is affected by call volume, travel time and available resources.

A total of 5,882 violent crimes occurred in Ottawa in 2009, a rate of 648 per 100,000 population. This rate was down 3.4% from 2008 and 14.5% from 2001.

Hate crimes were down 3.8% from 2007 and 12.1% from 2006, for a total of 51 such crimes in 2008, 26 of which were based on race or ethnicity.

### Violent Crime Rates, City of Ottawa

	2001	2006	2007	2008	2009
Number of violent crimes	6,431	5,317	6,581	6,029	5,882
Difference from previous time period		-1,114	1,264	-552	-147
Violent crime rate per 100,000 population	758	601	740	671	648
Percent difference from previous year		-20.7%	23.1%	-9.3%	-3.4%
2007-2009 percent difference					-12.4%
2001-2009 percent difference					-14.5%

Source: Ottawa Police Service

Between 2000 and 2009, the average number of days to dispose of a charge in court was 222.6. For the year ending March 2010, 41.1% of the 16,212 charges pending for accused adults were pending longer than eight months, up from 38.8% in 2008/09.

The proportion of the pre-trial population at the Ottawa-Carleton Detention Centre that have been identified with mental health issues at some point in their detention history has risen from 9% in 2001/02 to 19.8% in 2009/10. Basic services are provided to this population, but access to treatment or education programs is limited.

In 2009, paramedic response times were under 12:50 minutes for high-density areas in nine out of ten life-threatening (code 4) calls, and under 21:29 minutes for low-density areas. This is a slight decrease from 2008. In light of the 8.3% increase in response volume during the same period, this is an improvement, especially for high-density areas. Overall, the trend has been an increase in response times since 2003.

**DID YOU KNOW?** New Directions is a Partner Assault Response (PAR) program in Ottawa that provides education and counselling to individuals who have used abusive behaviour in their relationships, as well as support to their partners. 501 men began the program in 2009, the majority of which were court-mandated, and 368 men completed it. 52 women began New Directions in 2009 and 47 women completed the program. In 2009, the PAR program supported 324 women partners of men who were enrolled in the program.



## Community Snapshot

The Ottawa Mental Health Court is an innovative partnership program that was launched at the Ottawa Court House in 2007. The central objective of the program is to address the underlying causes of crime, and the focus of the court is rehabilitation of the accused. Employing a multidisciplinary team approach, the Mental Health Court is a collaborative initiative among justice, health and social service programs in the Ottawa area.

The court is staffed by a small group of judges and a Crown Attorney, with the Royal Ottawa Health Care Group providing dedicated forensic psychiatric services to assist during court proceedings. The Canadian Mental Health Association and Horizons Renaissance provide court outreach workers to assess and screen individuals who are appropriate referrals for their programs.

In December 2008, the partners of the Ottawa Mental Health Court held a community meeting to engage a wider range of community partners to increase community supports to their ever-expanding case load. This year, the Community Foundation of Ottawa supported the John Howard Society of Ottawa to hire a part-time Court In-reach Worker to provide crisis intervention and case management services to clients of the Mental Health Court.

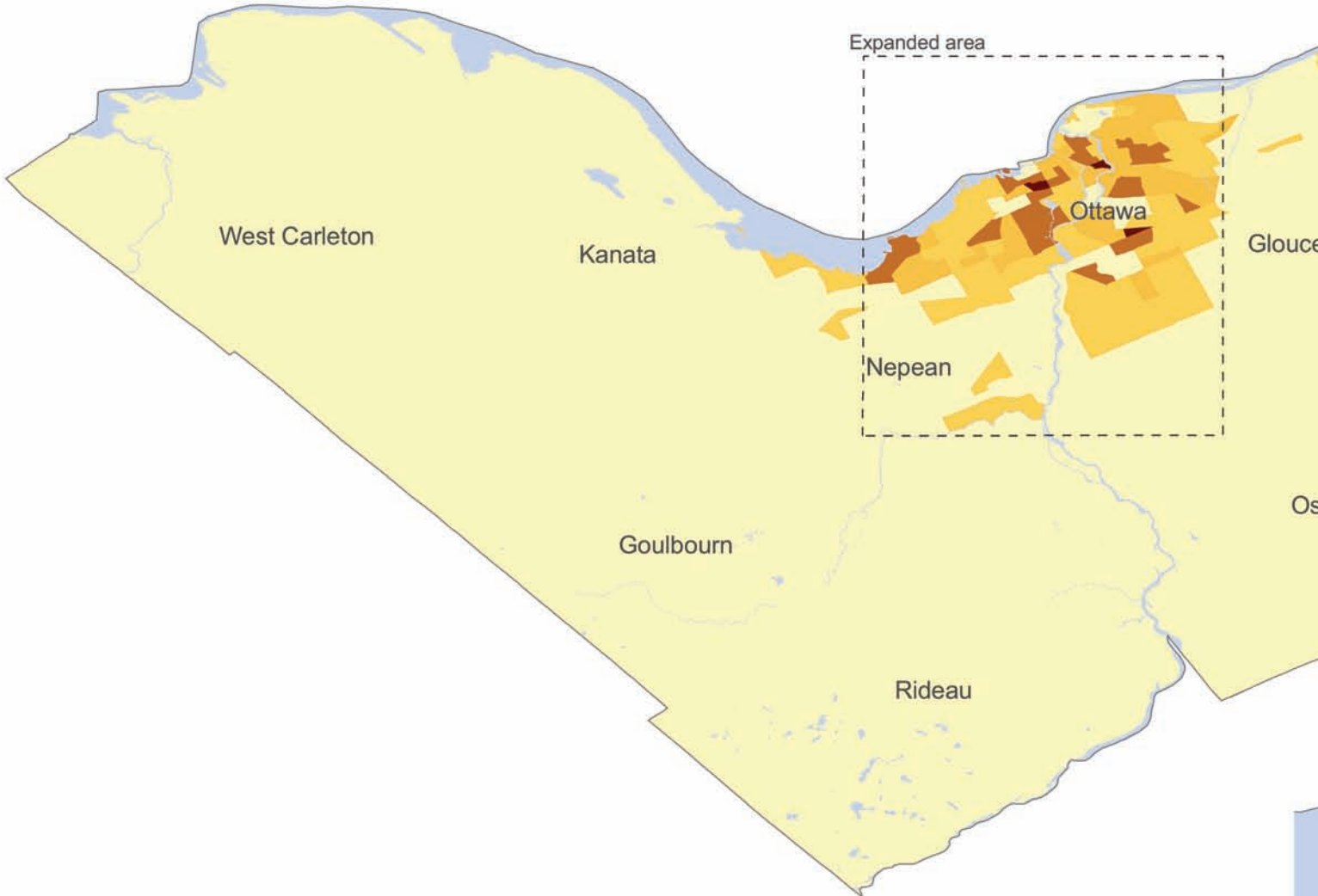


PHOTO: JOHN HOWARD SOCIETY OF OTTAWA

This partnership aims to achieve positive outcomes, such as faster processing times for individual cases, improved access to mental health treatment, and improved overall health and quality of life among mentally ill offenders – all with the goal of reducing the rate of repeat offences.

“The John Howard Society Mental Health Court In-reach program has provided practical supports to numerous vulnerable adults involved with the criminal justice system and helped to divert them out of the Criminal Justice System and into community treatment for assistance with their mental health and social needs”, said Tina Matchett-Bianco, Director of Adult Justice Services, John Howard Society of Ottawa.

# DISTRIBUTION OF LOW-INC



### LEGEND

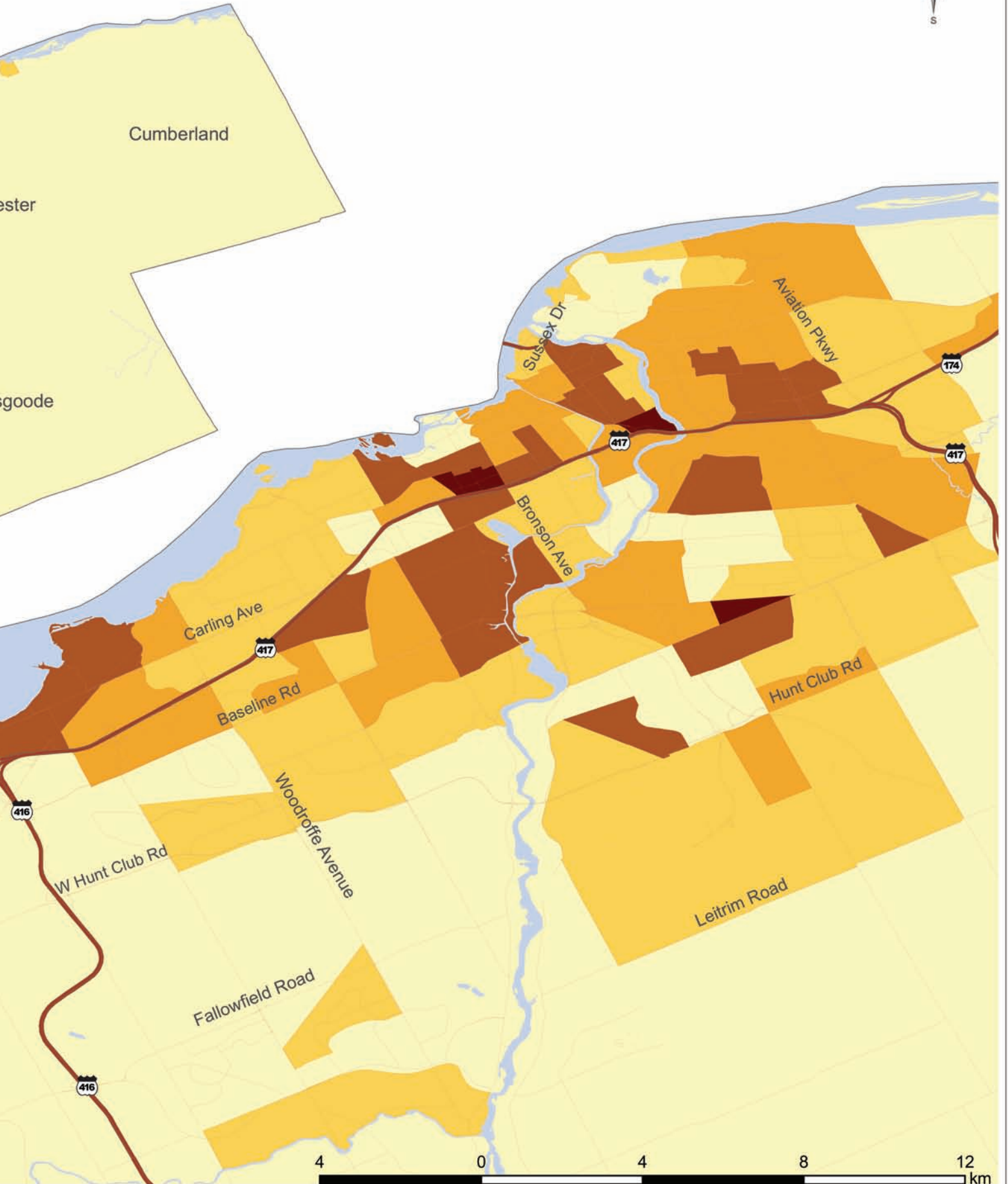
- Highways
- Major roads
- Waterways

Incidence of low-income persons in private households (before tax), by census tract, 2005

- 0 - 10%
- 10 - 20%
- 20 - 30%
- 30 - 50%
- 50 - 69%

Source:  
Statistics Canada Census of Population, 2006  
Community Social Data Strategy

# OME PERSONS IN OTTAWA





# B



## Learning

In Ottawa, 9.5% of the population aged 15 years and over in 2009 had not completed high school, down from 23.9% in 1990. This rate was lower than the national average (21%) and the provincial average (19.6%). 📖📖📖📖

Between 2009 and 2010, the average yearly tuition fees for a first-year student entering an Arts and Sciences program at one of the three Ottawa universities rose 4.3% to \$4,544 from the previous year. The average tuition fees for a similar program at one of Ottawa's colleges rose 8.2% to \$2,985. 📖📖📖

In 2009, 62.9% of the population 15 years and over in Ottawa had completed post-secondary education (university degree, post-secondary certificate or diploma), up from 43.9% in 1990. This rate was higher than the national average (50.8%) and the provincial average (51.8%). 📖📖📖📖

A per capita comparison of library services in nine Ontario municipalities between 2006 and 2008 shows that Ottawa is above average in terms of overall library usage and circulation of items. Total library usage in 2009 increased by 5.8% from 2008, with database use increasing 19%. 📖📖📖📖

The Ontario Secondary School Teachers' Federation suggests that cuts to adult education in Ontario reduced enrolment from a full-time equivalent of 76,800 in 1994 to 5,843 in 2001. In Ottawa, 3,817 adults were enrolled in high-school credit programs during the 2009/10 year, up from 3,535 in 2008/09. 📖📖📖

In 2006/07, 53% of families with kindergarten-aged children in Ottawa reported inconvenient times as the most common barrier to using community resources, followed by 39% reporting that programs were only available for older children. Programs at full capacity were mentioned as a barrier by 35% of Ottawa families, compared to 23% of Canadian families. 10% of Ottawa families cited programs being unavailable in their preferred language as a significant barrier, compared to a Canadian average of 4%. 📖📖

**DID YOU KNOW?** Children whose parents read aloud to them demonstrate better language and literacy skills. A study from 2006/07 showed that the proportion of parents in the Ottawa-Gatineau CMA who read daily to their children aged 0-to-5-years-old was 72.3%, similar to the Ontario average of 72%.

**Population with post-secondary education (University Degree, Post-Secondary Certificate or Diploma), 15 years and over - Ottawa CMA**

	1990	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	% change 1990-2009
Ottawa	43.9%	50.7%	54.7%	54.0%	55.3%	56.2%	57.9%	59.6%	60.3%	61.2%	62.9%	43.3%
Ontario	33.2%	43.1%	44.7%	45.6%	46.4%	46.9%	48.7%	49.9%	51.3%	51.6%	51.8%	56.0%
Canada	32.7%	42.8%	44.3%	45.1%	46.1%	46.6%	48.0%	48.8%	49.9%	50.4%	50.8%	55.4%

Source: Statistics Canada





# B+



## Arts and Culture

The City of Ottawa is funding 29 festivals in 2010. 28 festivals were funded in 2009 with a total of \$1,231,000, almost double the \$626,084 spent in 2005 when 21 festivals were funded. 🎨🎨🎨🎨

According to revenue-income studies, every dollar spent by the City funding the local arts, festival and fair sector leveraged \$9.60 during the 2006/07 financial year. This amount increased to \$9.87 in 2007/08. 🎨🎨🎨🎨

Ottawa increased its municipal funding per capita for the local arts and festival sector to \$6.47 in 2009, up from \$3.64 in 2005. 🎨🎨🎨🎨

Visits to the three City-operated and eight community-operated museums that are part of the City's Museum Sustainability Plan increased



PHOTO: JULIE-ANNE MADORE

by 10.8% to 191,182 visits between 2008 and 2009. 🎨🎨🎨🎨

In 2009, 8,900 persons were employed in cultural industries, 13.6% less than in 2000 (10,300). This sector accounted for 1.8% of total employment. By comparison, these industries accounted for 2.2% of total employment in Ontario and 2.0% of employment in Canada. 🎨🎨🎨

### Festival Funding by the City of Ottawa

	2005	2006	2007	2008	2009
Number of festivals funded by the City of Ottawa	21	20	21	26	28
Total dollars distributed for festivals funded by the City of Ottawa	\$626,084	\$626,084	\$908,000	\$1,070,000	\$1,231,000
Percent difference from previous year		0.0%	45.0%	17.8%	15.0%
2005-2009 percent difference					97%


Source: City of Ottawa





# B

## Getting Started



The Early Development Index (EDI) measures development in the following domains: physical health and well-being, emotional maturity, social competence, language and cognitive development, communication skills and general knowledge. Children rated as vulnerable in two or more domains have a high probability of poor school outcomes. In Ottawa, the proportion of kindergarten children with two areas of vulnerability declined from 12.3 % in 2006 to 11.5% in 2009. 


Between 2006 and 2010, English-language learners (students needing additional help learning English) within Ottawa’s English school boards demonstrated an average yearly success rate of about 52% in the Ontario Secondary School Literacy Test. This rate is lower than the 71% success rate for students needing additional help learning French in Ottawa’s French school boards and an 89% success rate for all Ottawa students. 

OCRI (Ottawa Centre for Research and Innovation) organizes numerous programs and resources that connect students, educators and employers in order to support the school-to-work transition. In 2009/10, over 2,500 students participated in programs such as Junior Achievement, Summer Company, the Ottawa High School Technology Program, Journey Out Beyond School, and the Annual Youth Business Conference. 

At 13.4% in 2009, the unemployment rate among youth aged 15 to 24 was the second-highest it has been since

1997, but was still lower than the provincial and national rates of 17.6% and 15.3% respectively.



In Ottawa, the proportion of workers aged 25-to-64-years-old who participated in job-related training either at work or outside the workplace increased to 38.3% in 2007, compared to 32.3% in 2006, and was above the Ontario average of 27%. 

Based on the most recent data from the Composite Learning Index, roughly 55% of Ottawa employers offered workplace training in 2005, compared to 62.5% of Ontario employers. 

**DID YOU KNOW?** The Entrepreneurial Adventure Program in Ottawa is an initiative of The Learning Partnership, in which kindergarten-to-grade-12 students work with teachers and business partner volunteers to envision and implement a business venture, with the proceeds donated to a charity chosen by the students. The program develops a variety of skills that are designed to help students transition from school to work and become more active participants in the community. Participation has grown from 210 students and five ventures in 2004/05 to 650 students and 14 ventures in 2009/10. Over six years, a total of 2,600 students have taken part in 67 ventures.

### Youth Unemployment Rate, Ages 15-24

	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009
Ottawa	15.8%	12.7%	11.6%	10.6%	11.9%	13.1%	12.7%	13.9%	12.8%	10.9%	11.5%	9.3%	13.4%
Ontario	16.4%	14.5%	13.2%	11.9%	12.5%	13.9%	14.4%	14.1%	13.9%	13.1%	13.0%	13.8%	17.6%
Canada	16.2%	15.2%	14.0%	12.7%	12.9%	13.6%	13.6%	13.4%	12.4%	11.6%	11.2%	11.6%	15.3%

Source: Statistics Canada, Labour Force Survey



## Community Snapshot

The Odawa Native Friendship Centre is a non-profit organization that has been serving the Aboriginal community in the Ottawa region since 1975. Along with a wide variety of social services and programming, Odawa offers an employment referral and training program to local Aboriginal people who are seeking success in the workforce. Services include employment referral services, employment readiness skills, employment skills counseling and training referral services.



PHOTO: IONA GREEN

In the summer of 2010, Odawa held its first Professionalism Skills Workshop for First Nation, Inuit and Métis job seekers, in partnership with Minwaashin Lodge, Renfrew County Employment Unit and the City of Ottawa. Specifically targeted at Aboriginal women with self-esteem issues experiencing difficulties breaking into the workforce, the workshop provides practical tools to help participants prepare for a job interview, including makeovers, computer skills development and resume preparation.

Over the fall and winter months, Odawa is offering a new program to the vulnerable Aboriginal population in Ottawa, including the homeless, persons fleeing abuse, persons with disabilities and youth at risk. The “Letting Dreams Take Flight”

program provides employment support to vulnerable Aboriginal groups by increasing their readiness to obtain and maintain education, training and employment. Designed to increase the employability of participants by improving self-esteem, conflict resolution, coping abilities and social skills, the program provides training in a culturally appropriate manner and in an environment that allows clientele to discuss issues affecting them.

“These programs assist participants from the Aboriginal community to increase their awareness of workplace expectations and to enhance self-advocacy and constructive behaviours that will lead to sustained employment”, said Lydia Belanger, Employment Referral & Training Officer, Odawa Native Friendship Centre.

## Environment

In late 2001, approximately 5,300 Green Bins were distributed to Ottawa households as part of a pilot project to collect organic waste for composting. As of June 2010, approximately 230,000 Green Bins have been distributed, covering 87% of the curb-collected homes and 65% of Ottawa households overall. 🌿🌿🌿🌿

In 2005, households with access to recycling programs showed an 87% participation rate. In 2009, the number of households participating in recycling increased to 95%. Within the City of Ottawa, 100% of households have access to recycling programs. 🌿🌿🌿🌿🌿

In 2009, Ottawa experienced four days with poor air quality in which the Air Quality Index (AQI) was greater than or equal to 50, compared to one such day in 2008. When measured in numbers of hours, the amount of time Ottawa has experienced moderate air quality (AQI between 32 and 49) remained fairly constant from 2005 to 2008, typically at a little above 5% of each year. Compared with other Ontario municipalities, particularly those further south, Ottawa has had fewer incidences of poor air quality in recent years. 🌿🌿🌿🌿

### Smog-related Premature Deaths, ER Visits and Hospital Admissions

	2008	2009	2010
Smog-related premature deaths in Ottawa	503	515	526
Smog-related premature deaths in Ontario	9,504	9,717	9,932
Emergency Room visits - Ottawa	2,129	2,169	2,210
Emergency Room visits - Ontario	39,575	40,333	41,102
Hospital admissions - Ottawa	247	251	256
Hospital admissions - Ontario	4,597	4,682	4,769

Source: Canadian Medical Association

According to a Canadian Medical Association model, 515 premature deaths in Ottawa and 9,717 deaths in Ontario could be attributed to air pollution in 2009. The same model predicts that with no change in pollutant concentrations, air pollution in 2010 will be responsible for 526 premature deaths in Ottawa, as well as 2,210 emergency room visits and 256 hospital admissions. 🌿🌿

Based on the most recent data from Ducks Unlimited Canada, an average of 74% or 109,038 hectares of large wetlands (those greater than 10 hectares) were lost in Ottawa through conversion to other uses. In parts of the region, the loss rate exceeds 90%. This represents a major reduction from the wetland area existing prior to European settlement. 🌿🌿

**DID YOU KNOW?** In 2010, the City of Ottawa launched the Ottawa River Action Plan following an extensive public consultation process. The five-year plan is comprised of 17 projects, all aimed at providing cleaner water, safer beaches and a healthier environment. A cornerstone of the plan is the elimination of combined sewer overflows (CSO) for the period of April 15 to November 15 during an average rainfall year. In 2009, the CSO volume was 647,000 cubic metres over that time frame. Following construction of new controlled facilities in 2009 and 2010, the CSO volume for the average year will be reduced to 138,000 cubic metres, and then to zero once underground sewage storage tanks are commissioned.

## Community Snapshot

The Rideau Valley Conservation Authority (RVCA) is an environmental protection and advisory agency that works with local municipalities, government agencies, special interest groups and the general public to protect watershed resources of the Rideau River. The watershed of the Rideau River drains an area of over 4,000 square kilometres of Eastern Ontario. The main stem of the river flows in a northerly direction from Upper Rideau Lake near Newboro to the City of Ottawa, where it tumbles over Rideau Falls into the Ottawa River.



PHOTO: RVCA

About 620,000 people live in the watershed, including a large part of the City of Ottawa. In 2000, the Rideau Waterway, including the main corridor from Ottawa to Newboro and the Tay Canal up to the Town of Perth, was recognized as a Canadian Heritage River by the people of Canada because of its important cultural and recreational characteristics.

Approximately 15% of the Rideau Valley watershed consists of wetlands, 9% of which is protected under the provincial status of Provincially Significant Wetlands (PSWs). The remaining 6% are locally significant wetlands or non-evaluated wetlands (non-PSWs) and are not currently protected by RVCA or provincial regulations.

According to wetland theory and scientific research on the wetlands of the Rideau Valley, wetlands reduce downstream flooding by storing water after a period of heavy rain or snowmelt. As a result of the water storage in wetlands, downstream flooding is less severe, reducing it by roughly 10%.

“Wetlands provide valuable, cost-effective benefits to Rideau Valley residents: flood reduction, wildlife habitat, recreation opportunities, clean water, water retention to increase summer stream flows and more. Clearly, wetlands are doing their part and now we have to do ours to preserve them”, said Charles Billington, Community Relations Director, RVCA.





# C


## Work





PHOTO: MATTHEW CLAYDON


In 2009, the unemployment rate in Ottawa was 5.6%, below both the national (8.3%) and provincial levels (9%), and has dropped 1.4 percentage points from 7% in 1987. Since 2006, the unemployment rate in Ottawa has remained below the provincial and national averages. 

In 2009, 7,927 people in the Ottawa-Gatineau CMA (Ontario side) collected regular Employment Insurance (EI) benefits, a 47.7% increase from 2008. This compares to a 50.9% increase at the national level and a 70.3% increase at the provincial level in 2009. 

The proportion of part-time workers who would prefer to work full-time grew in recent years, but remained below the Ontario and Canadian averages. Involuntary part-time workers accounted for 8.9% of all part-time workers in 2009, up from 6.7% in 2007. 

The number of licensed child-care spaces in Ottawa increased from 19,975 in 2008 to 20,950 in 2009. Despite this increase, the number of children on waiting lists for licensed child care increased from 6,895 to 7,373 over the same time period. 

Although the funding envelope was not reduced, subsidized child-care spaces decreased from 7,208 in 2008 to 6,500 in 2009. This was due to the retrieval of unused funds from agencies and the increase in child-care provider rates. The number of children on waiting lists for subsidized child care increased from 2,100 to 2,272 over this same time period. 

In 2009, the youth employment rate fell to 55.1% from 63.3% in 2008. The 2009 rate was the lowest it has been since 1998. 

**DID YOU KNOW?** While the majority of child-care funding is supplied by the provincial government, municipalities share some of the service costs. In 2008, Ottawa invested \$165 per child in child care, compared to \$122 in 2007 and \$181 in 2006. The median investment of 13 municipalities reported by the Ontario Municipal Benchmarking Initiative was \$92 in 2008, \$94 in 2007, and \$97 in 2006.

### Regular Employment Insurance Benefits Beneficiaries - Annual, 2005-2009

	2005	2006	2007	2008	2009	% change 2008-2009
Ottawa CMA	6,188	5,682	5,416	5,365	7,927	47.7
Ontario	131,929	129,076	130,913	142,598	246,694	70.3
Canada	516,624	493,943	479,368	486,203	733,808	50.9

Source: Statistics Canada








# B










## Getting Around





All new OC Transpo buses are required to be low-floor buses. In 2009, 82% of the fleet were low-floor buses, up 31 percentage points from 51% in 2004.    

Transit service disruption in Ottawa due to the transit strike that took place from December 2008 to mid-February 2009 resulted in a significant decline in ridership for the year, from 93,934,710 linked passenger trips in 2008 to 83,177,343 in 2009. However, the first quarter of 2010 showed a 2% increase over the same time period in 2008.   

Adult monthly transit pass prices rose 8% in 2010 to \$91.50 from \$84.75 in 2009. Student monthly passes went up 12.3% to \$73.25. Between 2005 and 2010, an adult monthly transit pass has increased in price by 40.8%.  

The Community Pass is sold by OC Transpo to recipients of the Ontario Disability Support Program at a cost of \$30.40 per month. Demand for the Community Pass has steadily increased since its inception in March 2006. Between March and May 2010, Community Pass sales increased 7.6% over the same period last year, and 68.3% since 2006.    

Of the 139 recreation centres listed in the City of Ottawa's Recreation Guide, 73 or 52.5% are wheelchair-accessible. The City carried out audits of 270 City buildings and identified 32,786 mobility barriers. To date, 5,760 (17.6%) of these barriers have been removed and 263 buildings remain to be audited.   

In 2009, the City created an additional 21 km of cycling facilities (bike lanes, paved shoulders, multi-use pathways) for a total of 558 km within the City, including the National Capital Commission pathways. In 2008, 17 km of cycling facilities were added by the City.    

**DID YOU KNOW?** Between 2005 and 2008, the City spent approximately \$100 million per year to renew roads and bridges, as well as to develop new transportation infrastructure. In 2009, the City authorized \$329 million in these areas. \$200 million of this amount was through the Federal-Provincial Stimulus Fund in which approved projects were to be one-third funded by each of the Federal, Provincial and Municipal Governments.

Cost of Monthly Transit Pass							% change
	2005	2006	2007	2008	2009	2010	2005-2010
Cost of an adult monthly transit pass, as of July 1st	\$65.00	\$71.25	\$73.00	\$81.00	\$84.75	\$91.50	40.8%
Yearly increase in adult monthly transit pass price	3.2%	9.6%	2.5%	11.0%	4.6%	8.0%	
Cost of a student monthly transit pass, as of July 1st				\$62.65	\$65.25	\$73.25	
Yearly increase in student monthly transit pass price					4.2%	12.3%	


Source: City of Ottawa, Transit Services





# C



## Belonging & Leadership


From 2003 to 2009, the proportion of Ottawa citizens reporting a strong or somewhat strong sense of community belonging has consistently been a few points below the Ontario and Canadian averages. In 2009, 65.5% reported having a strong or somewhat strong sense of community belonging in Ottawa, compared to the Ontario average of 67.1% and the Canadian average of 65.4%. 


In Ottawa, the proportion of tax filers who made a charitable donation remained relatively stable at approximately 31% between the years 1997 and 2006, with a slight decline to 29.9% for the years 2007 and 2008. Between 1997 and 2008 Ottawa consistently remained about 4 percentage points above the Ontario average in this measure and 6 percentage points above the Canadian average. 

The volunteer rate for people 15-years-old and over in Ottawa dropped from 53.7% in 2004 to 51.3% in 2007. Over this period, the Ontario volunteer rate dropped from 50.4% to 47.3%, while the Canadian rate rose slightly from 45.3% to 46.1%. 

In 2009, Volunteer Ottawa supported and matched more than 30,000 volunteers with organizations across Ottawa. The total number of

individuals served by Volunteer Ottawa, including people looking for volunteer opportunities or information on volunteering, increased significantly to 80,380 in 2009 from 47,127 in 2008. 

In 2006, Ottawa's visible minorities accounted for 20.2% of the population. In 2009, 5% of municipal staff positions and 3% of municipal management positions were filled by visible minorities. 

In 2009, the percentage of adults 18 years and older in Ottawa reading a printed or online newspaper edition at least once a week was 79%, compared to 77% of adults across Canada. 

### Volunteer Rates, 15-years-old and over - Ottawa-Gatineau CMA

	2004	2007	% change 2004-2007
Ottawa	53.7%	51.3%	-4.5%
Ontario	50.4%	47.3%	-6.2%
Canada	45.3%	46.1%	1.8%

Source: Canadian Council on Learning based on Statistics Canada - National Survey of Giving, Volunteering and Participating





PHOTO: NO COMMUNITY LEFT BEHIND

## Community Snapshot

Bayshore is a culturally diverse and densely populated neighbourhood located in the west end of Ottawa. In 2009, Bayshore was identified as one of four Ottawa neighbourhoods to move forward with the Community Development Framework (CDF). A few goals of the CDF are to increase neighbourhood capacity to enact positive change, improve planning and service delivery to achieve neighbourhood-defined goals, and promote sustainability of positive change at the neighbourhood and systems levels.

As a result, 'Hand in Hand' Bayshore was born, and a group of residents and service providers became responsible for rolling out the CDF under the leadership of the Pinecrest-Queensway Community Health Centre and various partner agencies. In 2009, Hand in Hand worked to identify neighbourhood strengths and gaps and create an action plan to address those gaps.

The Bayshore Proper neighbourhood consists of the area connected by Woodridge Crescent and Bayshore Drive and includes a large park and two schools. As crossing the streets has always presented a challenge to residents and children, the Hand in Hand



PHOTO: MATTHEW CLAYDON

committee identified traffic calming as one of the main priorities for their action plan. After consulting with Ottawa Police Services, the group elected to implement the 'Safe Kids Canada' PACE Car Program. Designed to encourage residents to get involved with slowing down traffic, the program provides drivers with a yellow "window cling" that identifies their vehicle as a PACE Car, meaning they have pledged to set the pace for cars following behind them at the legal speed limit.

"In my opinion, it is the appropriate leverage for raising awareness without raising eyebrows. The PACE Car program comes in a timely manner to the Bayshore community and I hope the involvement we seek can turn drivers away from speeding and invite them to practice patience, tolerance and road courtesy", said Hani Saad, Resident/Hand in Hand member.



PHOTO: CITY OF OTTAWA

Vital Signs is an annual community checkup conducted by community foundations across Canada that measures the vitality of our communities, identifies significant trends, and assigns grades in a range of areas critical to quality of life. Vital Signs is based on a project of the Toronto Community Foundation, and is coordinated nationally by Community Foundations of Canada. The J.W. McConnell Family Foundation provided critical support for the national expansion of the Vital Signs program, which will see 15 cities publishing reports across Canada this year.

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