

# ByWard Market Business Town Hall

Monday, March 27, 2023



# Welcome

Alan Neeff, Councillor's Assistant



# Land Recognition

- Ottawa is located on unceded territory of the Anishinabe Algonquin Nation.
- The peoples of the Anishinabe Algonquin Nation have lived on this territory for millennia.
- Today, Ottawa is home to approximately 40,000 First Nations, Inuit and Métis people.
- Ottawa's indigenous community is diverse, representing many nations, languages and customs.
- The City honours the land of the First Peoples, as well as all First Nations, Inuit and Métis in Ottawa and their valuable past and present contributions to this land.

# Reconnaissance du territoire

- Ottawa est située sur un territoire non cédé de la nation Anishinabe algonquine.
- Les peuples de la nation Anishinabe algonquine vivent sur ce territoire depuis des millénaires.
- Aujourd'hui, Ottawa compte environ 40 000 membres des Premières Nations, Inuits et Métis.
- La communauté autochtone d'Ottawa est diverse et représente de nombreuses nations, langues et coutumes.
- La Ville rend hommage au territoire des premiers peuples, ainsi qu'à l'ensemble des membres des Premières Nations, des Inuits et des Métis d'Ottawa, de même qu'à leurs précieuses contributions passées et présentes à ce territoire.

# Opening Remarks

Councillor Stéphanie Plante



# **ByWard Market Strategic Alignment Initiative**

Cindy VanBuskirk, Program Manager,  
Economic Development Services



# What is the ByWard Market Strategic Alignment Initiative?

The current multi-layered jurisdictional structure with shared responsibility over area management, programming and operations is not effective.

A streamlined governance and administrative model will clarify roles, promote development of new programming and events, support operational enhancements and foster opportunities for collaboration and advocacy.

# Why undertake this work now?

|                                                                                       |                                                                       |                                                                   |
|---------------------------------------------------------------------------------------|-----------------------------------------------------------------------|-------------------------------------------------------------------|
| Capitalize on<br>“Special District”<br>designation & 200 <sup>th</sup><br>Anniversary | Ongoing concerns<br>with approvals,<br>cleanliness and<br>maintenance | Opportunity to<br>influence ByWard<br>Market Public<br>Realm Plan |
| Stakeholder<br>willingness to take<br>bold steps                                      | Opportunity to<br>“speak with one<br>voice” on issues                 | Farmers’ market<br>profile is evolving                            |

# Who is leading the work and what are the deliverables?

- New district model that utilizes existing Municipal Services Corporation (MSC) legal structure
- New ByWard Market District Operational Boundary
- New MSC Board structure (composition, recruitment, committees, etc.)
- New Service Agreement between the City and MSC
- Financial business case to support implementation of the new district model

# What is the new district model?

- Utilizes the existing MSC legal structure and expands the mandate
- New Service Agreement negotiated between the City and MSC will reflect expanded mandate and identify new responsibilities and associated revenue generating opportunities
- ByWard Market BIA will cease operations to facilitate transition to new district model
- New Business Advisory Committee (BAC) comprised of area property and business owners will be added to the new district model structure

# What is the proposed district model operational boundary?



# When will the district model come into effect?

- City is preparing a staff report to Committee and Council in June 2023
- Subject to Council approval, a Transition Board will be established to oversee the implementation of the new model including fully constituting the Board (Officers, committees), finalizing the new Service Agreement, developing a new strategic plan and facilitating an operational and organizational review to ensure the MSC is properly resourced to deliver the expanded mandate



# Who can I contact if I have questions?

## BIA Working Group Members

Deek Labelle [deek@thelaff.ca](mailto:deek@thelaff.ca)  
Shauna Brown [shauna@heartandcrown.ca](mailto:shauna@heartandcrown.ca)  
John Borsten [john@zaksdiner.com](mailto:john@zaksdiner.com)

## BIA Office

Mark Kaluski [director@byward-market.com](mailto:director@byward-market.com)

## City of Ottawa

Cindy VanBuskirk [cindy.vanbuskirk@ottawa.ca](mailto:cindy.vanbuskirk@ottawa.ca)  
Mike Bureau [mike.bureau5@ottawa.ca](mailto:mike.bureau5@ottawa.ca)



# Ottawa Police Service

Constable Sebastien Lemay  
Constable Paul Stam



# Ottawa Police Service – Community Policing Section

## Make the Right Call

- **9-1-1** Life-Threatening / Crime in Progress
- **613-236-1222 Ext. 7502**  
Dispatch (Non-Emergency)
- **613-236-1222 Ext. 7300**  
Reporting Call Centre
- Online reporting  
(ottawapolice.ca)



The graphic is a blue and white informational poster. At the top, it features the Ottawa Police Service logo (a blue speech bubble with a white laptop icon and an orange speech bubble with a white smartphone icon) and the text "Ottawa Police Service" in white. Below this, the main heading "MAKE THE RIGHT CALL" is written in large, bold, white capital letters. Underneath the heading, the phrase "ONLINE + BY PHONE" is written in white capital letters on a dark blue background. The poster is divided into two main sections by a vertical white line. The left section is titled "ONLINE REPORTING" in blue capital letters, with a laptop icon to the left. Below the title, it says "Don't wait on the phone, save time and use our online reporting service for non-emergency reports such as:" followed by a list of reportable incidents: Theft (excluding theft of passports), Theft from Vehicle, Traffic Complaints, Mischief/Damage to Property, Drug Complaints, and Fraud Complaints. The right section is titled "REACH US BY PHONE" in red capital letters, with a smartphone icon to the left. Below the title, it says "Some incidents require an officer in person, while other reports can be taken over the phone by a Call Centre agent." followed by the emergency number "9-1-1" with a TTY icon and the text "for emergency", and the non-emergency number "613-236-1222" with the text "for non-emergency reports" and "TTY 613-760-8100" with a TTY icon and the text "service for the Deaf, Deafened and Hard of Hearing". At the bottom of the poster, it says "For anonymous tips, contact Crime Stoppers" followed by a Crime Stoppers logo (a red circle with a white 'X' over a black silhouette of a person) and the text "1-800-222-8477 (TIPS) crimestoppers.ca".

**Ottawa Police Service**  
**MAKE THE RIGHT CALL**  
**ONLINE + BY PHONE**

**ONLINE REPORTING**  
Don't wait on the phone, save time and use our online reporting service for non-emergency reports such as:

- Theft (excluding theft of passports)
- Theft from Vehicle
- Traffic Complaints
- Mischief/Damage to Property
- Drug Complaints
- Fraud Complaints

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For anonymous tips, contact Crime Stoppers  **1-800-222-8477 (TIPS)**  
crimestoppers.ca

# Ottawa Police Service – Community Policing Section

## Triage of calls

- Life-Threatening incidents are priority 1 calls;
- Crimes in progress where life is not necessarily at risk are priority 2 calls;
- Other incidents, depending on various elements, will be priority 3 or priority 4 calls.

# Ottawa Police Service – Community Policing Section

## Help us, help you!

- OPS operates under an Intelligence-Led Policing Model. Please: REPORT, REPORT, REPORT!
  - Even if only for statistical purposes, where calls are is what will dictate where resources should be deployed;
- Consider granting OPS *Agent Status* in order for officers to have the ability to enforce the *Trespass to Property Act* on your behalf. More information and the Authorization Form on the OPS website ([Agent Status - Ottawa Police Service](#));
- Consider completing an *Emergency Access Authorization Form* if you are an owner of a multi-unit residential building ([Operation Access - Ottawa Police Service](#));
- Request a free *Crime Prevention Through Environmental Design (CPTED)* audit by contacting our CPTED coordinator, Cst. Matt Hunt ([HuntM2@ottawapolice.ca](mailto:HuntM2@ottawapolice.ca)).

# Right-of-Way, Heritage and Urban Design

Laureen DiNardo, Coordinator, Public  
Realm Permits & Agreements



# Public Realm & Urban Design (PRUD) / Right of Way, Heritage & Urban Design (ROWHUD)

- Patio Permits
- Private Approach Permits (Driveways)
- Temporary Encroachment Permits
  - Customer Service Boxes
  - Tourist Kiosks
- Banner Permits
- Encroachment Agreements
- Maintenance & Liability Agreements
- BIA Agreements
- Signs in the ROW
  - Homebuilders
  - Wayfinding Signs



# Public Realm & Urban Design (PRUD) / Right of Way, Heritage & Urban Design (ROWHUD)

- ROW Patio Program in ByWard Market
  - ROW Patio permits will be issued by Municipal Service Corporation (MSC)
  - ROW Café Seating permits will be issued by Municipal Service Corporation
  - MSC is following a similar process to the City for the issuance of permits
  - PRUD will provide support in the issuance of permits
  - PRUD will over see the enforcement of the ROW Patio By-Law

# Public Realm & Urban Design (PRUD) / Right of Way, Heritage & Urban Design (ROWHUD)

## Contact Information

- ROW Patios General Permit Questions
  - [info@ottawamarkets.ca](mailto:info@ottawamarkets.ca)
- ROW Patio Complaints
  - [ROWPatio@ottawa.ca](mailto:ROWPatio@ottawa.ca)
- ROW Patio Noise Complaints
  - 3-1-1
- General Information regarding ROW Patios
  - [Cafés, patios and vending on the right-of-way | City of Ottawa](#)
- All other inquiries regarding the ROW
  - [ROWAdmin@ottawa.ca](mailto:ROWAdmin@ottawa.ca)

# By-law and Regulatory Services

Jennifer Therkelsen, Program Manager,  
By-law Enforcement Services



# By-law and Regulatory Services

- BLRS is responsible for the administration and enforcement of over 50 by-laws and provincial acts including:
  - Noise
  - Property Standards and Property Maintenance, including Vacant Buildings
  - Use and Care of Roads
  - Business and Lottery Licensing
  - Signs (A-Frame) and Murals
  - Parking
  - Taxis and Private Transportation Companies
  - Tobacco Control and Smoke-free Ontario Act
  - Animal Control and wildlife transport



# By-law and Regulatory Services

- BLRS conducts proactive enforcement of the Traffic and Parking By-law to ensure the turnaround of parking spaces for local businesses
- Complaint basis enforcement for noise, animals, Smoke-Free Ontario, needles, property standards and maintenance, vacant properties, licensing enforcement, vehicles for hire
- Proactive enforcement and Foot Patrols with Ottawa Police dependant on staffing levels

# By-law and Regulatory Services

- Please file a report when you see a By-law issue by calling 3-1-1

**How to file a report**

**Call 3•1•1 for any service request.**

**Call for urgent matters.**

**Call for service in 170+ languages.**



**@ Ottawa.ca:**

- **Animal control**
- **Graffiti**
- **Noise**
- **Parking infractions**
- **Property standards**
- **Smoke-Free Ontario**



# Public Works

Bryden Denyes, Area Manager, Road  
Services

Scott Caldwell, Area Manager,  
Transitway and Parking

Jonathan Hamilton, Program Manager,  
Waste Collection and Customer Services



# Public Works Department

Public Works maintains public spaces such as parks, roads, sidewalks, trees, and manages traffic, parking, and the collection, management and processing of solid waste.

## Key Maintenance Activities in ByWard Market / Rideau Area

- Patrolling
- Street Sweeping
- Sidewalk Scrubbing
- Pressure Washing
- Debris & Litter Cleanup
- Temporary Repairs (potholes, sidewalks, street furniture, etc.)
- Hazardous Waste Disposal
- Biohazard / Sharp Object Disposal
- Graffiti Management
- Waste Pick-up / Disposal
- Trees
- Streetlights, Street Signs, and Traffic Signals
- Paid On Street Parking & City Lots



# Core Services - Roads

- Flusher Truck cleaning the areas during the overnight hours (Sundays/Tuesdays/Thursdays)
- 2 sidewalk sweepers cleaning all day and overnight (Monday to Sunday)
- 2 street sweepers clean 5 days a week (Monday to Friday) and 7 nights a week
- 1 ride-on street scrubber cleans the sidewalks during the day Monday to Friday (7:00am – 3:30pm)
- Walk behind scrubber deployed as required for spot cleaning and narrow/tight areas
- Large pressure washer unit / truck is out between 10 pm and 6 am (Monday to Sunday) to clean the area, followed by a street sweeper collecting the debris / remnants that are pushed to the road from sidewalks etc.
- Hand crews from 24/7 Shift deployed overnight Monday to Sunday to use hand brooms and blowers to remove debris, litter etc. from sidewalk and push to the road to be swept up by the street sweeper
- Additional review / spot check of the area and targeted cleaning daily between 6-8:30am (Monday to Sunday) with the small pressure unit/truck (when there is less pedestrian traffic)
- Ward truck is patrolling the area 24/7 looking for specific concerns / proactively cleaning in the Market Area

# Enhanced Services – Roads

## **NEW 2023 Pilot: Dedicated boots on the ground / foot patrol / staff presence**

- (4) 2-person litter / debris clean up crews to be deployed in the ByWard Market / Rideau Street area Monday to Friday between 7am – 9am (crews are to be released to other BIA areas as the clean up progresses but there will always be a minimum of 1-2 2-person contract crews working within the ByWard Market / Rideau Street area)
- 1 Crew Leader and 2 staff – Boots on the ground / foot patrol / staff presence - Sunday to Wednesday – 10am – 8pm
- 1 Crew Leader and 2 staff – Boots on the ground / foot patrol / staff presence - Thursday to Sunday – 10am – 8pm (Double shift coverage and overlap on Sunday due to it being a peak weekend period and the additional needs for litter and debris clean up and other cleaning activities within the ByWard Market and Rideau Street area)
- Additional 2 staff for evening hours on Friday, Saturday and Sunday between approx. 2:30pm – 8:00pm to provide added staffing / support during peak weekend evening periods and ensure any cleanliness issues are addressed quickly

# Parking Services

- Two City-managed parking garages in the ByWard Market



70 Clarence Street



141 Clarence Street

# Parking Services

- Seven staff dedicated to the maintenance of the City's paid parking facilities (7 days / week)

## Maintenance

- Morning and afternoon patrols through ByWard Market facilities to address waste / debris / cleaning requirements
- Respond as required to issues that are brought to our attention during the day (from the public, service requests, security personnel, etc.)
- After-hours on-call availability to respond to issues
- Periodic deep cleaning – power washing of garage and stairwells

## Security

- 24/7 on-site presence at each garage
- Continuous foot patrols
- Alert on-call parking staff to address urgent / safety-related issues (including after hours)
- Additional mobile patrols to confirm on-site patrols and provide for additional monitoring
- Tracking of all issues back to the City

# Parking Services

- On-street paid parking throughout the ByWard Market
- Pay & Display machines are maintained by the vendor (including vandalism /graffiti)



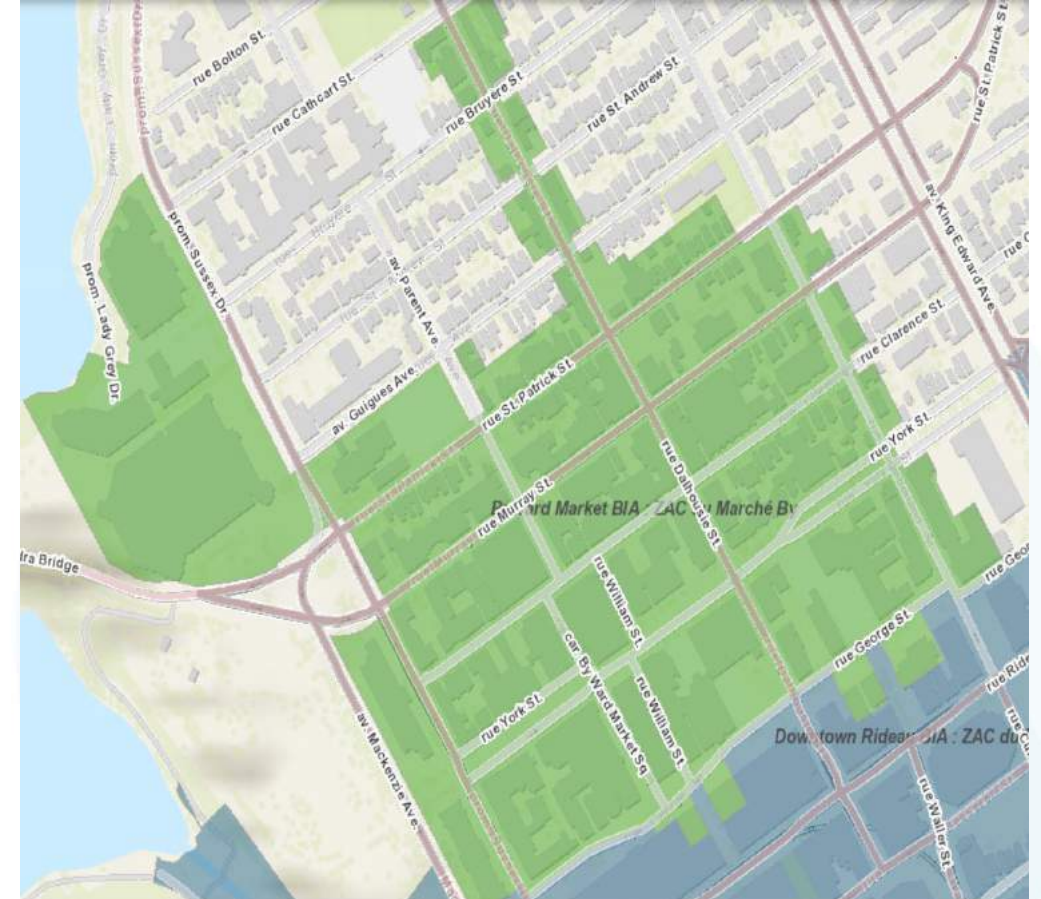
# Solid Waste Services – On-street Collections

## Solid Waste is responsible for:

- Collecting from on street-waste baskets
- Overseeing contracted services
- Conducting inspections to ensure compliance
- Identifying and reporting damaged or defaced bins

## Collection schedule:

- Summer (May 1 – October 31):
  - Twice per day, completed between 4am and 7am (night collection) and between 12pm and 3pm (day collection)
- Winter (November 1 – April 30):
  - Once per day, completed each night
- Additional collections are provided year-round for holidays and special events



# Waste Receptacles

Total number of Bins: **95**

Total number of three stream bins: **84**

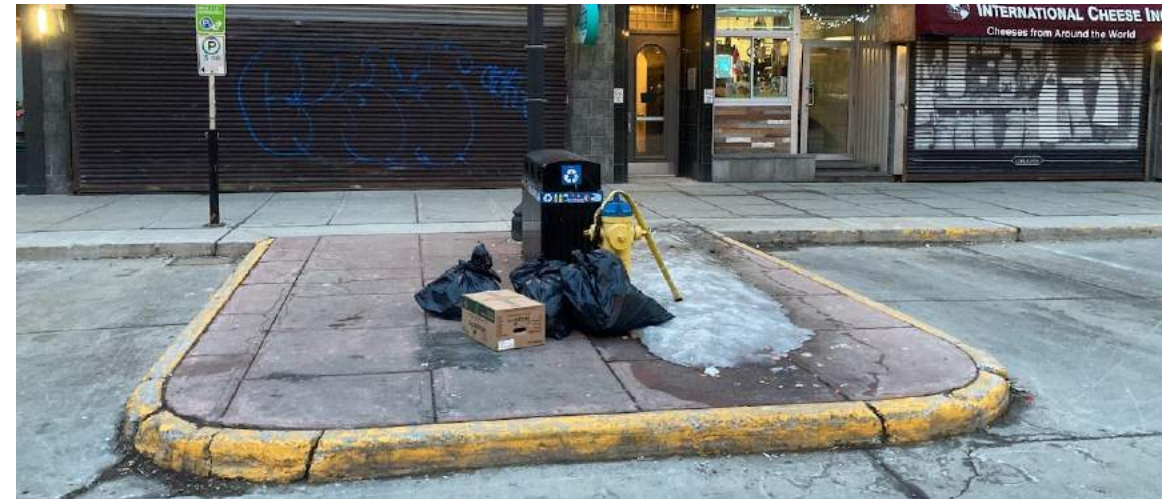
**(Glass/Metal/Plastic, Garbage & Fiber)**

Total number of single stream bins: **11 (Garbage)**

**Three Stream Bin**



**Single Stream Bin**



- **To report a full bin please contact 3-1-1**
- Ongoing monitoring is done to respond to hot spots or areas that require removal to avoid overflow
- Please remind and educate your members and tenants with regards to garbage:
  - No garbage blocking sidewalks / streets, fire hydrants
  - No placement of garbage beside on-street or adjacent to the on-street baskets
- This keeps the area clean and minimizes mess while providing a safer environment for all

# Graffiti Removal / Management

The City of Ottawa proactively patrols the ByWard Market as part of its **zero tolerance** initiative for graffiti.

## Report problem graffiti

Don't ignore problem graffiti – report it! You can create a service request to report graffiti on public and private property.

- Public property and assets include City of Ottawa property, utility boxes, schools, National Capital Commission and other government property, newspaper vending boxes and railways.
- Private property includes residential housing, businesses, commercial and industrial buildings.

## Hate graffiti

Please immediately call Hate Graffiti, Ottawa Police: 613 236-1222.

Due to their sensitive nature, these requests can be reported directly to 311 but **cannot** be submitted online

## Offensive or vandalism graffiti

Offensive or vandalism graffiti can be reported by calling 3-1-1 or online at [Ottawa.ca](https://ottawa.ca)



# Cleaning the Capital



## Important dates for the spring campaign:

- Wednesday, March 15: Registration opens
- Saturday, April 15 to Wednesday, May 31: Spring Cleaning the Capital campaign
- Saturday, April 22: Earth Day 2023
- Monday, May 1: Registration closes
- Thursday, June 15: Deadline to submit your online cleanup report

To learn more about the campaign or to register your project, visit [ottawa.ca/clean](https://ottawa.ca/clean).

# THANK YOU & MERCI!



**3-1-1**



[311@ottawa.ca](mailto:311@ottawa.ca)



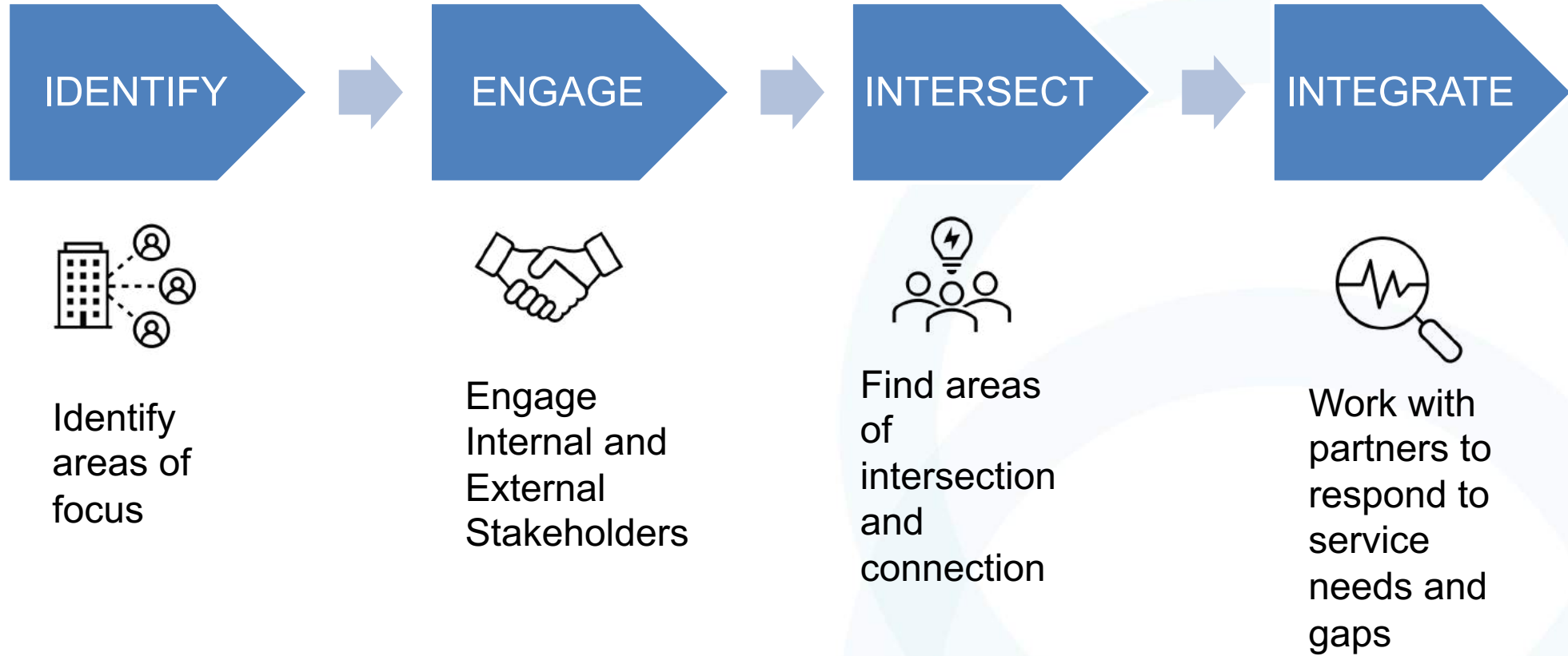
[Report or Request \(3-1-1\) / http://myservice.ottawa.ca](#)

# Community and Social Services

Kent Hugh, Coordinator, Community Engagement Team (CET)  
Kale Brown, Manager, Homelessness Programs & Shelters



# Community Engagement Model



# Community Engagement Team - Objectives

Increased  
Communication

Improved Information Sharing

Greater connection, engagement and responsive services

Increased understanding and knowledge of issues and concerns

# CET Impact – What We've Done (Oct 3<sup>rd</sup> - Mar 17<sup>th</sup>)

**4,237**  
Activities

**2,272**

Interactions

**413**

Interventions

**1,552**

Street Hazards

- Engaged with BIAs and business community
- Interdepartmental and partner communications to support coordination of City services through "real-time" information sharing
- CET staff are present in the community to listen, understand, and assist to the concerns of the community
- CET staff react to the immediate, short-term and long-term needs of those experiencing homelessness

# How to reach us!

Working Hours: Monday-Friday 8:00-4:00pm

Email: [Communityengagement@ottawa.ca](mailto:Communityengagement@ottawa.ca)

Phone: 613-552-6759

**Coordinator:** Kent Hugh

**Email:** [Kent.Hugh@ottawa.ca](mailto:Kent.Hugh@ottawa.ca)

**Project Coordinator:** Hana Mohamed

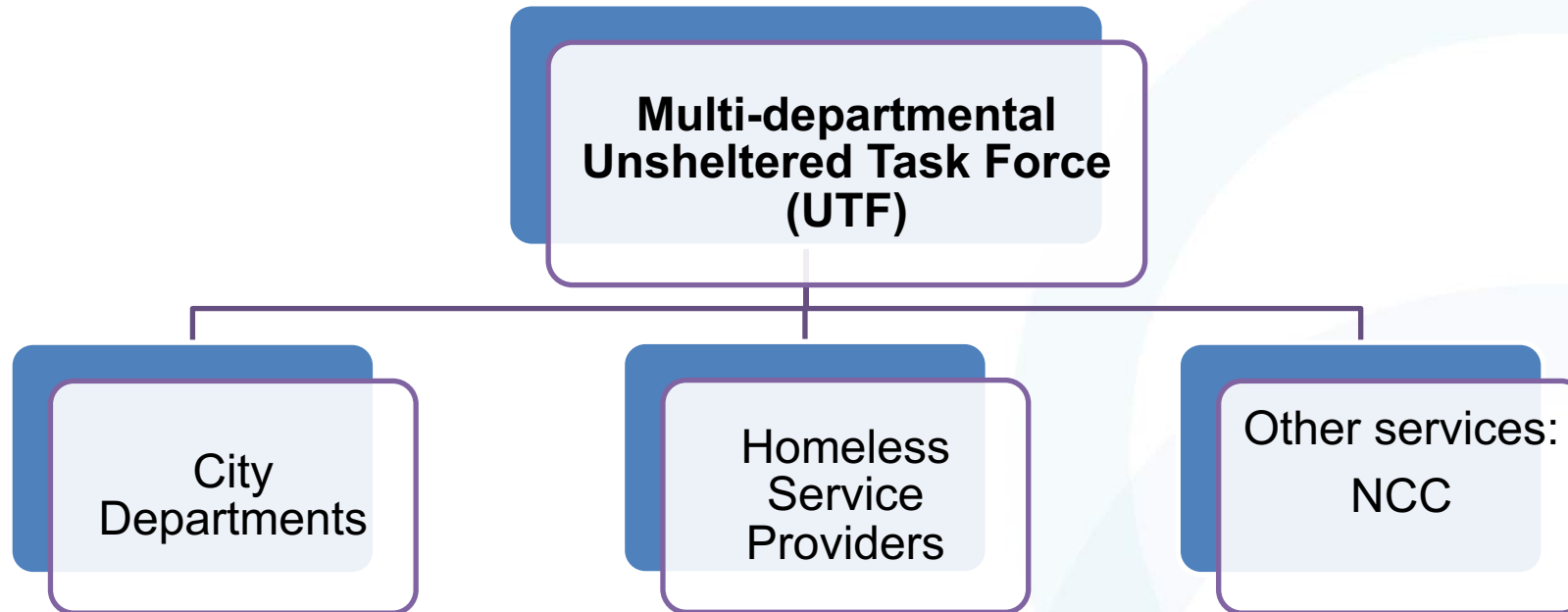
**Email:** [Hana.Mohamed1@ottawa.ca](mailto:Hana.Mohamed1@ottawa.ca)

# Homelessness Programs and Shelters

- Allocates municipal, provincial and federal funding for programs and services including:
  - Street outreach
  - Supportive housing
  - General housing assistance
  - Emergency shelters
  - Transitional housing programs
  - Rooming houses
  - Residential Service Homes
  - Housing first programming
  - Housing loss prevention
  - Overflow hotels, motels and post-secondary residences
  - Newcomer support programs

# Homelessness Programs and Shelters

## City of Ottawa Housing Services Unsheltered Task Force



# Homelessness Programs and Shelters

- **Report or Request 311:** Please indicate the specific location of the person that needs assistance and details about why you feel they need assistance.
- **Use My Service Ottawa:** To report general issues or check on the status of a service request
- **Call 911 immediately:** In case of emergency (exposed skin, signs of frost-bite, unconscious person) during extreme weather or a person is unresponsive.

# Ottawa Public Health

Emily Morrison, Program Manager,  
Environmental Health

Andree Ferris, Public Health Program &  
Project Management Officer,  
Environmental Health



# The City's Integrated Response to Discarded Needles

# OPH Collection Streams

- **Needle Hunters Program:** By way of contract management with Causeway Works, OPH oversees all routes, schedules, and any changes to service levels. Needle Hunters routes are updated as required based on community input and data analyses from all sources
- **Needle Drop Box Program:** Close to 90 boxes are located across the city that are 24/7 publicly accessible
- **Consumption & Treatment Services Sites:** OPH has implemented annual compliance inspections at Ottawa CTS sites, which include assessments to ensure that sharps within a 15-metre perimeter of the premises are properly discarded
- **Harm Reduction Services and Partner Agencies:** Approximately 30 agencies across the city are available to collect needles and other drug paraphernalia as well as to provide support and health teaching related to safer disposal to clients during service encounters
  - There are several mobile harm reduction vans that will travel across the city to meet clients to pick up used supplies

# Other Collection Streams

- **City Staff:** Coordinated support from several departments, staff respond to discarded needle retrieval on public property within a 1-hour response time (3-1-1)
- **By-Law:** Property owners are responsible for removing discarded needles / paraphernalia from their property if **not publicly accessible**. By-law will respond if on private property but must be publicly accessible and pose a risk to the public (3-1-1)
- **Household Hazardous Waste Depots:** Host multiple events throughout the year to collect waste that cannot be collected in the regular waste streams, including medical sharps and drug paraphernalia
- **Pharmacies:** Used needles and other drug paraphernalia can be taken to a pharmacy participating in the Health Products Stewardship Association's free take-back program

# Community Needle Retrieval Program Support

- If you find discarded needles on public property: Call 3-1-1 (one hour response time)
- Encouraging all residents and businesses who are willing to safely pick up and dispose of discarded needles in one of the many OPH needle drop boxes to report to:



[Drug Paraphernalia Reporting Form](#) available at [ottawapublichealth.ca](http://ottawapublichealth.ca) or send an email to [Needlereporting@ottawa.ca](mailto:Needlereporting@ottawa.ca)

More Information:

- [Discarded Needles in our Communities](#)
- [Harm Reduction Services in Ottawa](#)

# Marché d'Ottawa Markets

Melanie Anderson, Market Manager



# Marchés d'Ottawa Markets

On January 1st, 2018, the City of Ottawa transferred management of ByWard and Parkdale Markets to Marchés d'Ottawa Markets.

Ottawa Markets' mission is to maximize the ByWard and Parkdale Markets' potential to be unique year-round places and destinations to purchase local produce and goods as well as other services and products that meet the needs of local and city-wide residents and tourists alike.

Ottawa Markets will build upon the rich heritage of the public markets in their communities and promote the importance of local food sustainability.

Marchés d'Ottawa a pour mission de maximiser le potentiel des marchés By et Parkdale à devenir des lieux et des destinations uniques tout au long de l'année pour l'achat de produits et de biens locaux ainsi que d'autres services et produits qui répondent aux besoins des résidents et des touristes de la ville.

Marchés d'Ottawa s'appuiera sur le riche héritage des marchés publics dans leurs communautés et fera la promotion de l'importance de la durabilité des aliments locaux.

Le 1er janvier 2018, la Ville d'Ottawa a transféré la gestion des marchés By et Parkdale aux Marchés d'Ottawa.

# Marché d'Ottawa Markets

Marché d'Ottawa Markets operates the outdoor vending program and the heritage building in both ByWard and Parkdale Public Markets.

## **APPLY TO VEND AT MARKET(s):**

<https://ottawamarkets.ca/vending>

## **HOST AN EVENT IN THE DISTRICT:**

<https://ottawamarkets.ca/book-an-event-in-byward>

## **ILLUMINATE THE O-SIGN:**

<https://ottawamarkets.ca/ottawa-sign-activation>

## **PLACE A PATIO / CAFE SEATING**

<https://ottawamarkets.ca/patios>

## **BUSK A MOVE:**

<https://ottawamarkets.ca/buskers>

# Contact the Team

Always welcome to reach out to the team:

Zachary Dayler, **Executive Director**  
zach@ottawamarkets.ca

Melanie Anderson, **Market Manager**  
melanie@ottawamarkets.ca

Samson Ojo, **Property Manager** (55 ByWard / 70 Clarence)  
samson@ottawamarkets.ca

General Inquiries or to reach one of our Market Coordinators  
info@ottawamarkets.ca / 613.244.4410 / www.ottawamarkets.ca

# Roundtable

Alan Neeff, Councillor's Assistant



# Closing Remarks

Councillor Stéphanie Plante

