

ByWard Market Lowertown & Sandy Hill Leadership Table

November 19, 2021

Minutes:

Item	Summary & Questions	Action
Development of a "Community Engagement Model"	<p>Chris Tuck, Community and Social Services (CSS), gave a presentation detailing the work of the group</p> <p>Questions:</p> <ul style="list-style-type: none"> - How will the City be communicating this work to the wider community? <ul style="list-style-type: none"> o In the coming weeks, working with our communications team o Its an iterative process, concept for us to use to evolve as the situation on the ground changes. We welcome that participation. - What is the catchment of the area to be served by the team? <ul style="list-style-type: none"> o ByWard, Lowertown and Sandy Hill o Catchment area is flexible – it remains iterative and will be critical to get feedback from the group on any changing needs identified? - How is this process dovetailing with the work by Linda Duxbury's group. Would welcome some further clarity on the scope of the geographic area. <ul style="list-style-type: none"> o We will follow up on the connection with Linda Duxbury's group - How will staff be identifying internal City tie-ins? Say there is an encampment with debris – is public works involved? And if there is a mental health need? Are we tied into those appropriate supports? Out of this meeting, how can we communicate out to community stakeholders? <ul style="list-style-type: none"> o Doing a gap analysis, priority is to enhance not duplicate existing processes o We've expanded our team to integrate processes across the City and we have the commitment from those departments to achieve that. 	<p>CSS staff to:</p> <ul style="list-style-type: none"> - Share the presentation - Formalize an email that today's participants share with their organizations and groups. - Determine an appropriate communication piece/mechanism/strategy to wider community and stakeholders moving forward.
ByWard Market and Lowertown Mental Health Strategy	Wendy Muckle, Ottawa Inner City Health, gave an overview of the first working group meeting and agreed upon decision points	Ottawa Police Service to provide data to support the planning piece and to share that with the mental health strategy working group.

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Ottawa Police NRT Update	<p>Inspector Mann, Ottawa Police Service, gave an overview of what the community can expect from the team.</p> <p>Ashley Hopkins, ByWard Market BIA, provided an overview of supplemental service (Operation Sunrise) that the OPS will be providing prior to 8 am each day.</p> <p>Questions:</p> <ul style="list-style-type: none"> - Confirmation of the NRT resources – 2 teams of 2 from 8 am to 8 pm? <ul style="list-style-type: none"> o You will always have 4 NRTs available to assist but they won't be on the ground all the time. - How are the OPS team members made aware of the efforts of the community resource team, what is the best way to ensure communication with OPS between businesses and other stakeholders in the area? Has this been refined or is it a work in progress? <ul style="list-style-type: none"> o We will work to align through regular check-ins/meetings 	CSS Community engagement team lead to follow up with OPS to formalize communication channels in order to coordinate and streamline the work.
Community Prevention through Environmental Design for the ByWard Market	Jillian Savage, Planning, gave an overview of the recent assessment in the Market	Jillian to follow up with Steve Ball to discuss an assessment for the hotels in the area
Public Works – enhanced cleaning services	<p>Bryden Denyes gave a summary of the addition of two contracted cleaning crews in the ByWard Market, Lowertown and Sandy Hill areas</p> <p>Questions</p> <ul style="list-style-type: none"> - How can we coordinate calls for service, don't like 311 <ul style="list-style-type: none"> o We will be working with the community engagement team on a user-friendly and timely way for residents, businesses and stakeholders to make calls for service. - Ross Meredith brought to our attention a new hotspot area of gathering under bridge near entrance/exit of the Rideau Centre. Also, new tent at the underpass across from Weston Holel. 	