



DOWNTOWN RIDEAU STREET AMBASSADORS

We are pleased to announce that the 2018 **DOWNTOWN RIDEAU** Street Ambassador summer program is now in operation.

THE STREET AMBASSADORS are an integral part of providing a welcoming experience in Ottawa's Arts, Fashion & Theatre District. They are the eyes and ears of the district, placing calls for service response to the city, police, and outreach services. They also provide on-street customer service and information on B.I.A. member offerings and services (where to eat, what to do, etc.).

Program Management

This program is a customized service provided by the Downtown Rideau Business Improvement Area. The B.I.A. is responsible for program development, implementation, communications, hiring, training, managing personnel, reporting and evaluation.



CONTACT

street@downtownrideau.com
613-241-6211

HOURS

7 days a week
10 hours a day

SEASON

June 20 to August 24, 2018

MEMBER ASSISTANCE

Information to provide when reporting concerns to Ambassadors:

- Your name and phone number
- Location and business calling
- Activity observed
- Description of individuals, such as number of people, gender, age and height
- Potential safety risks (visible or mentioned)

PROGRAM OBJECTIVE

To be customer service representatives and address public disorder issues such as noise, obstruction of the public right of way, litter, graffiti and aggressive behaviour.

AMBASSADOR'S ROLES

- Provide a street presence monitoring and reporting public disorder for response
- Place calls for service response to the city, police, and outreach services
- Assist the public with tourism inquiries, directions and information on businesses and services in Downtown Rideau
- Provide front-line response to the public in case of accident or injury
- Document activity for evaluation to identify service gaps
- Maintain positive community relations with all Downtown Rideau stakeholders

BROUGHT TO YOU BY:



Downtown Rideau B.I.A.
1 Nicholas Street, Suite 1105
Ottawa, ON, K1N 7B7, Canada

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