

WHO TO CALL?

Dear Valued Downtown Rideau B.I.A. (DBRIA) Member:

Members should be placing CALLS FOR SERVICES directly to the specified contacts noted below. The city tracks *calls for services* to determine the level of resources assigned to Downtown Rideau. MORE CALLS = MORE SERVICES. The combined calls placed by the Downtown Rideau Street Ambassadors and B.I.A. members, will increase calls from our district to result in more city and police services for Downtown Rideau.

MORE CALLS = MORE SERVICES

911 Emergency

- Call to report crimes-in-progress, life-threatening emergencies and fire.

POLICE Dispatch Non-Emergency 613-230-6211 or online at www.ottawapolice.ca/en/contact-us/Online-Reporting.asp.

- Call to report drug dealing, drunk and disorderly behaviour, aggressive panhandlers, assault, vandalism, and shoplifters.

311 Bylaw Infractions or online at ottawa.ca/en/city-hall/your-city-government/contact-city-ottawa.

- Call to report parking, noise, and smoking infractions; debris, waste, abandoned shopping carts, streetlighting, obstruction of road and sidewalk, graffiti and/or property standards violations; and disposal of needles and drug paraphernalia.
- Relevant directory extensions:
 - #1) Garbage and recycling collection
 - #2) Parking and Bylaw violations (including noise and animals)
 - #3) Roads, trees, and park maintenance
 - #4) Social services
 - #7) Public aid (discarded needles, etc.)

OC Transpo Special Constables 613-741-2478 or online at secure.coplogic.com/agency/OnTransitServicesPs/start-report.html.

- Call to report issues pertaining to transit security or on transit property including transitways, platforms, shelters, stops and stations. Incidents include crime against person and property, feeling unsafe or uncomfortable, harassment, vandalism, disorderly and aggressive behavior, public intoxication and smoking.

Let us know any issues you have reporting to police, 311 or OC Transpo.

Thank you for your assistance in helping to keep Downtown Rideau clean and safe.