



## **RIVER WARD CITY COUNCILLOR MARIA McRAE'S REPORT TO THE RIVERSIDE PARK COMMUNITY RIVERSIDE PARK COMMUNITY & RECREATION ASSOCIATION October 30, 2013**

I would like to extend my thanks to the Riverside Park Community Centre & Recreation Association Board of Directors, under the leadership of President David Hutchinson, for the tireless work they have dedicated to the Riverside Park community.

Thank you to all the residents who work with my office on important issues, to ensure that everyone enjoys the benefits that Riverside Park has to offer.

### **Happy Halloween!**

Solid waste collection will end early on Thursday, October 31, 2013, Halloween night. For everyone's safety, collection vehicles will end their routes so that they do not interfere with youngsters when they go trick-or-treating.

If you have Thursday collection, the collection vehicles will do their best to collect your items before 5 p.m., however, if your items are not picked up by 5 p.m., please leave them at the curb and they will be picked up on Friday, November 1, 2013.

Remember to put your jack-o'-lanterns in your green bin once Halloween is over!

I hope that all kids have a safe and happy Halloween! Let's be on special lookout for these little trick or treaters when they hit our neighbourhood streets tomorrow.

### **Continued Investment in Pedestrian and Cycling Infrastructure**

I am pleased to announce that the Sawmill Creek Pedestrian/Cycling project has begun. As part of the 2013 budget, City Council unanimously approved \$2.5 million to further connect the network of pathways that run along the east side of the Airport Parkway between Hunt Club Road and Walkley Road. This pathway, another important investment in River Ward, will link Walkley Road to Brookfield Road.

### **River Ward Speed Boards**

As you know, community safety, including traffic safety, is a top priority of mine. In response to community concerns about speeding, 6 new speed boards are available for exclusive deployment throughout our Ward.

While some of the speeding “hot spots” are known to me and the Ottawa Police Service, if you would like City Traffic engineering staff to assess your street for use of the speed board, please give my office a call. I have made arrangements for deployment of the speed boards year round.

### **Ottawa’s Fall Tree Planting has Begun**

The City’s fall planting program has begun in Riverside Park and will run until the end of November 2013. This includes tree planting in parks, at City facilities, and along streets throughout Ottawa.

Notification letters were provided to the homeowner in advance of planting, when a tree planting is scheduled close to a private residence. Residents should expect to see utility locate flags and paint on the ground prior to planting in the area.

The City is planting trees in Riverside Park at the following locations: Cromwell Drive, Dupont Street, Farmington Avenue, Flannery Drive, Garner Avenue, Garwood Avenue, Harkness Avenue, Hartman Crescent, Hobson Road, Kincaid Court, Mooney’s Bay Place, Otterson Crescent, Otterson Drive, Quesnel Drive, Revelstoke Drive, Riverside Drive, Sandhurst Court, Southmore Drive, Springland Drive and Thorndale Drive.

### **Draft 2014 Budget**

The City of Ottawa’s 2014 Draft Budget was tabled on October 23, 2013. The draft budget proposes a stable financial plan, which respects taxpayers’ expectations that the City will live within its means, improve service delivery and invest strategically in initiatives which will shape the community in future years. Please visit [ottawa.ca/budget2014](http://ottawa.ca/budget2014) for more information, including the draft budget documents.

You can comment on the proposed budget by contacting me directly, attending a budget consultation hosted by the City or by registering as a budget delegation at any of the Standing Committee meetings. The budget consultation for central district is taking place next week:

**Date:** Thursday, November 7, 2013

**Time:** 7 to 9PM

**Place:** City Hall, Andrew S. Haydon Hall  
110 Laurier Avenue West

Available live on Rogers TV, Cable 22

### **Waste Reduction at Home – Green Bin and Household Hazardous Materials**

The green bin is a great way to help reduce your household's waste. Most food and yard waste can go in the green bin. The green bin is collected each and every week, 52 weeks a year.

A few simple steps are all you need to keep your green bin clean and free of animals, bugs and odours. Keep your small kitchen container and larger green bin clean by lining them with flyers, a couple of sheets of newspaper or yard waste paper bags. Looking to keep animals away from your green bin? Remember to lock the lid to keep them out.

The City offers multiple Household Hazardous Waste Depots each year. This is a great way for the community to come together and safely dispose of hazardous materials such as, paints, stains, pool chemicals, syringes, batteries and fluorescent tubes. The next Household Hazardous Waste Depot will take place on Saturday, November 9, 2013 between 8:00 a.m. to 4:00 p.m. at 2705 Stevenage Drive.

If you can't attend the Waste Depots, please visit the City's award-winning Take it Back! program ([ottawa.ca/takeitback](http://ottawa.ca/takeitback)). This program encourages local business to "take back" many of the hazardous materials that they sell, and to ensure they are reused, recycled or disposed of properly.

### **Bi-Weekly Collection Shows Increased Recycling and Waste Diversion in Ottawa**

Residents sent 12 per cent less material to the landfill and 15 per cent more material to be recycled or composted, according to solid waste data collected over the past four quarters.

Comparing the most recent quarter to the same period in 2012, the total amount of waste collected increased by three per cent, while the waste taken to the landfill decreased by 10 per cent. In the same period, total recycling (blue and black box, and green bin material) increased by 26 per cent, while total organics collection increased by 54 per cent and blue box tonnages were up by 13 per cent.

The City implemented new curbside waste collection service October 29, 2012 with weekly collection of organics, bi-weekly collection of residential garbage and alternate week collection of recycling. For tools and tips to help improve your household waste management, visit [ottawa.ca](http://ottawa.ca)

### **New 18-Month 2013/2014 Waste Collection Calendar**

By now, you should have received your new 18-month Waste Collection Calendar in the mail. Your new calendar can also be accessed online at [ottawa.ca](http://ottawa.ca). A new feature of the calendar allows you to sign-up for weekly telephone, e-mail or Twitter reminders regarding your upcoming collection day and identifying the materials being collected that week. You can set the method and timing of the notification to suit your needs. Sign up for this reminder online at [ottawa.ca](http://ottawa.ca) or by calling 3-1-1.

### **OC Transpo Route 87 – Autumn 2013 Update**

As you may be aware, last year I approached the General Manager of OC Transpo to determine if OC Transpo was in a position to improve transit services to St. Patrick's Home. In response to my concerns, OC Transpo has adapted a Special Service on Route 87 to better address the travel needs of St. Patrick's Home workers, volunteers, and visitors.

OC Transpo Route 87 was changed in September 2011 by combining a part of Route 87 with a part of Route 140. Route 87 now provides the all-day service on Springland Drive and Flannery Drive, and as a result, there is no all-day service provided on the section of Riverside Drive between Ridgewood Avenue and Heron Road. With this change, there is no longer all-day service provided at the bus stops in front of and across the street from St. Patrick's Home. The nearest all-day service is provided at bus stops at Ridgewood Avenue and Riverside Drive, about 400 metres to the south.

#### *OC Transpo – New Special Service Funding*

In January 2013, using new funding that was provided by City Council for targeted services of this type, OC Transpo introduced a new special service, providing two bus trips to and two bus trips from St. Patrick's Home each day, seven days a week. The trips to St. Pat's currently arrive at 11:32AM and 2:32PM Monday to Friday (11:37AM and 2:37PM on Saturdays and 11:33AM and 2:33PM on Sundays). The trips from St. Pat's currently leave the home at 11:33AM and 2:33PM Monday to Friday (11:37AM and 2:37PM on Saturdays and 11:34AM and 2:34PM on Sundays).

#### *OC Transpo – St. Patrick's Home Continued Dialogue*

At my request, in March 2013, senior OC Transpo staff met with staff, volunteers, and family members of residents at St. Pat's to discuss possible ways that the transit service could be adapted to better meet travel needs. Because of this meeting, the following improvements are now underway:

- The bus stop on Riverside Drive in front of St. Pat's is being relocated to a location closer to the front entrance of the current building and closer to the front entrance of the new building now under construction.
- A new bus shelter and a new bench are being installed at the bus stop.
- More succinct information about the times of the special trips is being posted at the bus stop.
- OC Transpo staff are discussing with St. Pat's representatives possible changes to the trip times to better match workers' and volunteers' start and finish times. If agreed, these changes would begin in September 2013.
- Staff responsible for the City's open data program have connected a software developer with IT staff at St. Pat's to work towards the installation of a real-time next bus arrival display in the front lobby at St. Pat's. This would allow people leaving St. Pat's to know when the next buses are expected at the stop in front for the special trips, and at the northbound and southbound stops at Ridgewood Avenue and Riverside Drive.

Representatives from St. Pat's remain interested in more frequent transit service to their location. OC Transpo staff have advised that the current transit budget does not provide for the restoration of the previous versions of Route 87 and Route 140. Staff are, however, reviewing the numbers of workers and volunteers who could use transit, to determine whether a limited number of additional trips could be provided within the current budget, while meeting the minimum financial performance standard. This discussion with St. Pat's continues.

I am appreciative of the work done by OC Transpo staff to address the specific concerns of St. Pat's Home and will keep you apprised of any updates therein.

## **Protect Yourself and Your Loved Ones this Flu Season**

Ottawa Public Health and area hospitals want to remind you to protect yourself and your loved ones and to take appropriate steps to ease symptoms if you get sick this flu season.

### ***Prevention***

It is not too late to get the flu vaccine. You can get their flu vaccine at OPH clinics, your doctor's office, some local pharmacies and many walk-in clinics in the city. This season's flu vaccine is proving to be effective and is well matched to the most common influenza strains in the community.

Ottawa Public Health would also like to remind you of these key tips to avoid getting and transmitting the flu virus:

- Wash your hands with soap and water, or use hand sanitizer.
- Cover your coughs and sneezes with your arm, not your hand.
- Avoid crowds, public gathering and stay at home if you are sick.
- Do not visit hospitalized patients if you are experiencing flu-like symptoms.

### ***Ease symptoms***

Individuals who have flu-like symptoms – a fever, a cough, severe headache and/or chills are advised to:

- Rest.
- Drink lots of fluids.
- Take basic pain or fever relievers.
- Take a warm bath.
- Gargle with a glass of warm water or suck on hard candy or lozenges.
- Avoid alcohol and tobacco.

Contact your health care provider if symptoms are severe and do not improve after a few days

You should call your health care provider immediately if you experience flu symptoms and you:

- Are pregnant.
- Have a chronic health problem that requires regular medical attention.
- Are elderly or frail.
- Have an illness or are receiving treatments – for example, for diabetes, cancer, or HIV/AIDS – that might affect your immune system.
- Have a child under three months of age who has a fever over 38° C or 100.4° F.

There are many ways to get non-emergency medical care. Trained professionals from Telehealth Ontario and the Ottawa Public Health Information line can answer your questions by phone, and family doctors, nurses and other health care providers can provide care.

The emergency room may not be your best option. Residents are asked to note that many area-hospitals are experiencing an increase in volume to their emergency departments and that the Ottawa Public Health has noticed an increased demand for the flu vaccine in recent days and is working with health care providers, institutions and the Ministry of Health and Long-Term Care to ensure that everyone who wants a flu vaccine can get one.

### ***Protect Yourself and Your Loved Ones this Flu Season continued***

A City flu shot clinic close to River Ward is taking place at the Jim Durrell Recreation Centre located at 1264 Walkley Road on **Tuesday, November 12, 2013** from 3:30 to 7:30 p.m.

Pharmacies offering the flu vaccine in and near Riverside Park:

- Shoppers Drug Mart (2446 Bank Street)
- Shoppers Drug Mart (2515 Bank Street)

To find out the latest public health information, please visit [ottawa.ca/flu](http://ottawa.ca/flu) or contact the Ottawa Public Health Information Line at 613-580-6744 (TTY: 613-580-9656). To reach Telehealth Ontario, call 1-866-797-0000.

### **Community Safety and Crime Prevention**

Community and neighbourhood safety is one of my top concerns. I wanted to remind residents of the options available to them in case they find themselves in a difficult situation.

It is important to make the right call if you notice something suspicious, or if you witness a crime in progress, please call:

<b>911</b>	Life-Threatening Emergency or Crime in Progress
<b>613-230-6211</b>	Other emergencies
<b>613-236-1222 ext. 7300</b>	Call centre: To report theft, property damage, missing person or stolen vehicle.
<b>613-236-1222</b>	Community Police Centres and all other enquiries
<b>3-1-1 or <a href="http://ottawa.ca">ottawa.ca</a></b>	To report graffiti on public property (parks, roads, street signs, utility boxes, newspaper boxes or Canada Post boxes) or private property (residential, businesses, industrial).

### **Ottawa Light Rail Transit – Moving Forward**

Ottawa's Light Rail Transit (LRT) project received unanimous approval from City Council on December 19, 2012. Council endorsed the selection of the Rideau Transit Group, a consortium of world-leading engineering firms, to design, build, finance and maintain the City's LRT line from Tunney's Pasture to Blair Station. The 12.5 kilometre project includes 13 rail stations and is the backbone of Ottawa's new rail and rapid bus public transit system.

Construction of the Confederation Line, the biggest capital project in the City's history, started early 2013. The construction schedule will see the project substantially complete by the end of 2017 and in service by 2018. The Rideau Transit Group has agreed to a fixed price contract of \$2.1 billion, which will be partially funded by the Government of Canada and the Government of Ontario.

I encourage you to explore Rideau Transit Group's designs for the Confederation Line and the project's construction schedule on the LRT website at [confederationline.ca](http://confederationline.ca).

### **Airport Parkway Pedestrian/Cycling Bridge October 2013 Update**

The Deputy City Manager of Planning and Infrastructure, Nancy Schepers, P.Eng., announced on October 4, 2013, that construction of the bridge is temporarily suspended. This decision was made in response to concerns that were raised by professional engineers as construction of the bridge progressed over the course of this summer. An independent bridge engineering firm worked with City staff to review designs regarding the stay supporting system and the constructability of the steel anchorage piece at the top of the main tower. Specifically, concerns were raised about the design relating to maintenance and the overall lifecycle of the bridge.

This is an important connection in our community and as such, I have closely monitored progress on this project since the early planning stages. I too share the frustration and disappointment that many of you have expressed regarding the delays that have taken place with respect to this project. I want to assure you that I will continue advocating on your behalf to make certain that this project is built safely and to the highest quality standards.

I have asked the Deputy City Manager to conduct an independent, third party review of this project. Elected officials, due to their governance roles, place trust in professionals to design and build important community projects. This trust extends to those persons who we are privileged and honoured to represent. I want to ensure that City staff, and the external contractor, designer and consultants, are held accountable for their respective roles and legal responsibilities. I also want stringent processes put in place to prevent this situation from happening again.

Ms. Schepers has agreed to this request, which she confirmed in an October 4, 2013 memo to City Council, which stated the following:

*“At the request of Councillor Maria McRae (Ward Councillor), I will be initiating a comprehensive third party review of the entire bridge project, and its findings will be reported back to the Mayor and will be brought before the Finance and Economic Development Committee. The scope of this review will include identifying areas for improvement to prevent similar problems from reoccurring.”*

The third party independent review will look at every step of this project. While this review is underway, the City has hired Delcan Corporation to examine the design and construction elements to date. Delcan will identify any necessary design modifications required to complete the bridge and the City expects to receive the results of this review by mid-November 2013.

Ms. Schepers also stated the following:

*“Beyond, this review, the following immediate actions are underway in relation to any upcoming major bridge work:*

- *A structural engineer in our Asset Management group has been identified to take on an oversight and advisory role;*
- *More stringent pre-qualifications for engineering consultants and contractors have been added to the procurement process;*
- *Third-party reviews of any future bridge designs will be undertaken based on an technical assessment of the individual bridge and its constructability;*
- *Risk management and construction claim consultants will be engaged, as needed;*
- *Additional financial securities from contractors and a review of the use of penalties to discourage delays is being undertaken; and,*
- *The introduction of financial securities for engineering consultant assignments to provide for the recovery of costs related to design errors and/or omissions.”*

The City Solicitor has confirmed that the City intends to pursue legal action to recover costs, including but not limited to those related to any delays, claims, design review changes and construction modifications.

I will continue to closely monitor the progress on this project to ensure that this connection is built safely and to the highest quality standards.





October 1, 2013

Councillor Maria McRae  
River Ward  
110 Laurier Ave. West  
Ottawa, Ontario  
K1P 1J1

Councillor McRae,

I am following up on your multiple inquiries in relation to the progress of construction on the Airport Parkway Pedestrian-Cycling Bridge. I recognize the challenges and criticism you have faced from the public surrounding this project, and I regret this negative attention has been brought.

I appreciate the frustration associated with delays in construction of this project. I am aware that both practical and legal considerations dictate that there is little, if anything, that Members of Council can do to accelerate the progress of construction. In accordance with the *Municipal Act*, Council's statutory role is "*to ensure that administrative policies, practices and procedures are in place to implement the decisions of Council*" and I am of the opinion that you have met your statutory responsibilities and I fully support your decision to call for a third party review of the entire project. I recognize that you have repeatedly raised concerns regarding the delays in the project. I can assure you that City staff overseeing the construction continue to pursue all of the steps legally available to address those concerns.

I can categorically confirm that your desire to see the project completed as quickly as possible is a desire shared by everyone at the City. However, this desire is balanced by the need to ensure the quality of the completed project and the safety of the public and workers on-site. As you can appreciate, such considerations must prevail over strict construction timetables.

I am diligently monitoring this project and staff actions related to it. I will continue to provide you with regular updates on the status and delivery of the project and will ensure that this pedestrian bridge is completed safely and to the highest standards.

As always, please contact me with any further comments.

Thank you.

Kent Kirkpatrick  
City Manager/Directeur municipal  
City of Ottawa/Ville d'Ottawa  
110 Laurier Avenue West/ 110, rue Laurier ouest  
Ottawa, ON K1P 1J1

### **River Ward Resident Wins Bronze at World Women's Curling Championship**

Congratulations to River Ward resident Emma Miskew and her teammates for winning the Bronze medal at the 2013 World Women's Curling Championship in Latvia. Ms. Miskew and her teammates should be proud of their accomplishment.

These young women were excellent ambassadors not only for Canada, but for Ottawa as well. Please join me in giving a 'HIGH FIVE' to Emma Miskew (Third) and her teammates Rachel Homan (Skip), Alison Kreviazuk (Second), Lisa Weagle (Lead) and Stephanie LeDrew (Alternate) for the Bronze medal. Well done team!

### **Joined Together With Aching Hearts**

Shortly before 9AM on Wednesday, September 18, 2013, I was going over my final speaking notes for an event taking place later that morning, and received a short note advising members of City Council that there was collision between an OC Transpo bus and a train, with "*details to follow*". As details unfolded, we were stunned and saddened to hear about the tragic events that took place that morning.

I join River Ward residents and residents across Ottawa, and beyond our Nation's Capital, in extending my deepest sympathies to those affected by this terrible tragedy. Our thoughts and prayers are with those who lost loved ones, and with those persons and their loved ones who were injured in this crash. Our hearts ache with yours.

Thank you to OC Transpo staff and our first responders, the Ottawa Fire Service, Paramedic Service and Police Service, who provided exemplary service. You helped us get through these last days and we will continue to call on you.

Additionally, bus riders, and residents who came upon the scene, heroically helped crash victims. We are grateful for your actions. Thank you also to our health care community.

To signal the City's sadness at the loss of life, flags at all City buildings were lowered to half mast and there is a book of condolences at Jean Pigott Place at City Hall where you may offer your personal sympathies. Details are emerging about vigils and celebration of life services and some residents are expressing grief by bringing flowers to the Fallowfield Station.

We are also reminded that the psychological impacts of a traumatic event like this can take many forms and may be immediate or delayed. Those affected, whether directly or indirectly, can feel dazed, numb, helpless or anxious. There are many mental health supports available in our community and you can find more information on my website or by calling my office.

A number of agencies are investigating this tragic event and the City will ensure that our community is kept informed.

Ottawa is a strong community and although we are saddened and hurt by this tragedy, we will move forward together.

## **City Council Approves Accountability Framework**

City Council approved the remaining pieces of the City's Accountability Framework, as recommended by the City's Integrity Commissioner, continuing our commitment to making municipal government more transparent and accountable to our community.

I was particularly pleased that City Council unanimously supported my change to policy to reduce the gifts, benefits and hospitality disclosure from \$200 to \$30.

The Code of Conduct for Members of Council, Gifts Registry, Council Expense Policy and Community, Fundraising and Special Events Policy, in addition to the existing Public Disclosure of Office Expenses, Integrity Commissioner and Lobbyist Registry, constitute the most comprehensive set of integrity guidelines and practices implemented voluntarily at the municipal level in the Province of Ontario.

The final pieces of the City Council's Accountability Framework, as approved by City Council, include:

- **Code of Conduct for Members of Council:** The Code is based on the view that elected officials make decisions with an open mind, with concern for the public good and not personal benefit, and without giving preferential treatment to family, friends and supporters. The Code emphasizes that elected officials should be seen to be open about the manner in which they perform their role as Members of Council, with proactive disclosure being an important tool to increase public trust. The Code will also apply to citizen members of the Transit Commission and Built Heritage Sub-Committee with respect to City business.
- **Gifts Registry:** Members will disclose all gifts, benefits and hospitality received which individually exceed \$30 from one source in a calendar year. Event tickets of a value exceeding \$30 will also be disclosed, listing who attended with the Member or, if donated, to whom or to what organization the ticket was donated. Disclosures will be listed quarterly on ottawa.ca.
- **Council Expense Policy:** Will guide how Members of Council spend their Constituency Services Budgets. It reflects current practices and reinforces the existing rules and restrictions surrounding Corporate/Purchasing Cards, as well as a Member's personal liability with respect to any budget overages and strengthens accounting practices based on audits in other jurisdictions. It also includes adding public disclosure for all City-related business travel, establishing a 3.5% cap for donations and prohibiting contributions to other City-funded programs and services except by Council motion.
- **Community, Fundraising and Special Events Policy:** A new, formal policy to govern Member events and Members' benevolent (charitable) activities. It codifies current accounting practices for specific, sponsored events and prohibits the solicitation or acceptance of donations or sponsorships from a lobbyist, or their clients or employees of the client, with active registrations in the Lobbyist Registry without pre-approval from the Integrity Commissioner. It establishes procedures surrounding third-party organized charitable events sponsored by a Member, and provides additional guidelines for municipal election years, while requiring the annual disclosure of sponsorships and expenses related to some specific Member-organized events.

The framework reflects extensive consultation with every Member of Council and other integrity officials, as well as collaboration with the City Clerk and Solicitor and his staff.

The Code of Conduct and its companion pieces will take effect on July 1, 2013.

### **Winter Operations Equipment Training Begins**

To prepare for winter operations, the City of Ottawa has begun driver training for the operation of snow-clearing equipment.

Winter driver training starts in the classroom with instruction on roadway safety, equipment orientation, operating principles and operation of the vehicle attachments. Trainees then move to supervised closed-course practice at City facilities and parking lots. The sessions conclude with on-street practical training with an instructor supervising the trainees at all times.

On-street training started September 23 and will run until November 30. This portion of the training will take place close to the City of Ottawa Public Works yards in Orléans, rural Cumberland and Manotick where the classroom instruction takes place.

All winter operations vehicles used for training will display driver training signs on the rear and both sides of the vehicle.

### **Go paperless! and Hydro Ottawa Will Plant a Tree**

Hydro Ottawa's E-Billing is convenient, secure and free. As an E-Billing customer, you will receive an email when your bill is ready for viewing online. You can pay your bill online using your credit card or via your financial institution.

Sign up for E-Billing at [hydroottawa.com/ebilling](http://hydroottawa.com/ebilling). Register before December 31, 2013 and Hydro Ottawa will plant a tree on your behalf in the Ottawa area.

### **Additional Police Enforcement Requested**

My office has requested increased police enforcement of red-light runners at Brookfield Road and Hobson Road, as well as at Riverside Drive at Walkley Road. We also requested enforcement for speeders on Brookfield Road.

### **O-Train Service Expansion Project**

Construction on the O-Train Service Expansion Project has officially begun. This \$59-million project will see the addition of two passing tracks and upgrades to the current signal system, O-Train stations and the Walkley Train Yard. General lifecycle maintenance at the Carleton University Pedestrian Underpass, the Sawmill Creek Bridges and the Dow's Lake tunnel will also be done during this time to limit the inconvenience.

### **Ottawa.ca Refresh**

On November 30, 2012, the City launched its new website at [ottawa.ca](http://ottawa.ca). The new website features four main search categories – Residents, Businesses, Visitors and City Hall. Sub-categories such as Older Adults, Families and New Residents further narrow the search, making it easier for you to find the information and City services relevant to you.

The new website demonstrates the City's ongoing commitment to accountability and transparency by making it easy to find information and programs related to the Corporate Accountability Framework. Users with mobile devices will experience better search functionality and the ability to resize the screen image to suit the device it is being viewed on. The new [ottawa.ca](http://ottawa.ca) also provides easier access to E-Post options, allowing resident to view, pay and print their water and tax bills online.

### **Ottawa Fire Services – Wake Up Campaign**

The Ottawa Fire Services (OFS) firefighters visiting the community to encourage residents to install, test and ensure that smoke alarms in their homes are operating.

This was the second of two eight-day blitzes OFS planned for 2013 as part of its annual Wake Up campaign. The first blitz took place in the spring.

During the blitz, firefighters visited different homes throughout the City. The Ontario Fire Code requires homes to have a working smoke alarm on each floor.

Homeowners who need new or additional smoke alarms can visit [safeathome.ca](http://safeathome.ca) for alarm rebates.

### **Ottawa is Committed to Becoming an *Age-Friendly City***

The City of Ottawa has joined an international group of cities and communities that have committed to creating physical and social urban environments to promote healthy and active aging and a good quality of life for older residents through the World Health Organization *Age-Friendly City* network.

As part of this commitment, the City has published the Older Adult Activity Guide, which will be available at City recreation facilities across Ottawa. Pick up a guide, and take advantage of resources and programs the City offers for older residents.

### **Pizza Party For Mental Health Was An Outstanding Success**

On Wednesday, February 27, 2013, Councillor Allan Hubley and I co-hosted a pizza lunch at City Hall to raise awareness and funds for the Royal Ottawa Foundation for Mental Health's Do It for Daron (D.I.F.D.) "Power to the Purple" campaign. Gabriel Pizza generously donated the pizza for the event and additionally donated \$1 from each pizza sold at all Gabriel Pizza locations that day.

I am strongly committed to raising awareness about mental health issues. Last Wednesday's event was a fun way to inspire conversations and to encourage people to reach out for help. Thank you to Gabriel Pizza, City of Ottawa staff and so many community members for your generosity.

Thank you also to members of our office teams, our volunteers and the Royal Ottawa Foundation for Mental Health who helped make this event a monumental success.

### **Biological Controls for the Emerald Ash Borer**

Forestry Services is working with invasive species experts from the University of Toronto and the Canadian Forest Service to advance research on biological controls for the Emerald Ash Borer (EAB) through the use of native and non-native species that act as predators. This issue was a topic of several questions at the Emerald Ash Borer Information Session held earlier this summer and I want to ensure that you have the most current information on the work being done by our staff on this important issue.

The Canadian Food Inspection Agency has approved two non-native species of wasp for release in Canada as a control for EAB. These are *Tetrastichus planipennisi* and *Spathius agrili*. A third species of wasp that is native to Canada, *Phasgonophora sulcata*, is also being researched as a possible EAB predator. The wasps are non-stinging and are harmless to humans.

The City of Ottawa is currently working with researchers to explore the use of *Tetrastichus planipennisi* and *Phasgonophora sulcata* on local Ash trees. *Spathius agrili* is not considered to be a good candidate for release in Ottawa due to our colder climate. Forestry services staff is already working with researchers by contributing staff time, equipment and inspecting sites to evaluate the effectiveness of these biocontrols in Ottawa and how best to incorporate them into the City's EAB Strategy. The research trials are initially being done on a small scale and will include monitoring how the non-native insects interact with native species.

The City is exploring multiple options to manage the spread of EAB. Research in jurisdictions with longer experience with this pest suggest that no one tactic is 100% effective. Therefore, a combination of different tactics, including pesticide use and biocontrols, is required for the long-term management of EAB.

I will continue to update you regarding this issue.

### **Slow Down the Spread of EAB by Not Moving Firewood**

You can help slow down the spread of the Emerald Ash Borer (EAB) and protect our forests by not moving firewood or Ash wood material.

To combat EAB, the City has developed a strategy that includes controlling wood movement and disposal, tree removal, selective tree injections, proactive tree planting and public outreach. EAB is transferred to new locations primarily as a result of movement of infested wood.

Private property owners are responsible for removing and disposing of affected Ash trees on their properties. It is recommended that the owner use a certified arborist and ensure full compliance with existing federal regulations for wood movement and disposal. Smaller branches and limbs can be placed at the curb and be disposed of through leaf and yard waste. Best practices are to limit wood movement as much as possible.

The City is responsible for maintaining or removing Ash trees on City property (City road allowances, municipal parks and natural areas). As Ash trees decline, infested trees located on City property will be removed and handled appropriately by City staff and contractors.

If you need to buy wood for your cottage or campsite, buy it locally and use it or leave it behind when you depart.

### **2013 IFEA World Festival and Event City Recognition**

The International Festivals and Events Association (IFEA) awarded the City of Ottawa the prestigious recognition as a 2013 IFEA World Festival and Event City during its 58<sup>th</sup> Annual IFEA Convention and Expo held in Pittsburgh, Pennsylvania this September.

Delores MacAdam, Program Manager with the City's Event Central, Parks, Recreation and Cultural Services accepted the award on behalf of the City of Ottawa at the convention in Pittsburgh. The award recipients were selected by an international panel of judges who chose Ottawa as one of seven cities from around the globe that were named World Festival cities for their successful approach to hosting festivals and events.

The City is proud of the partnerships and working relationships it has established with local event and festival organizers including large scale events such as Ottawa Bluesfest, Ottawa Jazz Festival, Ottawa Race Weekend, numerous cultural celebrations including Italian Week, Ottawa Greekfest, Franco-Ontarian Festival and the Lebanese Festival, as well as supporting agricultural fairs and festivals throughout Ottawa's vast rural communities.

Ottawa also has a proven track record as an exemplary host city opening its doors in 2012 to the *NHL All-Star Game* and the *Juno Awards*, and in 2013 hosted the *IIHF Women's World Championships of Hockey*, the *International Badminton Challenge*, the *World Duathlon Championships*, and has been selected to host the *FIFA Women's World Cup* in 2015.

Looking ahead, 2017 will also be a big a year for events in Ottawa as planning is already underway as we welcome festival and event organizers to be part of the year-long celebration "*Be Here for Canada's Big Year*" commemorating Canada's 150<sup>th</sup> Birthday.

## **Tips to Avoid the Grandparents Scam**

The Ottawa Police Service Fraud Section wishes to raise awareness about telephone con artists that target senior citizens using the Distressed Loved One Tactic.

Across the country, con artists are scamming grandparents out of thousands of dollars by posing as their grandchildren in distress.

### How this works:

A Grandparent receives a frantic telephone call from someone they believe to be their Grandchild.

The alleged Grandchild sounds distressed and may call from a location that has heavy background noise or static making it difficult to make out the voice.

The supposed Grandchild claims to be involved in some type of trouble while travelling in Canada, the US, or overseas (e.g. being arrested, having been involved in a car accident or experiencing major car trouble) and asks the Grandparent to immediately wire money to post bail, pay for medical treatment or unforeseen car repairs.

The scammer typically asks for several thousand dollars and may even call back again hours or days later, asking for more money.

The scammer may even claim embarrassment about the alleged trouble they've caused, requesting that the Grandparent keep it a secret from other family members and friends.

A variation of the scam may involve two scammers: the first scammer calls and poses as the Grandchild under arrest; the second scammer poses as a law Enforcement Officer--he or she gets on the phone with the grandparent and explains what fines need to be paid.

A common theme of the scam is the caller's request for the Grandparents to wire through Western Union or to provide account routing numbers and in some instances requesting e-mail money transfers.

Please be aware that wiring money is like sending cash. There is absolutely **no protection** for the sender. Typically, there is no way of reversing the transaction once it's gone, and no way of retracing the transaction for recovery of funds.

It is possible that the scammers find their targets on the internet or through social media.

### How to avoid being scammed:

- Be suspicious when you receive a call from a faraway location;
- The caller identifies him or herself as your Grandchild only (no first name provided);
- The Grandchild claims to be in some sort of distress;
- The caller insists on you wiring money immediately.

Anyone who may have experienced this type of scam is encouraged to make a report with the Ottawa Police Call Centre 613-236-1222 ext. 7300 or phone Crime Stoppers at 613-233-8477 (TIPS) or toll free at 1-800-222-8477.



### **Property Taxes – Pay Online by Credit Card**

The City has launched a new online feature allowing payment cards (credit card and *Interac* Online) for online payment of property taxes. Because of the increased demand for more flexible online payments, MasterCard, VISA and American Express, as well as *Interac* Online will now be accepted to make secure online property tax payments as a new payment service.

The number of payment card transactions with the City grew to almost \$1 million in 2012 with associated payment cards costs to the City of more than \$2 million this year. Acceptance of payment cards comes at a cost to the City and its taxpayers. Council approved service fees to be charged for those who choose this new property tax payment option to ensure that fees are paid by only those who choose this payment channel rather than by all taxpayers.

Service fees charged by the third party provider are:

- 1.99 per cent of the payment amount for transactions over \$25
- \$0.50 for transactions of \$25 or less
- payment cards will not be accepted for transactions totalling less than \$1

The City of Ottawa does not receive any part of the service fee, which is charged by the City's third-party provider, Paymentus Corporation. The service fee covers the fees charged by payment card companies and the costs of handling and processing a payment.

Providing this new user-pay option will:

- maintain fairness and stewardship of public funds by protecting taxpayers from costs associated with payment card use by those who choose this option
- reduce the City's costs related to payment card fees
- allow users to accumulate payment card loyalty rewards without the costs being borne by taxpayers
- enable expanded access to self-serve web-based payments
- enable the expansion of payment card use across more business lines

Credit card payments for property taxes are not accepted at Client Service Centres or by mail. Cash or cheques will continue to be accepted for all payments.

To make an online payment, please go to [www.ottawa.ca](http://www.ottawa.ca) and within the ServiceOttawa box select "Pay Your Property Tax Bill".

## **Safer Roads Ottawa Program**

### ***October 2013 Initiatives***

The City of Ottawa and the Ottawa Police Service's Selective Traffic Enforcement Program (STEP) will focus on **distracted driving** and **stop sign violations** during the month of October, as part of its ongoing commitment to keeping Ottawa's roads safe.

#### *Distracted Driving*

Between 2008 and 2012, there were 20,660 collisions involving distracted drivers resulting in 5,875 injuries and 20 fatalities.

#### *Stop Sign Violations*

Between 2008 and 2012, there were 3,383 collisions involving drivers who failed to stop at stop signs. These collisions resulting in 998 injuries and six fatalities.

*The Safer Roads Ottawa Program is a leading community partnership between Ottawa Fire Services, Ottawa Paramedic Service, Ottawa Police Service, Ottawa Public Health and the Public Works Department committed to preventing or eliminating road deaths and serious injuries for all people in the City of Ottawa, through culture change, community engagement, and development of a sustainable safe transportation environment.*

*Also participating in the Safer Roads Ottawa Program are the Royal Canadian Mounted Police (RCMP), Ontario Provincial Police (OPP), Sureté du Québec, Department of National Defence's Military Police and Gatineau Police Service to improve road safety for all residents of the national capital region.*

### ***Past Results***

<b>Month</b>	<b>Program</b>	<b>Results</b>
October 2012	Safety of pedestrians and workers in construction zones	Total of 74 charges were laid. 43 drivers were charged for speeding in construction zones and a total of 31 for pedestrian safety.
November 2012	Drivers making unsafe lane changes and those failing to completely stop at sign-controlled intersections	325 motorists were fined for stop sign violations and 168 charges were given to unsafe lane changes.
December 2012	Speeding and impaired driving	A total of 26 drivers were tested for impaired driving and 3 were charged.
January 2013	Tailgating and stop sign running	Total of 368 charges were laid, 97 charges for tailgating and 271 for failing to stop at a stop sign
February 2013	Seat belt/child safety restraint use and red light running	Total of 504 charges were laid, 167 for seat belt/child restraint use and 337 for red light running
March 2013	School bus/school zone safety and unsafe lane changes	168 charges were laid, 4 for school bus/school zone safety and 164 for unsafe lane change violations
April 2013	Distracted driving and cycling Safety	325 charges were laid, 236 for distracted driving and 89 for cycling safety
May 2013	Motorcycle safety and red light running	A total of 316 charges were laid, 2 for motorcycle safety and 314 for Red Light Running
June 2013	Impaired driving and construction zones	A total of 160 charges were laid, 116 for impaired driving and 44 for construction zone safety
July 2013	Cycling safety and unsafe vehicles	43 charges were laid, 40 for cycling safety and 3 for unsafe vehicles
August 2013	Pedestrian safety and speeding	1543 charges were laid, 34 for pedestrian safety and 1509 for speeding
September 2013	School zone and vehicle occupant restraints	A total of 801 charges were laid. 584 drivers were charged for school zone safety and 217 for seat belt violations.

### **Your Strong Voice at City Hall**

As always, I appreciate hearing from you and encourage you to keep in touch with me as it allows me to serve you better. It is an honour and a privilege being your strong voice at City Hall.