

Report to / Rapport au:

**OTTAWA POLICE SERVICES BOARD
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

23 October 2023 / 23 octobre 2023

Submitted by / Soumis par:

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

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SUBJECT: LEASE AGREEMENT FOR UNIT 107, 50 RIDEAU STREET

OBJET: CONVENTION DE LOCATION POUR L'UNITÉ 107, 50 RUE RIDEAU

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board approve a new lease agreement with CF Rideau for a new Neighbourhood Operations Centre for approximately 2,629 square feet of space located at 50 Rideau Street, Unit 107, for a period of five years commencing Feb 15, 2024. The cost of consideration for the first year of the lease including operating costs is \$245,944.95 exclusive of HST.

RECOMMANDATIONS DU RAPPORT

Que la Commission de services policiers d'Ottawa approuve une nouvelle convention de bail avec CF Rideau pour un nouveau Centre d'opérations de quartier dans un local d'environ 242 m² (2629 pi²) situé au 50, rue Rideau, bureau 107, pour une période de cinq ans à compter du 15 février 2024. Les coûts à prendre en compte pour la première année du bail, y compris les dépenses d'exploitation, sont de 245 944,95\$, TVH en sus.

BACKGROUND

In 2019, the Ottawa Police Service (OPS) introduced Neighbourhood Resource Teams (NRTs) as the cornerstone of its community policing model. These NRTs were deployed into areas that were experiencing an increase in calls for service relating to incidents of crime and social disorder.

NRTs work with residents, business owners, community leaders, advocates, academics, and other subject matter experts to develop a tailored approach to resolving crime and disorder issues at a neighbourhood level. Additionally, NRTs liaise with City services and other frontline agencies to provide a whole-of-community approach.

The first three NRTs were launched in 2019 in Vanier/Overbrook, Carlington/Caldwell, and Heron Gate/Ottawa South neighbourhoods. In 2020, the NRT program was expanded to include Bayshore, Centretown, and the Byward Market. The NRT program expanded again in 2021 to include additional urban and rural neighbourhoods.

Despite NRT expansion to the Byward Market in 2020, calls for service in the neighbourhood have increased, and Business owners and members of the community have requested support to revitalize the area post-Pandemic. The City of Ottawa's Community Engagement Team, at the direction of the City colleagues, has led discussions and efforts to drive this revitalization, with assistance from the OPS.

As an initial step, a "Neighbourhood Operations Centre" in the Byward Market is being proposed. The centre will provide the OPS, and partner agencies and services in the future, with a dedicated location in which to strategize, prioritize, and plan proactive and reactive activities to best meet the needs of the Community.

With help from the Community Engagement Team, the OPS requested support from the City Real Estate Office (CREO) to identify and review available spaces that could be used to establish a Neighbourhood Operations Centre in the area. Though the OPS has led discussions around site selection and will be the primary tenant initially, the site will house other agencies and support services in the future.

As part of their day-to-day duties, members of the Market NRT have been meeting with community groups on a regular basis but have relied on ad hoc solutions for meeting space. Establishing a more permanent location in the Byward Market will increase police visibility in the Market and will provide the OPS with access to a more reliable space in which to meet with community partners to collaborate more effectively on a whole-of-service delivery for the Byward Market area.

The Neighbourhood Operations Center will not be publicly accessible at onset. Public access is being considered for future years once additional agencies and service providers can be brought on board and based on the activities of the Community Engagement Team.

Over the past summer, with the involvement of the City of Ottawa's Community Engagement Team and support of the Chief of Police, the OPS considered various locations within the Byward Market catchment for the Neighbourhood Operations

Centre. Considerations included appropriateness for size and location to meet immediate and future needs of the OPS and partner agencies and services. 50 Rideau Street, Unit 107, was identified as the most appropriate space.

To evaluate the viability of a Byward Market location, the OPS approached the City of Ottawa Corporate Real Estate Office (CREO) to provide its expertise. CREO reviewed numerous lease options in the area, prioritizing City-owned locations to leverage our partnership and considering locations brought forward by various property owners. There were no City-owned vacancies or spaces that met the criteria in the area.

CF Rideau subsequently approached CREO for consideration of their available space. The square footage and location of the proposed unit available for lease met all the criteria to best meet the needs of the OPS and partner agencies and services. Discussions continued between CF Rideau and CREO to arrive at fair and reasonable lease terms. The landlord is interested in supporting additional OPS presence in the neighbourhood and has presented a near free net rent, only seeking coverage of operating costs.

DISCUSSION

The purpose of this report is to seek Board approval to lease 2,629 square feet (Unit 107) at 50 Rideau Street to serve as a new Neighbourhood Operation Center. Approval for this agreement by the Board is in accordance with the procedures outlined in the OPS' Financial Accountability and Procedures Manual, in order to commit, in advance, funding in future budget years.

This storefront location, part of the Rideau Centre, is located along Rideau Street at the intersection of William Street. Unit 107 is directly adjacent to a principal access point to the Rideau Centre and across from the Rideau Light Rail Transit station.

The storefront location is being proposed by City colleagues, and with the support of the Community Engagement Team and the OPS, to provide increased OPS visibility, enhanced operational deployment, and community engagement in the downtown core and, in particular, the Byward Market neighbourhood.

Members of the Market NRT and other community representatives, led by the Community Engagement Team, have been meeting on an ad hoc basis to review issues arising in the area and formulate a collaborative response. By establishing a dedicated and strategic Neighbourhood Operations Centre that meets the basic functional requirements related to briefings between partners, all parties providing services and response to the Market community will be able to collaborate more meaningfully. The new space, covered by a multi-year lease, is centrally located in the community and will

provide an important location for Community Police Officers (CPOs) and NRTs to meet with City and community service representatives.

Currently, this is a challenge with the nearest geographical locations of a CPC or Police Station for the Byward Market population being found in Vanier or at Police Headquarters at 474 Elgin. The Vanier CPC is already being used by the Vanier/Overbrook NRT, and 474 Elgin serves as the location where officers begin and end their shifts. Both locations are considered too far from the downtown core to effectively respond to emerging issues in the Byward Market. Having the Neighbourhood Operations Centre located at 50 Rideau Street will help to address this challenge.

The location is in the centre of high activity and high population density area and would allow the NRT to continue its functions with minimal downtime, while increasing their visibility throughout the day. It is also anticipated that having an OPS presence in the Neighbourhood Operations Centre will help to enhance response times to emerging neighbourhood issues and will help to achieve operational objectives detailed in the City's Community Safety and Well-Being (CSWB) plans.

FINANCIAL IMPLICATIONS

Funding to secure leased space for the Neighbourhood Operations Centre in the Byward Market will be partially offset by the closure of an existing, underused Community Policing Centre elsewhere in the City. The balance of the funding will be included in the 2024 draft operating budget. If the funding is not approved in the 2024 budget process, then the pressure will be absorbed, on a one-time basis, within the building operations portfolio and then a permanent funding base re-requested in the 2025 budget process. The budget will support janitorial and other operational costs associated with occupancy at 50 Rideau Street. As part of the building operations portfolio, the budget for this lease will be reviewed on an annual basis and adjusted for inflationary costs.

The total annual lease cost for the OPS Hub includes \$2.00 per annum base net rent, and \$93.55 per square foot in operating costs for the 2,629 square feet of space of the location. An escalation percentage of 3% per year is anticipated, but Operating Costs can fluctuate over the term, as they reflect true costs incurred by the Landlord, CF Rideau, for the entire duration of the lease.

	Base Net Rent	Operating Costs	Total (HST extra)
Per Square Foot Cost	-	\$93.55	\$93.55
Annual Cost (2,629 Square Feet)	\$2.00	\$245,942.00	\$245,944.00

CONCLUSION

In order to support operational demands unique to the downtown core and the Byward Market, the OPS is requesting the Board's approval to lease a space at 50 Rideau Street (Unit 107). Fair and reasonable operating costs were discussed between CF Rideau, the property owner, through CREO and on behalf of the OPS to meet this requirement.

The storefront location, where Rideau Street meets Willam Street, is in the centre of high activity for the Byward Market and surrounding area. The location will be the first step in establishing a Neighbourhood Operations Center. It will allow the NRT and other OPS officers to continue their operations with minimal downtime while on shift, ensuring that policing operations are able to quickly respond and remain embedded within the community. It will also provide the OPS and its partners with a dedicated location in which to strategize, prioritize and plan proactive and reactive activities that best meet the needs of the neighborhood.