



NATIONAL CAPITAL COMMISSION  
COMMISSION DE LA CAPITALE NATIONALE

# Public feedback on the proposed Bistro at Patterson Creek

ENGAGEMENT REPORT  
JUNE 17 – JULY 8, 2019

Canada

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## **I. Project description**

### **A. Background**

As principal steward of vital public places in Canada's Capital Region, the NCC regularly seeks to showcase iconic sites that are key to our shared natural, symbolic and cultural heritage.

This year, the NCC is partnering on a pilot basis with local restaurant entrepreneurs to enhance the experience of our urban parks and shorelines. NCC bistros feature a modern design, and are creatively constructed from repurposed shipping containers. Each bistro offers an exciting assortment of food and beverages in a comfortable outdoor patio setting for up to 40 people.

Three pilot projects are being launched in 2019, including one at Patterson Creek Park. The Bistro at Patterson Creek Park is located in a beautifully landscaped park, next to a picturesque creek in Ottawa's family-friendly Glebe neighbourhood. The creek flows into the adjacent Rideau Canal, a UNESCO World Heritage Site, which, in summer months, is popular with runners, walkers and cyclists. Passers-by will be able to stop by a French-influenced bistro to enjoy an assortment of light brunch fare, fine coffees, wine, beer, pastries, specialty ice creams and more.

### **B. Project Objective**

As the principal steward and largest landowner in Canada's Capital Region, one of the National Capital Commission's priorities is to animate NCC properties as well as the Capital's historic riverfront and shoreline assets.

The NCC Bistros will offer residents and visitors a unique opportunity to enjoy the beauty of some of the Capital's outdoor assets.

## **II. Public feedback activities**

### **A. Overview**

Initially, as the Bistros pilot project was being developed, the NCC reviewed the various locations and determined that the locations and activities proposed should include a public feedback period for the duration of the pilot project.

It was determined that the pilot project information would need to be shared with residents and feedback gathered throughout the pilot period. It was determined that since this was a temporary intervention and that the project could be adapted throughout the pilot period, the public engagement level would be at the inform level.

In advance of the launch at the three sites, the NCC shared information on the project with community associations and local councillors adjacent to Patterson Creek Park, Confederation Park and Remic Rapids.

However, once the project was underway, NCC received questions, comments (both negative and positive), and complaints regarding the pilot project as a whole and for the Patterson Creek location in particular. Many residents felt that they had not been consulted and/or did not receive information on the project. Therefore, the NCC acted quickly and decided to organise an open house session to engage and collect feedback from the public for the Patterson Creek location. Feedback for all three pilot project locations will be gathered throughout the pilot project period.

**a. Objective and approach**

The objectives of the open house were to provide information about the pilot project and answer questions, hear comments and ideas from the public and then use the feedback to make adjustments to the project. Community comments would also be included in the evaluation of the pilot project at the end of the pilot period this summer.

**b. Format**

An Open house session was held on Monday, June 24, 2019, from 5pm to 7pm at Patterson Creek Park. An estimated 200 people attended the session. NCC project staff was on hand to answer questions and 5 information panels presented the project objectives, site location, and responses to the main topics of concern (see Appendix I).

Comment cards were available to gather feedback and contact information cards were distributed for participants who preferred to email their comments.



**B. Public feedback mechanisms**

The NCC Public Affairs team gathered public feedback through the open house comment cards, emails received regarding the pilot project, and comments posted on social media.

## C. Invitation and promotion

The open house was promoted through social media, published on NCC's website, and an evite was sent to the Public Affairs database (3,000 people) as well as to those who communicated with the NCC Contact Center via email. Elected officials were also advised of the event.

## III. Public consultation highlights

In total, the NCC collected 210 comments at the open house, via email, and on social media regarding the Bistro pilot project at Patterson Creek. The NCC collected 117 comment sheets from participants at the Open house and received 52 email comments from the announcement of the open house on June 17 to Monday, July 8, 2019.

Of the comments collected at the **open house**, 57% expressed opposition to the project, while 33% were supportive and 10% indicated mixed feelings. Of the 95 comments tagged with @NCC\_CCN on **social media** between June 17 and July 8, 2019, a majority were highly positive, with 69.4% of commentators expressing support for the project, against 10% who were opposed to it and 19% who took no clear stance. Of the 66 social media comments that were supportive, they were shared 97 times and received 810 likes. The 10 comments opposed to the project were shared 2 times and received 10 likes. A majority of the **emails** received pertaining to the Patterson Creek Bistro were critical of the project, with 62% expressing opposition and 37% in support.<sup>1</sup>

Support for the pilot project largely centred on:

- Enthusiasm for the concept
- Excitement to enjoy the Bistro and its setting with family and friends
- Animation and enlivenment of the area

Opposition to the pilot project largely centred on:

- The site selection process and lack of consultation
- The impact of the Bistro on the experience of park users and neighbours
- The suitability of Patterson Creek as a site for the proposed Bistro

## IV. Analysis of results

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<sup>1</sup> The comments relayed in one email demonstrated no clear stance on the project. This, together with rounding, accounts for the remaining percentage point.

A majority of those opposed to the project expressed three main grievances. These participants felt very strongly that:

- **The process behind the selection of Patterson Creek as a site for one of the three Bistros was flawed.** In particular, a number of participants felt blindsided by the decision to launch the Bistro pilot project, and indicated that they had been neither consulted nor notified. Some questioned whether the appropriate studies had been conducted to evaluate the suitability of Patterson Creek as a site for the Bistro. Others felt that the NCC had infringed its own guidelines and regulations in making Patterson Creek a host to the Bistro project.
- **The presence of a Bistro at Patterson Creek would be highly disruptive for both its regular users and neighbouring homeowners, and would negatively affect their quality of life.** A number of participants were very concerned that the Bistro would bring with it increased traffic, noise, pollution, and safety hazards that would spoil the positive experience of current park users and neighbours. Some further singled out the design of the Bistro and the installation of portable toilets alongside it, arguing that they would constitute an unwelcome assault on the senses in an otherwise tranquil and natural space. Others feared that certain activities—paddling, dog walking, picnicking, Frisbee, quiet relaxation, to name but a few—would be impaired or outright prevented by the presence of the Bistro.
- **Patterson Creek is an unsuitable site for the proposed Bistro.** A number of participants questioned the desirability and soundness of opening a Bistro in an area that is already densely occupied by an assortment of bars, pubs, restaurants and cafes. For some, this was a matter of protecting valuable green space from unnecessary commercial expansion, while in the eyes of others the Bistro poses an unjust threat to local businesses in an already competitive market. Insufficient parking and other infrastructural deficits were also mentioned by participants as reasons why Patterson Creek did not fit the bill. Some highlighted the fact that, unlike the two other proposed Bistro sites, Patterson Creek is located in a residential area that cannot easily—or happily—accommodate a commercial venture of the kind proposed in the pilot project. From a different perspective, several participants felt that the sale and consumption of alcohol did not mix well with the fact that:
  - a. The park is located next to a school and is often frequented by children.
  - b. The area where the Bistro would be located is used for boating and is regularly traversed by fast-moving cyclists.

Some felt that the Bistro would be incompatible with Patterson Creek’s heritage character and overall aesthetic. A smaller number of participants expressed

concerns regarding the Bistro's effects on the well-being of Blue Herons who frequent—and potentially nest in—the park.

Those with mixed feelings about the project welcomed and were excited by the project's concept, but placed caveats on its implementation at Patterson Creek.

- Some inquired about the reflection and deliberation behind the selection of Patterson Creek as a site for the project and wished to better understand why it had been chosen over other sites. Others were adamant that the project be submitted to the Federal Land Use, Design and Transaction Approval process for review.
- Other items of interest included noise, the sale of alcohol, traffic, parking, maintenance, and safe crossings at nearby intersections.
- A number of participants requested that no music be played on site in order to keep the park and neighbourhood as tranquil as possible.
- Participants also requested that the NCC closely monitor traffic and parking issues, intervening when necessary.
- Some felt that parts of the park were in a sorry state, and asked that the NCC invest in site maintenance in order to make the area more welcoming and safe for locals and visiting patrons alike.
- Several participants noted that nearby crossings were unsafe for cyclists and pedestrians, and requested that something be done about this in light of the impending increase in traffic to the site.
- A small number of participants liked the idea of the Bistro, but thought it would be best if no alcohol was served.

Those who were supportive of the project expressed a great deal of enthusiasm about both the concept itself and the prospect of enjoying the Bistro with friends and family this summer.

- These participants lauded the pilot project as an opportunity to enliven and animate the area, attracting more visitors and encouraging more locals to get out and explore their city.
- Several participants drew parallels between the pilot project and similar initiatives they had seen and enjoyed on their travels, particularly in Europe. In this way, it was seen as both innovative (for Ottawa), and as a way to keep the city abreast of the times in international terms.

- Others viewed the project as a means to bring people together in a green, beautiful, and relaxing setting, enhancing rather than detracting from the outdoor experience in the area for pedestrians, cyclists, and paddlers alike.
- Many participants were excited about being able to patronize the Bistro themselves, and said they could not wait to see the project come to fruition.

These participants also expressed concerns that the project would be indefinitely halted or outright cancelled because of what they perceived to be the outsized influence of a minority of vocal opponents. A number of participants criticized what they saw as a knee-jerk reaction by members of their community to a sound and exciting proposal that nevertheless would disrupt the status quo. These participants encouraged the NCC to continue with the pilot project, and to revisit feelings toward the Bistro with the community once its members have had an opportunity to witness its effects on the park and on the surrounding neighbourhood.

Sentiment	Sample comment
<b>Opposition</b>	<p data-bbox="477 894 1378 1066">This is a beautiful green space for families and children and all people - popular with dog walkers and visitors. The Glebe is full of fine bars and restaurants -why locate a bar/bistro here??!! And to have attempted to proceed without consultation is a damning verdict on all those behind the whole idea. Please do not proceed!</p> <p data-bbox="477 1108 1378 1209">We want to indicate we oppose this project. This a residential area, lots of kids play here. The parking is limited and already used by park users for picnics + paddling. Wrong place.</p> <p data-bbox="477 1251 1378 1495">This park is the sole larger expanse of true park between downtown and Hartwell locks. It's the only green space far enough from traffic for ball playing, dog playing, quiet. A café can be anywhere else. Along narrow sides of the canal that are suitable for kids + quiet, why on earth bring a cafe here with shabby toilets + fixtures, why on earth is not the NCC placing its attention on the likes of Sparks Street, which is shabby now, instead of compromising a gem?</p> <p data-bbox="477 1537 1378 1638">The Federal Land Use, Design, and Transaction Approvals Regulation section 12 of the NCC ACT is not being followed. Please do not sigh off until the law has been followed.</p> <p data-bbox="477 1680 1378 1919">There are many places in the city that you can use to animate the city. This one is already use for seniors, children, young people and adults to enjoy biking, exercising, doing picnics, walking with dogs. They don't need more places for eating and drinking. We have many in our community. This is an unique green area to relax. This is the only Unesco world heritage site in the city and we should protect it. We don't need to consume alcohol for feeling great and animated.</p>



**Mixed feelings**

Is there any info on use of the one across the canal near Ottawa U?  
Overall this seems like a good idea but will need careful monitoring of behavior to alleviate concerns of residents. Also, NO MUSIC is an excellent promise – please keep it.

I recognize the desire to maintain a quiet park and green space, however as a frequent (2x/week min) dog walker a local resident, I recognize that 1) maintaining facilities costs money, even if just mow grass & plow snow (I recognize this park is not plowed throughout in the winter) 2) place making helps bring communities together, and sharing this park with others gives more people a chance to appreciate it. I endorse a trial of a bistro this summer. Further, if the bistro goes well, I suggest the bistro “pad” gets used in the winter as well, perhaps as an outdoor fireplace with comfortable seating. I hope the bistro will cater to all ages (I see ice cream & popsicle will be an offer, as well as alcoholic beverages). Maybe consider offering picnic lunches, or a few boats to rent as well?

Interesting idea: prefer no alcohol; a family oriented spot; family activities – some free for young families; not interested in seeing a big box – or franchise – small family local business.

Please consider dock access & safety for paddlers & patrons. A beer after a paddle would be nice, if properly managed in the neighborhood.

**Support**

Amazing idea! As someone born and raised in Ottawa, we need more things like this. The city’s changing and people need to start accepting it. People of the Glebe need to be more open to sharing the beauty of the neighborhood with others. It’s an urban neighborhood and we need to start treating as such. The use of a shipping container is practical because it can be taken down easily. If it were a fully pledged building it would be even more permanent. Come on people! Live at little!

I think this is a fantastic experiment. In 3 months we will learn if it makes the community better or not. Do listen to the concerns people raised. However, don’t use their concerns as a reason not to proceed at all. Life in a city is made more vibrant by initiatives like this. If you have to, move it closer to Bank Street, away from the residents of Linden Terrace.

We are in full support of the proposed bistro. As both kayakers and cyclists who live in the area we think having a place to rest and enjoy quality food and beverages with a view of the Canal/Patterson’s Creek is a feature badly needed in the NCR. We had the privilege of touring Germany this spring and access to bistros in public spaces was a great experience. It did not contribute any noise pollution or public issues. Thank you.

This is a great idea. Please don’t listen to the unrepresentative sample of people who attended today. A bistro like this will make Ottawa more

## V. NCC responses to concerns and mitigation measures

We have reviewed all of the comments received and the project team has developed a number of adjustments to the Bistro at Patterson Creek for the 2019 summer pilot project. For each category of comments or concerns shared, we have highlighted the NCC's approach or response:

### **Concern: Negative impact on the quality of life of neighborhood residents**

Response: The NCC has implemented additional measures to minimize impacts to the neighborhood, such as no amplified sound, activities or events at the bistro, and no additional exterior lighting. In addition, the pilot period for the Patterson Creek park location has been shortened to approximately 60 days and will now run from the week of July 29 to September 30, 2019, 6 weeks less than the original pilot period.

Evaluation of this pilot period will be held following the closing date in 2019, with opportunity for further public comment. The Bistro modules will be removed for the winter months and textile landscaping will cover the gravel pad as the NCC evaluates the pilot for this location.

### **Concern: That the location would generate additional waste management issues**

Response: The NCC intends to engage the existing park service provider to assist with managing all waste generated from Bistro operations. The Bistro operator will be responsible for managing garbage and recyclables generated from daily operations. The intent will be for the Bistro operator to empty all on site garbage and recyclable bins into a secure, locked designated garbage room within the support container.

The park service provider will remove garbage and recyclables each morning or as required. The NCC will review and monitor current waste management strategies within the park and look to improve them during the pilot period.

### **Concern: The increase in visitation will lead to parking and traffic issues in the neighborhood**

Response: As part of the site selection process, locations within close proximity to existing pathway networks were identified as preferred locations for the pilot project. The Bistro sites are limited to no more than 40 people and will aim to attract walkers and cyclists who utilize the park and city pathway networks.

Bistro site design includes the installation of bike racks to provide cyclists with an option to secure bicycles and promote use within the park. Following remarks from the Open House, the NCC will follow up with the canoeing club to determine current use and frequency of activities within the park.

**Concern: That the sale of alcohol would lead to undesired behavior in the park**

Response: Bistro operators will be responsible for managing and adhering to all municipal, provincial and federal regulations regarding the sale, consumption, and management of alcohol. We have agreed to limited hours of operation, closing at sundown, to limit undesired behavior in the park.

**Concern: That the porta-potty is not visually pleasing**

Response: As part of the site selection process, locations with existing washroom facilities were identified as preferred options, minimizing the requirement for temporary on site washrooms to support the Bistros.

The Patterson Creek site currently has two washrooms within the park that provide adequate servicing, in terms of adhering to municipal requirements, related to Bistro operations and sale of alcohol. However, these washrooms are not universally accessible.

The installation of one universally accessible washroom adjacent to the existing washroom facility will provide a universally accessible option to the public who utilizes the park and pathway networks along the Rideau Canal.

In response to comments at the Open House, the NCC will install privacy screening constructed of wood sheathing to minimize the visual impact.

**Concern: That the park has maintenance issues**

Response: NCC will be monitoring site operations throughout the pilot project and will implement mitigation measure if maintenance issues are required.

**Concern: That deliveries and services would disrupt residents and park users**

Response: Deliveries are restricted from 8 am to 5 pm, weekdays and 9am and 5pm weekends, and will only be permitted in designated areas to avoid disruption to local residents. We anticipate that there would be approximately 3 deliveries a week to support operations.

The NCC will provide the Bistro operators with a designated servicing map identifying access and servicing routes. Procedures will be identified and monitored by NCC staff throughout the pilot project.

**Concern: That there is not a safe crossing for Queen Elizabeth Drive at this location**

Response: Over the course of the 2019 pilot season, the NCC will review feedback from the operator and community regarding access to the site. Existing designated crossings at Fifth Avenue and Hawthorne will provide the public the opportunity to access the park safely.

**Concern: That there will be increased smoking in the area**

Response: The NCC will review and identify a management strategy regarding the potential for increased smoking adjacent to Bistro patio. Smoking is not permitted within the Bistro site and will be the responsibility of the operator to manage this requirement.

**Concern: The choice in location on the site itself**

Response: NCC staff completed a detailed review of the Patterson Creek site to determine the most appropriate location on the site. The current site selection was identified as the preferred option, based off proximity to existing infrastructure (water, washrooms, electricity, etc.), trail networks and presence of a natural tree screen that provides additional screening from properties adjacent to the Patterson Creek. Further comments on the site location will be taken into consideration during the pilot period.

**Concern: Bistro operations will hinder canoe club activities**

Response: Following the open house, the NCC contacted both the RA Canoe Club and Rideau Canoe club to discuss how their memberships use Patterson Creek. A representative of the Rideau Canoe club indicated they do not utilize the site for club activities. The RA Canoe Club indicated they hold refresher training sessions the month of June (Monday and Tuesday evenings). We will continue to monitor use of the site by paddlers and gather feedback on any potential changes for the future.

**Concern: That a Blue Heron nesting area may be disturbed**

Response: The NCC environmental team has reviewed the comment and has advised that the Patterson Creek site is not likely a heronry. Herons typically nest in large colonies (100 + individuals). However, the NCC will monitor the site over the course of the pilot period for the presence of Blue Herons and ensure they are not impacted by the activities.

**Concern: That there was a lack of information on the project and public consultation with residents**

Response: NCC has committed to continuously review feedback and comments throughout the duration of the pilot initiative. Comment boxes will be available at all

Bistro locations. An online feedback tool will also be implemented following the 2019 pilot period to gather feedback for the NCC Bistros. Following this, a comprehensive review and report will be completed for the Patterson Creek NCC Bistro site.

Internal teams will also review engagement processes to ensure future projects have the appropriate level of community engagement.

## **VI. Next steps**

The NCC will be proceeding with many adjustments for the Bistro pilot project for 2019-2020 at Patterson Creek, Confederation Park, and Remic Rapids. We thank all of those who provided their comments, suggestions, and feedback that allowed NCC to make these changes to the project. We will seek to continuously receive feedback throughout the pilot period and use comments as part of the evaluation process.

The implementation timeline for the NCC Bistros, pending delivery and installation of the bistros include potential opening dates as follows:

- Confederation Park: Week of July 15<sup>th</sup>
- Remic Rapids: Week of July 22<sup>nd</sup>
- Patterson Creek: Week of July 29<sup>th</sup>

Further information on the project will be shared on the NCC's website. To receive email notifications for NCC's public engagement activities, members of the public can register on our website ([www.ncc-ccn.gc.ca/get-involved](http://www.ncc-ccn.gc.ca/get-involved)).

To provide comments as part of the pilot project evaluation over the summer 2019, please email [info@ncc-ccn.ca](mailto:info@ncc-ccn.ca) or call us at 613-239-5000.

## VII. Appendix 1: Panels

  
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### NCC Bistro at Patterson Creek Park: Open House Bistro CCN du parc du ruisseau Patterson : portes ouvertes



WASHROOM  
Toilette / Accessoiretoilette

Bistro location  
Emplacement du bistro

CAVAL, RUISSEAU / CHEVAL

RUISSEAU PATTERSON CREEK



Sending of the NCC Bistro  
Bando du bistro CCN



Visual of entrance  
Vue de l'entrée





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## Site Location Emplacement



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## NCC Bistro Pilot Project

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- A new pilot program offering residents and visitors a unique opportunity to enjoy the beauty of the Capital's shorelines, waterways and urban parks
- Sites will be evaluated after the three-month pilot period in summer 2019
- Self-contained, portable and intimate, the outdoor bistros will offer food and beverage services over the summer months, via local vendors
- Flexible, with low-impact design and installation, the units can also be used at other sites in the future

## Projet pilote des Bistros CCN

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- Nouveau programme pilote, qui vise à donner aux résidents et aux visiteurs la chance unique de s'imprégner de la beauté des berges, des cours d'eau et des parcs urbains de la capitale.
- Évaluation des emplacements prévue après les trois mois d'essai de l'été 2019.
- Bistros extérieurs intimes, entièrement autonomes et transportables, où des marchands locaux offriront des services de restauration durant l'été.
- Unités offrant une grande souplesse et pouvant être déplacées facilement, dont la conception et l'installation ont un impact minime.

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## Bistro Operations

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- Noise mitigation:

- Hours from 9 am to 8 pm, weekdays, and 9 am to 9 pm (or sundown) on weekends
- No amplified sound, activities or events at the bistro
- No additional exterior lighting

- Traffic impacts:

- We expect that most bistro visitors will be pathway or canal users, tourists already in the neighbourhood, and local residents
- Deliveries will be completed between 8 am and 5 pm, weekdays, and 9 am and 5 pm, weekends, to minimize disruptions

- Managing the sale of alcoholic beverages:

- Consumed only in terrace area
- No glass bottles used; only cans and plastic bottles (distributed and recycled on-site)
- Security will be present for the first two weeks of operations

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## Tenue du bistro

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### • Mesures d'atténuation du bruit

- Ouvert de 9 h à 20 h en semaine, et de 9 h à 21 h (ou au coucher du soleil) les weekends
- Aucun son amplifié et aucune activité organisée
- Aucun ajout d'éclairage extérieur

### • Répercussions sur la circulation

- Nous nous attendons à ce que la plupart des clients du bistro soient des usagers du sentier ou du canal, des touristes se trouvant déjà dans les environs ou des résidents du quartier.
- Les livraisons se feront entre 8 h et 17 h en semaine, et de 9 h à 17 h les weekends, pour réduire le plus possible les perturbations.

### • Gestion de la vente de boissons alcoolisées

- Ces boissons ne pourront être consommées que sur la terrasse du bistro.
- Aucune bouteille en verre ne sera utilisée; il n'y aura que des canettes ou des bouteilles en plastique, qui seront récupérées sur place en vue d'être recyclées.
- Des agents de sécurité se trouveront sur les lieux durant les deux premières semaines d'ouverture.