

Somerset Heights BIA  
Ottawa, ON

Re: Downtown Safety Patrol Contract

Dear Ross,

As the Somerset Heights / Bank Street Promenade security contract draws to a close, I would like to take this opportunity to congratulate your company for your excellent effort. The officers assigned to the site were professional, courteous and knowledgeable. They quickly adapted to the challenges of the environment and conducted their interactions with the public and other organizations with proficiency. The officers treated the marginalized of society with respect and dignity.

The Project Leader and Supervisors displayed restraint and tact when confronted with interrogations from outreach workers. They represented the Intelligarde name with pride. Your Ottawa Manager Dave McLean oversaw the contract with diligence and was quick to answer any queries.



I wish to thank you for the opportunity to meet and work with all the officers from Intelligarde during the summer bicycle patrol program. You should be proud of your Ottawa Division and I look forward to renewing our relationship next year.

Sincerely,  
Gwen Toop  
Executive Director  
Somerset Heights BIA  
Bike Patrol Coordinator