

WELCOME TO **DOWNTOWN** **NORTH BAY** **& WATERFRONT**

MEMBERSHIP HANDBOOK

Updated September 2025



HELLO AND WELCOME!

Welcome to Downtown North Bay and Waterfront! The Downtown North Bay and Waterfront Business Improvement Area (BIA) want to take the time to introduce, or re-introduce, our group and explain our role in the City of North Bay.

What is the Downtown North Bay and Waterfront BIA?

Downtown North Bay and Waterfront is an organization that represents the businesses located within the BIA's boundaries.

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HISTORY

The North Bay Downtown Improvement Area was created by By-Law No. 144-77 in 1978.

The Mission Statement, To preserve and develop the heart of North Bay, was adopted by the DIA in 1995 and remains their primary objective.

The Downtown Improvement Area works to achieve this goal and concentrates on tourism, business retention and expansion, and promotions.

Festivals and special events are held at various times throughout the year in an effort to increase traffic levels, enhance the profile of the Downtown and strengthen investor confidence in the Downtown core.

WHAT IS A BIA?

BIA stands for Business Improvement Area.

Downtown North Bay's BIA was created in 1978 by the City of North Bay.

Our BIA includes all property owners and business located within the BIA boundaries laid out by the City of North Bay.

The Board of Directors and staff are champions and promote and advocate for the members of the BIA.

A BIA is run by a volunteer Board of Management elected from its members.

The Board is nominated at an Annual General Meeting and, once approved by City Council, serves a four-year term concurrent with the term of Council.

The Board works on behalf of its BIA and meets regularly to develop budgets, set priorities, implement capital improvements, plan festivals, and promote its business area.

BOARD OF MANAGEMENT

Board of Management 2023-2026

CHAIR: Katie Bevan, The FARM: Fashion, Art, Retail Market

VICE-CHAIR: Michelle Trudeau, Michelle's FrameMaker & Gallery

DIRECTORS

Maureen Bentley, Splurge Fine Clothing for Women

Rae Brenne, Stix and Stones

Dayna Greco, London Underground (Alternate)

Brannyn Hale, Green Vision Developments Ltd.

Ray Ladouceur, Eyes On Main

Jamie Lowery, City Council Representative

Sara Inch, City Council Representative

Sara Gage, Treasurer

Bev Hillier, City Liaison

STAFF: Amber Livingstone, Executive Director

COMMITTEES

BEAUTIFICATION

Maureen Bentley

SAFETY

Brannyn Hale (Co-Chair)

Ray Ladouceur (Co-Chair)

PROMOTIONS & MARKETING

Rae Brenne

The Committees are comprised of members from the Downtown North Bay (DIA) Board of Directors as well as members of our Downtown businesses.

Any Downtown business owner and/or employee can be part of any committee.

Volunteers from outside of the BIA are welcome to take part in any of the Downtown's committees, they must contact the office on how to become involved!

FAQ

HOW IS THE ORGANIZATION FUNDED?

Downtown North Bay & Waterfront is funded from a special BIA levy applied to properties within the BIA's boundaries.

WHAT DOES THE BIA DO FOR ITS MEMBER BUSINESSES?

The BIA advocates for member businesses, shares helpful resources, and promotes the area to our community, and provides beautification efforts within the boundaries.

WHAT CAN MEMBERS DO FOR THE BIA?

Members are welcome to apply for a position on the Board during an election year, they are welcome to join our committees, and they can help by engaging in activities.

IS THERE SECURITY DOWNTOWN?

The municipality has security that patrols the downtown.

FAQ

WHAT EVENTS TAKE PLACE DOWNTOWN?

Some annual events are the Bay Block Party in August, and the annual Old Fashioned Christmas Walk. Some areas of the BIA have also seen an increase in film productions.

HOW WILL DOWNTOWN EVENTS IMPACT MY BUSINESS?

Road closures when they happen mean no vehicular traffic. The BIA attempts to give warning well in advance when this will happen. Film productions sometimes involve road closures, or intermittent traffic stoppages, but they can also involve a monetary incentive if your location's storefront needs to be decorated.

IS THERE SUPPORT FOR MY BUSINESS?

The BIA website, downtownnorthbay.ca hosts a business listing for our members. We are happy to update information as requested.

ARE THERE OTHER ORGANIZATIONS THAT COULD BENEFIT MY BUSINESS?

[The Business Centre](#)

[Economic Development](#)

[North Bay & District Chamber of Commerce](#)

[Canada Digital Adoption Program \(CDAP\)](#)

[Institute for Catastrophic Loss Reduction](#)

FAQ

IS THERE A RECYCLING PROGRAM FOR DOWNTOWN BUSINESSES?

Cardboard is collected bi-weekly on Fridays. This is a special service offered by the City of North Bay for the Downtown North Bay membership.

There is no recycling pick up for commercial and industrial businesses within the city. The recycling program is only for residents.

Businesses can bring their recycling to the depot on Patton Street in North Bay.

Blue recycling receptacles have been placed on sidewalks to collect recyclable materials from downtown patrons.

WASTE COLLECTION

Waste collection is scheduled for early Tuesday and Friday mornings. Bi-weekly cardboard recycling is scheduled for early Friday mornings. **Only put out your garbage after 5pm the night before collection.**

There is no recycling pick up for commercial and industrial businesses within the city. The recycling program is only for residents.

GARBAGE - a maximum of 5 bags weighing no more than 15kb (35 lbs) per collection per address.

- Do ensure garbage is contained
- Don't use small bags as they may get blown away and missed at pick up.
- Don't use cardboard boxes for garbage containers, as it is recyclable.
- Hazardous waste materials should not be put at the curb for collection. Refer to hazardous waste disposal section below for more information.

SCHEDULE CHANGES

Pick is delayed one day after statutory holidays. Should the holiday fall on a Saturday or Sunday, Monday will be considered the Holiday for collection purposes.

2025 Recycling & Garbage Collection Calendar

WASTE COLLECTION

RECYCLING

- Do tie and bundle cardboard (no larger than 3 square feet). Do not put cardboard into a plastic bag for pick up; it will not be collected.
- Don't put hazardous waste materials and non-recyclable items in garbage bags. See info below.
- Visit the recycling depot on Patton Street with your glass, plastic, and other materials
- Do refer to the calendar map, and list of recyclable items on the City's website at www.northbay.ca/services-payments/garbage-recycling/recycling/.

HAZARDOUS WASTE DISPOSAL

Downtown residents should take their household hazardous waste products to the Hazardous Waste Depot. The facility is located at 112 Patton Street. There are fees associated with the disposal of commercial hazardous waste.

For more information about waste collection, disposal and recycling, please contact:

City of North Bay

The Waste Line, General Inquiries

705-474-0400 ext. 2333

BEST PRACTICES

Tips on how together, business members can take small steps daily to make a big difference on the look and feel of Downtown North Bay.

- Pick up and dispose of debris such as cans, bottles, cigarette butts, papers from sidewalks, gutters, and alleys near buildings or on the sidewalk.
- Look for ways to prevent pollution (keeping chemicals, used grease, excess construction materials, and cleaning wastes out of floor drains, storm drains, and off paved surfaces).
- Report burned-out or broken streetlights, torn banners, excessive trash, and hazards to the Downtown North Bay office, or City of North Bay. [Use the Report a Problem webpage.](#)

Report incidents or theft, violence or harassment using [this form](#). You will also have the option to have a copy sent to you.

Should you experience a theft, please contact North Bay Police Services, and it is recommended that you charge an individual with theft.

OTHER INFORMATION TO HELP CARE FOR YOUR PROPERTY

SHADFLIES

Late June and early July is shadfly season on Lake Nipissing.

City clean up crews will remove the shadflies from the sidewalks on a regular basis; however there are a number of best practices downtown business members can adopt to ensure sidewalks, store entrances, and interiors stay free and clear of shadflies.

- Minimize the amount of shadflies attracted to buildings by keeping interior and exterior lights off at night during shadfly season. During other times of the year, leaving exterior lighting on helps brighten the downtown core, and additional light helps people feel safer.
- Don't spray or hose down facades to rid building exteriors of shadflies; it will generate a fishy smell.
- Remove shadflies from building exteriors by sweeping them to the ground with a broom.
- Sweep shadflies into piles near the curb for City crews to pick up.

SNOW & ICE REMOVAL

Removing snow from in front of buildings and stores in a timely manner will help make downtown more accessible for seniors, people with disabilities and those with young children/strollers.

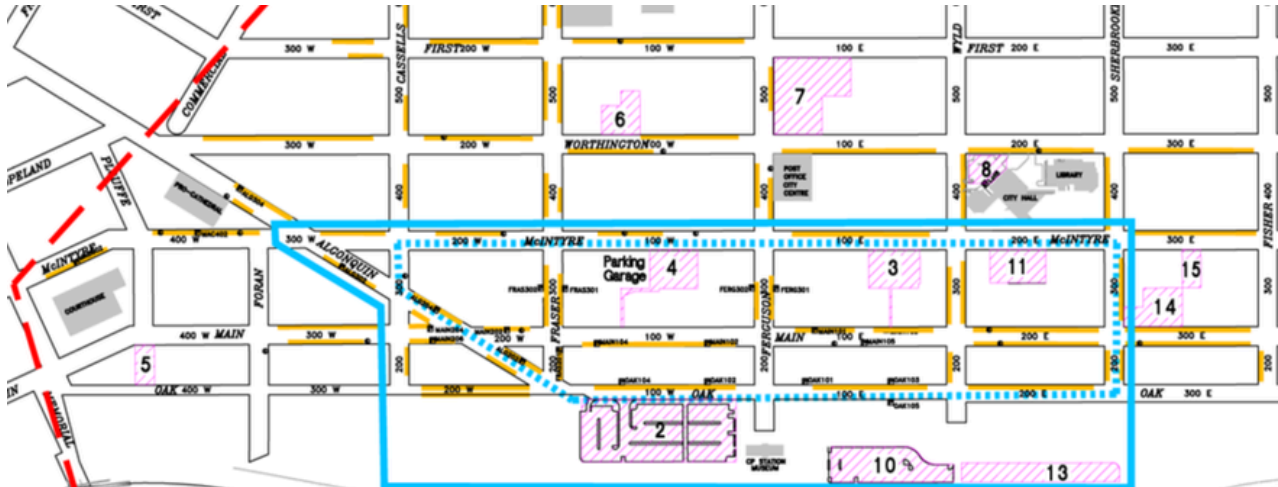
City crews provide regular removal of snow and ice on sidewalks, but there are many tips business members can follow to help.

- Keep the sidewalk area in front of establishments clear of snow and ice. Use of sand or salt is encouraged.
- Remove snow and ice from sidewalks, alleys, and driveways within 24 hours of a storm.
- Clear a pedestrian path from the sidewalk to the curb in front of buildings, as a courtesy for patrons parked on the street.
- Shovel snow onto the snowbanks.
- Don't shovel snow from the sidewalks onto the street.

Please note that although City crews may have provided snow removal in area between traffic lights and crosswalks in the past, snow removal requests for areas that are not loading or unloading zones may not be accommodated. Example: drivers using an area to drop off/pick up a passenger on Main West near Ferguson - there are some concerns that as vehicles turn from Ferguson onto main it could cause damage or injury.

PARKING

2023-2027 RENTAL RATES PER QUARTER



2023 to 2027 Rental Rates Per Quarter

Parking Lot	2022	2023 (effective 2 nd quarter)	2024	2025	2026	2027 (effective 1st quarter)
Oak 2	\$252.80	\$260.39	\$268.20	\$276.24	\$284.53	\$293.07
McIntyre 3	\$304.03	\$313.15	\$322.54	\$332.22	\$342.18	\$352.45
McIntyre 4 (Levels 3-4)	\$304.03	\$313.15	\$322.54	\$332.22	\$342.18	\$352.45
McIntyre 4 (Levels 5-6)	\$196.63	\$202.53	\$208.60	\$214.86	\$221.31	\$227.94
Main 5	\$174.13	\$179.36	\$184.74	\$190.28	\$195.99	\$201.87
Worthington 6	\$196.63	\$202.53	\$208.60	\$214.86	\$221.31	\$227.94
Worthington 7	\$196.13	\$202.53	\$208.60	\$214.86	\$221.31	\$227.94
Wyld 10	\$196.13	\$202.53	\$208.60	\$214.86	\$221.31	\$227.94
McIntyre 11	\$304.03	\$313.15	\$322.54	\$332.22	\$342.18	\$352.45
Wyld 13	\$127.68	\$131.51	\$135.45	\$139.52	\$143.70	\$148.01
Main 14	\$196.63	\$202.53	\$208.60	\$214.86	\$221.31	\$227.94
McIntyre 15	\$174.13	\$179.36	\$184.74	\$190.28	\$195.99	\$201.87

NOISE & SAFETY

The following tips provide an overview on how to be a considerate, and respectful member of Downtown North Bay:

As per the City of North Bay By-Law, "People have a right to, and should be ensured, an environment free from unusual, unnecessary, or excessive noise or vibration which may degrade the quality and tranquility of their life or cause nuisance."

Ensure an overall positive experience for neighbours and visitors to Downtown North Bay by considering the following:

1. Do be considerate of noise impacts to neighbours, particularly after 10 p.m. on weeknights, and midnight on weekends.
2. Do be responsible for patrons while they are visiting the Downtown.
3. Do utilize security guards or off-duty police if needed.
4. Do be aware (and report) suspicious activities.
5. Do promote a sense of pride in place to employees and customers.

SIDEWALK PATIOS

The City of North Bay has adopted the Sidewalk Patio Policy in order to grant businesses in the Downtown Improvement Area the opportunity to apply to receive non-exclusive use of publicly owned sidewalks and on-street parking spaces in front of their buildings to permit the establishment of sidewalk patios.

Sidewalk patios will be permitted from the Victoria Day long weekend in May to the Thanksgiving long weekend in October.

The establishment of sidewalk patios will enhance the downtown streetscape, helping to create an inviting and vibrant area where residents and visitors will want to spend time

Information can be found on the City of North Bay's website here: <https://www.northbay.ca/services-payments/building-development/downtown-sidewalk-patios/>

Sidewalk patio agreements/permits are only good for one calendar year. A new permit must be obtained each year.

HELPFUL CONTACT INFORMATION

In case of an EMERGENCY dial 9-1-1

Downtown North Bay Administration Office

T: 705-472-8480 x233

C: 705-492-7424

www.downtownnorthbay.ca

Report A Problem to the City of North Bay

Webpage

City of North Bay

T: 705-474-0400

www.northbay.ca

www.investinnorthbay.ca

City Transit Services

T: 705-474-0419

www.northbay.ca/transit

City Garbage & Recycling

T: 705-474-0400 x2333

www.northbay.ca/services-payments/garbage-recycling/

HELPFUL CONTACT INFORMATION

City Public Works (water & sewer)

T: 705-474-0400

Emergency: 705-474-4340

www.northbay.ca/services-payments/water-wastewater/

North Bay Police Services

T: 705-472-1234 (non-emergency)

T: 705-497-5555 (general inquiries)

www.northbaypolice.ca

Near North Crimestoppers

T: 1-800-222-TIPS (8477)

www.nearnorthcrimestoppers.com

Government of Canada

T: 1-800-622-6232

www.canada.ca

Government of Ontario

For government services in North Bay call:

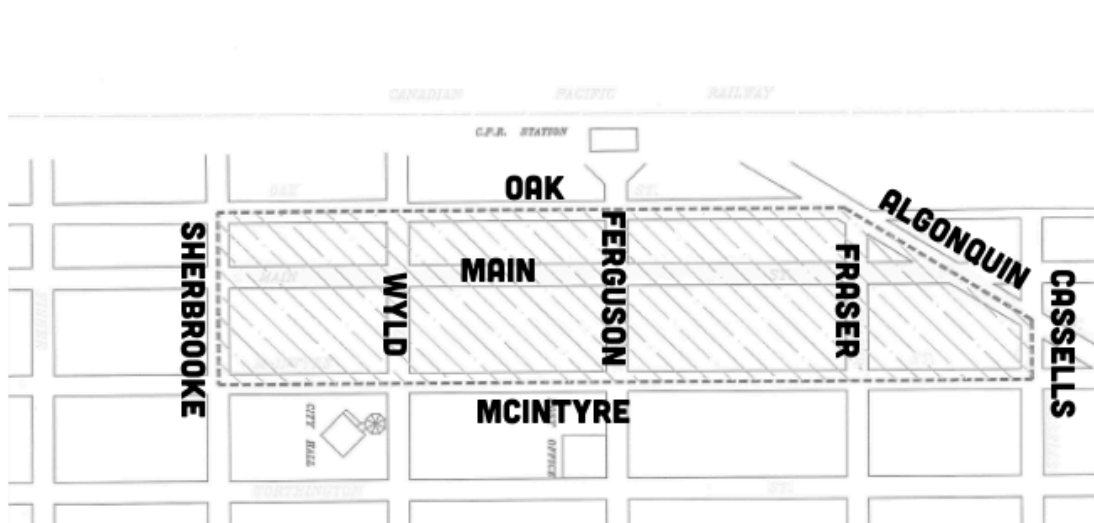
T: 705-497-6822

www.ontario.ca

DOWNTOWN NORTH BAY & WATERFRONT BOUNDARIES

The boundaries for Downtown North Bay & Waterfront (BIA) were determined by the municipality, and are laid out in the graphic below.

Building owners, businesses and residents within these boundaries are automatically a part of the Downtown North Bay & Waterfront BIA.



BUSINESS LISTING

As a Downtown North Bay & Waterfront member business, you receive a free listing on our website, downtownnorthbay.ca

Please check to make sure your business and the right information appear there, including:

- Business name with 1-2 paragraphs describing your business.
- 1-10 keywords – so you can be found easily in a search.
- Your address / email address / business phone / website / social media accounts, and business hours
- Photo of business exterior, and any other photos you would like added

MEMBER'S PAGE

The Member's Page on the Downtown North Bay website is home to our monthly Board minutes, Committee reports, previous newsletters, how to access the member's only Facebook group and so much more.

[CLICK TO VISIT THE MEMBER'S PAGE](#)

FILM INDUSTRY

DOWNLOAD OUR BEST PRACTICES DOCUMENT

If you have been approached by a production or received a scouting letter expressing interest in your property and have concerns, please feel free to call the Economic Development Department to confirm the legitimacy of a production company, the Location Manager and any assistants or scouts.

Visit this link to find out more information and what questions to ask if you are approached by a film company. Production companies recognize that they are guests in your neighbourhood and typically work directly with residents and business to resolve concerns. Should you have a concern about filming, we encourage you to contact the production's Location Manager as a first step. Location Managers are typically onsite or have contact with crews working onsite who are able to respond to your concern. Contact details for Location Managers are listed on the filming notification letter, or you can approach a member of the crew and ask them to have the Location Manager contact you directly. The Location Manager is the member of the production responsible for managing the site during filming and minimizing impacts to the community. It is important that they are made aware of any issues or concerns so that these can be resolved quickly.

DOWNTOWN DOLLARS & GIFT CERTIFICATES

If you are presented with a gift certificate, simply treat it as cash. There is no declining balance, so the shopper must spend the entire value of the gift certificate at one location. To remit the gift certificate, please sign the back and indicate where it was used, then email Amber at yourdowntownnorthbay@gmail.com with the amount redeemed, and she will reimburse you.

DOWNLOAD TRACKING SHEET

EXAMPLE OF DOWNTOWN DOLLARS

PHOTO OF PAPER GIFT CERTIFICATES

HELLO Gift Card Program

We are proud to announce a new collaboration with the Hello company. Hello has created a new generation of gift cards to help local businesses like yours.

This collaboration means significant benefits for your business:

- Customer acquisition and retention
- In-store sales increase

The **Hello** platform **relies on a prepaid and reloadable card that operates on the Visa payment network.** The Visa logo is

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The **Hello** platform **relies on a prepaid and reloadable card that operates on the Visa payment network**. The Visa logo is printed on the card so that it can be processed by your staff like any Visa credit card. Therefore, no modifications are needed to your point-of-sale terminal, and consequently, to how you handle payments, receive funds from transactions, and process refunds. In short, new sales effortlessly on your part!

To benefit from this collaboration, you must register your business by clicking on the link below. You will then receive instructions to test your point-of-sale terminal with a Hello test card. The process is secure and requires no further action on your part.

[CLICK HERE TO REGISTER YOUR BUSINESS](#)

If you would like more information about the registration process, you can contact Hello at integration@hellonetwork.ca.

SHARED SOCIAL MEDIA GRAPHICS

There is a shared file of generic graphics on Google Drive that you can access, and use for your social media. Everything is sized for Instagram and Facebook.

There are Downtown Dollars graphics, as well as parking, summer Farmer's Market and more.

Just right click on an image and choose Download to grab it.

[CLICK TO ACCESS THE SHARED GRAPHICS FILE](#)

PEER OUTREACH SECURITY TEAM (POST)

Peer Outreach Support Team P.O.S.T. is a project delivered by Nipissing First Nation's True Self Debwewendizwin Program, providing visible assistance and support to the growing vulnerable population and its intersection with the downtown businesses and patrons, our waterfront, and visitors. Outreach staff wear blue jackets or t-shirts imprinted with OUTREACH for increased visibility.

This service currently operates 8 am-8 pm Monday through Sunday. You can connect with POST for non-police/EMS matters during deployment hours by calling 705-498-9482 or leaving a message after hours and someone will follow up the next business day. Police responses can be directed via 911 in emergencies, or the main line 705-472-1234. The DNSSAB has provided funding for the POST Services and District-wide Outreach until September 30, 2024.

When to contact POST

- Person(s) escalating/in distress
- Person(s) sleeping on premises
- Concerns for well-being (drug/alcohol use, fear of overdose)
- Drug paraphernalia
- Support/referrals
- Heat and cold alerts
- Business support, resources, education
- Guidance on whom to contact and what to do

INCIDENT REPORTS

The office is now collecting information on incidents that happen within the Downtown North Bay boundaries.

We have set up a Google form to collect the reports, and you can choose to have a copy sent to yourself once you've filled it out.

FILL OUT AN INCIDENT REPORT FORM



CCTV

FOOTAGE REQUESTS

If you want to request CCTV footage from the municipality as it relates to criminal activity, you must have North Bay Police Services (NBPS) make the request. They can make a formal request and gain access to it, for their review.

The City is bound by the Municipal Freedom of Information (FOI) and Protection of Privacy Act therefore the police must go through the City to make an official FOI request for the camera footage.

The North Bay Police Service know the process as it has been in place since the cameras were installed.

Please also be advised that the footage under the retention by-law is only available for 14 days therefore the footage request needs to be made in advance of the 14 day retention period. North Bay Police Services.

NBPS General Inquiries 705-497-5555

To request footage from businesses in the Beacon Program, please contact the office, and Amber will connect you with the appropriate contact.

WINDOW CLEANERS

Ace King Window Cleaning

705-471-8585

Courtesy Window Cleaning Services

705-497-4490

Service Berry Cleaning Co.

249-591-9292

COMPLAINTS & CONCERNS

Please send your complaints and concerns regarding the the Downtown by email to the administration office for Downtown North Bay & Waterfront. Doing this ensures that your words and views are being expressed versus someone else's interpretation.

If you are involved or witness an incident involving harassment, criminal activity or theft, please report the incident using [this form](#), so that there is a record of events.

Email the office at yourdowntownnorthbay@gmail.com