

# Residents of Waterloo Region Comments about Wellbeing

## An Addendum to the Waterloo Region Community Wellbeing Survey

Submitted to:  
Waterloo Region

Submitted by:  
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Faculty of Applied Health Sciences  
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# An introduction to residents' comments

The Waterloo Region Community Wellbeing Survey was structured to address each of the eight domains of the Canadian Index of Wellbeing (CIW) framework, as well as perceptions of overall wellbeing and demographic characteristics of the participants. Almost all of the questions had a limited number of possible answers, with the exception of a few questions that required participants to enter their responses to selected demographic factors (e.g., age in years) or frequency of participation (e.g., specific number of times per month that a person engaged in selected leisure activities).

At the end of the questionnaire, residents were provided with an opportunity to offer further input by responding to an open-ended question: “Do you have any other comments or suggestions to *improve wellbeing in Waterloo Region?*” The residents' comments not only add context and texture to the survey results, but ensure that other important issues related to wellbeing in Waterloo Region were not overlooked.

Of the 5,029 participants in the survey, over one-third ( $n = 1,718$ ; 34.2%) took the opportunity to provide comments. Their comments are reproduced on the following pages and are *unedited* to fairly and accurately represent the voices of the participants.

The comments have been organised within each of the eight domains of the CIW framework, and categories associated with each of the domains. Within each domain, the comments are further organised into categories representing major themes that emerged. Further, to provide additional context, the municipality in which the resident making the comment lived is shown to the right of each comment. By doing so, this Addendum provides a rich array of ideas, experiences, suggestions, and concerns that add depth to our understanding of the results presented in *Wellbeing in Waterloo Region: A Summary of Results from the CIW Community Wellbeing Survey*.

Key to municipalities:

CAM	=	Cambridge
KIT	=	Kitchener
WAT	=	Waterloo
ND	=	North Dumfries
WEL	=	Wellesley
WIL	=	Wilmot
WOL	=	Woolwich

*Note:*

Protecting the confidentiality of participants is paramount. Whenever there was a clear risk of identifying an individual, the text has been modified and is denoted by square parentheses [ ] with alternate text. None of the important context of the comment has been lost when such changes have been made.





# Community Vitality

## *Community belonging and cohesion*

- More FREE programs for families, for seniors, for teens, for disabled, etc. More low-cost programs generally. The Region of Waterloo, the City of Cambridge should be considered service agencies, not income sources. Programs should be offered in areas and facilities that make it possible for a maximum number of people to attend. Members of the community who have skills that could be taught should be recruited to teach them. Not being useful or needed is the single biggest impediment to one's general wellbeing. Skills such as filling out income tax returns, balancing a budget, knitting, sewing, gardening, etc. Programs like "Seniors Helping Seniors", or "Adopt a Grandparent" would benefit a lot of seniors. Programs pairing Seniors with children -- free after-school care, one-on-one reading, baby-holding time, pet-sitting, etc. would benefit the seniors, the children and the parents. Pairing teens with children, or with seniors, could have a beneficial effect on all of us. Most of all, it is important to understand that the Wellbeing of a Community is a factor of the wellbeing of it's population. Money should not determine what programs are offered or which target population is most important. I would seriously recommend having a committee comprised of senior volunteers to develop programs specifically aimed at connecting seniors to the rest of the community and to get a network in place to inform and recruit seniors in all parts of the Region. The same committee could be tasked with creating, or helping with the creation of, programs involving teens, alone or with another specific group. These programs should be available to everyone -- without anyone having to apply for subsidy. Community should be focussed on Service, not so much on income or expense. Let's stop looking at how much it costs and focus, instead, on how much it helps.

CAM
  - Many seniors would like to volunteer. Offer events to promote and info for volunteering in our community.

CAM
  - Make communities that are better for social interaction and mental health. None of this single family housing neighbourhoods that cause psychological isolation.

CAM
  - It can be lonely for single person in this community.

CAM
  - I find that there aren't many in my situation. WE are an older couple with a young child. We both work from home and find it hard to meet people. I use mobility bus it is great. Many of the activities are geared toward seniors not my age. We find Cambridge is very divided. Galt people don't go to Preston, Hespler doesn't visit Galt or Preston. We try to tell people it is "Cambridge".

CAM
- Waterloo Region is amazing. I just work my butt off to afford it so that I can get to where I want to be in life.

KIT
  - We have a fabulous community that is a privilege to live in. This place is very special. I am not sure not everyone feels as included as I do, but I am glad we want to include people and that you are working toward it.

KIT
  - There was a campaign a few years ago asking people to say hi to neighbours, a friendly reminder on that would be great. Just saying hello when out for a walk, stuff like that.

KIT

• remember to continue to include Canadians & Christians	KIT
• Not everyone wants to be a part of the community or a social being. Some of us are happy just being left alone, to make our own community and social decisions.	KIT
• We love neighbours day. it makes my family feel so connected to our city and my kids LOVE it.	KIT
• coming from Hamilton I do not feel a sense of belonging in this community - I have no idea what opportunities are out there and I generally feel a disconnect when I am out in the community (I do wish there was more social opportunities as I love to meet new people and am quite sociable).	KIT
• Love Waterloo Region - love the free events!! concerts and community gatherings Kitchener rocks	KIT
• I wish there was a better way to get to know my neighbours/ and easier way to be involved with the community	KIT
• I think it's a fantastic place to live and call home, thank you.	KIT
• I love this community! The market is a great place for community. There are alot of community centres with programs (Breithaupt, Forest Heights, Lyle Hallman). Pickelball has been great - and offered at Breithaupt.	KIT
• I don't know how you would do it but encourage people to be friendly and just say hello.	KIT
• Great place to live	KIT
• First this neighbourhood is isolated. Almost nothing here in the immediate area so must drive about 10 minutes to get to anything. Secondly, KW is a very insular place. Many people have lived here all their lives and aren't open to 'outsiders', that is those from other places. When someone moves into the neighbourhood, they are often lifelong residents of KW, and socialize only with there lifelong friends, relatives from around here. This neighbourhoods as no 'neighbourhood spirit'--no get togethers, clubs, or anything drawing people together. I'm sure we won't be living here much longer now that the kids have grown and moved away. There is nothing here for us. No sense of community at all.	KIT
• Encourage people to say hello to each other and connect. A simple hello to those you meet can make a community feel more connected and welcoming. Many people do this in smal towns and communities. Often it happens less in cities.	KIT
• Can we go back to living in the times when neighbours looked after one another? When Boy Scouts helped the elderly cross the street? You get my point ...	KIT
• As soon as I retired life became isolated. Very little or nothing available. My husband has developed many health issues that adds to the isolation.	KIT
• We moved from Halton Region and are previously from Peel- Waterloo is lovely!	WAT
• We love living in Waterloo!	WAT

- While it is a beautiful and well-developed area and a great area to raise a family, if you are not from this area, you are always in many ways treated as an outsider. There is very little collaboration between community partners and things tend to operate in silos. What is more is that while people may be willing to lend a hand, most want to make sure that they are recognized for what they do. Too many egos rather than doing things because it is a good thing to do. WAT
- Thanks very much for everything you do to make this a great community in which to live, work, and play! :) WAT
- I am currently living in Laurewood that is supposed to be one of the best neighbourhoods in Waterloo and I am shocked by the lack of community sense in that area, there is no kids playing around, neighbors are too busy or too good to hang with anyone else. There is not a single place to build community... Is like the neighborhood was designed for everybody to mind its own business. We have a pool which should help to gather people together but it is like everybody just want to keep it for themselves. It is a really unfriendly neighborhood. We moved from Kitchener. We used to live in the In Towns which is an amazing community, people is ready to help you all the time (even now, after we have moved) and we enjoy helping others and connecting with them. There are playgrounds for kids to be outside and for people to meet, kids are playing in the streets all the time. I really miss that feeling. I wish every neighborhood was planned to foster a sense of community... WAT
- No. I feel very very fortunate to be living here with all the programs/facilities/services we have. WAT
- Much of the reason I chose to stay in school here and continue my career here once I graduated was because I love living in this community. I'm proud to live and work in the Waterloo Region and I'm very happy and comfortable living here. WAT
- Participation projects for community development, building something, designing something... a greater opportunity for a contribution for shaping our community. WAT
- It is a great place to live. I appreciate being able to mountain bike at the Hydrocut and ski at Schneiders Bush. WAT
- It is a gift to live here. Thank you. WAT
- I love Waterloo region great place to raise a family. Lots of opportunities. WAT
- i despise KW and would move away in a second but my kids are here so I have to stay here - there is no water here, there are maybe two or three good restaurants - Stratford is a nicer city, Kingston is, Toronto is - the motto of KW seems to be "come here to work until you die" - Halifax, Montreal - look at cities that actually know how to LIVE I have now stopped saying hello to strangers when I walk around because no one ever said hi back. Maybe people who were born here feel like part of the community, but I have never felt more shut out of any city I have lived in Install some fountains, create bike lanes that actually work instead of starting in the middle of nowhere and ending in the middle of nowhere. And downtown is so full of homeless and crazy people it is effing scary to go there WAT
- Great place to live and raise children! WAT
- I love the Region of Waterloo! Thank you so much for all the hard work! WAT

<ul style="list-style-type: none"> <li>I have never found Waterloo Region to be a welcoming community at all. People stick to their "groups." I have also experienced a great deal of harassment since living here which was extremely discouraging and has a detrimental effect on my health. I find people "elitist," yet, in my opinion, they do not have the "class" they purport to have. As for my employer and law enforcement, they never helped with the harassment I endured, either. I find the adults, as well as the youth, very much lacking in a lot of positive characteristics that would make for a "healthy" community. I find their behaviours predatory. The majority of the people who have helped in this community were not originally from Waterloo Region, and they were very helpful, mature, compassionate, as opposed to cliquey, predatory, silly, immature. I stay in this area because I've been here because I am not well, I have been here for a long time now, and I do not have anywhere else to do, nor could I afford to leave. I am very resentful of the circumstances that have, in effect, ruined my life. I would leave if I had the money and I had somewhere else to go. I am very resentful of the opportunities that have been lost because of certain people and their behaviour. There is a very strong, prevalent culture of impropriety - - it's very clannish, so-called elitist. No, I will never, ever forgive people for ruining my life. You have some very serious problems here the community that need to be dealt with. It is a very low class community, despite the growth. I have live in Waterloo, North Dumfries, and Kitchener. Despite Bryan Larkin's expression to have the local police deal only with crime and not social issues, it is your social issues that will be your undoing and which are the basis for the very serious crimes that hap</li> </ul>	WAT
<ul style="list-style-type: none"> <li>I love the neighbourhood that I reside in :)</li> </ul>	WAT
<ul style="list-style-type: none"> <li>I hate KW. I want to leave my ex-wife is here with kids. I stay for them - counting days till I can leave. No water no life no friends</li> </ul>	WEL
<ul style="list-style-type: none"> <li>Reasonably good area</li> </ul>	WIL
<ul style="list-style-type: none"> <li>I think its a very good place to live</li> </ul>	WIL
<ul style="list-style-type: none"> <li>We live in a great community.</li> </ul>	WOL
<ul style="list-style-type: none"> <li>This is a great place to live and raise a family. After both of us growing up in Kitchener, we chose to move to Elmira to have a sense of small town living. It is a wonderful choice, and we look forward to many more years of it!</li> </ul>	WOL
<ul style="list-style-type: none"> <li>Strategies for engaging neighbours into TRUE community, even in small towns, that don't require a lot of "big event" planning.</li> </ul>	WOL

## ***Urbanization and development***

<ul style="list-style-type: none"> <li>STOP BUILDING!!!</li> </ul>	CAM
<ul style="list-style-type: none"> <li>Protect established neighbourhoods from quarrying activities, traffic, noise, dust, etc. Control sprawl, protect wetlands and areas of ecological significance.</li> </ul>	CAM
<ul style="list-style-type: none"> <li>Improve traffic, reduce expansion, limit population growth.</li> </ul>	CAM
<ul style="list-style-type: none"> <li>On a different note, I think well being in Waterloo Region would improve if we stopped developing every last square inch of land. Take a break. Traffic is a</li> </ul>	CAM

disaster. The amount of construction (road or otherwise) is staggering. I understand there is a housing shortage, but most people in this community don't want to be another "Toronto" or extension of. We have lost all sense of smaller city community that we once had and now are essentially another metropolis. Those of us that don't want to live in a big city now have to consider uprooting and moving to a place where life isn't made up of traffic jams and dirty streets and air.

- |   |     |
|---|-----|
| <ul style="list-style-type: none"> <li>• Stop encouraging this city to keep growing. I've lived here my whole life and the bigger this city is getting the more "big city" problems it is developing. It used to be that you wouldn't go downtown Kitchener at night as it felt unsafe. Now in broad daylight downtown it doesn't feel safe walking around with so many people with visible mental illness, addictions, youth on the streets, people asking for money etc.. Even in the non-downtown areas now you can't drive around without seeing people pushing shopping carts full of their belongings, people holding signs at intersections asking for money and every day in the newspaper are crimes. This city is going downhill and is starting to not feel like the place I want to raise my child anymore, which was not the feeling I had growing up here.</li> </ul> | KIT |
| <ul style="list-style-type: none"> <li>• please keep building development in check - we shouldn't become the new GTA</li> </ul>   | KIT |
| <ul style="list-style-type: none"> <li>• modern residential suburbia is too spread out and too much the same and monotonous</li> </ul>  | KIT |
| <ul style="list-style-type: none"> <li>• Install red light traffic cameras; demolish and rebuild downtown Kitchener (seriously!); protect the rural scenic roads; stop the trend of making Waterloo Region look and feel like the GTA!! I used to like living here but it has now become "just a place to live" - the LRT has destroyed the streetscape and turned some street views into just ugly now - we have to get fresh faces on Local and Regional councils instead of the same old guard.</li> </ul>   | KIT |
| <ul style="list-style-type: none"> <li>• Less intensification. More people in Waterloo Region = more traffic, more noise, more congestion, more stress, more busyness, less meaningful relationships.</li> </ul>  | KIT |
| <ul style="list-style-type: none"> <li>• We are actively looking to move to another house in a community else less crowded than Kitchener/Waterloo.</li> </ul>  | KIT |
- 
- |  |     |
|--|-----|
| <ul style="list-style-type: none"> <li>• TOO many people live here now! Not the same city I moved to 20 years ago. TOO busy now!</li> </ul>  | WAT |
| <ul style="list-style-type: none"> <li>• control pace of growth to manage impacts e.g. traffic, infrastructure, environment; focus on long term sustainability measures</li> </ul>   | WAT |
| <ul style="list-style-type: none"> <li>• Reduce the rate of the population increase. Reduce the amount of land that is going from greener to bricks, mortar and pavement.</li> </ul>   | WAT |
| <ul style="list-style-type: none"> <li>• Due to being tired and frustrated of the increased traffic congestion, noise, residential development (skyscrapers looking into our backyard) as it was not like this 30 years ago, my husband and I moved to the quiet town of Stratford, ON. We remain working in the city but now looking forward to retirement in Stratford.</li> </ul> | WAT |
- 
- |  |     |
|--|-----|
| <ul style="list-style-type: none"> <li>• Stop growing, get rid of roundabouts - I try to avoid KW as much as possible!</li> </ul>                      | WEL |
| <ul style="list-style-type: none"> <li>• Somehow curb and control number of high rise buildings and preserve our farmland and water supply.</li> </ul> | WEL |

• The biggest concern, someone has to stop giving in to builders and WE NEED TO PRESERVE OUR FARM LAND. Need more green space for walking in Wellesley and other areas in the region too.	WEL
• Wilmot Township, also known as "WilNot", is crippling rigid and inflexible and apparently not interested in any kind of development. They are not interested in generating revenue for the township, either. Through their infinite rules and regulations, they have made it impossible to sell my small farm and are driving me into bankruptcy. If you'd like to revisit the 1800s, Wilmot is the place to be.	WIL
• Stop the construction of tall/high buildings along King Street in Kitchener & Waterloo and in adjacent side streets.	WOL
• Prevent urban sprawl.	WOL
• Living in Woolwich (Elmira) I am concerned about sprawling subdivisions. I am excited about population intensification in Kitchener/Waterloo, but I am concerned that the building of single detached homes is simply being downloaded onto the townships. The traffic from Elmira to Waterloo in the morning and back to Elmira in the evening is already stop and go between the listowel cutoff and the king street exit by walmart. I am concerned that we are simply becoming a bedroom community, and I think that's a terrible side effect to overall great plan of population intensification.	WOL

## Newcomers

• tight control of refugee influx, if not we are leaving ourselves open to sure disaster, as is happening all over Europe at this time	CAM
• Educate new immigrants about schooling system especially high school. Consider verbal bullying as serious as physical bullying.	CAM
• Help Newcomers to integrate by funding settlement organizations.	KIT
• A warm and hearty welcome to all immigrants living in our community; Free ESL classes for all immigrants who want it for as long as they want it;	KIT
• We need more help for immigrants and refugees.	WAT
• The only thing I think its the rent for newcomers. I'm a newcomer and has been so hard trying to find a rent thats the onlt thing that I can think right now. Its not only me, am pretty sure the concern have a lot of people in limbo right now	WAT
• provide more job and training opportunities for immigrants	WAT
• Feel we are starting to fit in and know the area. Love having the rec center and walking trails in our area and being close to shopping and theatres	WOL

# Connectedness

## Public transit

- Transportation and traffic: Pension age retirees should have access to either free or low-cost transportation (many should not be driving) which will encourage more to take public transportation, also bus stops closer together and proper crosswalks. Why can't I get public transportation to our own local airport or speedy bus/train to Pearson or Hamilton - service non-existent or expensive. CAM
- transit is difficult and time consuming CAM
- Thank you for taking time to receive feedback. Transit options in Cambridge is very limited. We are a large enough region to be able to provide quality transit services to all of the cities that are a part of the region. We should also be looking to partner with Wellington/Woolwich, Hamilton/Wentworth, Brant County. So that we can service the area better. If I could easily get to events via transit, I would. But the service is just not there. CAM
- Regional Council and the Provincial government have to provide Cambridge with better transportation options as soon as possible (i.e. Ion LRT and GO train service. CAM
- Continue to support public transit, i.e. trams and buses, as you have been doing. Continue to build traffic circles instead of traffic lights. CAM
- Better Public transportation CAM
- we need Ion trains KIT
- transit system needs a good look, poor planning, reliability and execution KIT
- improve public transit; streamline construction/improvement across city (everywhere, all the time) KIT
- Has anyone in the city seen the yellow school buses going around. I'm surprised they haven't overturned! KIT
- More buses. And stop moving the damn bus stops around. KIT
- Public transportation to the cities KIT
- GRT buses should have safety belts that are in mobility plus vans KIT
- Get the new transit system completed ASAP KIT
- Continue to invest in public transit as a tool to build a stronger community. KIT
- Please provide better ways to get and travel in downtown. Please provide better ways to get and travel to the downtown Kitchener Farmer's market. KIT
- Increased bus service and better bus service (looking forward to the light rail). If there could be better bus service to the Regional Museum that would be wonderful (so that kids wouldn't have to walk across the street). KIT



• more frequent and more accessible bus routes	WAT
• Would like to see priority on get high speed trains to the region and having access where you can park. Not in the downtown cores. Actually people in the suburbs do not get an equal share of the money being spent it is always about our cores.	WAT
• Don't always cater to students re:public transit bus routes/times change during summer months. Regular people still have to get to appointments and other places.	WAT
• Bus service on Father David Baurer Drive	WAT
• more frequent transit service; transit options to natural areas	WAT
• use smaller buses on routes that are less heavily used, increase transfer times on buses, ask for public input when major initiatives are taken (e.g LRT) by having referendums or questions when we vote	WAT
• Public transportation in North Dumfries is much needed	ND
• public transit for Ayr	ND
• Would love to have edge of town parking/lot to zip me into Waterloo.	WEL
• When I can no longer drive, the new transit will be of little to no use to me and almost all seniors.	WEL
• Once the LRT is in operation, a monetary incentive to Ride Public Transportation to it might encourage more riders (ie) lower fares to LRT riders, which in turn will reduce traffic	WEL
• To bring public transportation into Wellesley	WEL
• more accessible public transportation	WIL
• More frequent public transportation in Wilmet	WIL
• Increase public transit to townships. Especially during peak events..ie Oktoberfest and new years eve or jazz and Blues festival	WIL
• Woolwich Township needs to buy into better public transit - i.e. bus service	WOL
• Promote development along the LRT. Expand public transportation.	WOL

### *Transportation within the region*

• Continue to develop a better mass transit system to connect all cities	CAM
• Encourage GO Transit, Megabus or Greyhound (or any other transit system) to run daily routes between K-W and St. Catharines/Niagara.	KIT
• Family members may not reside in this community; better public transport access to other cities	KIT



- LES CARS More GO Trains! We need to connect to surrounding communities WAT
- improve transportation to suburban areas of cities WAT
- Better transit between Waterloo and Cambridge, assistance for working students, WAT
- The community of Ayr would benefit from public transit to Cambridge and Kitchener. (especially for the disabled) ND
- Transit to rural communities, WOL

### *Transportation out of the region (especially to GTA)*

- Improve transportation services to Toronto like frequent GO train service. The only option is Greyhound or Go Bus and they are not convenient CAM
- If public transit was better I would use it much more within K/W AND to Toronto and Ottawa! Transportation to Toronto is HORRIBLE! CAM
- Improve transport to Toronto area KIT
- Improve public transportation in Doon, and GO service to Toronto KIT
- improved public transit, improved transit to Toronto KIT
- All-day 2-way GO trains to and from Toronto; Free public transit for people who otherwise cannot afford it; KIT
- We need to improve the transportation links to Toronto starting with all day rail service and moving to high-speed rail. WAT
- transit to Toronto and other places WAT
- Traffic between KW and Toronto will be the reason for me to leave this town. WAT
- We need to improve the transportation links to Toronto starting with all day rail service and moving to high-speed rail. WAT
- transit to Toronto and other places WAT
- Traffic between KW and Toronto will be the reason for me to leave this town. WAT
- There needs to be significant improvements for commuting to Toronto WAT
- improve transportation options to Toronto WAT
- fast, frequent and affordable transit to Toronto/GTA including late hours / night WAT
- Better public transportation options to travel to and from Toronto. WAT
- Expand public transit, around KW, but also beyond Waterloo regions, such as the trains to Toronto. WAT

## LRT

- Do not bring the LRT to Cambridge ... Thank you CAM
- Better road planning. LRT was/is RIDICULOUS! GO train to Milton would have been \$ better spent! CAM
- Also make sure the LRT ION shares the same Mobility Plus acceptance as GRT does. KIT
- The local and regional governments need to listen to the wishes of the citizens. ( we did not need the LRT. The area is too small to support it. We needed better bus service) and I think the lack of rail cars and the mess Bombardier has caused is evidence that the city fathers do not have a grip on reality KIT
- Get the LRT actually running - it's becoming a local joke. Implement municipal- and regional-level recommendations from the Truth and Reconciliation Committee at a deep and meaningful level. KIT
- More LRT is needed KIT
- The LRT thing has made getting to work and making bus connections very very difficult, especially in waterloo. KIT
- Get the LRT done. It is ridiculous the time and cost. KIT
- Get the ION operating! KIT
- Get rid of the white elephant LRT. KIT
- Get ION up and running - big joke in the community and expense KIT
- DITCH THE LRT !!!! No one is going to use it KIT
- LRT is a big waste of tax dollars that could have been spent on improving more localized transportation solutions i.e. increased bus service in newer areas of the Region. KIT
- cancel the ION train as it is a money pit KIT
- Bring LRT to Conestoga College KIT
- Go back in time and don't build the LRT (it has been a huge pain in the ass for me as I live on the route but I drive. Getting through downtown is very inconvenient now and I don't have a choice as I have to to get to work. I don't believe that everyone's best interests were considered when planning the LRT). Smash capitalism! KIT
- get rid of LRT, provide a train to the Pearson airport WAT
- Tear up the LRT. WAT

- Ion is a ridiculous waste of money and resources for this community. Many businesses in the core have suffered dramatically as a result of construction and delays. Bus service should have been upgraded instead. Will definitely be voting against LRT supporter candidates. WAT
- Once the LRT is available this will improve wellbeing for some. WAT
- no more LRT expansion WAT
- need more and better public transit (e.g. LRT) and better train service to the GTA WAT
- Get the LRT/streetcars in service. WAT
- Expand the LRT and Go transit to Toronto!! WAT
- complete LRT WAT
- eliminate ION; WAT
- ACCOUNTABILITY FOR SPENDING TAX PAYERS HARD EARNED MONEYS ON PROJECTS (LRT ) WITH NO CONSEQUENCES WHEN THE PROGRAM IS DELAYED. HOW MANY MORE MILLIONS OF \$\$ NEED TO BE SPEND IN ORDER TO HAVE THE LRT "RUNNING"... WAT
- No words to describe how disappointed we all are in the LRT fiasco. So much money spent and none of us will ever ride on it. It would have been so much cheaper and better if they had improved the transit and buses, but instead they have ruined two downtowns, many streets, no more left turns, made businesses inaccessible and have driven many businesses out of business. Waterloo Region cared nothing about those people and instead said new businesses will come in. Very poor planning, very poor outcomes and will we ever see trains running? Delay after delay. It was unnecessary. Instead of putting Kitchener Waterloo on the map for being progressive it has been a laughing stock and sadly an example of what not to do. The damage is done and the streets of our cities will never be the same and still no idea of ridership because we have not spoken to one single person who will use it. WEL
- was not happy with LRT decision. Went to first meetings. Felt they had already decided they wanted it. Did not listen to the majority of regular people. To costly fast use and dedicated lanes would have improved community. Now tons of ugly wires and dead end streets. Is of no use to me or any people I know. WOL
- LRT will be good but has dug a deep credibility hole with residents. It will take more marketing dollars, discounted rides and creative management to get ridership support. WOL
- Get the LRT in service WOL

### *Active transportation/Alternative transportation*

- Region needs to commit to developing better alternative transportation networks (safer, interconnected cycling and walking trails) CAM

- Be more friendly towards electric modes of personal transportation for daily commuters like ebikes and escooters CAM
- Promote active transportation. KIT
- Please transition our transport network away from solely being dominated by cars. Please research road diets, whereby all modes of transport are allowed equal and safe access to the right of way. Our roundabouts are designed for maximum throughput of traffic with no consideration in the design to pedestrians or cyclists. All we have are signs, whereas it is the design of the road itself that permits drivers to take the roundabout as a "fast corner". I suggest that all elected officials are mandated to travel to work by transit or bike, that way we will soon see improvements in our transport network. Please can you also implement sidewalk clearing as a municipal activity. When you consider how we successfully increased positive behaviour with the green bins by REDUCING the trash collections, we can do the same with our road system. As a non-car owner I feel like a second rate citizen in many parts of the city. As a forward looking region investing in such wonders as the LRT, we need to also consider our investments in active transportation. This will help to make the region a more desirable place to live and work. KIT
- Cars need to be de-prioritized as the main means of transportation so this community can start to be built for all ages and abilities, not just fast moving metal-boxes. KIT
- car share programs WAT
- Stop prioritizing drivers in planning decisions. WAT
- Better support for active transportation WAT
- As a community, we need to become more ambitious about reducing dependence on personal motor vehicles. For example, Regional council needs to develop a bolder vision around funding and building a credible network of safe, segregated cycling lanes, and to execute on this vision in a faster, more assertive manner. Piecemeal, incremental improvements do not induce the levels of use that a true network can. As a result, skeptics will point to the lack of use of these piecemeal improvements as evidence that investment in cycling lanes is a waste of money. The region needs to work harder to instil a culture within regional staff, and by extension, into the community, of respect for the growing number of people who want to move around safely and efficiently without using a personal car. Building the ION LRT was a good start. Now, let's keep working to make Waterloo Region a leader in progressive, innovative thinking around other modes of transportation that don't pollute our environment, present undue safety hazards and clog our public spaces. WAT

## *Bicycle lanes*

- More bike paths & been spaces CAM
- More bicycle lanes, less expansion of city for the road systems CAM

• Make it easier for no motorized transportation in the city. Actual bike lanes (not the 2meter ones sporadically across town). More design to encourage biking/walkering	CAM
• Expand trail and cycling network do that all areas of the City can be reached in a safe way by cycling	CAM
• Have better bicycle lanes in the city	CAM
• Build more bicycle lanes along major routes, but by separating them physically from vehicle traffic because the vast majority of people do not respect bicycle riders (although there is also the opposite problem where bicycle riders don't respect the rules of the road or vehicle rights either). If you indicate in your Transportation Master Plan a minimum dimension for bicycle lanes and that they should be built on all major roads, then stop making exceptions all the time and excuses and be consistent in building them right where you said you will.	CAM
• Yes, please make more separated bike lines with barriers. Safe bike travel with make this region better!	KIT
• Stop the war on cars! The "build it and they will come" attitude toward reducing car lanes in favor of bike lanes must stop. Aside from the university areas or core areas you seldom see people on bikes except on community trails.	KIT
• Provide more safe cycling infrastructure. Keep encouraging people to leave their cars by making it easier for them to get around town.	KIT
• PLEASE build a minimum grid of segregated, protected bike lanes. If you build it, people will use it. My children learned to ride bikes at age 4 and regularly cycle up to 20 km. Their school is 5 km from our home, but it's unsafe for them to cycle there. This is appalling.	KIT
• More bike or walking paths	KIT
• More bike lanes.	KIT
• Make roads safer for bicycles (those lon tracks are widow-makers!)	KIT
• Make biking safer.	KIT
• Let's have real bike lanes with curbs to separate them from vehicular and pedestrian traffic!	KIT
• More transit and dedicated cycling routes.	KIT
• Improve bicycle safety. Buses should not be able to pull into bike lanes. Broken glass from car accidents should not be swept into bike lanes. Bike lanes exist where it is easy to put in - but they really need to be in places where it is difficult to facilitate.	KIT
• Improved safe, connected and consistent cycling infrastructure is really needed region wide.	KIT
• Drastically improve the cycling infrastructure to increase safety and opportunity to shift people from car use.	KIT

• I would like to see more bike path in the city	KIT
• One key element that I feel would improve our well being would be if there were many more bicycle lanes - separated lanes perhaps. We have many cars per capita in our region and the roads are not well designed to encourage cyclists. Also, our many of our newly constructed sidewalks at new intersections (Weber/Victoria and Water/King are examples) encourage cars to drive and turn faster without slowing down. The wide radius of the corner leads me to feel unsafe as a pedestrian when crossing. I believe this kind of design will discourage people from walking	KIT
• Fix the potholes. I can't find a detailed map of where trails and bike paths are located. There is one on the city of kitchener, but it's clunky, almost cartoony. It's not detailed enough to show you precisely where trails start (e.g., try figuring out for the first time where the iron trail starts and stops on Victoria without a map! It's down a little side street. I need an accurate place to locate the entry points of trails from roads. Please, please, please! And the bike paths are pretty dangerous for a road bike. Giant patches of sand, gravel, potholes... there is a trail called "the comet" in Georgia. They took out old tracks and laid down biking and walking space. It's incredible. And safe. Why can't we do more of that where old tracks are not used? The land is already reasonably level, so it is perfect. You can literally take the comet from Atlanta to Alabama!	KIT
• Fewer cars, more walkable/bikeable infrastructure	KIT
• Build a minimum grid of physically separated bike lanes (and maintain clear of debris/ice/snow/leaves year-round), clear the sidewalks of snow and ice, and give pedestrians more priority (no beg buttons, leading pedestrian intervals on signals, lower speed limits, and better street geometry). It is ridiculous that we live 1km from schools, libraries, groceries, shopping, etc, and <5km from work and cannot cycle as a family because for fear of our safety as vulnerable road users or being threatened verbally and physically by other road users because we are of who we are (people who cycle) and that we are different from them because we don't drive (as much as other families). We want to walk and ride our bikes, but we can't because of the institutional bias against active transportation - it is mode-ism. The only time I have felt oppressed, threatened, and hated is when I ride my bike or try to cross the street.	KIT
• Better priority for cyclists and pedestrians	KIT
• better biking and walking infrastructure	KIT
• Better bike lanes all over	KIT
• More bike lanes;	KIT
• Please, please make bike lanes mandatory for all newly built areas. Please increase the number of bike lanes (if they could be on the other side of the side walk (nearer to the grass instead of nearer to the road that would be amazing).	KIT
• We need safer bicycle paths.	WAT
• The community needs time to breathe between major projects. where are the bike lanes we were promised?	WAT

• The bicycle trails should be marked more clearly and should connect better around the city (more lanes). Also, there are still a lot of busy streets that are difficult to cross.	WAT
• Safe cycling and walking options	WAT
• My husband and I are happy about the attention to biking trails and hope that it continues...to make biking a viable option for recreational and work purposes.	WAT
• Better bicycle infrastructure.	WAT
• Continue efforts to increase our cycling network.	WAT
• I would like better, safer cycling infrastructure. That way I will feel comfortable continuing to keep cycling as my primary mode of transportation.	WAT
• have more bike lanes to ride to work, more parks and trails,	WAT
• Build separate bike paths so I can bike and not drive. Keep working on public transit. I hate that I have to drive so much.	WAT
• separated bike lanes;	WAT
• Bicycling is very dangerous, use "rumble strips" for bike lanes for a cheap solution to drivers that drive in the bike lane. Very few businesses have bike locking posts available.	WAT
• more bike lanes	WAT
• More bicycle paths, lanes and connectivity between community paths in Cambridge I.e. better bicycle access to downtown Galt abc the market, better access to the hospital etc	ND
• More paved shoulders on rural roads for bicycling.	WIL
• improve trails/cycling in rural areas	WIL
• In answered my main mode of Transportation as a car. However I aspire it to a bicycle. I feel that there needs to more and continuing improvements to cycling infrastructure, including bike lanes on streets and road and cycling trails	WOL
• More cycling paths/lanes should be added to encourage cycling instead of more cars. Remember almost all cyclists are licensed car drivers but not all car drivers are cyclists. Listen to cyclists not car drivers who have never cycled.	WOL
• Biggest disappointment is:No safe bicycle routes into town, bike lane should be separated from roads. A painted line on the side of the road is just plain DANGEROUS. Not a safe community to ride a bicycle. Most car drivers do not tolerate people on bicycles and think they own the road.	WOL
• Yes stop taking away motor vehicle lanes on city streets for bicycles. The bikes are few and far between and 6 months of the year very few riders.	WOL



## *Sidewalks, crosswalks and safety*

- Many street have none between traffic lights e.g. the new pedestrian river bridge, Grand Ave & Water have no break in traffic. Also crosswalks at the roundabouts are too close to the roundabouts - very dangerous, look at the design of those in the UK; Cambridge traffic chaos is horrendous - first step, fix the manage. Does he or she ever go out and look at these bottlenecks. One way changed to two way, no change to traffic lights and one car gets through. Not unusual to wait through 3 lights and people take risks. CAM
- It is extremely frustrating for an avid walker, who would walk to Preston or Galt if there were safe choices to do so. We feel very isolated in Hespeler. CAM
- Cleaning of sidewalks in the winter to allow pedestrian access to downtown stores and services. Improved pedestrian crosswalks at intersections with lights. CAM
- Would walk more if sidewalks were cleared of snow in the winter. KIT
- Please assess the length of the walk sign on the traffic lights on King Street as, particularly near Grand River Hospital it is not possible for a pedestrian to cross in the time allowed. Anyone with any mobility issue is especially put at risk. KIT
- The Jubilee Drive through Victoria Park is a major pain in the ass. Parks are for people not cars. Through traffic should either be banned (there are other routes available) or some crossings should be established so it is possible to cross safely in a reasonable period of time. KIT
- It would be very helpful if the Region or City clear our sidewalks. We find this most difficult with no other options. KIT
- Traffic and roundabouts makes it almost impossible to safely walk or get to bike trails. KIT
- Grass clippings to be clean off pavement WAT
- Mandatory for more places to hire special needs people Signs warning drivers to slow down special needs person lives in area. Makes it hard for them to cross safely. WAT
- Lengthen the times at crosswalks so people like me with sore knees and people using walkers can get across before the light turns to red. Get drivers to respect the right of pedestrians! WAT
- improve the upkeep of the sidewalks--winter and summer WAT
- The need Children at Play signs on busy street. WEL

## *Driving services for seniors and disabled people*

- Seniors need more affordable public transit either taxis or bus CAM



- Ramps on buses need to be higher, bus drivers need to help walk people to seats, seat or wheels needs to be avoie and affordable CAM
- Yes I do!!! People with disabilities need a more effective way to get around the city and neighbouring city like Breslau why the heck is it we have no route out there not even to the airport it makes no sense at all. I do my job and could probably do more of it if I could get to it. I'm sure swapping jobs is no big deal for yous to do but it sure as shit is for me. I am relying on my siblings to get me to and from work on the weekends for years now and I am surprised it has lasted this long. My point is had I a reliable way to my work I would have been site supervisor and not the kid I trained. Which is fine he is a good kid it is just getting to and from work is one of the main reasons I do not work more and lost the position that should have gone to me. KIT
- If you live in a rural area there is no public transit which is understanable but if you don't drive you are isolated. Or even if you do drive and are older it becomes intimidating to venture out in to traffic other than off peak hours and not at night. A personal pick-up service to ferry seniors and handicapped persons to various events would be great at less than taxi/uber rates! KIT
- The light rail tracks are very difficult for persons with mobility issues KIT
- When health permits, I walk or use public transit. The past twelve months I have experienced significant mobility issues, unable to get to bus stops. KIT
- Better transportation for seniors who cannot drive KIT
- as the mobility plus they have straps for the wheelchairs they should do the same as thecity bus WAT
- Make transit accessible to people with mental illnesses such as anxiety and PTSD. Prevent overcrowding, or offer specialized services. Push for recognition of invisible disabilities (chronic pain, narcolepsy, etc) in terms of accessible/priority seating. WAT
- I am a senior living at Barrel Yards in Waterloo. I have recently given up owning a car. Access to public transit on Fr. David Bauer Drive isn't good, especially in winter. I want to access the LRT when it will be possible, but the long walk to Waterloo Town Square in wintertime will be challenging. What about a shuttle for the growing number of seniors living in this area? You want us to stop driving and use public transit, so help make it easier for us to do so. WAT
- each seniors community needs free transportation to health appointments WIL

## *Traffic*

- Traffic is out of control CAM
- Fix traffic congestion due to construction and population increases. Fix aggressive driving. CAM
- Petition drivers to signal their exit at the roundabouts. CAM

• My only concern is traffic congestion and the amount of constant construction taking place in the Region. I live in Cambridge but commute to Waterloo for work. I would prefer not to commute but I don't have a choice if I want to work in a job I enjoy.	CAM
• Traffic is getting worse in Cambridge and it worries me because more condos are being built (i.e. Gasworks).	CAM
• Ease traffic congestion and better manage road repair & construction	CAM
• Ease traffic congestion	CAM
• Deal with the gravel pit issues in West Galt and fix the traffic congestion! There is no way any traffic planner ever drove the streets in Cambridge to understand how traffic flow works in this city.	CAM
• Better traffic enforcement, need more police officers around to deter traffic law infractions.	CAM
• Roads and traffic are very stressful at the present time, poor road markings, bad streets, etc.	KIT
• Need to fix the traffic jams in the community, esp. Hwy 85	KIT
• My main concerns for the region of Waterloo are transportation issues related to traffic congestion	KIT
• I am new to my neighbour hood and the traffic volume is astronomical but there is NO way around it.	KIT
• Close Jubilee Drive - street that cuts through Victoria Park - to automobile traffic. It's antithetical to the idea of a park as a "people friendly" space. Allow responsible bicyclists to ride on sidewalks. Bicycles have more in common with pedestrians than they do with cars.	KIT
• time the lights at busy intersections better to reduce congestion and deteriorating air quality, like on Lexington/Columbia while crossing King and Weber	WAT
• Traffic - bad roads 2 seasons in canada winter and road under construaction/closed. LRT made a mess	WAT
• Stop cut through traffic in uptown west neighbourhood!!!!!!	WAT
• Much better traffic enforcement at roundabouts, particularly along Ira Needles/The Boardwalk!!.	WAT
• MOVE THE ROAD TRAFFIC. why have designated turn lanes and no lights. traffic being held hostage. At some intersections only 8 seconds to cross , standardize the times!!!!!!!!!!!!!!!!!!!!!!	WAT
• More bike paths, TRAFFIC planning, construction planning (OMG - can we rip up only one area at a time?, tackle speeding, make traffic free zones, traffic info before you get on the highway and once on the highway - so you can get off and not stuck,	WAT
• Traffic on my Road is a major safety issue	WIL

- Please improve road safety on local roads and highways. There is more aggressive driving, speeding, and failure to stop at stop signs and not much is being done about this. It adds unnecessary stress for everyone when roads are not patrolled and tickets are not given out. WIL
- Reduction in traffic related injuries/deaths WOL
- better traffic flow on Hwy 85 WOL

## *Speed control*

- SPEED BUMPS AT ROUNDABOUTS YIELD SIGNS DON'T WORK KIT
- Increase speed limits. Too slow everywhere. KIT
- Far too many fast and impatient drivers...so more traffic tickets and ... KIT
- Cars need to drive slower (30km/h in neighbourhoods, 40km/h elsewhere) and driving rules need to be enforced for cars and trucks. KIT
- Slower speeds in the Roundabouts WAT
- Speed Limit on Hwy 7/8 needs to be reduced to 60 Kph. Even present limit needs more enforcement!!! WIL

## *Cost*

- Reduce the cost of busing and provide family passes for week days. a free day pass for seniors would be appreciated. a free weekly bus use day for seniors with no time limits. Family busing with no time limits. KIT
- Offer the 'combo pass' for the GRT to everyone once the Transit Survey is finished. KIT
- Provide free transit for families living below the basic income line. Barriers to getting to things contributes significantly to health and wellbeing. KIT
- Make bus service free to seniors in non-peak hours to get them out of the house and possibly interacting with other seniors (most of the time the buses are running nearly empty then anyway) KIT
- Make transit free. WAT
- Free public transportation for people on OW and disability. WAT
- Free transportation for people living on a low income. WAT
- Cheaper public transit. My friend has to walk everywhere. I would if I wasn't a student on OSAP. WAT
- Cheaper public transit WAT

- Gas cost WOL

## ***Accessibility and availability***

- more non barrier entrances and magic doors CAM
- WHEELCHAIR ACCESSIBILITY NEEDS TO BE TAKEN SERIOUSLY CAM
- Things that hold me back - I have to make sure that when I go into restaurants that I have staff members who can read a menu for me and cut my food into manageable sizes so I can eat more effectively. I have someone to help me to get to the washroom because of my visual issues. Because I live with assisted living, if I want to go swimming, I need someone to help my tie my bathing suit, so I need to have someone meet me at the pool. Need staff who can help me get in and out of the pool and help with changing. This helps for quality of life to be able to maintain personal health. I let people use me as a test example to help make environments accessible. Like when a ramp was put in at the pool, they tested the ramp with me trying to use it. Need to make places more accessible and involve the people receiving the service. People like myself who are in wheelchairs. Need to use the person involved to understand the barriers and to remove these barriers to make the service work for them. Need to consider accessibility on a case by case basis and work with each person individually and provide the staff and resource needs to fully participate (e.g. leisure, restaurants, etc.). People need to work together and help someone who will help a person be able to attend events, etc. Consider the whole user experience from the beginning of an activity to the end and help with this - from making someone a meal before event, to helping them get there, to helping at the event, and helping them get home. KIT
- As a person with a disability I would like to see more attention given to barrier free design. This includes accessible housing, accessible services and accessible facilities in our community. This demand will only increase as the baby boomers age, people survive accidents and diseases. Our community should be accessible for all. KIT
- Stop making the town inaccessible for people with cars. It is no longer possible to get to downtown shops and restaurants with children or elderly parents, or in poor weather. WAT
- Improved access for children in the disability sector. WAT
- Osteoarthritis has markedly reduced the number of events I attended over the past 5 years. The development of accessible public places is a big help. WAT
- Make it more accessible for wheelchairs WAT
- Work on accessibility in community agencies WAT
- My community needs to be more wheelchair accesable. the roads and sidewalks are so uneven/bumpy/dongerous to be safe and causes my body so much more pain/stress which then leads to more negative impacts of my bodies well being. WEL

more work palces to be more kind/caring/patient to people with disabilities that cannot be as fast as the mobile person.

- Better overall accessibility in public places - i.e. standards for wheelchair accessible washrooms, many businesses claim to have accessible washroom stalls which do not fit a wheelchair with the door closed! WIL

## ***Homelessness, drug use, and safe injection sites***

### ***Homelessness***

- We need to work on the homeless situation. CAM
- We need to get the homeless/drug addicted supportive housing now!! CAM
- We need to address the homeless situation as well as the level of drug use in the downtown cores. We do not support SIS units and would prefer to see services better spread out CAM
- We need to address the homeless issues in the region as it does not promote a safe environment. An example is the people that beg for money at major intersections and are living in the green spaces. CAM
- I love Waterloo Region - just clean up the homeless situation CAM
- Get rid of homelessness CAM
- More homes for the homeless are needed, but NO SI sites. CAM
- Improve the homelessness and drug use that is happening in Galt. We need to provide a place for those people and therefore we want be getting a bad name. People are seeing cambridge as a drug used city. I want people to come and enjoy cambridge and not be afraid of cambridge. I've was born and raised here and i never want to leave the community. It is my home. But if the homelessness and drug use continues, I will not feel safe to raise my family here. Thank you for allowing us to take the survey :) CAM
- Improve treatment for those suffering addictions and the homelessness CAM
- i would like to see something done about the homeless people living on my street CAM
- I think there are a lot of mismanaged services when it comes to the homeless and the addicts. Allowing drug use outside of the bridges ( no police enforcement - I thought drugs & use was illegal ) Catering to this demographic leaves the people in the middle ground who are struggling to support themselves unserved because the ones who do NOT wish to help themselves are doted on. E.g free needles to addicts but diabetics who are trying to make a decent living are put out by their NEEDED medical expenses. Also, housing ~ I am VERY fortunate where I live ~ however if my living circumstances have to change I am very fearful that I would end up a patron at the bridges due to NOT being able to afford a roof. Or if I could find housing, that is ALL I would afford to pay for it becomes a VERY slippery slope due to the HIGH cost of housing in Cambridge and the lack of availability. I think we CAM

NEED more regional housing as I understand it the wait list is very high in numbers and there aren't enough spaces for everyone. This would help those who are homeless who want to help themselves up and also take the strain off the system for more tailored care for the opioid epidemic.

- Help the homeless please. CAM
- Deal with the opioid issues and homeless issues, they are so terrible we are considering moving out of Cambridge. CAM
- There should be more shelters for the homeless people CAM
- create housing for homeless, stop panhandling, SIS are not a solution to problems they are a stop gap CAM
- Better resources needed for homeless, drug addicts and mental health CAM
- Work on homelessness, address addiction treatment wait times. Incorporate restorative practice in schools in neighbourhoods and in the justice system KIT
- Start taking the needs of the homeless population a great deal more seriously. We need an immediate increase in the number of shelter beds that are in a co-ed facility, with the resources necessary to accommodate pets and provide meals. We need timely and immediate action on the needs of our most marginalized, including an increase in community resources that are welcoming and accommodating to the complex needs, behaviours and eccentricities of populations most in need of our support (24 hour drop-in space). We have the ability to come together on this, and it's time that agencies and communities stand up to NIMBY disguised as "neighbourhood protection". The Region is standing on a precipice currently, taking the same steps that other communities have in the past. It is imperative that we look at what occurred in other cities (Toronto, Vancouver), when they attempted reducing the flow of people into shelter. The population is increasing -- why do we act so surprised, given current economic trends and rates of substance use, to see the numbers of homeless individuals increasing? I am disheartened, and I want to remain proud of the community I have moved to. I want us to remain progressive, idealistic, innovative and motivated. And everyday I am surrounded by burnt-out front-line supports that cannot keep up with the demands on their jobs. They are disgustingly underpaid, overworked, and they do not have time to engage in the meaningful aspects of their work -- they are bogged down by administrative duties, increasing numbers of people in need of supports, and frustrated by the lack of access to affordable and supportive housing options that meet the needs of our most marginalized, stigmatized, and eccentric community members. And to hear from the people we are trying to support -- to hear them talk about having NOWHERE to go on the weekends, in the middle of winter -- to hear that this past Saturday with the one meal being cancelled due to the weather, people had NOWHER KIT
- More resources for individuals experiencing homelessness KIT
- More help for the homeless, to create a safer and more enjoyable downtown experience in Kitchener KIT
- Help the homeless KIT

• Be nice if they could help-find the people that lay in the parks find something to help the. It is very intimidating to go to the park when there is a group of 10-15 laying around with clothes, food, grocery carts. Swearing, sleeping and laying around. They are all around the bathroom area. Doesn't make a person want to go to the facilities with such a group loitering around	KIT
• Too many people beg here! In other countries, people work and don't beg!	WAT
• Too many homeless people, to many problems with addiction + mental health	WAT
• Please provide more for Homeless! Hungery! Hurting! meet these needs!	WAT
• homelessness, affordable housing, drug prevention/use	WAT
• Get rid of landlords that treat the homeless as second-class citizens. Their are at a lot of us that have forgotten more than they will ever know and they are a major reason why their are so many transients!	WAT
• We need to deal with the drug/homeless issues in Waterloo Region	ND
• Need more assistance with the homeless...they are people too!!	—

## *Drug use*

• Work on cleaning up the drug issue in the region!	CAM
• We need more rehabilitation and detox facilities not an SCS, we need police to arrest people doing drugs or high on our streets.	CAM
• We have tents popping up in all of our local parks. There are unsanitary needles being found all over the streets. There is an exorbitant amount of people in downtown areas high on drugs, sleeping in the streets, breaking into homes, cars etc.. There needs to be more policing to address drug dealers, users, tent cities etc.. And please - no Safe Injection sites in downtown cores or residential areas. These will draw even more users. Businesses already have troubles surviving because of the derelicts. People feel unsafe. I don't even feel safe walking my dog in my local park because there are tents and discarded drug paraphernalia. We can all agree those addicted to drugs have a disease - however a disease does not excuse criminal, immoral or unsanitary behaviour in our community. I feel like the rights and safety of upstanding, tax paying citizens are being compromised to enable and facilitate illegal drug use. It's a crime and should be appropriately punished and discouraged. Every criminal behaviour can be attributed to a disease or 'mental health' issues in some way shape or form. We don't provide get-away cars to shoplifters or give guns to convicted murders.	CAM
• We are in total crisis with Drug addicted people coming in from other communities-- this must stop! Police are not doing their job, schools are in terrible shape. Parks, trails, downtown core are not safe to enjoy any longer. Needles and addicts everywhere! Crime is rampant. A beautiful historic city being destroyed by drugs, crime and uninterested high pain city officials. A complete shame!	CAM



- Tons! But I think a start would be to clean up the city! No SIS! Make users accountable, actually enforce the law! (Panhandling, drug use, squatting, littering, loitering etc) CAM
- The well Being of our community is being negatively effected by the number of homeless, mentally unstable and drug addicted people. It does not feel as safe as it did even 5 years ago. The Bridges Shelter needs to be moved out of the downtown Galt core in order for the downtown to thrive and attract business and people to the area. It feels like Galt is a dumping ground for all people, as the police call it "unwanted". The Police Chief is not doing enough to control the criminal activity of those living in active addiction. It is evident on every street each day. People are beginning to lose faith that our community can be restored. Many businesses are choosing other towns, outside of the region and many people I know feel that if something is not done soon, they will move out of the region. Definitely negative for the wellbeing of a community that has so much to offer. CAM
- Take care of the crime, drugs and homelessness better CAM
- Support Safe Injection Sites in our City core. CAM
- Supervised consumption sites/injection sites are a must! CAM
- stop sending drug addicts to Cambridge....Waterloo should have SIS and shelters CAM
- Stop safe injection sites, provide more mental health care access CAM
- Stop letting all the drug addicts live here, drug test for homeless shelters. Cambridge is becoming a shitty place, we're considering moving. CAM
- Something needs to be done to improve safety ,the drug addicts are taking over the police need to start doing the job they are paid for and get this mess off the streets it no longer safe .The steal any thing the can ,panhandlers on corners ,scare families out of parks & leave needles everywhere they go .I am sick of the crime going up & my taxes going up CAM
- Quit enabling homelessness and drug addiction by softening rules - offer help it's up to them to accept or not - this only makes the situation worse for everyone if you reward bad behaviour - tough love or caring works for everyone in the long run. Fact of life people die with their own hand some make it slower then others and it is sad but you can't change someone else - only they can do that themselves then and only then when the ask for help then give the help by providing it at that time! CAM
- Please enforce the law in regards to drug addicts in the community who seem to get a free pass. CAM
- Please deal with the homelessness and drug users who are camping and littering in public spaces (parks). CAM
- People in Cambridge are getting tired of the drug addicts taking over our city. Stealing, shooting up in public, sex in public, panhandling, camping, loitering. Something needs to be done as it's getting worse. CAM
- Something should be done with the drugs and that 'Bridges' building, to have that downtown literally makes night time dangerous. CAM



- AND stop embracing the drug users community CAM
- make pan handling at intersections illegal, and address drug addicts harassing citizens CAM
- keep our parks and trails safe from needles, drugs and vagrants CAM
- In the past 2 years I have increasingly felt unsafe in Cambridge and this is very troubling. The people who are drawn to Bridges are very different than before and I feel that facilities helping those with serious addictions should not be close to schools. I wanted to enjoy the light show at the opening of the Old Post Office, but since I walked, I did not feel safe going home in the dark. I want my community back! CAM
- In the last few months I have had feelings that I would like to move to a smaller community without I the issues we are facing, example homelessness, drug abuse that have me fearful in my community of 77 years. I have been harassed by people not responsible for their actions because of drug use. Being approached for money, when you ignore or refuse you are verbally attacked. This is not my hometown that I have loved and supported all my life. CAM
- The homeless situation, panhandling, crime, and opioid crisis in this community need to be addressed. The City of Waterloo doesn't do its fair share in terms of dealing with these problems. "The Bridges" in Cambridge should be sold and turned into condos or affordable housing. A new Bridges should be built on Coronation Blvd., near the hospital, along with a safe-injection site. The Region of Waterloo needs to support the City of Cambridge better, because as taxpayers we feel we don't receive the same level of services, or economic development. CAM
- Improve the downtown core (Galt). Relocate the Bridges and the drug addicts CAM
- Secondly downtown areas are suffering from the addiction crisis. Spent all day downtown galt for the cycle race to see countless addicts roaming the street, the bridges having large groups hanging around the outside. Recently was downtown kitchener for the car show to see a similar issues. CAM
- Illegal drug problems have become atrocious these past 18 months in this town CAM
- I would like to see ... the end of discussions/proposals for safe injection sites. CAM
- I do NOT want a safe injection site in Galt. Also, get the panhandler's off the Delta because it makes our city look like a slum! CAM
- I believe the region needs to stop safe consumption sites and enabling illegal activity. We need more rehabs and detox assistance. Stop enabling drug addicts. They are destroying our city with the garbage and needles they leave all over the place. I no longer feel safe going to the parks or trails or even downtown. I fear what we may encounter and worry about the needles the addicts leave everywhere. The panhandlers need to be stopped. Our city is going down hill fast and the bridges homeless shelter is no longer housing those making transitions to a better life. It looks like a drug addict haven. It's a disgrace and is not being as it was intended for. CAM
- Get the drugs off the streets CAM

- Have the police crackdown on people leaving needles in arks and in the public, I can't take my grandchildren and great grandchildren to run around in the parks and I don't have the energy or the capacity to keep up with them to make sure they aren't they aren't touching any needles or broken needles run over by a lawnmower. SIS doesn't remove needles off the streets, enforcement does and keeping the vagrants to continue on somewhere else. I know it isn't all the police's fault but prosecutors have to be willing to prosecute. CAM
- Get the drug users and homeless people of our streets and in our parks. I do not feel safe walking our streets, especially downtown. My children don't feel safe taking public transit. They have been negatively approached by homeless and users. Our parks and trails are littered with debri which makes walking on them disgusting. CAM
- Get the addiction and homelessness crisis under control! CAM
- Get rid of The Bridges in Galt. It's killing our city. It's unsafe for all of us of any age. CAM
- Get rid of all the drug addicts in Cambridge. It's not safe to go to downtown Galt, or go to a park for fear of stepping on a needle. CAM
- Figure out how to get the drug users/homeless people to keep our downtown/nature areas safe for our children... no more refuse including used needles please!!! I am scared to take my children to many places because of who/what we will find there CAM
- enforce laws on drug users and homeless, they are negatively impacting the neighborhood CAM
- Get rid of addicts from parks and trails so we can use again safely. CAM
- Drug problems need to be cleaned up and the impact on the community needs to be the #1 focus. CAM
- Don't enable addicts by giving them needles. Make a mega hospital for drug addicts to get clean or be put in jail. This is a disgrace to law abiding citizens that have to live with this crap. Cambridge is beautiful but it is getting a bad name lately and it's very sad. CAM
- Do something about the homeless/drug situation in Galt. While I understand the logic behind the location of The Bridges it has caused numerous business to close or relocated and is causing havoc to the Galt downtown core. The public libraries are now a place for homeless people to seek shelter and it is not uncommon to see public displays of drug use, vomiting, sleeping in the park etc. It's pretty bad when you visit a public library and find yourself subjected to a homeless person vomiting in the doorway or shooting up in the bathroom. People visiting from out of town drive by The Bridges and witness crowds of people milling about. It makes Cambridge look bad. I am not insensitive to those less fortunate and in fact personally support The Bridges and the Food bank through donations, but something has to be done. CAM
- Do not vote in the SIS sites. It will be detrimental to the downtown environment and safety of those that live, work or visit CAM
- Do not site safe injection sites in downtown Galt CAM

- do NOT put a supervised injection site in downtown Galt, it is already struggling with a homeless shelter CAM
- Do not put a Safe Injection Site in downtown areas. Get homeless and pan handlers off streets. CAM
- Do not allow safe injection sites in the downtown core. Don't destroy Cambridge CAM
- Deal with the drug addiction CAM
- Control drug/opioid abuse. open other locations of social services, other than Cambridge to deal with issue CAM
- Considering moving due to the significant impact of homelessness, Drug abuse, and feeling unsafe out of my home in my community. I grew up and lived my whole life in Galt, yet I am very seriously disgraced by the current state of degradation that has become of Cambridge, especially Galt. CAM
- Clean up the needles, divert shelter tenants, increase police presence downtown, CAM
- Clean up the homelessness. Get them out of squatting on the trails. Too many needles where kids are. No to safe injection sites. More education to prevent more users. Give police the authority to deal with the squatters. CAM
- Clean up the homeless drug addicts in downtown Galt or stop spending on the downtown core and wasting taxpayers money on bridges and libraries that people won't access because of the homeless druggies who are taking over. CAM
- Take the drugs off the streets! CAM
- Clean up the drug problems, scary to live here now. CAM
- Clean up the drug problems in Cambridge CAM
- Clean up down town galt. Get the drugs out! can no longer use the city parks for fear of needles CAM
- Addiction services for the opiod crisis the has engolf the region and country. No bandaide solutions like SIS CAM
- More support for addiction issue, mental health, home care. CAM
- More services need to be available to help people with addiction and housing. All the services we have you have to wait on a list. Which honestly is ridiculous considering people can die within those times. As for the police force they most definately treat people different based on their income level. We need to put more money into the drug treatment program instead of sending people to jail. I personally did the drug treatment program and it changed my life. I went from being a drug addict who didn't have a job to being sober and working. Not to mention I am enrolled in college. So put money into helping these people that society sees as inadequate. Because they are really just suffering in silence and being asked to sit on a wait list for help. Or giving a sentence in a jail which only drives them further away from society and reform. Thank you KIT

• Scrap safe injection sites and spend the money on standard health care issues and needs. Drug issues are only going to grow and destroy our current communities. People make choices and if drugs is one of them they can live with what it brings.	KIT
• I think we need to do more work around children and youth and parental capacity related to alcohol and drugs and economic conditions.	KIT
• More access/support for drug addiction. For both families and addicts. Great Survey!	KIT
• fix downtown kitchener by arresting all the druggies	KIT
• Downtown around King and Stirling, Ray of Hope area is becoming more dangerous with drug usage. Lack of respect of properties around King St. ....very unbecoming to be so close to King St... entry way to Kitchener. Not a good representation of our city. Yes, these people need help ie...counselling to get off the drugs, alcohol etc. Lots of talk of injection sites but no real helps to get people OFF of drugs. City is enabling these people with these sites and we have lost confidence with the city knowing they are not helping but hindering recovery at the cost of many businesses that are carrying the burden of HIGH TAXES!	KIT
• More info on medical cannabis pro's and con's.. I can speak on this.. I am a clinic manager in Waterloo (we have physicians that prescribe)	WAT
• I do volunteer gardening of downtown Kitchener locations. Homeless people sleep there, defecate there, eat there, smoke there, drink beer there and do drugs there. We (others who garden there with me), have found sleeping bags and blankets (poop) feces, food wrappers, cigarette butts, beer cans, drug needles. If Kitchener has a needle exchange plan I think that site should also include showers, toilets, and places to send addicts to sleep. We (our region and actually our whole country) need to spend more money and focus and time and energy preventing addiction not just reacting it !!!	WAT
• Tackle drug abuse problem especially used needles in Cambridge.	ND
• do not open safe injection sites they promote drug use and draw other users in from other regions	ND
• Remove drug addicts from our cities and streets!!	WEL
• ! Support SIS !	WEL
• Continued activity on public property, awareness of drug user activity	–

## *Safe injection sites (SIS)*

• There needs to be more action to help the homeless and mentally ill and addicted. I.E. - Safe Injection sites ( less stigma around them- this is the solution not the problem), more very low cost rooms/ housing for homeless and low income, more education to help end stigma against this group and pre-conceived notions.	CAM
• Also, I feel we should be putting money into Mental Health and Poverty issues before we implement a SIS Site. Offer addicts an opportunity at recovery. Help	CAM

them get back on their feet. We need much better care for people who are vulnerable. Thank you for your time

- Provide help for the addicts ....but bring them outside the community CAM
- Operate a safe injection site for drug users with strong wrap-around services ASAP. CAM
- No SIS sites, Stonehenge like facilities CAM
- No SIS near homes or schools. get control back of this city. CAM
- NO safe injection sites and move the location of Bridges. Offer rehab or other resources to help addicts, not offer them needles and enable unhealthy behavior. CAM
- No safe injection sites CAM
- No safe injection site. Cleanup downtown Galt. CAM
- Do something about the BRIDGES!!! CAM
- No safe injection site!!!! CAM
- Move the bridges. Add more accessible mental health services. Constructive services for homeless. CAM
- Move the Bridges Homeless Shelter and do not have a SIS CAM
- move drug addicts and homeless to the outer edges of town in a humane manner CAM
- Move Bridges Shelter out of downtown Galt CAM
- Make services for vulnerable populations (ie, homeless shelters, potential Safe Consumption Sites) available where needed rather than sending those populations looking for the services they require in other parts of the region. Distribute such services proportionately throughout the cities/communities of the region. CAM
- Get rid of Bridges!! It's not helping the people who need it - a single mother I know and her son are homeless and yet junkies from other cities are being fed and housed by Bridges. We look like Toronto with the amount of people begging at intersections and nothing is done, ever. We enable these people constantly - feed them, house them, give them the kit to shoot up, clean up their filthy neighborhoods, allow them to pollute all of Galt and now a safe injection site?!?! The day our son is finished school, we will be long gone from this pathetic city that allows this and supports it. Shame. How many hours do the police waste at that location a day??? When tax paying members have to wait to see an officer. And how much money is spent on Narcan and repeatedly bringing them back from death???? CAM
- Get rid of bridges downtown and hobos and panhandlers.wrecking the beautiful downtown when constantly getting accosted and robbed. No safe injection sites - drugs are illegal. Make the downtown a better place to be :) I want to be proud to say I live in Cambridge. Without fearing for the safety of my family. CAM
- DO NOT PUT A SIS IN THE GALT AREA OF CAMBRIDGE, MOVE THE BRIDGES TO HESPELER ROAD - GET IT OUT OF THE CORE OF GALT . IT IS RUINING GALT. CAM

- Close the bridges and remove the vagrant drug addicts from cambridge and do NOT open a SCIS CAM
- Clean up downtown Cambridge and get rid of the bridges CAM
- Can the idea of SIS sights! CAM
- Cambridge needs to reduce the needle hand out locations, we need to address the issues at the Bridges, Cambridge is on the cusp of becoming a strong economic City, we need to foster and encourage this growth CAM
- Do something about the BRDIGES!!! CAM
- Do something about the BRDIGES!!! CAM
- Please put the safe injection site(s) at Region owned and run facilities (hospital, police station ,Regional Health Unit) not third party run facilities ANYWHERE. I do not have faith in third party's to run anything. If the Region insists on these SIS then put your money where your mouth is and have the Region run and house them. KIT
- Please open a rehabilitative center for people suffering from addiction issues....they need bed space..the wait list for help is to long and addiction is on the rise in KW. KIT
- more safe injection sites WOL

## ***Infrastructure and safety***

- We need some co-ordination on summer road work. Our police department need to do a better job. My street is like a race track, no truck sign but trucks using street 24/7? Maybe time for a new chief? CAM
- We need more streets and highways for all the cars and trucks on the road today. CAM
- We also need better infrastructure to navigate in the Cambridge and KW region. It takes me an hour to commute from Cambridge to Kitchener. CAM
- We need a bus stop closer to our home. We need paved sidewalks to get our child to the public school on Myers Rd. CAM
- Roadworks to be completed sooner CAM
- Put in another vehicle bridge CAM
- Road construction (on main busy roads) usually takes too long and created a problem in the community. CAM
- Please finish the construction! CAM
- Improve road maintenance in the winter. CAM
- fix the roads CAM

<ul style="list-style-type: none"> <li>Building infrastructure before buiding industry and houses. In the last five years the roads in the region are congested The road closures and detours with 2000 extra households plus industry with no upgrade to roads does not make sense. Plan ahead. Anticipate hoq the communities might grow. I no longer shop in my community because it is a hassle to get to.</li> </ul>	CAM
<ul style="list-style-type: none"> <li>Yes get rid of the collector lanes on hwy7/8 at victoria and wellington it proved a headache every morning to commuters who go in the middle part but the speeders go through the collectors and then fast merge back into our lanes which ends up making a back up everyday</li> </ul>	KIT
<ul style="list-style-type: none"> <li>The city/Region need to do a better job planning construction projects. Over the last 5 years I have spent way too much time in traffic do to continuous construction. This makes it difficult to not only participate in extra curricular activities, but even harder to be a coach or leader in yout activities.</li> </ul>	KIT
<ul style="list-style-type: none"> <li>Stop the overlap of construction on Roadways that impair everyones ability to move around the Region. The current state is unacceptable.</li> </ul>	KIT
<ul style="list-style-type: none"> <li>stop installing round-about; implement the sidewalk snow removal program sooner</li> </ul>	KIT
<ul style="list-style-type: none"> <li>Please stop with the roundabouts in neighbourhoods that don't require them. For example the Riverridge Kiwanis Park area they are silly and almost dangerous.</li> </ul>	KIT
<ul style="list-style-type: none"> <li>Please repair the sunken manholes and grates on our streets for the safety of bicycles and cars. This must become a priority due to the increasing traffic volumes. Please consider this request as constructive criticism.</li> </ul>	KIT
<ul style="list-style-type: none"> <li>Please get our roads fixed..... they are very hard on our vehicles!</li> </ul>	KIT
<ul style="list-style-type: none"> <li>My walker/wheel car was broken a few Saturdays ago. My son was pushing when one of the front wheels went into a rut between sidewalk and pavement at intersection of Benton and Charles Streets and bent the shaft holding wheel assembly.....fix areas where disabled devices are used.</li> </ul>	KIT
<ul style="list-style-type: none"> <li>more round-about; to help with traffic</li> </ul>	KIT
<ul style="list-style-type: none"> <li>more roads needed for the increase in population</li> </ul>	KIT
<ul style="list-style-type: none"> <li>Keep up the good work and watch out that scoundrel Doug Ford doesn't download costs to our region. Expand the ION into Cambridge. Invest in downtown Preston. Bring better air services to the airport. Remove the dangerous traffic circle at Homer watson and Bleams rd. Make Victoria street four lanes for its entire length. Keep pushing to complete a new highway to Guelph. Remind people we live in the greatest country and region in the world due to our stable and democratic systems. Its unusual in the world today. We know because we have traveled extensively.</li> </ul>	KIT
<ul style="list-style-type: none"> <li>Please move the Go-Train Layover to Shirley Ave as promised. It is too noisy and junky looking here and detracts from our neighbourhood. Thank you.</li> </ul>	KIT

• Get rid of the roundabouts. Get rid of the LRT. Stop bottle necking our roads. Stop reducing lanes. Stop putting in bike lanes. Stop trying to force public transit on this city. Get rid of the new boulevard on Queen St, ambulances can't get through. Get rid of speakers corner downtown at the corner of King and Fredrick, it's a bottle neck on busy street with buses, it's obstructing traffic. Stop putting in traffic calming signs in the middle of the road. Take the traffic calming speed bumps off of Greenbrook Dr. Start thinking about traffic flow instead of traffic control.	KIT
• Lights at roundabouts so that when walking (especially at night or in the rain) you dont have to worry about cars who are not yielding to pedestrians or cannot see walking pedestrians.	KIT
• do not expand the airport	KIT
• Yes...put traffic lights at University and Woolwich St	WAT
• YES .... URGEN .... Erb Street West, Waterloo btwn Father David Bauer Drive and Fisher-Hallman ..... PLEASE .... DUE TO SPEED AND VOLUME OF VEHICULAR TRAFFIC - install a turning lane for this distance, or at least btwn Keats and University. -Thank you.	WAT
• groom the city owned properties and roadsides better,	WAT
• stop building roundabouts until you have found a way to control speed in them	WAT
• Please organize road construction in a manner that avoids grid blocks, like current situation when multiple access routes are been worked at in the same time .	WAT
• Limit the road construction, detours, road closures and all traffic diruptions. Waterloo Region has become an absolute nightmare to try to get around in.	WAT
• Less construction! Too much obstruction of movement around the region.	WAT
• I find the colour of the sidewalks creates glare in downtown Waterloo. I have glaucoma and find it uncomfortable to walk downtown when the sun is bright, even with a hat and sunglasses. I have not experienced this in other cities.	WAT
• Remove the cross walks at the round about, to an area free of the traffic circles. Roundabouts were designed to m Keep the traffic moving - not to stop the traffic mid circle.	WAT
• Fix the pot holes around the city.	WAT
• Better roads;	WAT
• Need to improve the quality of road construction and maintenance.	WAT
• More roads across river in Cambridge- ease traffic congestion.	ND
• Need more long term infrastructure planning for roadways and public transit in Ayr!	ND
• widen municipal and regional roads;	WIL
• Get rid of round a bouts	WIL



- |  |     |
|--|-----|
| • Provide better planning of road construction and detours.....shorten duration, larger jobs should have multiple contractors to speed up process. | WOL |
| • New road engineering is terrible   | WOL |

## Facilities

- |   |     |
|---|-----|
| • *Put some colour downtown paint the benches, add a chess table - create a sense of community. I find that there aren't many in my situation. WE are an older couple with a young child. We both work from home and find it hard to meet people. I use mobility bus it is great. Many of the activities are geared toward seniors not my age. We find Cambridge is very divided. Galt people don't go to Preston, Hespler doesn't visit Galt or Preston. We try to tell people it is "Cambridge". You need water fountains around city hall. | CAM |
| • Yes, more disability parking spaces at all venues + more benches in all public spaces. Lack of parking spots and benches make it very difficult to venture anywhere. Also, re my granddaughter, the parkette on Eden St. I Kitchener was recently redeveloped and now I believe there is only one swing and only a few benches. How can this make sense? Benches are also often too low for us seniors living with serious medical challenges.  | KIT |
| • More local / community meeting spaces. Not just the large community centres.  | KIT |
| • More grocery stores that are easier to get to for people without cars.  | KIT |
| • More benches to rest  | KIT |
| • Provide recharge points for electric cars   | WAT |
| • Perhaps a bench, here and there, for community connection on a walk. Community garden?  | WAT |
| • New LED residential street lighting is FAR TOO BRIGHT   | WAT |
| • Bus stops need shelters.  | WOL |

## Services

- |   |     |
|---|-----|
| • Stop sending services to Kitchener and Waterloo. Keep them in Cambridge.  | CAM |
| • Offer more free counselling services for couples  | CAM |
| • Internet is too expensive and there are not many options to shop around.  | CAM |
| • Services on my side of two are focused on lower income populations, and any services in which I participate are in other communities ie Hespeler or Preston or on other side of Galt. It does not foster any sense of community which I think is a real missed opportunity. | CAM |

- C.C.A.C. is an excellent service - really helped my parents. CAM
- Cambridge is way too busy now , it is inundated with housing and roundabouts and lacks the services it once has such as a registrars office and drivers licence bureau CAM
- Having more services in one spot(ie. having a gym or pool attached to a school to better use resources.) CAM
- Yes, I like to keep the driveway clear in case my senior husband requires an ambulance. It's difficult to find folks who shovel let alone at a specific times. That said, why can't the plows be followed by smaller equipment to clear out driveways? This would be especially nice for seniors (or folks who are physically unable to shovel) who have spent thousands on taxes to receive some consideration/benefits. Due to back issues, I cannot do this work, and of course, as soon as one can find someone to clear the drive, the plow comes! Last year we could not find someone to help and the pile of snow the plow made turned to ice which required lots of salt and hot water to melt! Not acceptable nor environmentally friendly!!! Thank you KIT
- The Working Centre does terrific work. We should find more support for them. KIT
- Regionalize the fire service KIT
- Our region has a lot to offer. we have tremendous charitable organizations that deserve more recognition and support to help our families, even more KIT
- more services in French KIT
- more services for low income families/persons is needed KIT
- Overlapping oversight between Family and Children's Services and Waterloo Regional Police, improving access to justice and accountability KIT
- Please improve access to Community Support Services- ie Housing, Cleaning help, Personal Support, Child care subsidy, Child care availability. I receive Child care subsidy and I don't know what I would do without it. It is such an incredible help. I would urge either municipalities or the Region to consider taking on snow shovelling of sidewalks as well. It would increase accessibility around town by keeping the sidewalks clear in the winter and be a huge relief to many members in the community who are no longer able to do this. KIT
- More neighbourhood community initiatives eg. Community gardens, green space stewardship programs KIT
- improved internet and cable are needed as well KIT
- clean up graffiti in neighbourhoods KIT
- Better social assistance KIT
- Waterloo needs more neighbourhood association support/creation. Health begins in your neighbourhood - we are not connected or supported like other neighbourhoods (Kitchener/Cambridge). WAT
- More occasions required where people are prompted to Volunteer their services, especially at our hospitals and hospices... WAT

- Welfare workers need to be more willing to help improve our living arrangements. need to be better at their jobs WAT
- Someone trustworthy to get groceries for us and be able to carry up 3 flights of stairs. Someone to help carry out our garbage, recycling, Need easier access to apartment - elevator WAT
- Don't waste your resources focusing on French language services, there are so many other needs of populations with greater number of people, and greater barriers to service to focus here. WAT
- As part of my work I have found out about social services that I never knew about as a resident. I'm not sure how this could be better communicated to citizens but there are agencies such as Family and Children's Services or mediation services that I thought of as crisis intervention services, when sometimes they can provide crisis prevention services. I'd love to find a way for those to be better known to help individuals and families stay stable and healthy. WAT
- It is unrealistic to offer all services to small municipalities. There is just not enough money. ND
- I understand that in Japan they have people designated as Good Samaritans to help citizens or visitors navigate the city. With the growth in our region, I would like to see this idea adopted. WEL
- I think Waterloo is a great community and I am presently looking for services which will meet my advancing needs - WEL
- Generally, it is a wonderful community to live in - we are pleased with the services provided. WIL
- Many great services for elderly and vulnerable in Woolwich. Proud of our community. WOL
- better internet service for rural communities WOL

## *Snow shovel sidewalk*

- Snow Shovelling for seniors CAM
- A service free if people unable to clear sidewalks. Have snow removed from the side of the roads instead of letting it build up especially during heavy snow falls CAM
- Access to govt core stores, can't get into many of them, poor enforcement of winter side walks, I had to be rescued 5 times because of poor maintenance in the Preston downtown, strip (hwy 24), I tried calling companies and city CAM
- Why am I responsible to maintain city owned property? relating to sidewalk snow removal. The city should be doing this to reduce mental and physical stress and cost that ordinary citizens are forced to endure. KIT
- Snow clearing sidewalks for seniors with disabilities KIT

• Sidewalk accessibility in wintertime can be a concern.	KIT
• I think that cities should remove sidewalk snow. This winter i saw many of my neighbours snow bound due to snow on side walks. it would help with connection to others and to overall belonging and wellbeing.	KIT
• Fix sidewalk snow clearing! The current system of complaint-based enforcement is unacceptable.	KIT
• clear snow for seniors	KIT
• Snow removal for everyone;	KIT
• Last winter we paid over \$1700 for sidewalk snow removal, about \$225 of this as tax. It is much more difficult to obtain this service than lawn care...due to urgency factors. We are not "lazy" as some might surmise, just old, at times incapacitated by health problems or away visiting relatives out of the city. Some property owners here do not have sidewalks as problems, some (eg Davenport Rd.) situations are cleared routinely by the city, etc. We would be pleased to pay for more cost efficient snow removal by the city. There is much more to comment on than time permits now. People have biased opinions based upon their particular situations.	WAT
• help seniors for lawn moving and snow blowing	WAT
• Get sidewalk snow plows	WAT
• Assistance for the elderly in clearing sidewalks.	WAT
• Walkways should be cleared of snow and especially into McLennon Park	WAT
• I use a scooter it is my only way of getting around b/c I am disabled. "Fix" the sidewalks.	WAT
• I LOVE WINTER SIDEWALK SNOW REMOVAL.	WOL

## Parking

• Allow residential boulevard parking- no tickets when the vehicle is not on the road or blocking the sidewalk.	CAM
• Please fix the parking issues in school zones. Particularly for residents who live near schools and have to tolerate people blocking their driveways, turning around in their driveways and making it overall next to impossible to safely back out of their driveways due to congestion and reduced visibility.	KIT
• need more parking around cultural activities especially downtown	KIT
• Massive residential development in core should NOT include more parking; Make parking more expensive and public transit more affordable	KIT
• free parking at libraries,	WAT

- |  |     |
|--|-----|
| • Increase accessible parking spaces as people age. Great parking spaces at central areas to park and then use public transit. | WIL |
| • More parking in Woolwich township  | WOL |

## ***Downtown***

### ***Crime and safety***

- |   |     |
|---|-----|
| • Work on the crime and homeless situation that is occurring  | CAM |
| • We can't use basic free places such as the library due to other members of the community that make us feel unsafe   | CAM |
| • Stop the pedlars and beggars standing on street corners. It's illegal and embarrassing to Cambridge   | CAM |
| • I am no longer safe walking in my down town ,It is unsafe to take my grandchildren to parks ,drug use is ever where ,the police turn a blind eye to all of this ,but I pay more taxes ..... enough is enough ,why do the few of use who work always have to pay more .I want a safe community for my self others who are getting older ,for my grand children they should not have to witness drug use in the neighbourihood they live in but uit in now a daily occurance, all the police do is ask the person to move on nothing else . | CAM |
| • make it more safe in Cambridge  | CAM |
| • Make our streets safer, my home and cars are always being stolen from, opioid use is out of control and lawless, why are they not arrested, they are doing illegal drugs for gods sake, how is that so hard to understand? We citizens have less and less rights, and feel very unsafe in our down towns.   | CAM |
| • Make downtowns safer -  | CAM |
| • I want to love this city. I want to feel safe. But I don't. The changes I've seen here in my 11 years is a complete turn around. I grew up in a city like this and I left. Slowly Cambridge became what I wanted to get away from. I wish it would and could be fixed.  | CAM |
| • Downtown Galt Cambridge, large number of homeless wandering, concerning me. Someone tried to break into my car in the daytime while I was getting into it!  | CAM |
| • Get a grip on the rising crime/safety issues in Cambridge.  | CAM |
| • Crack down on the panhandling at streetlights.  | CAM |
| • Crack down on panhandlers....it's dangerous to stand on medians in high traffic areas   | CAM |
| • Clean up down town C  | CAM |

<ul style="list-style-type: none"> <li>Downtown Galt Cambridge, large number of homeless wandering, concerning me. Someone tried to break into my car in the daytime while I was getting into it!</li> </ul>	CAM
<ul style="list-style-type: none"> <li>Safety downtown Kitchener is a concern Mental health issues in the community Access to good quality health care with centralized health care delivery Address addictions in the community (drug and alcohol abuse)</li> </ul>	KIT
<ul style="list-style-type: none"> <li>Safe injection sites downtown, community outreach downtown, crisis workers to address problems downtown (e.g. mental health flare ups, overdose, fights, etc.) without having to call police. i live downtown and have had things stolen from my residence multiple times over the last year/year and a half. i don't feel safe coming home after dark, and i can't sleep with my windows open a) for fear of a break in, and b) because of yelling/etc. downtown/outside my window. this issue can't be addressed with aggressive police presence, and needs to be addressed from a place of compassionate community services.</li> </ul>	KIT
<ul style="list-style-type: none"> <li>need more security around our apartment building</li> </ul>	KIT
<ul style="list-style-type: none"> <li>Our main issues with Downtown Kitchener are with the crime, substance abuse and mental health problem in the core and the lack of community policing. The number of dangerous drivers is also scary. Walking around with small children it is unnerving to see how many drivers speed and turn aggressively while we are crossing the street with a stroller and it is our right of way. I never see police at these lights giving tickets to dangerous drivers. In terms of crime, we live near a lot of social services and there are repeated break-ins and stolen property. When we go for walks with our kids there seems to be a 1:1 ratio of people who are mentally ill or using substances on the street to residents going about their day. I never see community policing in Kitchener and yet Waterloo doesn't seem to have the same visible issues. I would like to be able to take my kids to the park without having to dodge cars or feel unsafe because someone is having a serious mental health episode or on drugs while we are on the street.</li> </ul>	KIT
<ul style="list-style-type: none"> <li>clean up downtown Kitchener (needles, safety)</li> </ul>	KIT
<ul style="list-style-type: none"> <li>clean up down town</li> </ul>	KIT
<ul style="list-style-type: none"> <li>Restorative justice options to resolve conflict and crime</li> </ul>	KIT
<ul style="list-style-type: none"> <li>our neighborhood does not feel safe to walk in alone or at night; there are a lot of car accidents in our neighborhood especially since the main intersection does not have advance green lights; in our condo drug needles have been found (our building did install cameras because of this); there are a lot of homeless individuals always standing by the lights at intersections or coming off the highways - it is extremely upsetting to see in the cold winters and the hot summer days; I work for a non-profit agency that covers cambridge and waterloo-wellington and we never see partnerships or attendance with the local police department, fire department or first responders - I wish there was more of a presence especially seeing as we work with seniors and often they are involved in emergency calls</li> </ul>	KIT
<ul style="list-style-type: none"> <li>mental health services downtown make walking downtown unsafe for women and children</li> </ul>	KIT
<ul style="list-style-type: none"> <li>Make the downtown areas safer, especially for kids.</li> </ul>	KIT

- Keep improving downtown Kitchener. More businesses are popping up and things are improving, however the number of drug addicts on the streets that interfere with the happiness of others is disappointing. Going to the Kitchener Market on a Saturday morning for example has been an unpleasant experience in the past due to addicts yelling at people passing buy. Also people smoking while they walk on the sidewalks should not be BANNED. I am forced to breath in someone else's smoke while accessing local businesses. When I go to Victoria Park for walks at the lunch hour I am asked for money each time I go by about 3 different people. I no longer carry a purse with me. A co-worker of mine was pushed to the ground by a homeless person and was injured and had to take time off work. This can't keep happening if this city is to improve its well-being. I work downtown and when I walk to the parking garage a block away at around 4:30, I am always watching my back, I cross the streets to avoid people ahead (I work near the House of Friendship), hold onto my belongings super tight and don't make eye contact with people for fear of retaliation. I wish I wasn't scared to walk in my downtown! KIT
- Improve safety on the downtown streets. I do not feel safe walking in downtown Kitchener. I do try to walk downtown during the day but it is at times scary. I will not go out at night. This year we have had increased crime in and around our building due to the Out of the Cold program at St. Matthew's church. It is fine to offer these supports but I should not feel unsafe in my home because of this. Homeless individuals also started sleeping in our one entrance when this program started this year. I hear yelling from the individuals attending etc. This is not acceptable. KIT
- I also consistently feel unsafe in downtown Kitchener, which is difficult since I have to frequently be there. I know the crime rate downtown is actually quite low, and at first I thought it was visible poverty that gave it a bad rep, but I find that men downtown often make me feel unsafe, and sometimes intentionally intimidate or harass women. I'd feel a lot safer if that wasn't the case. KIT
- Homeless individuals have become a real concern. In fact since St. Matthews opened their Out of the Cold program we have had more issues locally. Number of people downtown who are either suffering from mental health issues or substance abuse issues in downtown Kitchener is an issue. Often causes one to feel unsafe. Overall the police are less responsive to us downtown than they were when we resided in the suburbs. Need to balance the needs of all citizens to feel safe and have our property protected. KIT
- Deal with garbage, aesthetic features of downtown, homeless population, drug users and vagrants downtown Kitchener KIT
- Charge all gang soliciting with fines. KIT
- Please keep close attention to the downtown area of Kitchener to make it more safe place for the people who are living in this area. thank you WAT
- Comment about my safety - Kitchener as a city used to be a safe place to live but not anymore. Downtown as many ...Kitchener people had ...attitude and proud to live in Kitchener but seeing a negative attitude must work needed to make ...a great city that it used to be. WAT



## Businesses

- Please help to bring better shopping to the Cambridge Centre CAM
- Also we need some shops downtown. I have to drive to get to these. KIT
- Continuing to develop the downtown core! KIT
- Continue investment in downtown and increasing down town core density KIT
- encourage small, independent businesses to stay located uptown, uptown WAT
- Not a fan of the LRT, wonder why the region would subject business owners to such lengthy construction. I don't think the region cares about the small business owners. WAT
- I'd love to see more art and sculpture incorporated into the streetscape. Love the rainbow crosswalk! Are there plans for more? I'd love to see more colour in Waterloo Square... WAT
- I use to enjoy shopping downtown Waterloo ~ not anymore. It looks like downtown Toronto. Sad WAT
- Encourage more retail business in Ayr. ND
- more stores in our downtown area in Elmira WOL

## Marginalized groups

- Much more accessibility for those living with disabilities CAM
- More free services or senior rates for low income seniors CAM
- More consideration and inclusion for the disabled and mentally challenged. CAM
- Keep educating us on indigenous people Keep educating us on indigenous people and offer more opportunities for truth and reconciliation. CAM
- It sucks to be a senior citizen in Waterloo Region. CAM
- how about some services and programs for those working, middle class but struggling CAM
- help the elderly CAM
- An LGBT centre would improve the lives of all LGBT people in the region CAM
- Allow minorities to build/develop their place of worship, or let them use existing places of worship when they are almost vacant majority of the time. CAM
- They need to boost services for transgender/LGB persons more - Train police to be respectful of us and stop treating us like ghosts, and do something to better the lives of those trapped and caught in perpetual poverty. Do something! KIT



- Waterloo Region still is a very unwelcoming environment for LGBTQ+ folk. Always has been and this continues to be the case. NO welcoming places to socialize except for SPECTRUM. VERY few other 'safe places' for gay, queer and trans folk to gather. Even fewer places where senior LGBTQ+ feel safe or even welcomed. I know City of Kitchener staff and facilities try but with little success. The problem is deeply entrenched in our past history of exclusion, segregation and open prejudiced behaviour of heterosexual-normative society against the Rainbow Community. Thank goodness for our libraries in the Region. In particular the downtown branch of KPL and Waterloo's Library on Erb, both are supportive and offer safe space to all Canadians. The older 'queers' that remember the past are slowly dying and I'm afraid so is the drive and reason for Pride disappearing. We may legally be 'accepted and valued members of society' but this is NOT our reality. The chance of slipping back into darkness is a very real concern for all who are part of this marginalized minority. It is becoming dangerous again to live and as 'out' LGBTQ+ identified citizen. I am afraid of where we are heading in this messed up world of 2018 and have great fear for the safety of ALL marginalized Canadians.

KIT
- There is a serious lack of services for adults with disabilities. Our adult [child] has [a disability] and is over-educated and underemployed. Waterloo region does NOTHING to help people with disabilities get appropriate jobs. Poor transit in our community also hampers independence since cannot drive. There is a lot of focus on refugees and drug addicts; no one cares about people with disabilities or lifts a finger to help them get appropriate, livable jobs.

KIT
- stop ignoring needs of seniors with minimal income

KIT
- stop criminalizing the poor, stop police surveillance of queer, black or trans people, increase access to services for all folks, especially queer, ethnic and trans folk

KIT
- More supports for seniors in our community, as well as mental health supports.

KIT
- I think the community would benefit from more spaces and events for LGBTQ, queer, and trans folks. My queer identity is integral to my sense of self and it's hard that there isn't really a community or community spaces in Kitchener.

KIT
- As we are in an aging society, programs must be more conducive to persons with a wide range of disabilities. Disability isolates people and can inhibit one's ability to participate fully. It is essential that the overall provincial health system become more flexible in accommodating persons with disabilities and should provide more assistance to families and patients with more supports. This could include an advocate for those without any social supports via family or friends or whose family is unable, by circumstance, unable to assist. Surveys such as this one, should make more provisions for disability as being a factor in the responses to the various questions. I. E. I am not working because....(disability).

KIT
- I have been discriminated against because of my disability

KIT
- Greater respect for low-income people

WAT
- Start being interested in people who are not middle class, white & highly educated. You lack diversity in staffing, programs and understanding.

WAT
- more queer/LGBTQ services and community; more actual safe spaces for LGBTQ; more indigenous recognition and services;

WAT

- Increase financial support for Indigenous run agencies in Waterloo Region because the off reserve Indigenous population is great and growing. Flowing funding that is earmarked for serving this population through mainstream agencies is not working because large portions of the community won't go to those agencies due to fear and perceived racism. WAT
- Get more help for senior citizens and make it easier for them to get ie not computer based. WAT
- Remember people living in extreme poverty have different needs compared with those in the middle class. Food security, housing security all play into how one interacts with their community. Thanks. WEL
- there should be more programs for adults with disabilities or support groups in rural areas WIL
- family court process that supports maintaining appropriate child support payments that doesn't leave the single primary parent with the cost of going to court to ensure it is paid by the other parent, appropriate homecare/childcare services for single parents when sick/std/work needs, WOL
- more access to social services to support adults and with disabilities WOL

## ***Community information and communications***

- Improve openness with the regional government, currently there is little accountability. I'd guess a third of all construction projects are behind, with no updated information. CAM
- Response from councilor and Mayor ineffective. CAM
- communication accessibility for deaf and hard of hearing CAM
- That events of all kinds in the Region need to be communicated/advertised MUCH MUCH better. I often never hear about events until after they're over. There needs to be one place to find everything, even if it's one place with links to other places. KIT
- provide maps of all trails more easily accessible than Waterloo Region site KIT
- We need to do a better job of informing residents of the services available. For example, I recently learned about workshops and courses I can take for free at the KPL - including learning a new language and access to Lynda.com which my employer refused to offer to all teams in the organization. I also recently learned about summer workshops through Communitel. There are also many other activities in the city and region that people may not hear about. Even though I actively search for things to learn or do, I still feel like navigating the resources and activities could be easier. Why not make use of the network of neighbourhood associations and the growing number of neighbourhood bulletin boards to communicate information? KIT
- Better advertisement of free family events happening in the region before they happen. KIT

• Greatly improve public relations and feedback to complaints inquiries etc.,	KIT
• More advertisement about what is going on in the community via technology (i.e. Facebook ads, Instagram, Text Messages that people can opt out of if they wish, a Waterloo Region app)	KIT
• Information meetings and social gatherings on individual neighbourhoods where people could meet and develop a sense of community. Notices delivered to houses as often people do not access by social media or newspaper.	KIT
• Ensure local council responds to inquiries, not just "I don't know, why don't you try....."	KIT
• continue with Kitchener Post, Flyer Delivery, to homes, continue connecting to LTC facilities with services to help them remain connected ie newspapers, theatre, music, KW symphony, sports groups, churches, choirs, schools &&& connecting back to LTC, these people built these communities and deserve to remain connected	KIT
• I don't find many of the interesting things to do in Waterloo well advertised. I find out when they are over and I see pictures of the events.	WAT
• Better communication	WAT
• I find its difficult to know all the communities programs and events	WEL
• Better communication of times of available programmes. Follow up/ Interaction for seniors.	WOL

## ***Additional comments***

• White anglo males under attack by a left leaning misandrous society	CAM
• Cambridge needs a lot of help. Least resources I've ever experienced.	CAM
• I see good things happening every day and I'm glad to contribute to it. There will always be problems, but fixing the problems helps us grow.	CAM
• Enforce bylaws so communities don't look like ghetto's/trashy... so home owners can be proud of their community.	CAM
• PLEASE ensure that Google is well plugged into the city so that their employees will care to become involved in the neighbourhood they work in and the city they live in.	KIT
• get ahead of the cannabis legalization - make Kitchener Kannabis a real \$upported endeavor - catch the wave to attract the young and enhance the livability of the Burg. Imagine the same tourist who come and swoon to the suds in October - multiply that by a factor and see this region lead the nation in not just tech innovation but foster in a new age of tolerance and happiness.	KIT

• All in all Waterloo Region is a great place to live. It would be interesting to see the results of this survey after the ION and Safe Injection Sites are implemented. I wonder if results will change.	KIT
• The fact that this region, its community, and its media are completely fine with nazis holding lectures in the community without being challenged and shut down speaks volumes about who is welcome and who isn't. I actually am planning on moving away from the region and telling all acquaintances, friends, and family to avoid this region if they value their mental health if the situation with my employment worsens with the introduction of a new provincial government. I came to this region really believing it was a good place to be and it let me down, and it let people that I care about down. The absolutely disgusting notion that activity in a downtown business area is more important than thousands of deaths from an opioid crisis tells me that this region doesn't give a damn about its citizens, it cares more about people who are well to do, their private property, and their money. The fact that every year a school trustee tries to pass a motion to stop raising pride flags at regional schools, forcing me to have to share personal accounts of my experience at high school as one of many rationales for why it should be flown is exhausting. In sum, If I were to move away I will likely be in favour of a motion to cede the land 6 miles on either side of the Grand River to the Six Nations and allowing them self determination, I still waver on that every day.	KIT
• Bring back ice cream trucks that travel from place to place. Kids need to hear the ice cream truck song coming.	KIT
• Ban backyard chicken coops and monitor how residents leave their yards go to weeds.	KIT
• We stronger bylaws (and enforcement) forcing landlords to keep their grounds and buildings in good condition in order to maintain a level of cleanliness and healthy living throughout the region	WAT
• Not really a complaint, but just a note. I filled out a card as "willing to volunteer" at the Poor Boy's Luncheon in New Hamburg. I was never contacted. Maybe there's just too many volunteers in New Hamburg ;)	WIL

# Healthy Populations

## Health care services – access

### Doctors

• We need more doctors that care about patients.	CAM
• We need more competent family doctors	CAM
• more doctors, specialists	CAM
• get hospitals to best in class status , attract dr,s and nurses to region,	CAM

• We need more access to family physicians	KIT
• much faster, fuller access to friendlier medical doctors	KIT
• As well, access to pediatricians and family doctors are an ongoing concern. We are lucky to have a great family doctor but when we initially moved to the region, we spent a lot of time in walk-in clinics and emergency rooms with our toddler until the hospital found a pediatrician for our child.	KIT
• Healthcare Services are terrible - lack of doctors, lack of linkage between family doctors and hospitals (reason my husband died),	KIT
• Having just completed 3 yrs. caregiving to husband who died this month I am appalled at how understaffed our hospitals are. Many more Doctors & Nurses are desperately needed.	KIT
• Yes. We have no family doctor after waiting for almost 2 years! Please recruit more! Thank you.	WAT
• We need more doctors and better funding of our hospitals.	WAT
• More family doctors are needed	WAT
• Family physicians that take the time to listen to health complaints and not judge, also easier access to those MDs	WAT
• More doctors, less wait at hospitals	WAT
• Keep trying to recruit doctors/specialists.	WAT
• I needed to see a [specialist] last year for an illness, and couldn't get an appointment with a local [specialist] for 3 months. I ended up going online to get an appointment with a [specialist] in Etobicoke, and was in to see him in less than a week! No one should have to wait months to see a specialist when they are in pain and dealing with a health issue. And I should not have had to go out of the region to get help.	WAT
• Need to build more hospitals and bring more health care professional to our region to make health services more accessible.	WAT
• more natural health care providers and education;	WOL
• MORE DOCTORS at St. Jacobs Health Centre TAKING NEW PATIENTS!!!!	WOL
• more access to general practitioner and specialist doctors	WOL

## *Schedule*

• It would be great to have free accessibility to people that need counseling after 5:00pm. People work until then and everything is closed as well as free kids/Teen activities and gyms for kids/Teens that you did not have to pay an arm and leg to get in all year round.	KIT
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- More GP doctors and more mental health offerings for outside of traditional work hours. KIT

## *Hospitals and walk-in clinics*

- more doctors and specialists and bigger hospital better situated -we have 2 hospitals that are inadequate for this region and GRH is difficult to get to with no parking that is reasonable KIT
- Improve funding for hospice / palliative care. KIT
- Improve Emergency processing at both Kitchener hospitals. WAT
- improve hospitals, WAT
- Grand River hospital is being controlled by Doctors who aren't always making decisions for residents...an example is restricting midwife's privileges when the demand for midwifery care is increasing in demand and outstripping supply due to selfish Doctors. Hospital Board should stand up to them and meet resident needs first. Thanks for asking!! WOL

## *Dental care*

- i need dental care WAT
- Dental- should be completely covered under ohip due to heart damage through arterial decay-very costly health cost (hospital) due to neglect is lack of sight. WAT
- Seniors should have some help in paying for dental care. ND
- Free dental and guaranteed income for all –

## *Senior care*

- Healthcare services which are largely provincial and federally funded really need to be stepped up - like everywhere - to reflect the changing needs of an older population. I would like to see more input from the public on services required and services used versus the effort family members have to undertake in order to use and acquire support services. I have learned how to navigate the healthcare systems from CCAC/LHIN to local hospital services through to long term care and it is like a fulltime job in and of itself. Money definitely talks in this area and would like to see a similar or offshoot initiative from this that focuses preventative activities and wellness to help minimize the downstream effects and support required when folks get older. I am keenly interested in this subject and looking for opportunities to get involved to help solve for this. CAM

- Seniors also deserve more respect regarding Health Care, There is clearly discrimination/ageism in health care! There is not enough help for seniors now and the baby boomers will require even more. There is now and will be a need for more geriatric supports. CAM
- Health care for seniors is costly and basically non-existent for when they need therapeutic help. CAM
- Our health care system needs to change to care for the number of seniors People are living longer and needs will only increase WAT
- Practicing preventative measures. A geriatric clinic for seniors not living in Seniors home. Home health services don't fill the job. Seniors have too long a wait if they want to be admitted to a caring home of their choice. WAT
- Healthcare for the aged SUCKS here! Local clinic cares not a jot for old people. No appreciation for being old and not mobile. ND
- Health Services here think that all old people should just die and be gone. They are useless and are of no help at all in times of crisis. They hate us old people!! ND
- As a senior citizen I feel the government does not provide adequate medical compensation for drugs and services to keep us seniors healthy. WEL

## Nurses

- More practical nurses who can order lab work and read results. CAM
- Get nurses at the hospitals that do more than just sit at their computers all day. Patients need personal attention not just basic medical attention to help them heal...help them feed themselves, help them to the washroom, don't leave them sitting all day in a chair and forget about them. WAT
- Better care options for nursing support and more personal care options/support groups for parents of special needs kids. It's a draining process and it's being removed from families. KidsAbility can only do so much; the LHIN is a broken process and needs to be improved. Removing nursing care for parents and forcing them to put their medically fragile children into the mainstream child care centers is NOT an option. This adds unnecessary stress and hospitalizations, exposing the child to life-threatening illnesses. This is not fair to the child and the parents. WOL

## Community resources

- More community resources for health and mental care (not more \$ for MDs or hospitals) WAT
- Better health care resources WAT
- alternative medicine supports, quality medical, WOL



## Cost

- chip coverage for specialists, better support for adult son CAM
- Drug benefits and should include medical cannabis. WAT

## Health care services – quality

### Waiting time

- More hospital funding to lower wait times CAM
- Wait times at hospital, drug issues and homelessness CAM
- It takes a long time to get in to see a surgeon. Then even a longer time to get surgery. It also takes too long to get an appointment at a pain clinic. There is only one clinic in Cambridge for physio, That is covered by healthcare. So again a long wait to get in. CAM
- shorter wait time to see specialists, more assistance for disabled and seniors KIT
- More focus on reducing health care wait times KIT
- less wait time for drs. appointments more drs. improve wait time at emerg more mental health help KIT
- Hospital wait times and access to specialists needs to be improved. KIT
- Better access to health care services. Long wait times to see specialists, have MRI's, surgeries. KIT
- reduce wait times at hospital, WAT
- Wait times at hospitals, appointments with specialists, WAT
- Waiting list is too long for hip replacement WAT
- quicker access to medical specialists WAT
- lower wait times for doctors and tests WAT
- Less wait times for certain medical issues. ND
- health care: more doctors, shorter wait times in hospital emergency, quicker access to specialists WEL
- improve waiting times for emergency hospital visits WOL
- Hospital wait times WOL



## Specialized services

- More help for those with young onset dementia and Alzheimer's disease. CAM
- There needs to be more warm water programs for people with chronic pain. The City of Kitchener replaced an excellent program with a lacking one that people who need to be active are no longer attending. Re-assess the programs offered by seeking input from those who most need them! Not determine it by those who don't know about living in constant pain! KIT
- Improve access to health services for chronic long-term conditions (car accident rehab, chronic pain). KIT
- I'm currently dealing with cancer. Any and all experience with our health care system in K-W is top-notch. I'm thankful not having to travel to Toronto or Hamilton for my treatments. The cancer has impacted my ability to get around physically, and being able to work. I love our area and am thankful to be living here. KIT
- Better access to community supports for stroke recovery of my husband. KIT
- better access to child health services, WAT
- X-ray service in Ayr. ND
- more support for chronic illness sufferers; WOL

## Quality

- improve health care CAM
- Better health care.... CAM
- Better Health Care Services !!!!! CAM
- Better health care and better mental health care. CAM
- safe injection/harm reduction services; KIT
- Needs to improve health services KIT
- Improved health care, KIT
- Improve the quality of healthcare (it is a primary reason my mother prefers not to move to the area). I went to the new walk-in clinic at Fischer-Hallman and Bleams recently and the primary \*doctor\* is by video link. That is not satisfactory! Also I know many people who are dissatisfied with their primary healthcare provider but don't have alternatives. KIT
- Health care, health care health care is a shambles! Also the availability of free or low cost mental health supports is not available. KIT

• The medical system is very bad in the region. A Lynn or community care access centre does not provide sufficient help for seniors with extreme need for physiotherapy after surgery. I am suffering because of the unfair health system.	WAT
• more access to extended healthcare for everyone	WAT
• improve healthcare access and speed of referral to specialists, especially in making care more accessible to disabled and transgender members of the community	WAT
• After joint replacement surgery 1 night in hospital too short.	ND
• Better and faster health care.	WEL
• find alternative medical solution for crowded hospital emergency rooms;	WIL

## ***Mental health***

• I am also concerned that mental health issues are given some priority in our health system.	CAM
• We need easier and quicker access to mental health	CAM
• There is a very strong need for resources for those struggling with MENTAL HEALTH and/or SUBSTANCE ABUSE. It is out of Control!	CAM
• Rethink the people who work in the mental health services, aka counsellors and social workers who offer counselling services. They are trained with scripts. If you aren't in extreme crisis they don't want to help you.	CAM
• Need more affordable mental health support	CAM
• More mental health assistance ,ie lower wait times for help. Assistance with medications for depression.	CAM
• More mental health and addiction supports for both short and long term	CAM
• More mental health supports	CAM
• Major concern is lack of assistance in mental health and drug addiction	CAM
• Finally, there has to be better access to mental health facilities in the city. Family doctors do not seem to have the knowledge, nor the understanding of the issues people are facing.	CAM
• Hire more mental health care	CAM
• Focus on mental health services, the wait times are too excessive. I work in education and want better for my students	CAM
• Build some mental health facilities that can deal with the number of addictions and mental well being individuals that plague our communities in this region. Our hospitals shouldn't be the only source for short term care.	CAM

• Better Mental Health and drug addiction Care	CAM
• Addressing access to mental health services, homelessness and the opioid epidemic should be a top priority in Waterloo Region	CAM
• Access to therapy for those with mental health issues could be improved, the wait list takes months and sometimes that's too late.	CAM
• Yes, long-term mental health assistance should be more readily accessible to everyone.	KIT
• wellness advisers/resources in community centres	KIT
• We need better access to mental health care. More access to treatment such as CBT.	KIT
• There's already good assistance for mental health/addicts, but more is still needed.	KIT
• The Region needs more accessibility to mental health supports, especially for teens.	KIT
• Supports for mental health and how to get work when dealing with anxiety issues, really hard to get work because you can't be open but there are no supports to keep you employed.	KIT
• Provide access to AFFORDABLE psychotherapy that can be accessed quickly and regularly. Seeing someone once a month doesn't cut it when you're dealing with severe mental illness.	KIT
• Offer more mental health help. There are always waiting lists.	KIT
• Need to improve access to mental health services, shorter wait lists.	KIT
• More support and resources are needed for those suffering with mental health issues. What is currently offered is extremely insufficient in quality and very difficult to access financially.	KIT
• More integrated mental health services; better health services in general - MDs and nurses seem severely uneducated in mental health and equity	KIT
• Mental illness in youth is critical and we are losing our children to suicide. We need more services such as residential treatment programs that treat the whole person - and not in a hospital.	KIT
• Mental health services are not co-ordinated, confusing, difficult to access, take too long, and do not follow the person in need. So much more needs to be done in a consistent, co-ordinated effort for those suffering with mental health issues.	KIT
• Mental Health is currently really suffering! We do not have enough Psychiatrists! One of our family has been waiting now urgently for 3 months from family referral with no call. Despite repeated attempts.	KIT
• Look after those with mental health challenges, it could anyone of us.	KIT
• Let's all talk more openly about mental health and addictions, and then act on our discussions to help the most troubled and vulnerable people in our community	KIT

• Less Police, more help for mental health (especially preventative).	KIT
• It is ridiculous that someone 18 and experiencing poor mental health must make their own choices and advocate for themselves. Parents need to help and be involved, not excluded.	KIT
• Increased access to Mental Health care, long term treatment options are needed, not simply an increase on walk in counselling and short term treatment	KIT
• One of my young adult children suffers from anxiety/depression but there are very few options for support groups close to home and, as far as I can find, few supports for us as his parents. If these exist, they need to be better promoted.	KIT
• Improve mental health services	KIT
• improve funding and access to mental health resources for children and teens	KIT
• improve access to mental health services - both for children & adults	KIT
• I would love to see a greater commitment to accessible mental health services in the community - specifically men. Our community has experienced some significant loss of services over the last month that increase barriers to people accessing services within the region	KIT
• I think there needs to be a lot more available mental health resources as well as free groups like maybe more art therapies free drop in exercise classes etc... I also think that the hospitals need more funding for staffing and programming especially the mental health units	KIT
• Easier access to mental health care. More long term counselling for ODSP recipients with PTSD.	KIT
• Better supports for postpartum depression. The hospital group ending left a big gap that the other groups do not effectively fill.	KIT
• Better support for mental health	KIT
• Better access to mental health care.	KIT
• Although there is crisis care at front door, and Grand River hospital for children with mental health issues, there are no programs designed for this demographic. This is a big problem.	KIT
• Access to low-cost/free mental health counselling	KIT
• We need more psychiatrists for patients dealing with depression	WAT
• We need better access to counselling services for people in my age group (20-30yrs old), especially after leaving school	WAT
• There is a need to ensure people with mental illness do not fall off the system after being discouraged by extremely long wait time for psychiatric care in Waterloo region. Having psychiatric nurses triage and keep in contact with patients while they wait for care (which is what the University of Waterloo Health Clinic does for university students going through mental health crises) would be a great help.	WAT

- Regarding mental health: focus government resources in improving the access to mental health services instead of promoting conversations about mental health issues. It is like the government focusing their efforts in opening a Pandora box without having a plan or resources to deal with the outcome. It doesn't help anybody to talk if there is not help available. People are very judgmental and this only creates a negative energy around you that worsens the problem. Regarding employers... they don't really care about which problem you have... all what they care about is that you show up for work and you don't make mistakes. WAT
- lack of resources for children and youth who require RESIDENTIAL mental health care, better access to counseling in universities- asking counselors to limit counseling to 15 minutes is useless to students and creates ethical and mental health issues for counselors, WAT
- more mental health services; WAT
- Mental health is extremely important and so many people suffer from terrible illnesses there needs to be more resources as well as places people can feel welcome and we can start on a path to curing these illnesses or at least making them less painful. WAT
- Also, more access to psychiatric services, not run out of the hospital would be helpful as well. WAT
- Focus on improved access to mental health programs and assistance WAT
- focus more on immediately improving access to mental health care professionals WAT
- Better access to mental health services for the community. WAT
- 4. Create more treatment options for people with addictions. WAT
- We need anti-bullying programs directed at adults/for adults. People at Ray of Hope need special training for interacting with people who have PTSD (it's more common in our community than realized) WAT
- mental health needs more accuracy in people willing to do the foot work for people that cant WAT
- Please make access to mental health related services more readily available WEL
- Making mental health resources more readily available; although I know this has already improved. WEL
- Need more mental health resources WIL

## ***Nursing/home care and caregivers***

- Some people need more home care KIT
- MORE LONG TERM CARE FOR THE ELDERLY KIT

• More access to support for those dealing with dependent parents. A lot of focus in this survey was on self or those with children. Caring for elderly parents is a huge growing concern and often this is being done in the home due to financial constraints.	KIT
• Better access to primary care (for people with Physicians in no FHT/group and for seniors/persons with disabilities, better care in hospitals, dementia-friendly hospitals (as opposed to "senior" friendly, more support for persons with mental health issues, including housing.	KIT
• Yes. You do not really ask about seniors and their situations, ie caring for loved ones at home and the support services that are now nearly non-existent for them. The care and long term care facilities needed for many of these seniors, now and in the near future as demands grow. I care for my wife becoss we have no immediate family around anymore and only a brother-in-law who helps out. Community home care is dismal these days. Our challenge is always as I have some medical needs how we are going to care for my wife who needs someone around most of the time. Thank you.	WAT
• accessibility to affordable long term care is poor throughout Ontario, couples separated in LTC facilities, ensuring safe environments for LGBTQ2S SENIORS IN LTC and in general,	WAT
• more facilities for old age nursing care , less wait times at hospital	WAT
• more and more long term care services will be needed, in facilities and at home	WAT
• More GOOD long term care facilities.	ND
• In my community more seniors housing such as Nithview are needed. I know of 5 long time residents who had to leave the community for Long Term Care.	WEL
• Housing for dementia sufferers who are not yet seniors and are unable to live on their own needs to be addressed. How do these people find living accommodations that are assisted when family members cannot take on the burden?	WOL
• More long term care facilities and more help for families with children's disabilities	WOL

## Additional comments

• Rehabilitation supports for post surgery people !! in home exercise/maintenance for those unable to travel	CAM
• More YODA programs for those living with early onset dementia. More Alzheimer's Society support and transportation for disabled.	CAM
• I'd like to see the region provide more health services focused on rehabilitation and therapy, affordable housing initiatives and a strong police force that not a boy enforces the law, but also provides a sense of safety and protection in the community.	CAM
• Access for information for parents of an addict	CAM

<ul style="list-style-type: none"> <li>You only barely touched on health care in this survey...for some the ability to access health care and health care supports affects EVERY moment of their life. I have a medically fragile child as well as a [spouse] who has [a chronic illness].....we travel out of the Region for ALL our healthcare visits, and supports for our family (ability to take time off work, shift nursing throughout the night, travel expenses, clinical psychological support/care, etc. etc are seriously lacking in Waterloo Region (or not at all available). Quality of life because of the failure of our health care system and supportive employers and other community supports is literally killing me (as the primary care giver for my [child] and [spouse]). In the past 6 years I feel I have aged 20, I am under 40 and my BMI is normal, however I am pre-diabetic and my cholesterol has put me at high risk for cardiovascular disease.....most likely because my stress and lack of quality of life...?!?</li> </ul>	KIT
<ul style="list-style-type: none"> <li>Please create more in community health and wellness services and groups. For instance public health used to do much more in my community centre, schools etc. and now they seem to sit in their office at the computer. Get them back out in our communities</li> </ul>	KIT
<ul style="list-style-type: none"> <li>consider bed bugs a health issue, the mental health stress of having bed bugs takes it toll</li> </ul>	KIT
<ul style="list-style-type: none"> <li>Way better health education for health care and related sectors especially for and about "orphan diseases' and post concussion in adults, chronic pain in the entire population.</li> </ul>	WAT
<ul style="list-style-type: none"> <li>We need more operating time at our two hospitals which is limited due to existing space. Why not consider a separate hospitals for surgery only. Most surgeons would work more if they could get space. I believe a two tiered medical system can work. It does in Scotland and has for years.</li> </ul>	WAT
<ul style="list-style-type: none"> <li>Non judgemental health care for all.</li> </ul>	WAT
<ul style="list-style-type: none"> <li>1. Need survey with more questions on our Health Care system. (LHIN) etc. and Health Care Professionals - difficult to navigate Health Community/ social resources) (need) 1. Central location for this (Waterloo Region) (Stop) computer/ hard copy not all have computers. 2. Ideas of ... to plan for Seniors i.e., appointment, retirement, LTC, palliative hospice. 3. Health needs in community to help cope in real world! 1) fitness 2_ clinics 3) after hours 4) hospital 5) Emergency etc. (urgent care). 6) Family doctor etc., 7) need hospital). If don't have your health, you not be able to functions/ keep independence, see where needs are to plan in Health Care System in Waterloo Region.</li> </ul>	WAT
<ul style="list-style-type: none"> <li>Keep Health Unit local - do not amalgamate</li> </ul>	WAT
<ul style="list-style-type: none"> <li>I believe that investing in the services that support the healthy development of children and youth in our community is essential for the longer term wellbeing in Waterloo Region.</li> </ul>	WAT
<ul style="list-style-type: none"> <li>I would benefit from more medical services like what I feel I get from Elmira Family Chiropractic. Living in the region for over half the time I've lived with [a serious injury for over 20 years] has been DIFFICULT. I want the world to know why i'm so different, so mental, so weird!</li> </ul>	WOL



- Our ERs are overflowing, seeking medical treatment in this community is a problem. To improve flow you must educate/raise awareness of the proper use (& abuse) of ERs and calling 911 for an ambulance. People need to know their options (eg. clinics) and educated in terms of where to go and when, for whatever. ERs are getting needlessly overcrowded, this could be avoided. People also call 911 for minor ailments assuming it'll get them seen by a doctor in the ER quicker - if they're not going to be penalized or discouraged at least if the public were aware this is a pointless tactic, they won't tie up ambulances and will just go to the ER. Or better yet an urgent care clinic or their family doctor if they have one. EDUCATION and CREATE AWARENESS = decongest ERs. Improving healthcare accessibility is the ultimate way to improve wellbeing in Waterloo Region! WOL

# Democratic Engagement

## Government leadership and services

### *Local government (cities, townships)*

- Treat it as one not separate communities. All get the same. CAM
- Replace the Mayor of Cambridge! CAM
- remove the two-tier government and become a super city CAM
- Protect established neighbourhoods from quarrying activities, traffic, noise, dust, etc. Control sprawl, protect wetlands and areas of ecological significance. Ensure local government is more transparent and engages with community. CAM
- Make changes to municipal elections for term limits and more voice of the people in decision making. Do not let Developers control decision making and growth of our community. Municipal governing needs to be more fiscally responsible. Our local government is failing and personal egos and gain seems to be more important than the residents. CAM
- In other words, act on the words you speak and write. This is why I don't get involved in politics, nor do I trust politicians. They talk too much, do very little. Above all, Waterloo Regional Police, the Cities and the Region all need to enforce the already established by-laws, rules, regulations and laws in place. Otherwise, why make them in the first place. My perception is this: policy makers live in their own world and want to create more rules, the public don't care about respecting any existing rules or laws and there is no enforcement of any rules or laws (save for one or two)! This is a sign of individualism and not respect, consideration of other people (not to mention other species on the planet) and creating a sense of community. As far as I am observing, as a scientist, people are interested primarily to be able to do whatever they want without any regard or responsibility for what kind of adverse effects their actions may create on someone or something else. And it's getting worse! CAM



- Better training for police and Regional upper management addressing personal and systemic biases and discrimination. CAM
- Stop asking, start doing. This is the third type of survey I've seen that asks questions on how to fix things or opinion on how things operate, but no new change appear to be in place for those who need help. If the survey cannot make positive change and is simply a statistics report that nobody will read nor care about, stop wasting time. KIT
- Restore Democratic practices in local government, listen to what citizens want instead of "dictating" what they need. Halt gentrification and ensure "inclusiveness" for all regardless of income. Eliminate homelessness. Bring caring, compassion and kindness to all transactions. Reduce power of Regional government and ensure public consultations are legitimate and not simply "window dressing" before the Region once again shoves predetermined outcomes down citizens throats. Lack of democratic processes appalling both inside regional bureaucracies and outside when dealing with citizens. We the general public are intelligent and it's becoming increasingly clear that "the Emperor really wears no clothes!" This Region operates like a Banana Republic. KIT
- My comments related to WRPS are all to do with the recent complaints about sexual harassment of female officers, as well as their track record with sexual assault complaints not being investigated. I also have concerns with the amount of racial profiling that happens with non-white members of our community and their interactions with police. Otherwise, I have always respected the leadership and officers that I have come to know over the years during my community involvement activities. KIT
- Make it mandatory for senior and elected municipal officials to use public transit as primary mode. Excellent opportunity to see impact of road work, length of time for journeys, difficulties managing large/bulky items, lack of physical accessibility, competition for space between strollers, wheelchairs and scoots, cost of service on those with limited income. Municipal leaders and senior staff need to be more directly engaged with those who have less of a voice -those with privilege need to make a far greater effort to bridge the gap than those without privilege. KIT
- Keep up the good work. Being self aware and reflective is good for government. KIT
- Provide more strategies as there is lots of info but its missing the how?? KIT
- I think the folks in WR work really hard to make this a wonderful place to live. KIT
- Completely replace the current regional council KIT
- Waterloo council are not fiscally responsible. Replace them. Stop gouging landlords with your exorbitant fees. WAT
- Tear down all speed signs because the police do not enforce it. Sell them to a community that cares about its residents... Stop the speeding on my street. Give the road speed signs to a community who cares about safety for their residents. Union street at Margaret to Weber is a drag strip..and when asked for police help we have all been refused. No we pay high taxes here..and do not have the same services as Westmount. We are just old people...city of Waterloo is beyond non caring WAT
- Replace the local governments. WAT

- Region needs to coordinate amongst the 3 cities. Regional Government has been avoiding leadership in this area. WAT
- Keep building collaborative efforts between the 7 municipalities, to improve services WAT
- In my opinion, Waterloo has a tendency towards the monolithic (RIM Park, Rec Centre, etc.) and seems a bit...well...uptight (no hens in back yards, no fire pits, fairly restrictive parking rules, etc.). Kitchener's approach, on the other hand, seems to be more distributed (community centres, etc.) and leaves more room for personal responsibility (backyard hens ok, firepits ok, less restrictive parking rules, etc.). I think Kitchener's approach is more accessible, and feels more respectful of individuals' abilities to act civilly towards each other in the absence of hard and fast rules. WAT
- I'd like to see the various city councils work more cooperatively vs competing with each other. Reality is that we are one large urban area so planning should focus on creating holistic live-work communities throughout the region as a whole. WAT
- Amalgamate the Region, Cities and Townships WAT
- I am not satisfied with the Region of Waterloo and how it works with regard to the townships. Very little visible police presence, no public transit or hope of it in the future, paying taxes to support the urban centers only. ND
- I love my community of Wellesley. We are so fortunate to have strong citizens that work hard to make our community better. I am very sad with the lack of transparency and engagement processes utilized by our township council. Wellesley has been built and sustained by the community with little support from our council. I am also sad at the lack of youth programs, seniors programs and overall fitness programs offered by the township. There are so many grants available to support different priorities, however our township doesn't appear to take the time to utilize any of these. WEL
- 'd like to thank the folks who make our community what it is. WIL
- Whomever is considered for Regional Chair needs to have a detailed understanding of the outlying townships as well as Kitchener, Waterloo and Cambridge. They all have unique makeups that need to be well understood. Current Regional Chair has a thorough knowledge of the different areas, and that has benefited the Region immensely. It is imperative that it continues when he retires. Delicate balancing act. WOL

## *Provincial and federal governments*

- The provincial government allows dismissed without causa people to get second carrier benefit. KIT
- I am very concerned about the potential negative implications of the recent provincial election; I fear things will get worse and more people will be left behind. WAT

# Government policies, strategies, and planning

## Policies

- Stop making Cambridge Waterloo Region's dumping ground. CAM
- More assistance for the "middle class" we are listed at the bottom of middle class. Our income before taxes makes us not eligible for programs and services. After tax and living expenses there isn't much left. My kids miss out in a lot because we are "too rich" for assistance. So because I'm not "poor" enough my kids miss out on so much. CAM
- Lower taxes, no LRT, 2 terms for regional chairman and mayors, less money restoring digital libraries, making politicians more accountable and less secretive. CAM
- Clean up the junkies destroying the region, no sissies, enforce ALL laws instead of just vehicular ones that create revenue (ie jaywalking, begging on corners, camping on private property, etc.) CAM
- Start placing Canadians- especially our homeless and vets FIRST rather than all the 'newcomers!' KIT
- change zoning laws so we can have a strip club in town KIT
- I find some of the building by-law restrictions in Waterloo to be too restrictive, expensive and counter to the building of community. WAT
- increase green space, decrease high rises (over 6 stories), promote availability of part-time work with benefits; support living wage jobs, end discrimination based on race, gender, religion, sexual orientation, age, weight, etc., engage marginalized populations in municipal planning, create separated bicycle lanes, make all-day two-way transportation to and from Toronto happen asap, have regional government do more advocacy to provincial and federal governments on issues that benefit the common good, better coordinate road work to decrease time of disruptions, enforce municipal bylaws more effectively, do more citizen engagement re: how intensification happens, make people a priority over profits, do regional/municipal planning that considers what the effects will be over the next seven generations, invest more in renewable energy and make it easier for citizens to do so as well, include faith based groups in municipal/regional planning, create an initiative locally that helps decrease social isolation, foster initiatives that help older adults to stay in their homes safely and happily if they wish to, create more licensed daycare spaces at affordable rates, promote effectiveness over efficiency; implement policies that consider that business was invented to serve humanity--not the other way around e.g. adopt a health in all policies decision-making framework in municipal/regional governments WAT
- allow backyard fires in Waterloo so people can sit out in their backyard and enjoy fires at night, encourage more commercial development (restaurants etc. outside of the downtown so that there is more of a night life within walking distance for people living in Beechwood, Laurel Wood etc.) WAT
- better control of developers WAT

## Planning

- Stop allowing houses to build up our wetlands. Built housing on steady developed land. Get rid of the Preston dam in Roversie park. Get rid of the hotel on Fountain st and open up congestion. Do NOT put our rec centre at Conestoga college. Start communicating between levels of government to stop the traffic construction madness. Force police to deal with neighbour disputes. Force the city to uphold bylaw infractions. Stop the LRT going through neighbourhoods and out it on already developed land. Basically stop killing nature altogether. The citizens do not want to be a super city like Toronto. We like or small downtown cores and our small town feel. Stop trying to play with the big boys without improving services. I.E swimming lessons!!!! Build an indoor pool in Preston! There are so many problems in this city right now and it all comes down to over-population and lack of planning.

CAM
- Don't tear down historical buildings (Southworks) and have respect for historical village space (Hespler/ Preston have super modern buildings popping up that overshadow the churches and old buildings).

CAM
- less development, less population

CAM
- When thinking about development, prioritize new and growing families who are trying to create roots in the community over the temporary tech sector workers by supporting arts, culture, and social services!

KIT
- Massive residential development in core should NOT include more parking; Make parking more expensive and public transit more affordable; Make roads safer for bicycles (those lon tracks are widow-makers!)

KIT
- Make good choices for designing our neighbourhoods that can be enjoyed by walking and cycling and public transit. Let's not turn our cities into towers of shadows with no place to enjoy the environment.

KIT
- Stop building condos and high rise apartments. They are an eye sore, they are too big, they are blocking natural light, they are creating light pollution, and worst of all DTK condos is going to destroy a land mark which is a church. Stop buying up peoples houses and putting in high density housing in other peoples backyards. Create more parking and free parking. Put a grocery store in downtown Kitchener (We use to have one downtown). Stop trying to be like Toronto. We like being a smaller quiet town. Stop tearing down buildings that are a part of our city's heritage. Stop reclaiming land and tearing down peoples homes. Reopen all the schools you have closed. Bring new families to older neighborhoods. Stop trying to build a road through Lake Side Park connecting Homer Watson Blvd to Belmont Ave. It's a very nice natural wooded area, with many lovely quiet natural paths and home to many animals, including turtles. It is NOT! hazard land. Do NOT! destroy our parks. Stop doing, building and tearing down anything you want. Start listening and doing what the people say and want in this city. No one wanted this city to be a big city. No one wanted you to build roundabouts. No one wanted the LRT. I can't find a single person who thinks that the LRT is a good idea. No one wanted this city to become big. This used to be a nice city. Now it's a nightmare, a living hell. You have destroyed this city, busines

KIT
- would be nice if building bylaws would actually be adhered to

WAT

- too much wasted space and long distances caused by big parking lots, low density, vast shopping centres, boring architecture, tacky-tacky suburbs. Developers are FAR too powerful, also uncreative and unresponsive to housing needs, and tend to segregative housing based on status and income. The conservative political elite is a barrier. I wish, I wish that we had a culture that was interested in good and creative design in planning, housing, architecture, and other public amenities. WAT
- 1. improve neighbourhood design. 2. densify in an intelligent way not driven by the profit-making agendas of out-of-town developers, but according to a unified vision of what we want our community to look like, and how it should function. WAT
- Too much density in a small area ie. highrises built beyond needed capacity WAT
- Stop the building of apartments /student condos in Albert/ Columbia/ Sunview Streets. Traffic congestion horrible, too high density for safety WAT
- Please stop building highrises/student housing. The universities' population do not support additional highrise apartments/student housing. WAT
- Pay attention to a built environment that encourages citizen engagement and neighbourhoods WAT
- Increased density is good but high rises are not - look at Europe. WAT
- Looking forward to the LRT. Continue with such developments. Temper densification though with aesthetics and public space, not just highrises in every core. Consider how to implement \*living\* wage requirements, and affordable residences. WAT
- I have been living in my neighborhood for 17 years, and the pathways are still NOT completed. These are plans laid out by the city and developer when you buy your home. The rough in and extensions are there, but the pathways are not. I do not understand how this can be...it is like a promise or agreement not kept by the city and the developer. Brandenburg Ave backs on to creek...the pathways do NOT connect so people have to go to other neighborhoods to walk nature pathways. After 17 years, you would think it would be done. Who let the neighborhood down? WAT
- Great job planning for the future with the LRT and 401 widening. The clean up + development in Kitchener is going great. A lot of new housing is being built north west end of Waterloo and as attractive as the properties are with no real access to the city's main highways it hurts the area. Things like the Lindsay Shepard incident at Laurier is completely unacceptable and though is a university issue it ultimately makes the community look bad. WAT
- Get rid of the "smart city planning" philosophy. The more "smart city" and Agenda 21 initiatives you implement the more you ruin the city. I used to love Waterloo. Now I can't wait to move out of the region. The traffic, the stupid train system with no trains, the decimation of Uptown Waterloo....it has ruined this town. WAT

## Equity and inclusion

- Stop making Humanism the government religion!! Stop discriminating against Christians. Love and freedom for all, means all. Thank you. God bless you. CAM
- Keep investing in programs and making the community inclusive. CAM
- financial investment in existing arts and culture communities, instead of trying to reinvent the wheel; public information campaign re: racism and Islamaphobia is sorely needed; arts and cultural institutions feel very "ivory tower" - only (mostly white, straight) people with university degrees over the age of 30 seem to be given attention/prominent positions in these institutions. KIT
- More discussion and programs to build and support diversity and equity in the Region KIT
- Less sanitized bureaucracy, more fun, more investment in ethnic groups that are not visible (Eastern European), this community feels too politically correct in some ways to fully be yourself and enjoy yourself. KIT
- improve equity for underrepresented people KIT
- Improve access to healthcare, improve education, improve inclusion and belonging particularly for marginalized groups. Put more money into the social support system and justice and equity. KIT
- More supports to reduce social isolation WAT
- Make sure that work is done to prevent discrimination in all its forms! WAT
- I love living here but the community doesn't work as well as it might for everyone. WAT
- Stop racism and transphobia in our community. WAT
- Continued attention to social justice, inclusion, and equity in the community WAT
- Access to gender neutral washrooms in public spaces (ex. Conestoga mall) without request for access. All gender neutral washrooms in public spaces to be unlocked for people seeking access to the facility without request for a key or access. Universities to avoid inviting hateful people or using slurs or discriminatory language (ex. Laurier professor inviting Nazi and making fun of gender neutral pronouns). Allowing gender neutral options on all surveys, government forms, legal papers, educational forms and all other legal documents WAT
- We need more stigma busting strategies that reach a more public demographic. I feel like there is a good atmosphere w regard to anti stigmatism but only within a small group not reaching the coloured races as much we receive less positivity in general from darker skinned people walking around kitchener WAT

## Justice system

- The politicians and police need to ensure that the community is safe and stop treating people with mental illness and drug addiction differently from a legal perspective. People in those categories are being enabled by police not imposing the same consequences for breaking the law that are given to other citizens. The politicians need to realize that the citizens paying taxes deserve to have safe access to our parks and this drug enablement and lax attitudes and approaches to the drug users making our public areas unsafe for everyone else is not fair and does a disservice to the addicts by prioritizing enablement areas susceptible as SIS they are prolonging the time that an addict will remain an addict. Mandatory rehabilitation should be prioritized. Violent mental Heath behaviours is also increasing in the region in the school system. The school system is failing the majority of students when the allow violence and disruptive behaviours to take priority in the classroom. The school system is selective in how the enforce their zero violence policy. The school administration and teachers routinely sacrafice the mental wellbeing of the general students when violent children with mental illness attack the other students at the school. The way that the school administration addresses these situations and continually place blame on the students being attacked by the child with violent behaviours with mental illness must stop. Mental illness or not, violent behaviour by people with mental illness should have consequences and the school board should not expect the other students to deal with a very disturbing and dangerous situation. In short stop trying to share the blame of the violent child with mental illness to the other students who are victims. There are enough studies to show the impact on mental wellness when a victim of violence is not believed or even made to blame that the school board should realize the bigger problems they are creating with this approach. Not

CAM
- The justice system is very lenient on crimes. There is not deterrent for criminals.

CAM
- I would like to encourage the region to consider adopting the principles of restorative justice in its school system, in workplaces, neighbourhood mediation, etc. It helps to deal with conflict in a constructive way, it is not punitive. Community Justice Initiatives is the go to source of these principles, which are born from the Mennonite faith.

KIT
- I believe that the judicial system in place for family law should be fair. I do not believe it is fair for mothers and fathers alike. I also believe that a police officer should be able to help enforce a court order, and not tell a parent to take it back to court. Sometimes the police need to be involved for good reason. I think working on both of these areas would be beneficial.

KIT

## Police

- Get the police to consistently and proactively deal with complaints about vagrants and neighbours behaving badly rather than getting a different answer each time dispatch is called. Although there is empathy for those going through hard times, thier rights should not come before others who just want to enjoy a public space and feel safe doing so.

CAM



• stronger police presence in downtown Galt	CAM
• increase the police services ( they are already undermanned ( with 30% of the force eligible for retirement at the end of the year )	CAM
• more police presence to discourage the rash of thefts and vandalism in our neighbourhood	CAM
• More police presence especially in the downtown Cambridge area.	CAM
• more direct policing at the shelter and downtown Galt, deal with the panhandlers at the delta	CAM
• improved police services	CAM
• More police presence in the downtown to deal with these peoples which will make regular citizens feel safer when they go downtown. More police presence in the Ainslie terminal to make our kids feel safe using public transit to go to and from school from drug addicts asking for money or scaring kids. JUST CLEAN UP GALT IMMEDIATELY!	CAM
• Better police presence on Cambridge roads and around areas with drug related problems (downtown Galt and around the drug camps as they are discovered and removed)	CAM
• More police on the roads.	CAM
• The Waterloo Regional Police Service fails to effectively support victims of crimes. The lack of communication between WRPS and victims is pathetic and would not be stood for in any other form of business. I feel that the WRPS does not care about victim support; referring to counselling is not "victim services". Ignoring/failing to answer calls and emails is unacceptable.	KIT
• The police in the region need additional funding and additional officers	KIT
• Stronger Police Representation In Downtown Core and Victoria Park	KIT
• Implement, and strictly monitor and enforce anti-oppressive policing methodologies for the Waterloo Regional Police, paying special attention to equitable law enforcement and the safety of those who interact with the justice system (including those not accused or guilty of a crime).	KIT
• Make sure there is a good replacement for Ken Seiling when he retires. He has done a great job for the Region. I move to the Region in 1973 and worked with Ken for a number of years.	KIT
• Keep upgrading police force awareness of bias racial profiling mental health etc	KIT
• Increase police presence around the community.	KIT
• lack of responsive, respectful police services	KIT
• Fragrance Free policies and enforcement in all municipal buildings	KIT



- Racial profile training for police. We are aware of a racialized young man being pulled over twice in the space of a month for driving while black in Elmira, a very white community. WAT
- Hire more police officers WAT
- more rural policing WIL
- police assistance when needed in the community (told not a priority when called for help with an aggressive neighbour and their aggressive dog) WOL
- More police officers please! WOL

## ***Politics and politicians***

- Politicians need to start listening. KIT
- More women in politics. Fewer places named after men. More public art. Less old boys in policing. KIT
- I find that the msm news media is delivering partial facts and is becoming more and more bias. It is telling me what my opinion should be instead of displaying factual information and allowing me to form my own opinions. This is more a federal issue but I see it leaking down into local news media, where I am only being given half facts and one side of the story and am being told how I should feel about it. And that if I do not agree with the official narrative then I am a bad person. The climate is becoming more and more hostile to people who do not embrace the fanatical social justice warrior agenda, where everyone is a victim and if you're a straight white male, you are the privileged oppressor and have no rights. Sorry for rambling, I guess my point is that the squeaky wheel get the grease and the liberal politicians in the area seem to be focusing only on the needs of the minorities, and ignoring the majority and there's this underlying storm of anger and resentment to PC culture getting ready to explode. KIT
- Our local politicians are disappointing, not creative enough, tend to be reactive instead of proactive, and too restrictive (e.g., stodgy about public art and murals, developing parks and community gardens, etc.) WAT
- move to a 1 tier political system ND
- Stop giving in to special interest groups. Mandatory maximum term lengths so people can be less influenced by corporations and those with deep pockets. Improve affordability of court. WEL
- Too many taxes and not enough feedback from politicians and civil servants WIL
- Replace the police chief immediately fire all crooks in politics. Sadly that would mean all politicians WIL
- Law enforcement, civil servants and educational professionals training in use of self as providers of services to the community that ensures that they do not abuse their power and cause harm. WOL

## *Residents' participation / voter rights*

- Voting rights for permanent residents. They need a say. CAM
- vote in a new mayor CAM
- No access for food, water, showers, etc. Shelter needs Mayor's help. [interest in Demographic Engagement] unless it's a mayor vote, then I'll vote for Doug Craig to keep in office. Needs serious Attention please!! Welfare creates babymoms that don't want fathers to be involved. Essentially government creates "deadbeat" Dads. No help for a caring father 0 zilch nothing....\*I am drowning/suffering/help me here\*! Please help single fathers more!! Im a good father who needs help as courts 0% effort for father who wants to be in childs lives! Help!! \*Please\* CAM
- Listen to the people who need the help not the businesses who profit CAM
- Also consider making more strict property standards and noise bylaws. Consdier stronger punishment to those breaking laws (yelling, defecating in public, using drugs etc.) CAM
- Regulations for fireworks ie 1day per holiday w/end only. Disaterous for pets !!!! KIT
- Open up council meetings, stop closed door, backroom deals. Be honest. It's okey to say no. Be upfront about the costs. change the way goverment operates. Give incentives to save. Reward savings. Stop treating all of our money like it is yours only. KIT
- Not happy the way things are forced on us. i.e. LRT should have been put to a community vote. KIT
- Neighbourhood councils that provide for dialogue among citizens, local political representatives, and civil servants. KIT
- More of a say is needed with Regional Gov't KIT
- Give the people a chance to vote on major projects such as the current LTR streetcar out rages not required waste of taxpayers money. KIT
- Give residents more and easier opportunities to speak up KIT
- Letting neighbourhoods have more of a way when a new building is being considered rather than being sneaky behind our backs. Not allowing owners new building permits if they own other properties and fail to up keep them. WAT
- Hold the Ward reps accountable to ensure they interact and listen to their community members. WAT
- Continue to consult residence in the area when bylaw change requests are being made in the neighbourhood. WAT
- continue to engage the community members in the process; we need to hear what the issues are before we can address them to make improvements WAT

- Reform voting to improve democracy - proportional representation is fairer, every vote counts WOL

## ***Public funding and spending***

- Regional Council has to listen to the voters and not waste money on 'legacy' projects. One of the biggest complaints is the wasteful spending of our tax dollars, ie on the LRT CAM
- Tax money is the people's money, not free cash for throwing around on surface dressing the towns. CAM
- More rehab facilities are needed, access to mental health services, no more increases in taxes but more responsible use of taxes for maintaining the community resources we have instead of more beautifying projects money should be spent on needs in the community, CAM
- More free things to attend, more money for Cambridge self help food bank who helped us a lot this year when I had to get a different job, CAM
- Money is being wasted by cambridge and regional government in my opinion. Cambridge has no voice at regional council. Government should listen to taxpayers more and also limit candidates for local elections or have more than one ballot for mayor. Our Cambridge election was a farce last time. There were so many candidates for mayor that the vote was so split that very few people got the mayor they wanted. CAM
- I believe the "war on drugs" and amount of public funds spent on policing in this regard is wasteful. It is jamming up our courts and police officers' time at great expense and with little result. The unfortunate truth is there will always be a market for, and people will always use, illicit drugs. In this regard, I believe we as a collective community need to treat addicts and users as people and those public funds would be better used on treatment - e.g. rehabilitation and mental health services assistance to address root causes of usage. I believe Portugal, and other European countries which have followed suit, provide an excellent template for decriminalizing drugs to better use public funding to address root causes versus Band-Aid solutions (e.g. policing, prosecuting, and jail time - think of the number of repeat offenders related to drug usage - possession, usage, theft, etc.) to support their addictions. We need to stand better as a community in recognition that every individual has their own respective battle/s. CAM
- have government balance budget and only spend what they take in CAM
- Cambridge is losing all our main services to Kitchener and it's not time efficient to get to Kitchener if working. The police force is corrupt. The firemen are overpaid as well as so many city staff and government officials. That money could be put back in to the community and city coffers with reorganization and restructuring. Stop allowing development fees to be waived and then the city paying for wants of the developers...if they want it bad enough, they will build so why should struggling taxpayers foot the bills. CAM

- Give leaders a 'fixed' budget to truly learn/understand what a BALANCED budget is! CAM  
(borrowing from Peter to pay Paul every month - won't cut it!!)
- Stop paying politicians and school administrators such high salary Have police take turns walking around community and talking with people nd getting insights to crime nd drug problems vs sitting in crusers doing paperwork Make sure our schools are safe and our education is best in class so future generations advance nd are competitive Spend region and taxpayers money as if it Was your own don't spend for the sake of or to maintain budgets for the next year save money nd reinvest in community things that people actually want like nice rods/sidewalks and hospitals with low wait times and easily available healthcare... I see so much waste in region vs money should be spent on what people want vs WHaT region/government thinks people want CAM
- Tax dollars will spent for every one not just a few. CAM
- Stop wasting taxpayers money on things like the ION, serve the whole community not just the few KIT
- Stop the Region from spending money on non-essential services. KIT
- Stop the party on Ezra...my taxes pay for the wasted resources each year. Theses resources have better things to do with their time! The region needs to be more assibke to handicapped people. APS lines painted on curbs in malls, wheelchair ramps and doors in EVERY business Yield to pedestrians on Ottawa/FischerHallman, Canadian Tire side Cameras on every emergency vehicle to catch those who don't obey the of get out of the way. Give more money and resources to our emergency personnel I am willing to pay higher taxes for that, NOT the lrt! KIT
- QUIT WASTING MONEY KIT
- Put a freeze on the over payed city/regional / public work force - our municipality is way to supportive of unions and associations when it comes to wage negotiations. KIT
- Over spending is poor management. KIT
- Use the tax dollars wisely. For example put the money toward garbage collection every week in the summer. When garbage sits for two weeks the garages stink and there are flys everywhere. Use some common sense!!! KIT
- More help and funding for families with children with special needs KIT
- More funding to support more available mental health programs KIT
- More funding for mental healthcare, investing in affordable housing, better emergency shelter funding, and easier to access reduced transit fare for low income people KIT
- I would like to see more funding towards counselling services and community supports KIT
- Give ODSP more money. KIT

<ul style="list-style-type: none"> <li>Continuous Prop Tax increases are unsustainable and there is little relationship between services and taxes. Low value proposition between services and taxes for the VAST MAJORITY will be municipal government undoing, ultimately. City and Council politics are WAY too bureaucratic, adversarial and focused on needs of FEW over needs of many. Downtown Kitchener will NEVER improve as long as almost all social services are located there. This may not be politically correct to say, but that doesn't make it untrue. Despite MILLIONS of dollars invested, DTK still looks like a risky, rundown and marginal place. DTK merchants will never prosper as long as the FREE and ACCESSIBLE street side parking problem remains unaddressed. Political affiliation of local government to ONE party (Liberal) is WAY TOO obvious and now, that the electorate had had enough of irresponsible tax/spend pandering and SJW agenda's, and are electing more populist/conservative govt's we are likely going to PAY for the overt LIBERAL affiliation. Govern FOR THE PEOPLE of THIS COMMUNITY and stay away from social engineering, is my advice. WHO CARES what D. TRUMP is doing? We have enough pressing LOCAL issues to focus on - work and comment on THAT....Policing is understaffed in this community. We are at risk of descending into para-Toronto situation due to our highly mixed yet isolated multicultural community. Restore policing neutrality and stop interfering in their tried, tested and proven methods (ie: carding and targeted high activity units) EVEN if it is politically sensitive. Again, needs of the MANY must prevail over the interests of SP Interest groups. Courage to govern rather than pander is necessary and the silent majority will know it when they see it.</li> </ul>	KIT
<ul style="list-style-type: none"> <li>Region should give more money to Municipalities for improvement projects</li> </ul>	WAT
<ul style="list-style-type: none"> <li>Please invest in active transit, and in something other than the tech sector.</li> </ul>	WAT
<ul style="list-style-type: none"> <li>Get rid of St Patty celebration or don't use community funding for it. Stop bending over backwards to provide special treatment to transient students and pay more attention to actual citizens.</li> </ul>	WAT
<ul style="list-style-type: none"> <li>Invest in community supports now to meet upcoming demographic changes</li> </ul>	WAT
<ul style="list-style-type: none"> <li>Governments to stay within there budgets and to quit thinking its a endless supply of money to stop the endless wasting of tax payer dollars. Mangers to justify there budgets and to be checked upon periodically. to be efficient When was the last time we did not run a deficient? Poorly run household and so they know user fees are taxes quit double dipping and lets be transparent on true costs</li> </ul>	WAT
<ul style="list-style-type: none"> <li>Governments of any level should not waste money; reduce bureaucracy</li> </ul>	WAT
<ul style="list-style-type: none"> <li>Go to one tier government to cut costs</li> </ul>	WAT
<ul style="list-style-type: none"> <li>Fund mediation services to build community</li> </ul>	WAT
<ul style="list-style-type: none"> <li>Stop spending money like drunken sailors and reduce tax burden its citizens.</li> </ul>	WEL
<ul style="list-style-type: none"> <li>People in public office should spend money like comes out of their pocket not mine - debt is going to ruin our beautiful province or country</li> </ul>	WIL
<ul style="list-style-type: none"> <li>Politicians need to stop wasting tax payers money and they need to stop increasing taxes 10 fold over quarter! it's insane and we are out pacing Toronto and becoming the most expensive place to live in all of Ontario, all because the gov't is banking on 1 and only 1 industry (tech is not our saviour - we don't want it!!!! middle class is now</li> </ul>	WOL

lower class and people are being pushed out by gentrification! why mimic what is going on in San Francisco or Detroit, or anywhere else where they think tech is the saviour - it's not!).

- Local municipal government officials should b more accountable with our tax contributions. WOL
- Invest in children and families. They are the foundation of community. WOL
- Make Councillors accountable for mismanagement of funds and poor planning of projects. WOL
- stop wasting our tax money on junk —

## Environment

### *Air quality*

- I get really sick with the smell from General Tower. It really makes my life outside house (backyard) difficult, headaches CAM
- General Tower pollutes very bad unsafe air for residents CAM
- There are a number of families in my area who have fire pits. I do not have air conditioning and need my windows open but the smoke then fills my house. I don't feel this is fair. Also often I have marijuana smoke entering my house from the neighbours. KIT
- To improve air quality remove the regional waste site on Erb St, WAT
- More concern for air and water quality. WAT

### *Water quality*

- Clean up the algae in the Speed River adjacent to Riverside Park (June to September) CAM
- 10. Sometimes the water here is very, very hard. Education for newer residents to combat that would be amazing. KIT
- The water in Waterloo tastes awful. WAT
- Water- if you like drinking yellow tinted water or strong chlorine flavoured water. WAT
- the water situation in Elmira (cancer creek is a bit alarming) WOL
- Clean the city rivers, creeks —

## ***Light pollution***

- I live in downtown Kitchener and am concerned with the increase of light pollution in our city. Many businesses are displaying a logo-company sign on their rooftops. Why does Kitchener allow this? The signs are lit all night? Perhaps they should be turned off at midnight so we could enjoy the night sky!! KIT

## ***Noise***

- Better Noise bylaws CAM
- Encourage police to enforce noise laws (Highway Traffic Act (Ont.) sect. 75) especially with regard to motorcycles. KIT
- Too many aircraft flying over the city at lower altitudes. noise and safety menace. Waterloo Wellington airport needs to be relocated or flight paths restricted over heavily populated areas. WAT
- Sound pollution is also a concern. WAT

## ***Climate change***

- Better and more aggressive action on addressing climate change. CAM

## ***Farmland and agriculture***

- Stop encroachment of suburbs on prime agricultural land. CAM
- Stop developing our farm land... it is not good for ANYONES well being! WIL
- Also, please protect the Greenbelt area and farmland around the region for current and future generations. WIL
- Continue to protect farmland, WIL

## ***Waste management / recycling***

- Yes, we need to keep our streets, clover leaves, trails and park cleaner. More garbage bins are needed and more awareness on part of everyone. Too many drug paraphernalia in our streets and trails. CAM



• We need better, bigger blueboxes with lids, so that our recycling program is not the primary source of litter in the community.	CAM
• My area does not have compost pickup and I find that disappointing considering the environmental impact. They want us to use backyard composers but I don't want rats etc being attracted to my property	CAM
• Move to single source recycling	CAM
• More attention to litter control and clean up around community spaces. Nothing diminishes an otherwise terrific community than garbage lying around!	CAM
• Make recycle containers easily accessible.	CAM
• Garbage is a big problem that requires future planning.	CAM
• Clean main streets in the cores, provide better closed recycling containers as garbage blows out of the open blue boxes.	CAM
• There's a lot of There's a lot of litter in my neighbourhood that could use groups of people working to clean it up and perhaps more garbage cans throughout	KIT
• the dump needs to be open later at least one day people work till 5 no time to go	KIT
• Restore weekly garbage pickup. In the summer I feel like I live in a third world country with stinky garbage, flies etc.	KIT
• Recycling is not available in my building; I do recycle by reusing items to save money.	KIT
• Pick up Garbage weekly, tell the neighbors to combine waste to minimise stops. My Garage stinks!!!	KIT
• Make people look after their properties, recycle properly, pick up garbage on their lot, slow down when driving in neighborhood.	KIT
• Although dump odours have improved they still require additional effort to allow residents to enjoy the outdoors and their homes.	WAT
• install recycling bins in parks and along trails	WAT
• Waste Management —garbage weekly;	WAT
• I think the streets could be cleaner. There are too much trash in the streets, specially close to the Universities	WEL

## ***Environmental programmes and services***

• garbage pick up weekly in the hot summer months, implement a fine for throwing cigarettes on the ground (7 years to break down = litter), grow vertical green (vines) in high traffic areas (air quality and beauty)	CAM
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• More focus on the wellbeing of wildlife and environment	CAM
• Enforce environmental protection.	CAM
• WEED CONTROL FOR ALLERGY SUFFERERS	CAM
• more environmental protection focus	KIT
• More forward ideas on environmental issues, follow Vancouver with ideas on larger parks, better ideas on smoking in parks, pick up cigarette butts especially at Capers downtown, having better bike lanes not in and out around parked cars. Smoke free skating at city hall not smokers around the rink.	KIT
• Expanding our environmental education and services is very important.	KIT
• Continue to work towards goals of being more careful of the environment through encouraging cycling and walking, natural areas, and the eradication of one-use plastics.	KIT
• Much more community care for the environment	WAT
• Improvement in the natural environment in my community, not just in designated green spaces, but along streets, is something I think would greatly improve my wellbeing and experience living in Waterloo Region.	WAT
• environmental cleanups,	WAT
• Improve the environment *everywhere*.	WIL
• Ban fire pits and backyard fires in the city of Kitchener. For health and safety reasons.	—

## ***Trees / green space***

• More environmental protections (tree cutting ect), more green in urban areas (urban trees, formal gardens as well as wildflowers/pollinator meadows, less mowing), more permeable lands/water infiltration efforts (especially at planning development level, built into the design of large developments), protection of existing green spaces and creek buffers.	CAM
• I would like to see continued focus on green spaces in communities	CAM
• Protect and expand greenspace and parks	KIT
• Plant more trees, keep maintaining trails and paths	KIT
• More trees in the region.	KIT
• more trees, more gardens, preserve what we have and add when ever we develop new subdivisions (ex. south west )	KIT

• More greenspace for open use (ie, for walks, sitting on a bench, etc). Recognize that many people choose to live here because it's NOT Toronto (in size, congestion, etc)	KIT
• more green space	KIT
• More grants for greener homes. Incentives to plant more tree's	KIT
• Trees are a fantastic way to create shade for pedestrians, manage stormwater, contribute to air quality, and other benefits. I would like to see our region put a concerted effort into increasing the number of trees in all neighbourhoods and zone types in our urban area.	KIT
• more green space	KIT
• Protect Tree canopy....plant new trees before older trees die off and prevent home owners, schools and businesses from cutting large trees down without permission. Have a written policy re protecting our trees.	WAT
• plant more trees and provide shade and park benches for sitting when uptown; keep uptown green and colorful with plants and flowers,	WAT
• More trees and greenery in general, where possible	WAT
• More planned green space	WAT
• Improve the environment, more parks, plants trees in the centre of the expressway - would calm traffic!	WAT
• I'd like to see more reforestation when city tress and woodlots are culled or cut down and tree planting on the small, rarely used "park-ettes" in the community. The space is underutilized and trees may encourage people to use the tiny parks the home builders provide. It would be better to have trees and shade rather than long grass, weeds, and blazing sun in these spaces. Schools could use the space for "forest walks" and kids could use the space to explore. I see far too many small weed-filled "green spaces" that are totally unused simply because we have to have a certain amount of "green" in a subdivision. Perhaps planning for these spaces and truly making them an environmental oasis in the communities would be something that could not just be considered but done.	WAT
• I live in an older community - it would be nice to see some \$ being spent to improve deteriorating green spaces - i.e crumbling paths - older neighbourhoods seems to get neglected and become undesirable	WAT
• enhance care of green spaces, trails, parks for easy access to walking from persons homes	WAT
• More plants and foliage in public places	WIL
• Plant trees folks, we are cutting lots of them down to develop the land. Tough to watch...	WOL

- Better support for environment, more innovation for recycling/environmental issues, MAKING A STAND ON TREE COVER (drives me crazy how easily we cut down trees, mature beautiful trees that take generations to grow. My new subdivision is like that. Feels empty, soulless without adequate tree cover. Toronto has a tree by law. We should too - before its too late WOL
- Although the region has several parks I feel the trees that are newly planted in communities could be looked after better. There are many boulevards that have plants and they are not looked after once they are planted. Usually the following year the giant weeds are bigger than any of the other plant materials, which makes the boulevards appear very unkept, and we as residents wonder what the point of planting was. Trees, planters and parks when looked after, can make any community shine and usually are one of the lowest cost efforts and highest rewards for the long haul. WOL

## Leisure and culture

### *Facilities supply*

- We desperately need the Multiplex!! CAM
- To have better community parks CAM
- RECREATION COMPLEX IN CAMBRIDGE CAM
- Pianos in public spaces, cement ping pong tables in the park, pickleball in the park and school gyms, FREE exercise classes in public spaces, bicycle lanes, Bicycles in the downtown areas, affordable cafes in public libraries (healthy food only), CAM
- Not enough swimming facilities to enjoy regular lane swim. Present facilities are overcrowded. CAM
- My biggest beef aside from the method that Regional decision are made that tend to negatively impact Cambridge, is the recreation / community centre model used fro Cambridge is antiquated. CAM
- Improved recreation facilities are needed in Cambridge. The Multiplex needs to be built as soon as possible. CAM
- Cambridge needs more kids leisure activity centres, that are affordable CAM
- Cambridge needs a warm swimming area and whirlpool for people with osteoporosis and arthritis CAM
- Unstructured social time in a free location indoors is how people meet people. We need a free recreation facility in downtown Kitchener. KIT
- Swimming pools with better/longer/more lane swim hours. KIT
- not getting rid of the RIM park baseball diamonds KIT

• we also lack a sports complex like many of our neighbors have or are building (ex,rinks/hockey etc) multi purpose, i believe if we invest in the youth we will have a better community going into our senior years	KIT
• It would be nice if a recreation complex was built in the Huron Rd area (or south side of Huron Rd.) Kitchener is quickly expanding out here with many new residential areas being built. It's would definitely be something we'd want to take advantage of.	KIT
• It would be beneficial to have the playgrounds near us to be updated with better equipment. The equipment that is there is at least 35 years old.	KIT
• Indoor salt water swimming pool(s)	KIT
• have more leisure places to have food outdoors at venues like in Europe	KIT
• Fish stocking programs at ponds such as snyders flats, trillium, grand river to improve recreational fishing opportunities. More fenced dog running areas to allow animals to run around.	KIT
• Chlorine free community pool.	KIT
• bigger community centre on the south end of kitchener	KIT
• Being 68 and physically active in recreation and being [involved in providing programs] I truly feel more effort needs to be put forward to provide facilities for 55plus who need more sport related space.	KIT
• Areas like Doon Pioneer Park needs a much bigger community centre, a pool would be nice and making the activities accessible to those on ODSP to afford them. affordable art classes would be nice as well.	KIT
• Work with the universities and Conestoga to pool resources	WAT
• We need high-quality science centre/ interactive tech play space/ natural history museum, as well as high quality art gallery (like Art Gallery of Ontario), in this region. We need more family space that inspires children. (We have The Museum, but the exhibits are very limited and highly inconsistent.)	WAT
• Waterloo - community recreation that is affordable for all -community groups to care for green spaces	WAT
• Offer more exercise classes in the schools in the community. More splash pads	WAT
• Need library on the east side of Waterloo (Rim Park)	WAT
• More community centres such as the YMCA (our local one is incredibly busy and so crowded).	WAT
• More modern playgrounds for kids (e.g. Natural playground in Winnipeg Assiniboine Park)	WAT
• 400 ice long track	WAT

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|---|-----|
| • a general hangout area for teenagers since we don't go to playgrounds etc. anymore it would be nice to have a place where we can go and see others and not only at school | WIL |
| • Church our main socializing place many opportunities singing, friends etc.  | WOL |
| • Better upkeep of ball diamonds....and some beach volleyball courts  | WOL |

## ***Programmes, classes, and special events***

### ***Arts and culture***

- |  |     |
|--|-----|
| • I would like to see the Arts given as much priority as sport.  | CAM |
| • Start a film school/film production company, offer film grants/support to indie film makers.   | CAM |
| • There should be more community restorative justice circles, and a creative solution, like a transformation station in Downtown Kitchener to address the social issues through the arts, expression and theatre. as well as a way to monetize and support people with mental health as a positive contribution to the Region. Crime Prevention through being listened to, expressive arts and acceptance. | KIT |
| • encouraging music festivals, etc.  | KIT |
| • MORE ACCESSIBILITY (ECONOMICALLY SPEAKING) TO THE CULTURAL PROGRAMS  | KIT |
| • Fund Theatre companies   | KIT |
| • Focus on arts and culture as much as the tech sector. Don't just talk about diversity, do it.  | KIT |
| • more arts funding  | KIT |
| • We need to promote the creative class with not only technology but also talent and tolerance. We need more street type art that involves the creative group as that who will sustain our foreseeable future. We should not be looking at increasing population numbers unless this is taken into consideration as the Creative Class is the new class. They are the ticket to the GDP                    | WAT |
| • offer more affordable theatre concert opportunities,   | WAT |
| • Need more sport venues for pro soccer rugby Lacrosse and minor sport group to attract sport tourism to community and attract people to live work and play.   | WAT |
| • Need more leisure, arts and culture for young professionals  | WAT |
| • More public and private financial support for the arts and culture sector.   | WAT |
| • Higher level of cultural activity  | WAT |

- Foster the arts and culture sector. WAT
- more funding for the arts WAT
- ensure funding - even public funding if necessary - for arts venues; WIL
- There is far too much importance placed on sports activities and comparatively little support for those involved with music and the arts. We need small performance and rehearsal spaces for this community. WOL

## *Sports / physical activity*

- Offer activities for people who are nervous to try and get active again. It is very intimidating and seems it is only geared to those already fit. KIT
- More outdoor fitness equipment for adults. KIT
- More classes and fitness program KIT
- it would be good to have a central listing of all 'elite'/university and club level sports and games so that 'fans' could emerge and we might enjoy some of the excellence in things like volleyball, soccer, hockey etc... I am a kitchener rangers fan: but, there are other sports I would go and watch if it was easy to click on a scehduel that gave games times, location, costs etc whenever I had a free evening/afternoon.... it would be good to have the walter bean and grand river trails trail complete- end to end: and to have MUCH better trail maps showing parking areas etc.... KIT
- Encourage people to get outdoors more! KIT
- Free physical activity classes for seniors at community centres WAT
- cheaper fitness opportunities WAT
- Divert a larger amount of capital required to create/run hockey facilities and allocate it into other sports facilities. Too much capital being used within hockey community. Does not reflect activities of general population. Also, free up schools to use gyms for activities. Wasted space not being used. WEL
- We participate in activities such as Bowling, Shuffleboard, Darts Etc., which are important. WIL

## *Social activities*

- More adult high functioning autism programs. More over 40 but under 55 programs. More learning events CAM
- More activities for young adults. i.e. entertainment venues, organized events, clubs CAM

- I have no idea how to do this, but I would love some energy to be put into helping/encouraging male socialising outside of the boomer-style clubs (ex. lions club) or sports teams. CAM
- I would love more non-religious opportunities to build community (ie not a church...but a way for people to connect regularly...if that makes sense) KIT
- Need more activities for young adults without children, social events are mostly oriented towards families with children KIT
- More special events available to the public KIT
- I like the effort that I see the community putting into neighbourhoods. I appreciate the number of festivals and events that Kitchener and Waterloo host. KIT
- Please continue to promote connection amongst people KIT
- More programs/events and opportunities for single people to go out and meet/spend time with others KIT
- In my work, I see loneliness as a huge theme. I think we need to find ways to bring people together and rather than large group activities, I think smaller group or one to one is where we need to focus. KIT
- More neighbourhood-based activities for families and for all neighbours to gather. We need more community spaces activated, where everyone feels welcome. We have too many children and youth in our neighbourhood with nothing to do. WAT
- day programs or social activities designed for disabled adults WAT
- Continue to encourage building healthy relationships with others WAT

## *Events / festivals*

- increase community events CAM
- More sport/athletic related events in the downtown area. Like a shoot out competition or something in the winter, and/or a basketball tournament in the summer. The portable outdoor basketball nets are relatively inexpensive and civic square would provide plenty of room for a couple courts. If it became really popular, the block could be closed to accommodate more courts. I bet the Kitchener Titans would get involved as volunteers, since it would help promote the team and probably boost seat sales. For the shoot out, it would be very easy to put a net on the rink, and a temporary board up behind it. It would be easy to get a few Jr. Ranger goaltenders of various ages who would volunteer to play net, if not a Duchmen or OHL Ranger. Both would be great for all ages, and a nice friendly competition. Both the exercise and social aspects would benefit everyone who would participate. And maybe a cat park... I'm not 100% serious on that one. It would probably end up a disaster since cats are evil. But it would be entertaining. KIT
- more free events targeted toward young adults KIT

• more festivals	KIT
• More activities for COMMUNITY groups. Nice to have kids events but when they are city-wide they are scary to bring three young children to. Would be nice to have more, smaller events vs. large events. Eg. Fireworks, canada day celebrations, things like this.	KIT
• Love bike month and love all the museums and parks :)	KIT
• We need better strategies to get people back to the city core, on a daily basis, not just during festivals. We need something, other than the Oktoberfest, to attract tourists to this region.	WAT
• More things to do and more festivals	WAT
• More festivals or family things to do	WAT
• More community events	WAT
• Events: open group events where you can participate randomly (outside of a club or assoc.) Things like rafting, hiking, hot air ballooning, flying kites, picnics, bowling, outdoor movie night in the park, bus tours, gardening, skiing, canoe trips, camping trips, potluck park party. The list is really endless. But needed. All these things are open to people who join groups or clubs which isn't for everyone = be great if the communities offered open registration for a whole series of these things. Some things free (park parties, movie nights - others of course with a charge (rafting, skiing etc.)	WOL

## *For youth/children*

• You should have more only girl activities	CAM
• There needs to be more opportunities for younger teens. There are no programs for my 15 year old for Yoga, etc that [my child] can attend along with me. [My child] has a mental health illness and will not go to programs on own, however [my child] is not old enough to attend programs with me in the adult groups and I am too old to attend with [my child]. The 14 - 15 year old age group seems to be missed a lot in programming. This is a very critical age that has been missed.	KIT
• Open community centres for kids to play. Not always booked for seniors. Our kids need somewhere safe to go and play basketball so they don't turn to drugs etc as they get older.	KIT
• More initiatives for children to be outdoors and active, creating and engaging in the community around them.	KIT
• More free events for parents with kids to meet other parents with kids, in a very kid-friendly environment and on kid-friendly time	WAT
• more focus on community engagement w/ youth and children, and equipping children w/ critical thinking skills	WAT



- |   |     |
|---|-----|
| • more emphasis on local produce/products, activities for teenagers and college/university folks  | WAT |
| • Lots. More focus on youth sports, facilities and teams, like hockey and ball. Keep kids engaged and keep them away from drugs and poor choices. | WAT |
| • More programs for teens, add more sex ed curriculum,  | WIL |
| • more for teens to do  | WIL |

### *For families*

- |   |     |
|---|-----|
| • Maybe some kind of activity that children and adults can do together: sports, water exercise, aerobics (family fun). Since I don't have childcare in the evenings. This would allow all of us to get some exercise and fun. | WAT |
|---|-----|

### *For seniors*

- |  |     |
|--|-----|
| • more activities 4 seniors  | CAM |
| • more reasonable priced activities like theTer, classes for seniors to use and enjoy  | CAM |
| • Please ensure there are on-going activities for seniors and that we can afford to get around the city. Thanks for asking!                    | KIT |
| • More programs for seniors  | KIT |
| • more activity outreach to older adults   | KIT |
| • Increase social, fitness and educational programs for healthy active "Younger" seniors - to keep them healthy, active and social as they age | KIT |
| • More senior support programs/services  | WIL |

### *Equal opportunities*

- |  |     |
|--|-----|
| • there need to be more opportunities for adults without children who are not seniors e.g. people aged 25-40 | KIT |
| • More activities and safe spaces for the LGBTQ community  | KIT |
| • We need more inclusive recreation programs for individuals with developmental challenges.                  | WAT |

## Access to facilities, programmes, and services

- keep access to the Grand River for the public CAM
- More advertising of places to go for information on things to do. I don't know where to go to see about things to do to socialize & meet more people CAM
- Keep our outdoor pools in our community open, specifically in West Galt as there is no other for miles around that children can easily access. CAM
- ensuring physical accessibility for all events and facilities is important to me KIT
- Allow access to grand river for canoeing I went to take my kids and was told I had to portage ? Hard todo with small kids KIT
- Make playgrounds more accessible ( so families dont have to walk an extra kilometer to get to entrance!), WAT
- There's a real lack of affordable recreational activities in Waterloo - Kitchener's community centre system provides individuals with a lot more options. We're seriously considering moving out of Waterloo because of the lack of affordable services! WAT
- You can't participate [volunteering] when having to use a scooter...Don't do anything [feels the things in your life are worthwhile], Bored [how satisfied are you with your life in general] WAT
- Myself as a Muslim I find it hard to participate in recreational and sports activities such as swimming pools because people showers and dressing rooms are not private and people expose their private parts. That has to change since Canada is a multi-cultural place. This greatly affect my ability to join these avenues of recreation which I would love very much to join. WAT
- I believe that there should be more disc golf courses around. My community is building a new community center and it would be great to see a course built with community trails. Disc Golf is a low impact low cost sport for all ages. the great thing about it is that the course can double as a walking trail. I believe Wellesley would benefit from a disc golf course, It would get families out walking, it will prevent "undesirable" situations from happening in the forest, and it is a great activity to meet new people. There are 2 courses in the KW area with a third going in in Cambridge and a fourth going in at the U/W in the future. This is a great time to get on the "bandwagon". Lets not miss out on a fast growing sport WEL
- Many of my activities where outside of Waterloo Region. Transportation and scheduled events during the daytime were weak. WIL
- Should have to pay out of town fees for Kitchener or Guelph swimming classes its unfair as Elimra is a drive away to go to in the evening for kids. WOL

## Cost

- Offer free "try me" sessions for everything - theater, sports, a pass that can be used once for any activity. Then you get people there and then you can problem solve if money is a barrier ect. CAM
- More activities to do that does not cost money CAM
- affordable leisure activities CAM
- Access to activities should be affordable CAM
- Opportunities need to be more affordable KIT
- financial barriers usually affect our ability to participate in activities as we are a one income household (partner is in school) KIT
- increase user fees for programs and services for those who can afford it (assist low income but reduce general subsidy as unfair to taxpayers who don't have time to use it), WAT
- Also, recreational activities for seniors should cost less than currently. For example, swimming at the Waterloo rec centre: although they offer senior rates, the cost is still too high for people to participate regularly. WAT
- more free programs WAT
- And reduce the shockingly high pool fees! WAT
- Decrease the cost of activities, add a public outdoor pool to the city of waterloo (maybe in laurel creek). WAT
- Free fitness voucher's for local gyms or YMCA WAT

## Schedule

- More activities/supports available for seniors who still work 9 - 5 - after hours activities in Cambridge CAM
- Many classes at the local community centre that are of interest to me are held during the day (business hours) so I am unable to attend which is very disappointing. CAM
- seniors programs should be offered in the evenings since some of us work for a living.,most programs at community centres for seniors are only in the day time KIT
- more opportunities/programs for single adults and shift-workers KIT
- I work night shift. It would be great if there were more places that were accommodating for night shift workers. KIT

• I think we need more culture related activities and institutions... and not only from 9am-5pm working hours for that. Most of the employed people are working at that time!	KIT
• Have things available for shift workers	KIT
• have facilities such as libraries and malls that are open later on weekends	KIT
• I love the rec programs, but find many run in the daytime, and not through the summer months.	WAT
• Adult recreational programs for people who work Monday to Friday (need evening programs)	WAT
• out of the cold program was discontinued maybe continue the program or something like it	WAT
• More activities in the winter	WAT
• I really struggle as a single parent who works full time 35 minutes from home to get my kids into activities that I can actually get them to! By the time I get home and figure out a quick meal, a lot of activities have already started and I also have to drive about 20 minutes for most activities that my kids are interested in. There are good team sports in Ayr, but not a lot of individual activities for staying active (swimming, kung fu, running clubs, etc.). A solution to that problem would be appreciated more than you'll ever know. I feel like a failure as a parent for not being able to coordinate activities to keep them active.	ND
• Senior programmes at the pool recreation centre in the afternoons.	WOL

## ***Parks, including trails and dog parks***

• Need larger parks with walking and biking trails.	CAM
• I also live in a new neighbourhood that was promised a park and green space and we have yet to see the creation of a park.	CAM
• Walking and cycling trail improvements.	CAM
• Access to subsized parks that cost much provincial/federal resources	CAM
• yes get the kids off the hill at vic park they leave a big mess and the language is awful	KIT
• Waterloo region should be embarrassed by the state of their dog parks. Let's improve the existing ones and build some better ones	KIT
• Walking trails, a bus, park for kids not attached to a school.	KIT
• More walking paths that connect individual neighbourhoods, more green space, improve old parks/playground equipment.	KIT

• More walkability, vibrant public spaces	KIT
• More dog friendly areas - My dog keeps me active and I am more likely to walk places if I can walk with him. But it is often not safe to leave him outside a store, so this limits where I can take him. More offleash parks would also be wonderful as it is a great way to meet other dog owners and socialise/be active while the dogs socialise/are active	KIT
• more access points to enjoy the river	KIT
• Make Victoria Park and the Iron Horse Trail a safer place.	KIT
• Many people in KW have 1 or more dogs. The region is trying to get people to rely on public transit and buy condos. Dogs aren't allowed (easily) on public transit and condos don't come with backyards. This creates a need for more leash-free dog parks. They don't have to be large, Toronto being a prime example with over 68 parks - some of which are divided into large and small dog sections. These parks provide a place to exercise and socialize their pets, quickly and easily. One trip to the dog park is equal to 20 walks in terms of exercise! Part of this survey should include questions about pets and peoples thoughts about dog parks. It would also give a figure on how many dollars are lost by not having pets licensed. Dollars that could be recouped through warning and giving fines at said dog parks. A win-win situation!	KIT
• Improve dog parks and /or create better ones. Current parks a disgrace for size of region	KIT
• I would love a park/dog park near Forest Heights	KIT
• I think more could be added to the parks around the area. Ex. The park near me is mostly field. For teens the park is pretty useless because all that is there is a equipment set. I think a basketball court or something would be very good to bring the teens in the neighbourhood together.	KIT
• It would be lovely to have more parks for our children. It seems so silly to have to get into a car to drive to find nature.	KIT
• cut the grass better in the park	KIT
• We have a lot of trees and beautiful parks - please keep them.	KIT
• More trees, more neighbourhood parks. The lack of neighbourhood park or community space here makes it hard to connect.	KIT
• More parks and green spaces	KIT
• Fix waterloo park. It's a disgrace, especially the pond!	WAT
• Reinvest in existing neighborhood parks, connect trails,	WAT
• More off-leash dog parks! :-)	WAT
• More off-leash dog areas in the centre of the city I think there are lots of people caring for an elderly parent here in the community	WAT

• More benches in parks, along waterways and trails.	WAT
• Take care of the geese so they don't ruin our parks.	WAT
• create an old order Mennonite farm park north of Waterloo	WAT
• Continue to add parks, bike paths and trails. Also community/public gardens. Makes people feel good	WAT
• Need more curated trails like Huron Park with stones and boardwalks	WIL
• More hiking trails accessed from the community	WIL
• Improve the walking trails in New Hamburg;	WIL
• continue to increase outdoor natural recreation areas	WIL
• Parks have been ignored in St. Jacobs for a while. Snyder park is not well maintained and the other parks are very small. Municipal drain fiasco in St. Jacobs could have easily been handled by Council early on by declaring it part of the storm drain system. Wasted \$40,000 to figure out how to charge residents?? How did that make sense to anyone??	WOL
• more safe access to open natural areas and bike paths along roadways, more outdoor community engagement with respect to food, arts, nature, connection to local officials/representatives, animal control monitoring on week nights and weekends,	WOL
• More information on trails, how to get to them and where to park for some of them	WOL
• outdoor recreation trails for hiking	WOL

## Education

### *Access to educational programmes and services*

#### *Schools and education*

• To ensure better wellbeing we need to begin with children in school settings. 1) better training for teachers to identify mental health issues. 2) Better access to mental health resources for youth. 3) Greater number of wellbeing courses offered in high school to satisfy the mandatory one credit Physical & Health education credit (Eg many choices for the Arts credit, but only one choice for the Phys ed credit and it doesn't focus on mental health - mainly a recreation focus.	KIT
• Have community organizations come speak to elementary and high school students about racism, sexism, homophobia, transphobia, Islamophobia and ableism in their schools as a regularly-implemented program across the school board. Increase the number of Educational Assistants available in all schools.	KIT

- |   |     |
|---|-----|
| • A strong French Immersion program; High quality education for children not in French Immersion; | KIT |
| • Emphasize trades for those kids interested.   | WAT |

## *For interest*

- |   |     |
|---|-----|
| • Also, offer more continuing education options for seniors. The Toronto District School Board, for example, offers a considerably more varied course calendar than our local community or seniors' centres. Why can't our school board offer *anything*? | KIT |
| • If there is a way to take a course at either University without becoming a student that would be amazing.   | KIT |
| • More opportunities for community courses of varying interests. More publicity about these opportunities if they exist.  | WAT |
| • Increase funding for parenting courses and supports - like Parenting Now, KW Counselling.   | WAT |
| • I wish there were affordable english classes beyond level 7. thank you  | WEL |
| • Adult english school in waterloo is not enough  | WEL |
| • Would like more general interest evening courses. (Ie. knitting,home decor, staging, painting, cooking/gourmet/ethic Cuisine)   | WOL |
| • online program books; more programs for adult well-being  | WOL |

## *Facilities and services*

- |  |     |
|--|-----|
| • Amalgamate the libraries,  | WAT |
| • Improve the Library services in New Hamburg;   | WIL |
| • need to stop spending money on libraries in the rural areas, everytime I drive by to those empty parking lots, it bothers me | WOL |

## *Childcare*

- |   |     |
|---|-----|
| • need region run childcare for school age children that runs on weekends and summers, ie extended day program should run during the summer | CAM |
| • more affordable childcare facilities  | CAM |

• In our family, childcare availability is probably one of our largest concerns with enjoyment in the Region.	CAM
• use the resources we have to expand child care, ie use the big room in the lyle hallman pool complex as a drop in play center in the mornings for stay at home moms and their babes/toddlers, expand social opportuniite at libraries, continue encouraging neighborhood level programming. Kitchener city council is doing a wonderful job of this, please continue.	KIT
• Please bring back the Early Learning Programs at the Early Years Centres. As I have more than 1 child I am unable to participate in the majority of specialty programming offered by age category (ie baby and me, one is fun, infant massage, make the connection etc...) as I do not have someone to care for my children who are not the right age to participate. Parent enrichment programs also need to be brought back. Lack of accessible childcare is a barrier to participating for anyone with more than one child. The loss of parent programs means the loss of connection and engagement with other adults in our community which is a detrimental to The mental o Health of new and experienced parents.	KIT
• more affordable childcare	KIT
• Easier access to childcare	KIT
• critical need for free pre school care for children	KIT
• Affordable and high quality childcare so parents and caregivers are all being treated respectfully and equally in the work force.	KIT
• Affordable childcare.	KIT
• More daycare facilities that are affordable and available, with coverage when care providers are on holidays. Mothers are forced to leave their jobs because they (and their partners) cannot meet exorbitant costs for two or more children in care.	WAT
• More opportunities for childcare (daycare)	WAT
• Free childcare for those below poverty line.	WAT
• More child care centres so children are not in unlicensed homes often with limited engagement	WAT
• create more licensed daycare spaces at affordable rates	WAT
• cheaper daycare, summer programs IN CHILD'S school, summer camps offered for 1 or 2 days ONLY vs. a full week (for PT parents)	WAT
• 2. Create more childcare spots;	WAT
• Cheaper Childcare	WEL
• Yes there really needs to be more reasonably priced licenced daycare in the Woolwich area or the Waterloo Region in general. It is impossible to find places that will take children under 1 year (and 18 months) which limits women to be able to go back to work prior to a year mark, which can really impact career promotions. Daycare availability (and price) are the only terrible things I think about this Region	WOL



## Additional comments

• Teach, preach honesty!	CAM
• Student debt forgiveness	CAM
• Help for kids being bullied or struggling in school.	KIT
• I am concerned about the use and dealing of drugs in school. It is known that the kids are selling and smoking in the washroom. More recently, threats to the children as well. There should be a more strict control of all this in school and the Region should be doing something if the school is not.	KIT
• Lower cost to take courses and childcare when accessing counselling and courses	WAT
• Better education system. Better education system	WAT
• Easier access for hearing tests and educational assistive devices and IEP	WAT
• Access to free education would be helpful	WAT
• Free tuition for adult returning to work	WAT
• Bring religion back to schools	WOL

## Living standards

### Affordable housing

#### General

• cost of living and rent is way too high	CAM
• Stop building residences! We are full!	CAM
• Figure out a way for the average middle class person to be able to afford a house in this real estate market. This city used to feel a lot safer and full of more opportunities... but now between these problems and the cost of living, I am considering looking into other options.	CAM
• More affordable housing, specifically subsidized assisted living	CAM
• Affordable housing and health.	CAM
• Improve opportunities for development of affordable housing.	CAM
• more affordable housing	CAM

- I love my home, but am disappointed that Waterloo Region does not have retirement communities to accommodate down sizing as we all require to do in the future. Communities that provide bungalows, lawn care, snow removal, community centre. Church, good food stores. A coordinator to assist in planning activities, trips etc. And a protected area to walk the streets without worrying! My mother lived [into her 90s and owned her home until her 80s when a health issue became a problem]. There were senior residences, then assisted living and extra care facilities, due to her [health issue]. I would like to see this Region provide for the progression needed in seniors lives. None of us want to be a burden to our family, And we want to be independent as long as we can. CAM
- Oh and help ODSP recipients get affordable housing. Damn greedy landlords/realtors. A lot of these houses aren't ever worth over 500k. My goodness you crazy slaves work 30 years to just have a house. My God have mercy on are souls. CAM
- There is a great need for additional retirement or adult living communities to be built in the region similar to the Morningside community in New Hamburg. There is not enough home builders providing smaller homes to baby boomers who want to move from their large homes to smaller ones. Guelph has such a place as well. Small bungalows and not high rise condos. KIT
- suggest building student housing around WLU and UW KIT
- So unhappy not having my own apartment , my own home- can't afford KIT
- Set OW & ODSP housing rates at a realistic rate. You can NOT find housing for \$370/month (OW) KIT
- Reform the permit process to allow for further development to deal with the supply and demand issue with housing. KIT
- Affordable housing. KIT
- I'm very concerned that housing prices are so much less accessible to young people who have grown up in this area. Employees at High tech places, and places such as Perimeter are increasing. Money is no object for them, thus top dollar buys the house they desire. Charities and environmental initiatives can always use more support to do good work in this community. KIT
- better supportive and subsidized housing options KIT
- I would also like to see us doing a better job planning and reshaping our urban communities including looking at alternative housing options like co-housing models. KIT
- design new housing developments that are more people friendly KIT
- provide more affordable housing KIT
- More affordable housing in downtown areas KIT
- More affordable housing for those in need KIT
- More affordable housing KIT
- improve access to affordable housing (private and public) KIT

• I think affordable living in a safe neighborhood would be great.	KIT
• Home prices are out of control. My husband and I are both employed full-time and we cannot afford to buy a house in the region.	KIT
• AFFORDABLE HOUSING! More supportive housing.	KIT
• affordable housing	KIT
• affordable housing	KIT
• Affordable housing for everyone;	KIT
• Address housing costs!!!	KIT
• The housing market is getting insane...if there is a way to have some great houses at the 200 000/300 000 range for lower middle class people that would be amazing.	KIT
• The built environment-how it is affecting low income neighbours, rising rental costs- we need to develop an affordable housing strategy for our region. For the large developers, they should be required to make a certain percentage of their units i.e. 5% geared to income, so that we are integrating rather than displacing low income neighbours	WAT
• Stop speculators from buying all the houses and making it unaffordable for everyone else.	WAT
• reduce housing costs	WAT
• affordable housing wait times are terrible,	WAT
• Want more affordable housing!!!	WAT
• more affordable housing,	WAT
• more affordable housing in core areas of need	WAT
• get more affordable housing units made	WAT
• Focus on building affordable housing and full time employment opportunities.	WAT
• 1. Build much more affordable housing;	WAT
• Affordable housing for young people	ND
• I hope we can find sustainable ways to house people and ensure people have ready access to reasonably priced daycare - both will help facilitate people reaching more of their potential.	WEL
• Better housing is required!	WEL
• support the housing of waterloo	WEL
• more affordable housing	WOL

## *For seniors*

- We need a lot more care for seniors and senior accommodations. This region is so far behind. CAM
- more senior housing for low income seniors with shorter waiting times CAM
- Seniors need a service for Seniors trying to live in their own homes ie. Someone we can hire for "HONEYDO" lists. A jack of all trades. CAM
- We seniors need decent affordable housing..eg senior rental apartments that we can afford and still eat! KIT
- senior housing KIT
- Need more retirement housing, recreation and health services in the townships. KIT
- We need more senior housing in Wellesley. The senior housing on Henry St. Wellesley needs to be cleaned up it looks like the "gettos". It needs proper management. At one time it was at good place to live. Now it is very undesirable, years ago my Mother lived there, at that time it was great. Not it is awfull. WAT
- Legal aid- not helpful, bylaws- harmful to people who own property. especially older people who want to stay in their homes. the meddle in peoples possesions, Politics- you can say what you want; but business is business repeat 1 \$ money.....walk. WAT
- Use the LCBO/OLG Billions to improve seniors living standards. WAT
- Better and more affordable downsizing options for empty nesters. Decent-sized condos and apartments not geared towards students, or located in the downtown core. WAT
- More care for Seniors as I have two [older adults] that I help care for at Winston Park Retirement WIL
- Woolwich needs to address need for senior housing... WOL
- WE NEED MORE SENIOR LIVING HOUSING. BUNGALOW ROW HOUSING FOR SENIORS AT A REASONABLE PRICE. WOL
- We need more quality retirement homes in Woolwich. Also more quality adult only apartments or detached homes available that are not overpriced and unaffordable to people who have lived in Elmira all their life and have to move to the city to find clean adult only apartments or detached homes WOL
- Need senior housing in Elmira; one level cottages WOL
- More seniors' apartments with balconies WOL
- Housing for seniors so they can remain in there own homes longer, ex. Attached bungalow town homes WOL

- As seniors, we recognize the fact that there is very little housing for seniors in our area. Not all seniors want to be in a high-rise in the city. There is little opportunity for seniors to retire and downsize to a home within Woolwich. WOL

### *For marginalized*

- We need supportive housing in Cambridge to help people who cannot maintain housing independently. We also need more equitable service/money distribution from the region. Our shelter is a disaster and has been for many years, it needs oversite. CAM
- More affordable housing and opportunities for people with special needs to be productive members of their community. CAM
- Encourage developers to build new small senior/disabled friendly bungalows within subdivisions but separate from the monstrous family homes. In Alberta one developer sets aside 10% of his new builds for seniors/disabled. To get a building permit in our region the developer should be obliged to do that. CAM
- affordable housing for the working poor CAM
- Provide affordable bachelor apts for the homeless. KIT
- We need to address housing issues for people on fixed and low incomes. There are no housing possibilities for our daughter that provide her with choice and voice and 24/7 care she needs. We need to help her be settled in a life of her own before we, her parents can no longer be involved. KIT
- I also think there needs to be more available supportive and affordable housing for people on ODSP like myself. KIT
- Better, more affordable housing would change most of my negative feelings. I also think there needs to be more mental health support. Fix the housing and treat disabled like human beings would be a great start. KIT
- There is a need for low income housing and support for drug addicts. WAT
- Need affordable housing for homeless and seniors. More supportive housing for mental health an addictions. More shared type housing situations for companionship. WAT
- Improve access to supportive housing for young adults with developmental disabilities, as well as services in general for this group once they are too old to be eligible for children's services. WAT
- Appropriate housing options for students, older adults, and people with fixed or lower incomes. WAT
- Waterloo Region should consider building a halfway house for incarcerated people to reside in. Also Waterloo Region should consider providing a place that the incarcerated or paroled could complete the necessary institutional programming. WAT

- Accomodation for large family (many kids). Thanks for asking. WEL

## *Renting*

- We need housing, for which we already applied, we are a [large] family, living in a walkout 2 bed room, one washroom [part of house], and its really very much impossible for us to live in this like situation, i tried to rent a house/apartment but found nothing, everyday i am spending about 2-3 hours to apply/call/text message to get something on rent, but it look impossible now impossible to us. CAM
- Rent control CAM
- Housing is very expensive, no one should be spending half or more of their monthly income on rent. CAM
- Rent control KIT
- Lower the rent this is crazy KIT
- Housing! Landlord disputes are horrendous and the cost of renting in Waterloo is quite high KIT
- For student housing, please keep landlords accountable...the way they treat students sometimes is deplorable and though the buildings are up to code, they really are not built to last. KIT
- The large property rental companies need to be held to a higher standard and frequently take advantage of renters, likely due to the high proportion of student renters. WAT
- Decent affordable housing for renters, the region's rental accommodations have gone out of the roof!!!! WAT
- Please, Please, improve rent prices for singles WAT
- Lower rent! WEL

## *Cost of living*

- Provide school bus service to the high school and french immersion elementary students. Cut cost on school fields trips. This is where we spend all our incomes on for our children with one incomes sources, even now second income does not improve living standards, employers are not willing to give full time and min wages pay. Lower cost to public transportation might increase ridership, less traffic and lower fee for students not a 10% discount which is what is offered right now. I am paying \$73 monthly fee for one child to attend high school is the same price as my car loan, next year i will be paying for 2 kids public bus pass. We cut back on food, meaning buying discount quality food to cover cost of living. I think this paints a picture of this regions. Utilities and property tax? CAM

- Living in Ontario in General has become too expensive for a lot less services for single people with no children. Too many tax breaks for families that we the single people keep paying for like daycare. CAM
- I just want to address maternity leave. I am a hard working mother. When I had my last child and was on maternity leave only receiving 50% of my income, it drastically impacted my family. I am now in debt because I decided to have another child and stay home with that child for one year. I feel that our families that take maternity or parental leave should earn more money so that they are not going into debt to stay home with their children. I also feel that daycare prices are very expensive under 18 months of age. This is the only piece affecting my well being is debt. Yet debt was not mentioned at all in your survey. I was not in any debt prior to maternity leave. Debt can cause a family so much stress, anxiety and affects their mental and physical health. Thank you! CAM
- There is not enough being done for those, like myself, who are living on a low income or very low income, or pay-check-to-pay-check. There are not enough resources for those who wish to participate in arts and culture, social or recreation and leisure activities. The options available in the region are completely unaffordable and out of reach for those like myself who have a severely limited income. The wait for affordable housing in Waterloo Region is on average 7 years. That is completely unacceptable not to mention quite disgusting, given that you certainly have the resources and space for expensive condos and purely aesthetic projects to make downtown and uptown more palatable to the wealthy and gainfully employed. There are not enough resources for those suffering with mental health issues, particularly affordable treatment, counselling, programs or other supports. There should be far more support for homeless youth as one youth shelter is not nearly enough and with such limited funding, the employment environment operates as a meat-grinder model of employment where those who are passionate and good at their job are left either completely burnt out or cannot afford to live on such a meagre salary. Youth do not want to stay at Charles St. Hostel or other adult focused shelters because the youth are more vulnerable to violence, drugs, assault and harassment at these adult shelters and they do not feel comfortable or safe. Lastly, I very strongly encourage that you invest in bringing those who have a low or very low income or who are struggling financially in Waterloo Region. If you invest in struggling youth you can stop the cycle of adult homelessness, mental health and addiction that puts such a strain on the region's resources as well as causing additional harm to those who are either waiting for services or are not having those needs met. If you invest in low-income individuals and families, you enable people like myself to participate in our community and co KIT
- financial aid and connections for help with food/child care cleaning etc. KIT
- Change the calculation for support for families more than just income because not all income is equal, those with paid vacation and benefits are at an advantage. We spend a lot of our income on health care (no drug or dental benefits and some of our kids meds are not covered by OHIP+) and YMCA for our family which includes 3 chronic illnesses which don't qualify for disability benefits and we don't qualify for leisure access card or YMCA discount yet we qualified for the GRH study and get cheaper bus pass.... KIT

• Also clothing should be not taxed adults and kids. Sure you are an adult and can pay taxes but some kids like mine are in adult clothing from the time they are 8. I still have to pay taxes for mine and there clothes. I wish I could get more help from my community but I can Not.	KIT
• It was less expensive to live.	WAT
• Improve accessibility and affordability of cost of living, child care, educational opportunities;	WAT
• Bring costs down	WAT
• assistance for low income with transportation cost and participation cost ( movies, plays, YMCA etc)	WAT
• Cheaper utilities.	WAT
• Would be great if our water bills and taxes could be lowered. It is an expensive place to live.	WOL
• Living with [a disability], having to rely on ODSP as my income is as I am unable to work, receiving less then \$1200 per month, how am I EVER going to make ends meet when my parents pass away and I am on my own?	WOL

## ***Jobs and employment***

• Stop handouts, make people work for paychecks	CAM
• Leaders in government, the tech and academic communities should be more concerned about the impact of the shift in the labour market away from manufacturing and the displacement of workers by that and paid student co-ops.	KIT
• I think efforts to encourage and support residents to become self-employed or create start up companies is an important part of supporting wellbeing. Having worked primarily for large employers, I find that while they may throw sponsorship money at parks, sports complexes or causes, they are truly focused on shareholder value and not the community or the wellbeing of their employees - they don't walk the talk. Continuing to encourage people to grow their skills and create new businesses will have a greater impact on wellbeing in our community.	KIT
• Entice companies to come here that are not high tech or insurance, ie. manufacturing jobs	KIT
• Consider to hire social disadvantaged person like me to work for waterloo region social service department. I am competent on the job. My case worker insult me and she made me uncomfortable by question me that I should quit my current part-time job.	KIT
• Awareness of age discrimination against middle age folks seeking employment.	KIT
• Job opportunities for young people; job opportunities for immigrants.	KIT



- I think there is a serious issue with appropriately paid employment for undergraduate students. I currently have a job I could have gotten with a high school diploma because the jobs that I know I am qualified for and am interviewed for are going to individual's with Master level degrees. The system is encouraging people to be over educated, which means we are in more debt, out of the work force longer and completing graduate education to get a job rather than to pursue expertise in an area we are interested quite often. How do I prove to an employer that an undergraduate degree is enough? It seems as though it is worthless.... WAT
- Finding a job at my age/recent termination from job is hard. Volunteering does not pay the bills. WAT
- Increasing employment opportunities for local citizens. Full time employment leads to a full/complete life WAT

## Income

- Well being is very dependent on income-- well being of low income people is not important to the general public or the politicians-- the lack of housing, both in quality and cost is not a problem for the majority of voters/politicians, maybe the only thing to be done is to help upper income people to accept this-- if you don't care that is fine and good-- I won't be offended if someone says - you are too poor to live-- it seems to be true KIT
- Look up Universal Basic Income. Make that a future priority. It will save everyone. Including you. KIT
- basic income for lower income families/individuals KIT
- guaranteed basic income KIT
- Guaranteed minimum income for those who need it; KIT
- The biggest reason for my quality of life being terrible is that Ontario Works does not provide enough money to live on. WAT
- would have to see old age pensions rise, would like to see odsp raise WAT
- Guaranteed Annual income. WAT
- raise disability to a standard wage/cost of living WOL

## Taxes

- reduce taxes or provide a better level of services ,i am tired of everything but my pay going up ,the poor seem to get more & those of us who work & pay taxes get nothing. CAM

• no more increases in taxes but more responsible use of taxes for maintaining the community resources we have instead of more beautifying projects money should be spent on needs in the community	CAM
• lower property Taxes	CAM
• less taxes	CAM
• Lower the higher taxes so cost of living is more affordable. Minimum wage increase only hurt those who make between 16 and 20 as now we pay more for costs and we did not receive equal raises to offset the minimum increases.	CAM
• Tax breaks for single people, lower housing, lower food/clothing costs, adopt lifestyle of Europe where there is a higher respect for people - less working, excellent pay and benefits, start with 8 weeks vacation per year. I am a single white female who has lived here all my life and the new Canadians get treated better than Canadians who have lived here all of our lives.	KIT
• reduce taxes	KIT
• Lower taxes and fewer levels of government	KIT
• LOWER TAXES	KIT
• LEST TAX	KIT
• Bring back the Fitness Tax Credit for children to play sports and take lessons. Lower income families roll this money back into the programs every year and therefore back into the Region. It was eliminated for the 2017 tax year and severely impacts if a child can go to camps or play sports. PLEASE!	KIT
• I think that homeowners should pay a \$2 to \$5 tax that is used to provide subsidy for geared to income rent in the city and to support homeless emergency shelters.	KIT
• With current Tax increases including Water, hydro, will anyone on a fixed income be able to retire in Waterloo Region? How stressed are you that you may be forced to move out of your family home?	WAT
• Property taxes are much to high. To much is spend on social programs.	WAT
• Property taxes in Waterloo are outrageous and they continue to increase substantially every year. This makes it VERY DIFFICULT for people on fixed incomes to remain in their homes.	WAT
• Lower the taxes or at least make them more similar among the different incomes, if you earn less money you get scholarships for sports, specialized medical treatment or even utilities or home appliances, universal child care, if you earn more you pay more tax and cannot apply for any subsidy, just make it equitable, with higher salary paying more tax less money is available to pay for education or extra activities that are free of your salary is lower	WAT
• Lower my water taxes!!!	WAT
• decrease property taxes and water bills	WAT

## Food

- |  |     |
|--|-----|
| • Improving the food environment so that healthier choices are easier for people to make | ND  |
| • provide a market with LOCAL food in one place  | WAT |
| • Subsidizing meals on wheels or similar programs.                                       | WAT |
| • more organic food  | WAT |

## Additional comments

- |   |     |
|---|-----|
| • Education on better ways of living. Less consumerism.   | WAT |
| • more emphasis on local produce/products   | WAT |
| • eliminate poverty and homelessness; improve availability of affordable housing,   | WAT |
| • By Law officials harass low income people as if we were of the same level as them. Make us do things that we cannot afford to suit their idea of how household should be. I have had a vehicle and motor home towed and taken and am being told how my back yard should be. | WAT |
| • I live with Cerebral Palsy, unable to find a job to support myself, ODSP provides less than \$1200.00 a month in supports, How am I ever going to make it on my own when my parents pass away?  | WOL |

## Time use

### General

- |  |     |
|--|-----|
| • If possible reduce work hours, I would like to spend more time with my family, I feel not being around my child is not good for anyone | CAM |
| • Mandatory vacation?  | KIT |
| • The number of hours should be more flexible that are worked.   | KIT |
| • Support for time off as needed   | KIT |
| • Make more fun time in a day.   | KIT |
| • promote alternate work hours and work from home to reduce rush hour traffic,   | WAT |
| • Less works hours and acceptance of importance of leisure and vacations.  | WAT |

# Overall wellbeing

## General

- The only comment I would make is that I resigned my job a few months ago as it was a stressful, toxic work environment that had a significant impact on my wellbeing. I might have answered those questions differently a couple of months ago. CAM
- Consider 'other' as an option regarding discrimination. I am discriminated against, bullied and harassed for my ethical and moral choice to be vegan. I do not preach to people or shame them for not making the same choices i do, yet it seems to be the social norm and perfectly acceptable to vilify and bully the vegan. This is family, "friends" and coworkers alike and is something myself and my kids suffer with on a daily or weekly basis. CAM
- Everybody love everybody, Jackie Moon CAM
- Your survey didn't take into account people who have 0 neighbours/family members they can ask for help. I was forced to type "-1" as a response to these questions. I find it very difficult to exist in this community as a single, young female with no desired to get married or have children who also owns a mortgage and has no family support. I was dropped by a MD during a mental health crisis because mental health is not a priority in this community; It's very difficult and actually nearly impossible to be a single individual and thrive in this community (with a good job, mortgage and also maintain good mental and physical health). I often feel like renting cost is at an all time high in this community and is geared towards the student population of waterloo. I was forced to take a loan in order to afford a down payment on my house. I paid my own way through university and while OSAP made it possible, [several] years after graduation I am still paying the loan off. I work for the government and have a degree but still must work 2-3 part time jobs in order to afford to live on my own with my own single income. I truly feel that it is impossible to own property in this community with one income. Situations in my life have made it impossible to live with family and i was forced to purchase in an undesirable location last year because the market spike left me unable to afford anything else. While i am grateful that i eventually got approved for a house, i do not feel safe in my community and would like to move as soon as i can afford to pay back my loan, pay off my student debt, and save enough money for a down payment. I often feel that society/culture favours only families with children and services only exist for those people. I realize that i am a minority with these views but my hope is for better mental health services in this community to help those struggling with isolation. KIT
- No. I am very satisfied with the wellbeing in the region & support ALL the future projects the region is bringing forth for the wellness of our children & grandchildren. KIT
- My positive experiences are largely due to my privilege. I know that non-white people and lower income people have a less positive experience, and their needs are more important to examine in this type of survey KIT
- It's great that we even have a group looking at improving Wellbeing in our Region. Keep striving to match services with the needs of our most vulnerable community groups. Keep funding the libraries, they contribute greatly to our communities. KIT

• I think the canadian index of wellbeing should applied to all facets of society in order to promote common sense ideas like crime prevention, health equity, and education.	KIT
• I feel that the quality of life is no way near where it should be. One needs to look at Blue zones areas (not per say for living to 100) but the lifestyle of these ares, and how to implement the ideas here. As well as Sweden, Denmark. Their overall outlook on community, family, work, leisure. There is a need for more affordable housing, health, dental, Food and activities for all ages. When this happens then the quality of life goes up, as people then are able to afford (or free) to do or learn new things for themselves, or with family. The work place also needs to implement better environments to work in. The less stress and a feeling of belonging creates an overall wellness, which in turn creates productive happier people.	KIT
• I am currently going through a work transition perhaps wasn't totally captured in the survey which has deeply effected my well-being. The increase in contract positions, and reduction of full-time positions, greatly effects the wellbeing and financial security of households and makes it challenging to move forward with personal goals like starting a family. I think it is also very important to highlight the lack of work-life balance in Waterloo Region.	KIT
• Find ways to make family relationships stronger, healthier, and happier (ex. emphasize the importance of going to church)	KIT
• Everything is fine.....stop raising taxes to support community programs. RATHER, encourage people to stay married and that will ensure a stable community financially and emotionally.....will significantly reduce the mental health and financial issues....and subsequently render these tax money draining programs unnecessary.	KIT
• enable people to make the most of their lives and maximize their capability to work, learn, play, socialize, volunteer and care for loved ones	KIT
• I have lived in Kitchener for 20+ years. All of that time I have lived on ODSP. My funds are very limited. I have never felt attached to any community centre or group wherever I have lived. Transportation is a big issue for me - it's expensive to get around, plus community centres don't advertise what they exactly have to offer. I rely on Food Banks monthly. I have no money for 'extras' I would like to buy. I am grateful for what I do have, but I cannot afford very much.	KIT
• Work with employers in the community to be more aware about wellbeing. My place of employment could benefit from seeing the results of an employee survey like this. Emotional wellbeing is not a concern to them.	WAT
• Please note, my responses are coloured by my ongoing recover from the death of my spouse and my circumstances as a single parent with no family except my kids located in this country	WAT
• I am a grandmother raising her 2 [grandkids] because of mother not able to care for them herself...drugs.	WAT
• I was happier living in Kitchener than now in Waterloo	WAT
• I live in Waterloo and work in Cambridge (where you work may impact your thoughts).	WAT

- I am very sad that adult children, up to 25 yrs. of age, can now get "prescribed drugs" for free! This allows them to experiment with different "cocktails", trying to find the "right?" one! We know that exercise and eating healthy go a very long way in maintaining excellent mental and physical well being, so why not give the community access to FREE Nature Conservatories??? How about the Y's? Free museums, historical sites... I try to take advantage of OPEN DOORS/CANADA DAY free admissions, but twice a year isn't enough. I, alone, can't afford to go into a Government Park, let alone take a big (6 or 5 people really isn't that big) family to the Conservation Area. I never could afford swimming lessons for my children, however, our income was low enough at one time that we were able to get Government assistance. That was so great! Churches are free, but the message can get awfully mixed up when we choose to believe that 1) everything has come from nothing, or 2) there are many gods or 3) no God at all, or 4) you can become a god or 5) we're more evolved than other cultures/ethnicities, or 5) we can choose our own sexuality or 6) we can be an animal or 7) live without any rules and 8) all is hopeless - we just die and this is all there is.

WAT
- I believe that every life is very important and it takes a lot of love and compassion to make things work

WAT
- Looks like we live in the best area of the world. (O.K. so it doesn't say much) But I think I have had a very good life before my wife died 12 years ago after 61 years of marriage.

WEL
- I used to have a life - yrs ago! Chronic illness and circumstance has left me in a bad spot. Irresponsible landlord - ironic as stands for the opposite - 3 major surgeries, (careless landlord), loss, and lost a CAR ...car stolen, all my personal things stolen and apartment destroyed when out of the country - then career from all the stress....NO ONE cares to help. INDEPENDENT all my life - my family refugees of war, when there was no "handouts". I have been living in hell for many years. Moving is another top stress, already have all the other factors

WEL
- More people need to engage in thinking and planning and doing for our wellbeing collectively

WOL
- The wellbeing in Waterloo Region could be upheld by sticking with Christian values on which North American Cultures were built so God can continue to bless this area. One of the biggest examples would be the sexual perversion which is taught in public schools. Teaching this to children is one of the worst crimes there is. The downfall of this country will be fast and sure. as crime and unaccountability sky rocket with this system. Read Romans chapter one.

WOL
- The value of faith in God and Jesus Christ, honesty, integrity, esteeming others better than yourself, being satisfied with what you have (not greedy), being thankful, and serving others cannot be underestimated.

WOL
- Read, reverence, and obey the Bible and its teachings, which in turn brings true peace and happiness, join a faithful, upbuilding church which brings friends and fellowship, which brings feeling of belonging! May God bless you in your endeavours for improvement.

WOL

# Survey specific comments

• Would have been good to have some questions or comments on accessibility issues	CAM
• Very good survey	CAM
• Tooooo much to type in a lityle box	CAM
• Thus was a good survey The questions were thoughtful and thorough	CAM
• This survey was very loooong! I thought that it would go on & on..I l'd not want to stop in case the answers that I had entered, would not be saved...How about letting a participant know how far they have gone or how long much longer it will take take to complete. Thank you	CAM
• Some questions about opioid crisis impact, needles, drug dealers, unwanted persons issues, seem missing.	CAM
• Some of the questions were unclear/too wordy so I had to reread a couple of times and I'm still not sure if I answered correctly.	CAM
• Some of the charts are so large that it is tough to see the scale on the screen as you fill it out- maybe break charts into smaller chunks.	CAM
• Not really, but felt the survey was too long to complete in one sitting, and may be the questions looked like being repetitive.	CAM
• My partner has severe disabilities that impede mobility. The answers would have been very different if he had filled out the survey. Next survey might ask about the (condition) of the members as it impacts community involvement, transportation choice etc.	CAM
• Ensure you have a not applicable choice for more of your answers. Some don't apply.	CAM
• can't get the postal code box to work	CAM
• Ask if typically have money left over at the end of the month for savings.	CAM
• *Put some colour downtown paint the benches, add a chess table - create a sense of community.	CAM
• Your discrimination question did not include people with disabilities, This subject was not brought up until the near end of the survey. This survey seems a bit biased and doesn't seem to cover the complete population of this community.	KIT
• You might want to add some more detailed questions about how disability affects people.	KIT
• We are more multi-ethnic than this survey would indicate.	KIT
• Was to enter code 824885 somewhere when doing survey!!!!!!!!!!!!received letter in mail....	KIT



- Was this survey provided in more than one language? KIT
- Yes. Don't do silly, unclear, verbally ambiguous skewed surveys like this that will just further implementation of UN Agenda 2030. Why not actually inform people of what Agenda 21 and 2030 actually are and what it means for our communities - loss of privacy and private property in exchange for communal living. I do not think the pack em and stack em Utopian rhetoric we are fed is a true and healthy vision for our community. Maybe ask people, if you want to know about physical well-being, if they are aware of the health issues associated with "Smart Meters" or 5G technology? About how our rights to choosing our own options health care how our options for alternative health care are undermined by governments backing Big Pharma....how our options for natural treatments are being regulated out of our reach, how we are losing the right to chose for ourselves and our children as to whether or not we want vaccinations (pro-vaccine propaganda is shoved down our throats). If you want to get more diverse answers, maybe ask more than one member of a household to get a larger sample - go on the streets, interview homeless, ask the people that do not speak english in their own language, ask seniors/disabled (who will be most hit by pack-em and stack -em high density living), ask millennials if they will be happy living in a small apartment and sharing their space with others - without the hope of ever owning a piece of property or their own home. I am certain the answers you will receive from this fluffy questionnaire will just provide further "reinforcement" to back up what is already in the works to being implemented. ps. This space is really small and awkward to type in....is this on purpose? KIT
- This survey is intense. I find it unlikely that the average community member would have the patience for this. KIT
- This survey did not touch on those supporting children with disabilities had you asked that question most of my other answers would make more sense. KIT
- This is a stupid questionnaire and ment for lawyers level education, personal use, repeating questions! Ken Selling is no longer active in region of Waterloo why do you use he's name? You ask too many personal and financial questions that has nothing to do with: happy and healthy communities in Waterloo Region. Do not allow University cheaters to prepare the Questioner, instead use smart students that understand common sense! I regret I fill this long questioner. Please inform Tom Galloway to replace send with wood cheeps in parks playgrounds! My comments are not ment to offend anybody but help shape the future questioner! Regards KIT
- This is a great initiative! Thank you. KIT
- There were no questions about if anyone in my family had a disability. My son has autism and anxiety. This massively impacts all areas of my life. KIT
- There should be more "Not applicable" answers because some answers end-up nor really correct KIT
- You should consider other forms of relationships such as dating, nonmonogamy, choose to be single. KIT
- The Internet question was interesting but needed more depth KIT
- The answers to the questions would vary a lot if answered by others in my household. KIT



• Thank you for doing this survey. This is so important for the work of community serving organizations.	KIT
• Thank you for asking the community for their input on improving wellbeing in Waterloo Region. I hope this survey can influence the way wellbeing is shaped in the future.	KIT
• Thank you	KIT
• Surveys in French please	KIT
• status bar on the bottom to tell you how much you have left to complete	KIT
• Sorry not to answer all. Due to health and inability to get out and about many did not really apply to me	KIT
• some of the questions that were neutral was do to the fact that I would have done it or agreed if I had opportunity	KIT
• significant number of questions difficult to answer correctly from perspective of a disabled person	KIT
• questionnaire in French	KIT
• People living in rooming houses should not count as a "household"	KIT
• No comments solicited /questions regarding senior citizens needs in the region.	KIT
• Most of the questions should have "Do not apply" choice	KIT
• Note that the work-related questions do not account for situations where someone is performing consulting/contract work for additional income, but at a stage where they are no longer seeking career advancement.	KIT
• MAKE SURE THAT THE INFO COLLECTED IN THIS PROCESS IS ACTED UPON	KIT
• It's important to recognize that ethnicity is complex. As a black Canadian person whose family history in Canada spans more than 400 years I identify most as having a "Canadian ethnicity", however I have African origins since my ancestors are decendants of slaves. I do not however identify with individuals who have lived or been raised in African culture. So I've selected "Canadian" as the ethnicity that I most identify with. It's important for those reviewing these survey results to recognize that Canadian doesn't mean "Caucasian". This is often an assumption people make, which is why when some people meet a person of colour like myself they automatically ask "where are you from" and that assumption does not contribute to my sense of well-being in this community. Being "newer" to this community and having moved here from [another Ontario] area where black Canadian history is so rich and most black Canadians share my ethnic identity and ancestry, I have had a profound awareness of my "difference" in this community. I'm not seen as "Canadian" yet I'm not an immigrant either so who am I. I am Canadian. A black Canadian. Ethnicity is more diverse. Canadian does not equal Caucasian. I know how hard it is to provide options but a suggestion for the next survey would be to allow people to identify their own ethnicity the same way you have done with	KIT

gender. Include a few dominate ones and then leave an option to specify others.  
Thanks.

- It would've been helpful if you had, at the start of the survey, explained that you'd be asking about community and neighbourhood experiences and defined the terms. Early on most of the references were to community, and I wasn't sure if that meant the region, my city or my neighbourhood. That only became a bit more clear later on when there were questions about my neighbourhood experiences. There was also a question about city services, but it didn't give examples; I was at a loss to come up with anything aside from community centres, but I suspect that's not what you meant by services. Examples would've helped. KIT
- It kept saying my years of residence of 5years 3 month in Kitchener was invalid until I signed out and back in (previously 62 years in Waterloo) KIT
- I wish I could have answered european. Europe is a content, and africe is a content. Why did you split one into countries but not the other? KIT
- I will be interested to see the results. KIT
- I think it was a great idea to extend this survey to the broader community this year KIT
- I recently moved to kitchener, but lived in Waterloo most of my life. This is not captured. Holiday is not well defined. Is this holiday days from work, days spent on a vacation away from home, both? KIT
- I might have missed it but I would have liked "community" to be defined. I took it to mean the people I associate with and the area in which I live: bigger than my neighbourhood but smaller than the city. It's a complicated concept, community, and the results of the survey are going to be a bit skewed, I think. KIT
- I found the question regarding water quality a little unclear - are you talking about drinking water in our home, or are you talking about the water quality in our rivers and lakes, etc.? KIT
- I don't think the cultural questions asked in sufficient depth about issues of concern for people, like me, who identify as LGBTQ+ and the impact that often feeling invisible or not valued has upon our willingness to seek out opportunities and to participate fully. KIT
- I cannot recall all of the questions, but I feel a question could be asked about whether my personal situation prevents me from enjoying cultural activities. As a lone-parent, it is challenging to seek the cultural experiences in the community due to my need to parent my children. Additionally, the question about child care - yes, there are lots of child care options, but whether they are affordable or not is another matter. I know for some people, child care costs are close to the same amount as paid for mortgage payments. And on a final note, I had challenges with differentiating between 'community' as it relates to my address and neighbourhood compared to the Region as a whole. I know there were some specific questions as it related to my neighbourhood, but there were other questions where it could have been interpreted either way. If feel this may impact some of the information that is collected and how it can be synthesized. and one more thing...I feel this survey is for people who have a higher level of literacy, ability to focus, and potentially higher education level. I would like to see that this information is collected from our people KIT

living in Waterloo Region in different ways, in different languages, and ensuring all age groups are represented well. Thank you :)		
• great survey		KIT
• Great initiative. Thanks for doing this to help shape and grow our community.		KIT
• Few questions are not relevant to improve wellbeing in Waterloo		KIT
• Disappointed to see that Greek wasn't an option as origin/language given there is a Greek church and community centre in the region		KIT
• Classic Car Hobby wasn't mentioned		KIT
• Ask about the full house hold people that dwell their and if they should answer some questions about them.		KIT
• A question explicitly about experiences of classism in Waterloo Region is missing. This is an often ignored and often very important factor in wellbeing.		KIT
• You did not list being Jewish as an option in your question of identity...some Jews would see that as an ethnic identity, which it is by DNA testing.		WAT
• To improve the survey specifically, offer the option of Don't Know / Does Not apply for all questions - there were some I was forced to answer Neutral but given the chance I wouldn't have offered an uneducated opinion		WAT
• This survey needs to better fit smartphones		WAT
• This survey has some very complicated questions including some negative questions that are very disorienting and is estimated to take quite a bit of time. I am wondering about the barriers for people with low literacy (reading, writing, digital etc) and lack of access to internet as a barrier to fuller participation in this survey by a greater number of people in our community.		WAT
• This region was founded by people of strong religious values. More questions about spiritual faith organizations could be included.		WAT
• There is nowhere to indicate not participating because of physical disabilities. I don't participate as much as I'd like because of problems of accessibility and physical challenges. Should ask disabled question up front and if that affects participation		WAT
• the q's about volunteer work were slim		WAT
• Thanks for the opportunity to participate.		WAT
• Thank you for the opportunity to complete the survey		WAT
• Thank you for looking at our community's well being.		WAT
• survey was longer than I thought it would be, but good detailed questions		WAT
• Survey questions can be hard to answer. I picked a point of view for each question. Different points of view would have different answers.		WAT

- Some categories required a "does not apply " option to give accurate feedback. WAT
- PTA is an American term, should use School Council instead WAT
- Provide the survey in French language WAT
- Postal code identifies individuals. Why not just ask for street? WAT
- No - this survey was very comprehensive..... WAT
- Many of the questions were very cut-and-dry and didn't give options to explain variance in situation. WAT
- Informative survey; some questions do not pertain to a retiree. WAT
- In future if you do surveys, don't make them as long as this one! WAT
- If you have my postal code, you know who I am, this defeats the privacy comment made at the beginning. WAT
- If a question does not apply to me then always give me that choice to say so. WAT
- I'm a permanent resident. The police questions were frustrating because I'm disenfranchised. WAT
- I would suggest choosing a neighbourhood rather than postal code. Postal code narrows down the possibilities meaning less anonymity! WAT
- I think the birthday closest to June 1st is a strange request. WAT
- I feel the survey was more geared to younger people not for retired. A lot of the questions were for people who work or go to school WAT
- The survey didn't seem to address the opportunities for children and youth under the age of 16 and their voice didn't seem to be part of the survey and so I wonder how this will and can be addressed in the future. WAT
- I am not sure why, based on some of my answers, that some questions were still asked. WAT
- Hope you get a good response to the survey! WAT
- Having one person per household complete a survey doesn't make sense when it is a family of 7 as each person will have varying opinions on what the community has to offer. WAT
- an hour of our lives down the drain to complete this completely useless survey that only people who are educated beyond grade 3 and have English as their first language have the capacity to complete and mess with the statistics that are being gathered to 'improve' the quality of life of the average resident. My tax dollars would have been put to better use if our officials actually inhabited and tried to access services in our community. Try again using smiley / unsmiley faces - this is very 'un-Canadian' in nature because the survey is totally inaccessible to newcomers! I am appalled by the accessibility of this survey. WAT

• Great survey!	WAT
• Easier to fill out on small form factor device -iphone	WAT
• Allow the participant to save and return to the survey later	WAT
• This survey is too long, The questions tend to be biased to a particular demographic.	WAT
• I found it very difficult to slot myself into the survey questions as stated. Some of the questions were hard to answer because the (presumed) intention of the question conflicted with my ability to answer the question accurately based on the wording of the questions. The survey heavily presumes that a persons life can be slotted into simplified questions (ie the survey was not open ended enough, or able to include non-standard life-circumstances). Also as my life circumstances have changed recently, the survey does not reflect my always experiences in general (ie in the fairly recent past).	WAT
• Please study again community issue to develop the questions in the future services in the communities; so please read again the communities issues very well	WAT
• I have a husband, not a partner. You did not include questions about the religious activities in the community, which are very important.	ND
• Why ask if house is owned and then ask % of income spent on mortgage?	WEL
• We live in country so questions relating to connections with neighbours, transit use etc. don't apply. With respect to the questions regarding safety in downtown. I have never walked in downtown Cambridge but there was not option to indicate this. With respect to police, I do not encounter them regularly and thus assessments regarding interactions with the public are difficult to ascertain.	WEL
• This was a good survey and you asked good questions that hopefully will help shape the community with services etc. However, it was quite long.	WEL
• Next time make the survey a reasonable length.	WEL
• Make sure that the survey allows people to answer all the questions. I wasn't able to answer a lot of the questions because I was given three choices only (very strongly disagree, strongly disagree, and disagree). My screen did not allow for me the select any other (hidden response). Also I couldn't select choices on the first page, so my contribution is flawed.	WEL
• Thank you very much for helping us and each member of our community	WEL
• Thank you for giving me the opportunity to complete this survey. Very best of luck	WEL
• Thank you for giving a chance to complete this survey. (It is a little late to send, I'm sorry!)	WEL
• Your survey is not very appropriate for rural people, and there are 60,000 of them in the Region	WIL
• This survey really doesn't consider farming lifestyle.	WIL
• A worthwhile survey. Thank you!	WIL

- Some of the questions in this survey are not worded optimally for statistical analysis. For example, "I know as much about politics as most people" has a 'disagree' for both a person who knows much less and also much more. Or, "My compensation is adequate" should map to 'disagree' for those who are either under- or over-paid. WIL
- Your income question needs a selection "prefer not to answer". WOL
- this was way too long WOL
- The survey results are going to be skewed, as many in the Region of Waterloo are at or below the poverty line and cannot afford internet and would not be aware of this survey. I only knew because I saw it on LinkedIn from KW Counselling Services. So I hope that you don't skew the results in favour of the rich as the poor in the area has increased a ton in the last 2-5 years and especially with the expensive iON that has been a complete waste of taxpayers money and will not move people through the region. WOL
- Overly lengthy. Please put in number of pages to be completed to give an idea of timeline. WOL
- It would be nice to know how long and current progress of the survey. WOL
- I filled out the survey but I hold no faith in surveys. They are often slanted to produce the result that is wanted, very costly and nothing comes out of them. This survey example does not target the area we live but a general survey to the region. if you want more precise answers you should have targeted the very distinct areas. Our rural area does not get anywhere near the opportunities that the city gets. So this survey was another waste of time to fill out WOL
- Good Concept and thoroughly done. Thank you. WOL
- Some of your questions were very ambiguous. I'm not sure you're promoting your survey wide enough. It was only by chance I saw it. perhaps advertise more - tv, radio, newspapers, letters to homes etc. –





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