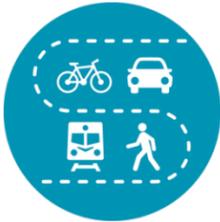


Attachment #2b: Summary of high level themes from Public Engagement Community Wellbeing Survey, Telephone Poll and Student Engagement

Green - assets or doing well

Red - issues/needs

 <p>Thriving Economy</p>	 <p>Sustainable Transportation</p>	 <p>Environment and Sustainable Growth</p>	 <p>Healthy, Safe and Inclusive Communities</p>	 <p>Responsive and Engaging Government Services</p>
<ul style="list-style-type: none"> • More than 20% of people are working two or more jobs (CWS) • Almost 9% of people struggle to pay bills on time(CWS) • 26% of people report that their job makes their personal life difficult. (CWS) • Almost 40% struggle to juggle work and non-work activities (CWS) • Almost 1 out of 4 survey respondents reported that local recreational and cultural facilities were not affordable. (CWS) • More than 40% felt recreation and 	<ul style="list-style-type: none"> • Almost 30% of people struggle to find time to be active in the community (CWS). • People in Waterloo Region spend an average of about 40 minutes each day commuting to and from work (CWS) very similar to the 2016 census - 23 minutes one way (Census). • The proportion of people who reported biking, walking or using public transit all the time has increased over the last 5 years, (15.5% 2013 vs. 26.5% in 2018) (CWS). • About 2/3 of respondents saw traffic congestion as a problem (CWS). • 54% of students said they were satisfied with GRT • 40% of students said they were not satisfied with GRT (CCSS). • 78.1% of survey respondents use a personal car as their main type of transportation used to get around the community. July over 11% of survey 	<ul style="list-style-type: none"> • Almost 90% of people feel a personal responsibility to help protect the environment (CWS). • Despite this engagement, there is little evidence to suggest that people are changing their behaviour with respect to conservation, reuse or recycling (CWS). • Increase in the proportion of people who reported that they were actively involved in events designed to protect the natural environment (10.4% in 2013 and 18.1% in 2018 (CWS)). 	<ul style="list-style-type: none"> • Almost one in four local residents feels that they lack companionship (CWS). • Almost 7% of respondents frequently experience discrimination due to ethnicity, race, or skin colour and a similar percentage frequently experience discrimination due to age or gender. 3.5% of respondents frequently experience discrimination due to sexual orientation. (CWS). • Reports of discrimination due to ethnicity, culture, race or skin colour have more than doubled since 2013 (CWS). • Survey respondents experienced negative impacts in the past 12 months due to their own substance use issues (6.4%), or a family member's substance use issues (14.5%), or someone else's substance use issues (e.g. friend) (17.3%) (CWS). • Nearly 40% of local residents have experienced negative impacts related to mental health issues in their family this year (CWS). • Survey respondents were most likely to trust people with whom they worked or went to school. 8 in 10 people feel they can trust the people they work or go to school with. (CWS) • People also trusted (to a lesser extent) people in their neighbourhoods. Trust of neighbours is 7/10 (CWS). • They were less likely to trust people they encounter but do not know, and were often mistrustful of strangers (CWS). • When asked whether they felt the supply of childcare in the region was adequate, 56.0% of respondents responded that they were not sure or did not know. This may reflect the fact that many people don't have children of an age requiring care. 26.5% indicated that 	<ul style="list-style-type: none"> • Residents are more than twice as likely to attend a community meeting, open house, demonstration or protest than they were in 2013. (CWS) • 59.6% of residents volunteer – an over 8.6% increase since 2013 (CWS). • 2/3 of respondents see themselves as well-informed about politics and issues facing the region. (CWS). • Between 1/4 and 1/3 of people feel government isn't listening to them. (CWS) • More than half of respondents felt that the programs and services of local government had not made any difference for them (54.7%). (CWS) • 78.69% of CC students have not experienced barriers to Regional services (CCSS). • Majority of responses indicated that regional government can make their services more inclusive by increasing public engagement, doing surveys and interviews, making the public more aware of the services, specifically for the international students (CCSS). • Better housing prices, more job opportunities and better transportation services would convince students to make Waterloo Region their place to settle down (CCSS). • 66% of respondents would like to see government services or information about services available at their educational institution (CCSS). • The most used service of students within the past twelve months that is provided by the Region was the Grand River Transit and Mobility Plus (39.34%). The second most used service was Paramedic Services (18.03%) (CCSS).

 <p>Thriving Economy</p>	 <p>Sustainable Transportation</p>	 <p>Environment and Sustainable Growth</p>	 <p>Healthy, Safe and Inclusive Communities</p>	 <p>Responsive and Engaging Government Services</p>
<p>cultural facilities were not as welcoming as they should be (CWS).</p> <ul style="list-style-type: none"> 18.9% of residents agree that they have poor job security. (CWS) 	<p>respondents walk or cycle as their main type of transportation used to get around the community (CWS).</p> <ul style="list-style-type: none"> 8% of survey respondents noted that public transit is their main type of transportation used to get around the community (CWS). 		<p>they felt the supply was not adequate (CWS).</p> <ul style="list-style-type: none"> 19.7% reported insufficient time to spend with their partner or spouse and 20.8% reported lack of time together with family. (CWS). 19.4% of survey respondents felt that they did not have enough time to be with the children with whom they live –which is higher than in 2013 (CWS). The highest scoring focus area that students felt should be a priority in the strategic plan was healthy, safe and inclusive communities (38%) (CCSS). 	<p>Over the past few years, would you say that the quality of life in Waterloo Region has declined, stayed the same or improved? (IVRT)</p> <ul style="list-style-type: none"> Improved (30%) Stayed the Same (35%) Declined (23%) Not Sure (9%) Prefer not to answer (3%) <p>Over the past few years, would you say that the quality of life in Waterloo Region has declined, stayed the same or improved? (WRM)</p> <ul style="list-style-type: none"> Improved (36%) Stayed the same (45%) Declined (17%) Don't know (2%) <p>Regional Government must balance the cost of delivering services with taxation. Which of the following would you most prefer for property taxes in Waterloo Region? (IVRT)</p> <ul style="list-style-type: none"> Increase taxes to expand or improve services (19%) Increase taxes at around the rate of inflation to maintain services (44%) Maintain taxes and possibly reduce services (23%) Reduce taxes and cut services (14%) <p>The Region of Waterloo government must balance the cost of delivering services with taxation. Which of the following would you most prefer for property taxes in Waterloo Region? (WRM)</p> <ul style="list-style-type: none"> Increase taxes to expand or improve services (19%) Increase taxes at around the rate of inflation of maintain services (58%) Maintain taxes and possibly reduce services (13%) Reduce taxes and cut services (9%) Don't know (1%)



Thriving Economy



Sustainable Transportation



Environment and Sustainable Growth



Healthy, Safe and Inclusive Communities



Responsive and Engaging Government Services

Biggest priority in Waterloo Region that Regional Government should address **(IVRT)**.

- Supporting the development of affordable housing (22%)
- Managing growth (20%)
- Protecting the environment (15%)
- Reducing traffic congestion (13%)
- Eliminating poverty (13%)
- Other (11%)
- Investing in the arts and culture sector (6%)

Best ways to gather public input or engage you on major issues or decisions **(IVRT)**

- Online survey (27%)
- Social media – face book, twitter, instagram etc. (18%)
- Telephone survey (18%)
- Other methods (13%)
- Public meeting (12%)
- The regional website (7%)
- Focus groups (5%)

I feel involved in decisions that impact me as a resident of Waterloo Region **(WRM)**

- Neither agree or disagree (32%)
- Disagree (28%)
- Agree (25%)
- Strongly disagree (11%)
- Strongly Agree (4%)

The Region of Waterloo Government is in touch with the needs of my community **(WRM)**

- Agree 34%
- Disagree 27%
- Neither agree or disagree (25%)
- Strongly disagree (9%)
- Strongly agree (5%)
- Don't know (0%)

 <p>Thriving Economy</p>	 <p>Sustainable Transportation</p>	 <p>Environment and Sustainable Growth</p>	 <p>Healthy, Safe and Inclusive Communities</p>	 <p>Responsive and Engaging Government Services</p>
				<p>The Region of Waterloo government does a good job keeping its residents informed (WRM)</p> <ul style="list-style-type: none"> • Agree (43%) • Disagree (24%) • Neither agree or disagree (23%) • Strongly agree (5%) • Strongly disagree (4%) • Don't know (1%) <p>All things considered, the Region of Waterloo is doing a good job (WRM).</p> <ul style="list-style-type: none"> • Agree (54%) • Neither agree or disagree (23%) • Disagree (13%) • Strongly agree (5%) • Strongly disagree (5%) <p>Considering the services I receive, I get good value for my Region of Waterloo tax dollar (WRM)</p> <ul style="list-style-type: none"> • Agree (48%) • Neither agree or disagree (23%) • Disagree (19%) • Strongly disagree (5%) • Strongly agree (4%) • Don't know (1%) <p>I can readily access any Region of Waterloo government services that I need (WRM).</p> <ul style="list-style-type: none"> • Agree (54%) • Neither agree or disagree (22%) • Disagree (15%) • Strongly agree (5%) • Strongly disagree (3%) • Don't know (1%)

Sources:

CWS: Community Wellbeing Survey (2019), Canadian Index of Wellbeing

IVRT: Interactive Voice Response Telephone Poll (March 2019), conducted by Conestoga College Capstone Project

CCSS: Conestoga College Student Survey (March 2019): conducted by Conestoga College Capstone Project

WRM: Waterloo Region Matters Survey (2019)