

Appendix A: Proposed 2026 Strategic Initiatives

The Region's 2023-2027 Strategic Plan, Growing with Care is the collaborative vision of Council, staff, and community members. Each year, an annual plan and budget is proposed to specify the initiatives and investments needed to maintain quality services and further Growing with Care across all four priority areas:

- Homes for all
- Climate aligned growth
- Equitable services and opportunities
- Resilient and future ready organization

For 2026, the following actions and investments are being planned in each priority area.

Homes for all:

We will invest in affordable homes and economic opportunity that are part of inclusive and environmentally sustainable communities.

Canada has some of the highest housing prices in the G7 and OECD countries, rising rental prices, and growing homeless encampments. In Waterloo Region, the affordable housing waitlist exceeds 10,000 households and experiences of homelessness continue to increase – though the rate of increase is slowing. Between 2020 and 2023, there was a 28% annual average increase in chronic homelessness. Between 2024 and the data we have so far in 2025, there was an average increase of 11%.

In response, 1,036 new affordable housing units are in development and 21 actions identified in the Plan to End Chronic Homelessness (PECH) are in progress. While the total number of individuals experiencing chronic homelessness has risen in the past year, the number of individuals experiencing any type of homelessness as captured in available data has decreased 8% since the anchor investment was made in the PECH in 2024. As of July 2025, 116 individuals have been supported into permanent housing from PATHS.

Through Build Waterloo Region, the Region continues to advance strategic projects that bring additional transit options, affordable housing supply, and employment ready land to the region. At the Region of Waterloo International Airport (YKF), our Aerospace campus is attracting new investment and employment growth. The Region is currently supporting 20+ local Aerospace startups in partnership with the Accelerator Centre and launched a bi-annual Aerospace Industry Roundtable with 40+ industry members. The most recent YKF reports shows \$390 million in total economic output, 44 businesses, and 1,360 jobs at the airport, including 660 jobs at YKF.

In Employment and Income supports, there is an increase in the Ontario Works (OW) caseloads and their complexity. As of Aug 2025, the caseload was 10,951 (18,868 beneficiaries) and the average caseload has increased by over 1000 cases (11%) since 2024.

Moving forward, we will continue our efforts in supporting employment growth and affordable housing development, including the following actions and investments in 2026:

Advance the Plan to End Chronic Homelessness

Building on progress since the Plan's initiation in 2023, the Region of Waterloo will continue to implement priority actions identified by community partner Co-Creators to support the PECH's goal of reaching functional zero homelessness by 2030. In 2026, some key expansion areas include the growth of the women's services sector, internal policy and framework revisions, net new equity prioritized rent supplements, and a winter weather response plan. The PECH Data Strategy continues to evolve and will be fully implemented in 2026.

Develop a Ten-year Strategy for Seniors' Services and the Sunnyside Campus to Support Growth and Renewal

The Region of Waterloo is working with community and residents to create a bold and progressive vision for the Sunnyside campus and Seniors' Service over the next ten years.

Enhance Ontario Works Program Delivery

In 2026, the Region of Waterloo will improve service quality, enhance efficiency, and increase responsiveness to provincial changes in the Ontario Works program.

Implement the Building Better Futures Plan and Update the Waterloo Region Housing Revitalization Plan

Through Building Better Futures, the Region of Waterloo is creating or preserving 3,500 affordable units, 60% of which will be affordable for households with very low to low incomes. In 2026, the Region will make progress towards this target through continued construction of affordable homes and the revitalization of Waterloo Region Housing (WRH). To improve the sustainability of WRH, updates will be made to the Waterloo Region Housing Revitalization Plan to enhance staff development and consider debt servicing.

Advance Land Development and Infrastructure Readiness in Support of Affordable Housing

The Region of Waterloo is investing in strategic, regional land development projects that blend a strong focus on community, mixed-use development, infrastructure and placemaking. This includes advancing projects and programs that will accelerate the availability of land, infrastructure and investment for affordable housing.

Continue to Lead the Wilmot Land Assembly Initiative in Support of Future Investment

Through innovative solutions and long-term planning, the Region of Waterloo is strengthening our economy for the future, building strong local industries and good jobs for people across Waterloo Region. In 2026, the Region of Waterloo will continue to advance projects and programs focused on accelerating the availability of land, infrastructure and investment for industrial and employment land uses.

Finalize The 20-Year Airport Master Plan to Guide Future Growth, Incorporating Best Practices in Sustainability

The Region of Waterloo International Airport (YKF) is an important engine of Waterloo Region's economy and in 2026, new opportunities will continue to be explored to support the thriving and diverse economy our community needs as we grow. This includes, establishing clear direction for YKF's capital program and long-term vision for the airport.

Climate aligned growth:

As we grow, we will support a healthy environment where communities can thrive. Through intentional collaboration and creativity, we will support sustainable community growth.

Waterloo Region is situated within a rich natural environment and flourishing biodiversity that includes rivers, farmland, community trails, and more. Each of these are needed to sustain our health and wellbeing now and into the future. However, the natural world is under pressure as our region grows, and the climate crisis worsens.

In 2024, the Region experienced 34 days above 30 degrees Celsius and the cost and impact of extreme weather is rapidly increasing. From January to October this year, the Region of Waterloo monitored or responded to 39 incidents or emergencies, including climate emergencies such as floods, extreme heat and cold, ice storms and more. As extreme weather events increase, our infrastructure degrades more quickly, and increased pressure is put on our hazard and emergency response, like snow removal, localized flooding and downed trees.

Investing in resiliency and decarbonization will result in significant long-term savings. For example, in 2025, solar PV has generated 1,560,000 kWh of electricity, generating \$662,000 in revenue, and saving 184 tonnes of GHG emissions. With the community's collective transportation emitting 47-49% of Waterloo Region's community emissions, Transportation Services provides climate friendly ways of getting around – including GRT, trails, and bike lanes. Through the end of Q3, GRT has seen 109,000 daily boardings and delivered over 700,000 hours of service.

As our community grows, we must also be strategic in stewarding our natural resources. In Water and Wastewater Services, we supply 125 million litres of water and treat 155 million litres of wastewater per day. However, we are seeing a 4% sustained increase in

water use attributed to population growth, and we now have 20 years of landfill capacity remaining.

Moving forward, we will continue our efforts in adapting to and mitigating climate change, including the following actions and investments in 2026:

Update the Region's Water Supply Strategy

The Region of Waterloo is updating the Water Supply Strategy for our Integrated Urban System, which includes over 80 groundwater wells and a limited supply from the Grand River. The strategy will build on previous master plans and review current water supply sources, assess future water demands, and investigate possible new water sources to accommodate the Region's population and employment growth projections to 2051.

Advance the Design and Construction of the Kitchener Central Transit Hub to Support the Region's Integrated Sustainable Transportation Networks

As our community grows, building transit infrastructure for the long-term is critical. In 2026, construction on The Kitchener Central Transit Hub will commence, making getting around easier, more affordable and more sustainable than ever, while spurring economic development in the area. By 2030, Kitchener Central will connect residents and visitors to the Toronto-Waterloo innovation corridor by providing access to Grand River Transit light rail and bus service, GO Transit rail and bus service, VIA rail, and allow for inter-city bus service.

Update the Region's Long Term Waste Management Strategy

The Region of Waterloo is updating our long-term Waste Management Strategy to address our growing community's evolving waste management needs and support sustainable and affordable waste management practices. This strategy will set up a framework for managing waste over the next 25 years through minimizing environmental impacts, managing waste sustainably and fiscally responsibly, fostering a circular economy, aligning with provincial and federal regulations, improving efficiencies, and encouraging public awareness.

Implement the new Waste Collection Contract

The Waste Collection Contract is moving forward in 2026 with a start date of March 4. The new contract signals a new level of service including a 4 day collection week for residential to improve efficiencies with built in flexibility, implementing new technology with a safer cart collection method. Downtown and Uptown businesses will also move to cart collection and a 4 day pick up schedule. The implementation of the waste collection contract also includes the delivery of a garbage and organics cart to residents and downtown businesses. This contract also removes recycling collection as this has now moved to a privately owned producer group.

Update the Region's Wastewater Treatment Strategy

The Wastewater Treatment Strategy Update will identify the wastewater treatment infrastructure needs of the Region to support community growth while maintaining the

health of local rivers that receive the region's treated wastewater. The study will identify alternative solutions to address future needs, undertake a robust evaluation process, and recommend the best way to provide wastewater servicing in the Region.

Continue to Make Progress on the Climate Adaptation Long Term Strategic Plan

In 2026, a review of the Region's assets and associated risk with climate change will be undertaken. The review will include recommendations to enhance climate resiliency in capital projects, which will be used to inform the Asset Management Plan and prioritize the 10-year capital plan.

Reduce Greenhouse Gas Emissions and Increase the Use of Sustainable Energy Sources Across the Corporation and the Community

In 2026, the Region of Waterloo will implement the Corporate Climate Action Plan and pilot a gradual development of a Corporate Carbon Budget. Regional staff will also collaborate on implementing the Community Energy Investment Strategy, Community Climate Adaptation Plan, and TransformWR, and will deliver a RetrofitWR home energy retrofit pilot program (pending funding from FCM).

Complete The Integrated Mobility Plan to Improve Active and Public Transportation Networks and Support Resident's Sustainable Transportation Choices

The Region of Waterloo is developing an Integrated Mobility Plan that will provide long term guidance for strengthening the Region's active and public transportation networks. The plan will support residents' sustainable travel choices and offer a sustainable path forward for the movement of all goods and services on the Regions' transportation network.

Develop an Urban Forest Management Plan to Sustain Our Natural Heritage and Vegetation

With hotter temperatures, heavier rains, and more pollution daily, stewardship of our natural resources is increasingly important. In 2026, a Strategic Vegetation Management Plan will be developed to provide a clear, and consistent approach to nurturing and maintaining the Region's trees and green infrastructure. Condition assessments, a review a suitable biodiversity, and consultations with First Nations will inform the development of guidelines in 2026.

Improve the Climate Resiliency of Transportation Infrastructure by Prioritizing Adaptation Initiatives Through the Climate Resiliency Strategy

In 2026, the Transportation climate change strategy will prioritize short, medium and long-range climate adaptation initiatives to ensure resiliency of the Region's Transportation assets.

Advance the GRT Business Plan with Targeted Service Adjustments

In 2026, GTR will improve transit coverage and speed, respond to customer needs, and diversify ridership at little/no extra cost. These adjustments include:

- Route 14 loop expanded to serve new Colby/Conestoga industries in Waterloo
- Route 27 extended to serve new bus loop at Chicopee resort in Kitchener

- Route 36 extended to South Creek Drive to serve growing Doon South in Kitchener
- Route 206 to use Highway 8 to improve speed between Kitchener and Cambridge
- Advance Township Transit Strategy by applying to the Ontario Transit Investment Fund (\$100K – Area Rated)

Equitable Services and Opportunities

Through collaboration and innovative design, we will provide equitable, accessible services across Waterloo Region that support the social determinants of health, safety and complete communities as we grow.

Waterloo Region is located on the traditional territories of the Haudenosaunee, Anishinaabe, and Chonnonton Peoples, and boasts a rich multicultural heritage. As one of Ontario's fastest-growing regions, we welcome newcomers, and our mix of diverse communities and cultures make us stronger. With this growth comes new partnerships, diverse perspectives, and opportunities to reimagine services to better meet community needs. However, the current economic climate and outdated municipal funding tools are straining service delivery. Many services lack the funds to meet community need, and some are seeing Provincial or Federal funding cuts or caps well below what is needed to serve residents.

For many residents, economic challenges mean increased reliance on Regional services. For instance, the waitlist for child care has grown to over 13,000. Paramedic Services saw a nearly 4% increase in 911 calls from 2023 to 2024, with a similar trend occurring from 2024 to 2025. Across many of our services, client needs are also becoming more complex, and there is an increasing expectation for services like Public Health to address major health and societal pressures, including mental health and addictions.

Given these pressures, the Region continues to work creatively to meet community needs within available resources. For example, the Region is making it easier and safer to get around the community by maintaining 2,200 kms of lanes for cars and bicycles, adding 540 cameras to intersections to improve signal timing and safety, and enhancing MobilityPLUS services, which saw 147,000 rides from January to September. Regional Libraries and Museums continue to offer cultural experiences and opportunities for growth and learning. In 2024, there were 119,430 visits and 17,455 program attendees at Region of Waterloo Libraries. In Children's Services, we continue to work with community partners to grow child care spaces across the region. As of the end of 2024, there were 18,921 CWELCC spaces for children 0-5 years and 76,889 visits to local EarlyOns. Through the Community Safety and Wellbeing Plan and Upstream Fund, we are supporting new ideas and improving community outcomes. Since 2022, the Upstream Fund has given out \$12.18 million to help 141 projects. In the first year, these

efforts brought back almost \$10 million in value. Through public education campaigns and direct communication with caregivers, student vaccination rates increased from about 81% in October 2024 to over 93% in July 2025, protecting children from many serious diseases that are easily spread in schools and child care settings. Additionally, Paramedic Services has achieved a 68% decrease in the number of Code Zero events from 2023-2024.

Moving forward, we will continue to address critical community needs, deliver services equitably, and collaborate with community partners to effect positive community change. Efforts in 2026 including the following actions and investments:

Implement Actions in the Reconciliation, Equity, Diversity, and Inclusion Organizational Plan

The REDI organizational plan is a guide for implementing reconciliation, equity, diversity and inclusion into work at the Region of Waterloo. In 2026, all departments will advance actions in the REDI organizational plan to meet the diverse needs of the community and foster an equitable and inclusive workplace.

Continue to Administer the Upstream Fund in Support of a Safe and Well Waterloo Region

Guided by the Community, Safety, and Wellbeing Plan, the Upstream fund provides grassroots and community organizations with funding to contribute to a safe and well Waterloo Region. The Region of Waterloo will continue to support the administration of council approved 2025 Upstream and Community Capacity Building Funds in support of combating hate; addressing mental health and addictions; addressing intimate partner violence, gender based violence, Missing Murdered Indigenous Women, Girls, and Two-Spirited People; and safe and inclusive spaces.

Leading and Supporting the Region to Make Our Services Accessible, Including AODA Compliance and Reporting

In 2026, the Region of Waterloo's Accessibility Lead will support the organization in ensuring our services and programs are accessible, including compliance with AODA standards and guiding updates to the Region's multi-year accessibility plan - supporting teams to include an accessibility lens in planning and decision making across the Region.

Complete a Council Remuneration Study

In 2026, the services of an independent external compensation consultant will be secured to conduct a review of the remuneration, benefits, and staff support provided to Regional Council.

Coordinate the Roll-Out of the Community, Safety, And Wellbeing Plan's (CSWP) Anti-Hate Campaign

The Region of Waterloo is supporting the CSWP to implement a community wide anti-hate campaign aimed at shaping a region where everyone feels welcomed, respected and celebrated for who they are. In 2026, the Region of Waterloo will support 30 diverse

system and community leaders in sharing resources, educating the community, and hosting events in support of the campaign.

Evaluate the Impact of the Reconciliation Equity Investment (REI) Fund to Improve Equitable Service Delivery

The Reconciliation Equity Investment (REI) Fund provides targeted investments to Regional services and actions that support the economic, social and cultural health and wellness of First Nations, Inuit and Métis; African, Caribbean and Black; and racialized communities within Waterloo Region. This includes deliberate refocusing of existing Region of Waterloo services as well as additional incremental funding. In 2026, the Region of Waterloo will design an evaluation framework for REI initiatives across the organization to assess the impact of this investment fund.

Create New Child Care Spaces Across the Region of Waterloo

In 2026, the Region's Children's Services will be supporting the creation of over 1,100 Canada-Wide Early Learning and Child Care (CWELCC) licensed child care spaces to reach the region's goal of 4,136 new spaces since 2022.

Develop a Capital Planning Prioritization Policy to Support Equitable Delivery of the Region's Capital Plan

A new policy and corporate wide prioritization tool will be developed to reduce systemic bias and support equitable delivery of projects in the Region's Capital Plan.

Strengthen Collaboration and Cultural Land Stewardship with First Nations

The Region of Waterloo is broadening points of contact with Six Nations of the Grand River and Mississaugas of the Credit First Nation to advance relationships, reconciliation and joint projects, and steward the land together.

Collaborate on the Design of an Indigenous Landscape Strategy at Waterloo Region International Airport (YKF)

A new public open space and interpretation strategy for lands on the southern boundary of YKF is being developed in partnership with First Nations and urban Indigenous community members.

Download Part III Prosecutions From the Province to the POA

The province has requested that the Region of Waterloo consider taking on responsibility for prosecuting Part III charges under the Provincial Offences Act, which are currently handled directly by the province.

Reopen Doon Heritage Village Reflecting the Diverse Heritage of our Community

Following comprehensive engagement, planning and amenity construction work in 2024-2025, The Region of Waterloo will reopen Doon Heritage Village as a truly accessible and inclusive space in Spring 2026 with robust communications, community events, and school programming.

Reposition the Region of Waterloo Museums and Archives to Reflect the Diverse and Deep History of Waterloo Region

In 2026, Region of Waterloo Museums and Archives will develop an Indigenous programming strategy, collaborate on a symposia on the archeological grey literature, and develop a Strategy and Service Plan. Doon Interpretive Plans and Collections policies will be updated to align with the Region's strategic priorities.

Youth Impact & Engagement Initiative – Empowering Young People to Drive Community Change Through Partnerships with Organizations

The 2026 Youth Impact & Engagement Initiative empowers young people to drive community change through partnerships with organizations. The team will advance support for children and youth through findings from the Youth Impact Data Project and provide system coordination and tailored services and opportunities for youth. With a focus on innovation and development, this work will create a community where all residents, especially children and marginalized groups, can succeed.

Reduce Barriers That Limit Access to Infectious Disease Clinics

Region of Waterloo Public Health is working with Community and Health Partners to enhance access to Infectious Diseases prevention and treatment for equity deserving populations in Waterloo Region.

Expand Community Paramedicine

Paramedic Services is enhancing Community Paramedicine service provision in both rural and urban communities through implementation of the CP@Clinic program and social prescribing.

Support Coordination Amongst Multiple Partners Working to Address Drug Addictions and Overdose

In 2026, Region of Waterloo Public Health is supporting coordination amongst multiple partners in the community working to address drug addictions and overdose through a multi-component approach (i.e., prevention, treatment, harm reduction and enforcement).

Improve Prenatal and Child Health Outcomes

Public Health is designing and implementing a new approach for delivery of upstream programs and services to improve prenatal and child health outcomes.

Improve Hospital to Home Transitions

Paramedic Services is supporting hospital partners by participating in hospital-to-home transition for residents through integrated discharge planning with local hospitals that improves continuity of care and client outcomes and reduce rehospitalizations.

Engage Community in Exploring Rural Traffic Calming Solutions in Waterloo Region's Townships

In a continued effort to enhance service and safety on the Regional road network for pedestrians, cyclists and drivers, Transportation Services is partnering with regional Townships to identify rural hamlets and villages experiencing speeding issues, explore solutions, and engage local community for feedback. This initiative will identify both short and long-term opportunities for road safety improvements in small rural communities.

Pilot New Road Safety Designs at Roundabouts

The Region of Waterloo is piloting safety designs at roundabouts aimed at helping anyone walking or rolling feel more safe. In partnership with Area Municipalities, Transportation services will pilot safety measures at locations with higher pedestrian and cyclist volumes. This pilot program will inform the Region on best practices related to pedestrian safety improvements at roundabouts for future construction.

Resilient and Future Ready Organization

The Region of Waterloo is a great place to work, where everyone is valued, feels they belong and where they have the supports and tools they need to do a great job. We will be prepared for the future by providing a safe space for bold ideas and experimentation that transform services based on data and other ways of knowing.

Investing in people, technology, and a culture of equity and inclusion is essential to creating a resilient, future-ready government. Municipalities in Ontario and across Canada face significant resource and fiscal challenges as service demands evolve. However, there are significant opportunities to mitigate these risks through technology, data utilization, innovative work methods, and collaboration with community and other levels of government.

Effective, compassionate services depend on skilled staff equipped with the necessary tools. Service demands are growing rapidly in volume and complexity. For example, Facilities Management saw an 8% increase in work orders from 2023-2024. Paramedic Services saw a 4% increase in call volume and average OW caseloads have increased by 11% since 2024. A recent employee psychological health survey indicated that although 87% of respondents reported a mid to high feeling of flourishing (satisfied, successful and connected) a significant number also reported high workloads.

To help address these pressures, the Region is committed to service transformation by embracing human-centred and equity-based service improvement, enhanced by digital tools. This approach aligns with community service expectations, freeing staff capacity in priority areas and improving employee experience. Digital investments enhance user experiences and streamline business workflows, boosting affordability for residents and businesses. Significant investment in inclusive leadership practices, inclusive hiring and

employee development, supports a positive work culture and service improvements that work for everyone.

Existing funding gaps challenge service delivery. As costs rise for maintenance and supplies, (e.g. 7% increase in water and wastewater treatment chemicals) continuing a robust efficiency program is imperative. The 2026 budget identified an additional \$4.2 million in efficiency savings, in addition to the \$41M + saved in the past several years.

As we continue to transform services, support employees, and drive efficiencies, we will keep community needs and input at the heart of our planning through the following investments and actions in 2026:

Supporting the Reconciliation Action Partnership (RAP)

As a member of the Reconciliation Action Partnership, the Region of Waterloo will work alongside community and municipal partners to implement the RAP's Pathway Forward strategic plan. This includes providing learning opportunities for all municipal and township employees and supporting the Every Child Matters bus wrap process.

Provide Education and Training in REDI and Accessibility

The Region of Waterloo is supporting employees in delivering accessible, trauma informed, and culturally safe services. In 2026, the Region will continue to provide learning opportunities for staff and leaders across the organization on reconciliation, equity, diversity and inclusion, accessibility, and culturally safe and trauma informed practices.

Expand the Region of Waterloo's Cyber Security Program

The Region of Waterloo is strengthening the security and continuity of Regional services and data by improving the systems and governance that protect the Region's information assets from cyber attack.

Advance the Digital Service Transformation Strategy

As demand for online services increase, the Region of Waterloo is continuing to transform service delivery and expand self-serve options through use of advanced technology and improved digital services.

Transform and Modernize the Region of Waterloo's Financial Operations

Through advanced digital technologies, process automation, and data analytics, the Region of Waterloo will automate financial reporting to enhance data-driven decision-making. Upgrades to the Region's financial management and ERP systems will improve operational efficiency and accessibility.

Continue to Implement Robust Financial Management Practices and Policies

In 2026, we will support the financial sustainability of the Region of Waterloo by developing and implementing robust financial management practices and policies aimed at fiscal responsibility and long-term economic stability.

Implement the Immigration Partnership Strategy

The Region of Waterloo is working alongside community to implement the new Immigration Partnership Strategy Strategic Plan.

Implement Cybersecurity Maturity Assessment in Water and Wastewater

In 2026, the Region of Waterloo will implement recommendations from the water and wastewater maturity assessments to safeguard our critical assets from cyber threats and further strengthen a resilient and cyber secure water and wastewater network.

Continue to Implement the SCADA Corporate Strategy

In 2026, a strategic framework for the Region's SCADA systems will continue to be implemented, driving future actions and budgeting, and ensuring the Region is prepared for technological advancement and growth. This includes developing SCADA network architecture and resiliency, asset identification, lifecycle planning, a data strategy, and change management and governance strategy.

Develop a Project Management Office (PMO)

In 2026, a PMO will be developed to provide modern and innovative project management tools and training, ensuring consistency in the Region of Waterloo's project delivery and providing data to support strategic decision making.

Strengthening Community Education in Resiliency and Business Continuity and Contingency Planning

The Region of Waterloo is continuing to strengthen business continuity efforts to support the delivery of critical services during emergencies. In 2026, the Region of Waterloo will continue to educate community on emergency preparedness and advance the Region's business continuity program, including employee training, and enhanced planning and preparedness strategies.

Increase Operational Efficiency to Enhance Service Quality and Employee Experience

The Region of Waterloo is creating more efficient ways of working that enhance both service quality and employee experience. In 2026, this will include streamlining processes and centralizing data entry for accuracy and consistency, optimizing HXM to modernize and simplify core HR functions, and exploring the use of AI tools to drive efficiencies in human resources processes.

Implement a Comprehensive Respectful Workplace Program to Build Inclusion and Psychological Safety

The Region of Waterloo is fostering inclusion and psychological safety in the workplace by implementing a comprehensive respectful workplace program. In 2026, our internal complaints process will be improved, and enhancements will be made to address the unique needs of marginalized populations and to reduce barriers to reporting.

Modernize Information Management Systems

The Region of Waterloo is making it easier for employees to create, manage, share, retrieve and collaborate on the information that they need every day. In 2026,

modernized document management tools will be implemented to improve efficiency across the organization while ensuring compliance with record retention and destruction responsibilities.

Enhance Paramedic Services Staff Wellness

Paramedic Services is enhancing staff wellness through a Modified Work and Reintegration Program for Paramedic Services.

Continue to Make it Easier for Residents to Receive Information and Engage with the Region

A number of actions are being implemented to simplify how residents receive information and engage with the Region including the launch of a new website, serving as the foundation for transforming digital service delivery. A multimedia campaign and outreach program will be introduced to increase engagement.

Enhance Resident Experience Strategy and Communications (RESC) Reporting to Departments

As we continue to transform services and drive efficiencies, we will keep community needs and input at the centre of our planning. In 2026, the use of data reflecting resident's experience of services, their input, and communication preferences will be enhanced and shared regularly with internal leadership to inform planning and decision-making.

Create and Build on Partnerships with Other Levels of Government, While Working to Secure Funding for Region of Waterloo Priorities

In 2026, the Region of Waterloo will continue to work with all government partners to advance the strategic priorities of Regional Council. This includes advocating for increased funding in key infrastructure and transportation projects, such as ION Phase 2, the Kitchener Central Transit Hub, a runway expansion at YKF, further housing-enabling infrastructure, and housing and homelessness supports. Regional staff will continue to work alongside advocacy partners, like AMO and FCM, to support these strategic initiatives. This includes area municipalities and local partners, such as Waterloo Region Police Services, post-secondary institutions, local school boards, the Chambers of Commerce, and more.

Partner with Clerks to Increase Accessibility and Awareness Throughout the 2026 Municipal Election

In 2026, the Region of Waterloo will provide communication and education opportunities to increase voter participation in the 2026 municipal election.

Implement Miovision Technology at Intersections to Improve Traffic Flow and Safety

Miovision's leading edge technology allows staff to monitor pedestrian, cyclist and motor vehicle volumes and patterns at signalized intersections. Miovision data is also providing real time data, which can be utilized to enhance regional service improvements including but not limited to, motor vehicle accident video for WRPS,

helping to manage collision data, and proactively predicting collision patterns. The final implementation phase will expand the program to all 540 signalized intersections.

Expand Revenue Protection Program and Support for Revenue Generating Programs

The Revenue Protection Program is required to build and maintain a safe and supportive transit culture. The costs of the program are anticipated to be offset by revenue recovered. Existing temporary roles that focus on engaging the community and coordinating projects are to become permanent to maximize ridership and revenues from shared micromobility, TravelWise corporate programs, U-Pass programs, and the new High School Program. Additional fare inspectors will be on board buses and trains to enhance fare collection efforts.

Improve Reliability of Transit Fare System and Passenger Information

GRT is reducing fare collection system down-time and advancing a new digital transit information strategy to modernize units with advertising revenue potential.