



**Downtown  
Kitchener**  
Business  
Improvement  
Area

May 27, 2025  
1:30 p.m. – 3:30 p.m.  
20 Queen St. S.  
Kitchener, Ontario

## **MEMBER SAFETY - MEETING MINUTES**

- Aaron McCrimmon-Jones, City of Kitchener
- Adam Mawer, Workhaus
- Adrian Spineili, Shoppers Drug Mart
- Alex Robson, Coven Market
- Alex Von Rugen, Developer
- Alexandra Giovanatto, Downtown Kitchener BIA
- Alicia Weber, Shoppers Drug Mart
- Alison Brown, Downtown Kitchener BIA
- Amanda Henning, Waterloo Regional Police Service
- Andrew Sturgess, City of Kitchener
- Arnold Yescas, Downtown Kitchener BIA
- Aura Hertzog, City of Kitchener
- Becca Dallaire, Kitchener Market
- Breanna Crossman, Downtown Kitchener BIA
- Brian Bennett, City of Kitchener
- Bridgette Hinnegan, THEMUSEUM
- Cameron Dale, Kitchener Market
- Christopher Burke, Kaleidoscope
- Cory Bluhm, City of Kitchener
- Crystal Heenan, Europro
- Cynthia Sundberg, Virtual Causeway
- Dan Chapman, City of Kitchener
- Darryl Moore, CMG Entertainment
- David Mullock, Waterloo Regional Police Service
- Dawn Tran, Matter of Taste
- Donna-Marie Pye, Relish Cooking Studio
- Gloria MacNeil, City of Kitchener
- Helen Fylactou, City of Kitchener
- Irfan Darsot, Big D's Hot Chicken
- James Mitchell, Waterloo Regional Police Service
- Jeff Pickel, CTV
- John Goodman, Waterloo Regional Police Service
- Jordan Dolson, Legacy Greens
- Kathy Kerekes, Scotia Bank
- Kelly Allan, Europro
- Laird Robertson, Neo Architecture
- Lane Burman, Cocoon Spa'theary
- Lee Elliott, Waterloo Regional Police Service
- Linda Jutzi, Downtown Kitchener BIA
- Lisa Brown, RHI
- Liz Monteiro, YWCA
- Lori Muller, Downtown Kitchener BIA
- Marcelo, Walper Hotel
- Mayor Berry Vrbancovic, City of Kitchener
- Megan Goodchild, The Attic
- Michelle Campbell, Marche Leos
- Peter Sweeney, Region of Waterloo
- Ryan Leslie, Waterloo Regional Police Service
- Ryan Pettipiere, Region of Waterloo
- Sarah Pearson, Landlord
- Stefanie Golling, Downtown Kitchener BIA
- Stephanie Stretch, City of Kitchener
- Tracy Van Kalsbeek, Oktoberfest
- Tyzun James, Cafe Pyrus
- Vajih Rajabi, 20/20 Vision
- Victoria Raab, City of Kitchener

## **OPENING STATEMENTS**

Linda Jutzi opened the meeting, acknowledging the challenges faced by business owners and commended them for their caring and compassionate approach. The impacts were recognized, leading to a call for rapid action and tangible solutions. Ms. Jutzi emphasized the necessity of collaboration, and a collective effort was deemed essential in fostering a vibrant and welcoming community.

While ongoing issues remain, the commitment to enacting positive change was reiterated. Ms. Jutzi thanked the City of Kitchener and Aaron McCrimmon-Jones for their leadership throughout the process.

## **DOWNTOWN SAFETY AND SECURITY OVERVIEW**

Aaron McCrimmon-Jones provided an overview of the initiatives organized following the feedback received at the January meeting. Mr. McCrimmon-Jones highlighted the following:

- Phase 1 of the project focused on rapid implementation and cross-sector collaboration. The establishment of the Core 8 - consisting of two senior representatives from each organization - played a crucial oversight role in this phase.
- The creation of the Group of 40 - encompassing business owners, agencies, and service providers - aimed to collectively identify the issue, conduct root cause analysis, and brainstorm solution ideas.
- Feedback gathered from the January meeting and the G-40 was pivotal in shaping the public commitment statement and compiling a list of meaningful, actionable, and acceptable solutions.
- Phase 2 of the project will concentrate on strategy development and implementation. This phase defined the scope and parameters for short, medium, and long-term action items. The strategy is designed to remain agile and adaptable to align with the objectives outlined in the public statements.

## **CORE 8 ORGANIZATIONAL LED ACTIONS**

Following the project overview, representatives from the Core 8 highlighted their organizations' actions and initiatives:

- Aaron McCrimmon-Jones and Helen Fylactou highlighted the City of Kitchener-led actions, including: DTK Safety Team, statistically valid survey, enhanced public lighting, crime prevention through environmental design (CPTED), parking garage safety, Downtown Safety Ambassadors, daily morning inspections, a 30-minute response time for biohazard cleanup, as well as the data collection and management of who to call resources.
- Linda Jutzi and Alison Brown highlighted the Downtown Kitchener BIA-led actions, including: extended staffing hours for the Downtown Safety Ambassadors during peak times, a contract position - Community Safety & Wellbeing Coordinator – to ensure timely reporting and documentation of incidents in line with the WRPS' Stratified Policing Model, identify recurring safety concerns, gather pertinent data, and ensure that incidents are appropriately reported and addressed, as well as the overnight security

pilot program and coordination of a shared collaborative space for stakeholders.

- Inspector John Goodman highlighted WRPS' focus: improving visibility with two Downtown Officers through the support of the Community Engagement team, geo-fencing calls within the area for quick response, and improved partnerships within the core.
- Ryan Pettipiere highlighted the Region of Waterloo-led actions, including: leading the development of a coordinated multi-agency outreach plan, managing the coordination of homelessness programs, partnering with the health sector to support individuals in crisis, and leading the ongoing development of supportive housing across the region.

## **MEMBER Q&A**

Linda Jutzi opened the meeting for questions from the businesses. The following businesses asked questions of the respective representatives:

- Adrian Spineili, Shoppers Drug Mart
- Alex Von Rugen, Developer
- Jordan Dolson, Legacy Greens
- Lane Burman, Cocoon Spa'thecary
- Lisa Brown, RHI
- Cynthia Sundberg, Virtual Causeway
- Sarah Pearson, Landlord
- Donna-Marie Pye, Relish Cooking Studio
- Tyzun James, Cafe Pyrus
- Vajih Rajabi, 20/20 Vision

Comments and questions addressed by the businesses included:

- Zoning bylaws in place for shelters, sidewalk safety, CCTV cameras, biohazard clean up, lack of washroom facilities, the need for detoxification spaces, air quality and enforcement of the Ontario Smoking Act, as well as the lack of indoor community space.
- Clarification on who to call, the status of the encampment at 100 Victoria, and available resources to businesses.

## **CLOSING REMARKS**

Mayor Berry Vrbanovic thanked businesses for their time and engagement, as well as the numerous organizations and staff for their dedication. He emphasized his pride in the collective effort to address the issue and work towards a sustainable solution that aligns with our core values.

## **ADJOURNMENT**

The meeting adjourned.