



City of Kingston
Report to the Municipal Accessibility Advisory Committee
Report Number MAAC-19-003

To: Chair and Members of the Municipal Accessibility Advisory Committee

From: Peter Huigenbos, Acting Commissioner, Community Services

Resource Staff: Julie Salter-Keane, Community Projects Manager

Date of Meeting: February 7, 2019

Subject: Accessibility Office Report

Executive Summary:

This report summarizes the recent activities within the municipality related to accessibility. Specifically, this report provides customer service statistics for the third and fourth quarter of 2018, the work plan for 2019, information pertaining to the 2018 Celebrating Accessibility Awards and Statistics Canada results of the latest [2017 Canadian Survey on Disability](#).

Recommendation:

That the Municipal Accessibility Advisory Committee recommend to Council the following:

That the 2019 Municipal Accessibility Advisory Committee work plan, attached as Exhibit A to Report Number MAAC-19-003, be approved.

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Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

**Peter Huigenbos, Acting Commissioner,
Community Services**

ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER

**Lanie Hurdle, Acting Chief
Administrative Officer**

Consultation with the following Members of the Corporate Management Team:

Jim Keech, President & CEO, Utilities Kingston

Desirée Kennedy, Chief Financial Officer & City Treasurer

Deanne Roberge, Acting Commissioner, Corporate & Emergency Services

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Options/Discussion:

Municipal Accessibility Feedback Statistics July – September and October – December 2018

The statistics below have been received from the Customer Experience Division. This summarizes the contacts by telephone, e-mail and in person. The data is presented to show the related service areas within the City and also by the six customer service policy classifications. Details of each feedback contacted is documented in the City’s work order system and sent to the appropriate department for resolution. Samples of customer service concerns, comments and the City’s resolution to these concerns over the past 6 months are attached as Exhibit B.

Service Area	Jan-March	April-June	July-Sept	Oct-Dec
Transit	19	45	23	18
Roads & Sidewalks	49	31	18	21
Parking	20	17	29	19
Accessibility – Municipal	4	0	0	0
Facilities	0	0	0	0
Accessibility Non-Municipal	2	2	5	0
Property Standards	1	1	0	0
Engineering	2	4	2	2
City General	0	0	0	22
Clerk’s Office	6	0	0	0
Mayor’s Office	0	0	0	0
Solid Waste	8	3	2	3
Traffic	1	6	8	4
Community and Social Services	0	4	0	0
Human Resources	0	1	0	0
Recreation & Leisure	2	2	5	0
Parks	1	13	3	1
Licensing	1	0	0	0
Communications	0	1	0	0
Taxation	1	0	0	0
Utilities Kingston	0	2	0	0
Total	117	132	95	90

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Classification	Jan–March	April–June	July–Sept	Oct–Dec
Provision of Goods & Services	72	89	58	61
Administrative	31	14	5	18
Assistive Devices	12	28	32	9
Service Animals	1	1	0	2
Communication	0	0	0	0
Support Persons	0	0	0	0
Notice of Temporary Disruption	1	0	0	0
Total	117	132	95	90

Celebrating Accessibility Awards and Ceremony

The event was held on December 6, 2018 in Memorial Hall, City Hall. Sixteen nominations were received in eight categories: built environment, customer services, education, employment, recreation, volunteer, youth and other. The ceremony included special guest, Nick Foley. Nick Foley is the founder of Good Sport, the non-profit organization Move for Inclusion, and is a co-founder of WE BE US. He spoke about these initiatives and how they were designed to perpetuate social good and work to foster a welcoming, inclusive environment for all, locally and globally.

The extensive communication campaign for both the nomination submissions and the promotion for the ceremony had over 23,000 impressions on Facebook and over 88,000 impressions via twitter. This resulted in a successful ceremony with over 120 people in attendance. Posts that performed especially well were when we re-tweeted the St. Martha students installing stop gaps on November 30th – it had 4,392 impressions and 18 likes; and another top performer was the Erin Ball video, which had 1,400 views and reached 2,800 people.

2019 Work Plan

The 2018-2022 Accessibility Plan establishes action items to be completed over the five years of the plan. The 2019 Work Plan (Exhibit A) identifies those items in the Accessibility Plan that will be completed over the next year as well as establishing the scheduling of staff to attend the Municipal Accessibility Advisory Committee (MAAC) to review activities and concerns from the specific departments. This report provides a Work Plan that will guide the Committees’ work and will be reviewed and amended as required.

A number of new actions have been included in the 2019 Work Plan, including a standard communication process for accessible public engagement, an accessible recruitment strategy and accessible taxi-cab implementation.

A regular agenda item includes a discussion item to allow for the Committee members to identify areas of concerns and/or questions related to upcoming departmental presentations. This will allow Committee members to discuss concerns and questions and share them with the department prior to staff’s presentations at MAAC.

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Canadian Survey on Disability, 2017

On November 28, 2018, Statistics Canada released the results of the latest [2017 Canadian Survey on Disability](#). The new data points to significant labour and income disparities faced by people living with disabilities.

The highlights from the new survey data include:

- An estimated one in five Canadians (or 6.2 million) aged 15 years and over had one or more disabilities that affect them in their daily activities.
- More than 1 in 10 youth in Canada have one or more disabilities. Mental health-related and learning disabilities were the most common types of disabilities among youth.
- About one-third of youth with more severe disabilities are neither in school nor employed. 87% had a mental health-related disability, a learning disability or both.
- In 2017, persons with disabilities - particularly Canadians with very severe disabilities, and those with lower levels of education - faced lower employment rates. Approximately 59% of working-aged adults with disabilities were employed compared with about 80% of those without disabilities.
- Almost one-third of working age adults with more severe disabilities are living in poverty. For those living alone, 6 in 10 were below the poverty line

The [2017 Canadian Survey on Disability](#) is the main source of data on disabilities for those aged 15 years and over. For the 2017 survey, new questions were designed to ensure better overall coverage of persons with disabilities, especially for persons with disability types that are less visible, such as mental health-related and cognitive disabilities.

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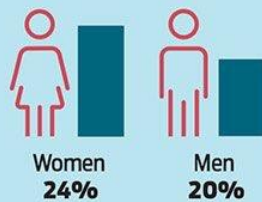


The Canadian Survey on Disability covers Canadians aged 15 years and over whose everyday activities are limited because of a long-term condition or health-related problem.

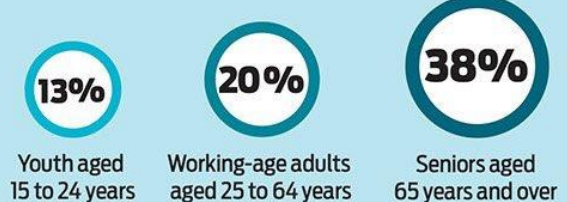
22% of Canadians had at least one disability. This represents **6.2 million** people.

BY SEX

PERCENT OF CANADIANS WITH AT LEAST ONE DISABILITY:

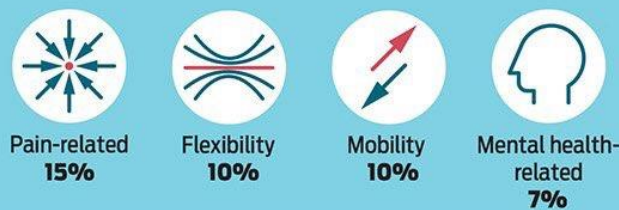


BY AGE GROUP



BY DISABILITY TYPE

TOP FOUR MOST COMMON



OTHER DISABILITY TYPES

Seeing	5%	Learning	4%
Hearing	5%	Memory	4%
Dexterity	5%	Developmental	1%

1.6 million

Canadians with disabilities were unable to afford required aids, devices, or prescription medications due to cost.



Among youth with disabilities,

60% had a mental health-related disability.

EMPLOYMENT RATES FOR WORKING-AGE ADULTS

59% for persons with disabilities
80% for persons without disabilities



Source: Canadian Survey on Disability, 2017.

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Project Charts

Current project charts will be distributed at the meeting for review and updates.

Existing Policy/By-Law:

Not applicable

Notice Provisions:

Not applicable

Accessibility Considerations:

All of the above activities are guided by the AODA (2005) and municipal accessibility policies and procedures.

Financial Considerations:

Not applicable

Contacts:

Julie Salter-Keane, Community Projects Manager 613-546-4291 extension 1163

Other City of Kingston Staff Consulted:

All Directors have approved the 2018-2022 Accessibility Plan. All departments/staff involved are aware of their action items and attendance at the MAAC meetings in 2019.

Exhibits Attached:

Exhibit A 2019 Work Plan

Exhibit B Samples of Concerns/Compliments Received through the Customer Experience Division and Staffs' Resolution to the Concerns

Municipal Accessibility Advisory Committee Work Plan 2019

	Priorities/Initiatives	Lead Departmental Responsibility	Timeline	Status
1	Accessibility Office Report, including 2018 3 rd and 4 th quarter municipal accessibility feedback statistics.	Community Services	February 2019	
2	Accessible Parking Awareness Campaign.	Community Services	March 2019	
3	Standard Communication Process for Accessible Public Engagement.	Communications & Customer Experience	March 2019	
4	Recreation Program and Special Event Accessibility Report.	Recreation & Leisure Services	March 2019	
5	Update on 2019 Construction Projects and Standards for Engineering Projects (Engineering and Traffic).	Engineering	April 2019	
6	Multi-Year Accessibility Plan – 2018 Year End Report.	Community Services	April 2019	
7	Accessibility considerations in procurement - RFP's and Bidding.	Financial Services	April 2019	
8	Kingston Access Services Update.	Kingston Access Services	April 2019	
9	Realty Construction projects overview and update on Facility Management Program.	Facility Management & Construction Services	May 2019	
10	Accessibility Office Report, including 2019 1 st quarter municipal accessibility feedback statistics.	Community Services	May 2019	
11	Overview of site plan review, accessibility and policy review update.	Planning, Building & Licensing Services	May 2019	
12	1 st quarter report Built Environment Working Group and Awareness and Education Working Group.	MAAC Working Groups	May 2019	
13	FADS update to include changes to the Ontario Building Code and the Design of Public Spaces Standard.	Community Services and MAAC Built Environment Working Group	May 2019	
14	Access Awareness Week Communication Campaign to raise awareness of the removal of barriers within the City of Kingston.	Community Services and Communications & Customer Experience	June 2019	
15	Review parks development, parks facilities and implementation of FADS.	Recreation & Leisure Services	June 2019	

Municipal Accessibility Advisory Committee Work Plan 2019

	Priorities/Initiatives	Lead Departmental Responsibility	Timeline	Status
16	Employment Recruitment Outreach Strategy Update.	Human Resources	June 2019	
17	Establish outreach program to educate agencies, businesses and the broader private sector on the AODA and the importance of identifying, preventing and removing barriers/challenges faced by people with disabilities.	Community Services	June 2019	
18	Accessibility Office Report, including 2019 2 nd quarter municipal accessibility feedback statistics.	Community Services	August 2019	
19	2 nd quarter report Built Environment Working Group and Awareness and Education Working Group.	MAAC Working Groups	August 2019	
20	The removal of barriers to municipally sponsored and supported arts and culture life in Kingston.	Cultural Services	August 2019	
21	An update on the current policies and procedures concerning waste and accessibility.	Solid Waste	September 2019	
22	Accessible Customer Service Feedback.	Communications & Customer Experience	September 2019	
23	Accessibility and Public Works Operations.	Public Works	October 2019	
24	Disabilities Mentoring Day.	Community Services	October 2019	
25	Accessible taxi-cabs strategy and implementation.	Taxi Commission	October 2019	
26	3 rd quarter report Built Environment Working Group and Awareness and Education Working Group.	MAAC Working Groups	November 2019	
27	Update on 2018 Accessibility Initiatives for Transportation Services (Transit and Parking).	Transportation Services	November 2019	
28	Accessibility Office Report, including 2019 3 rd quarter municipal accessibility feedback statistics.	Community Services	November 2019	
29	Celebrating Accessibility Awards.	Community Services	December 2019	

Samples of Concerns/Compliments Received Through the Customer Experience Division and Staffs' Resolution to the Concerns, October to December 2018

Transit: Service Animal

Caller advised that she is a regular bus rider and has a concern with the following. A disabled person with a service animal enters the bus and the courtesy seating is being used by individuals not requiring the space. The transit user with the service animal must find her own seat further back on the bus. The concern was raised with the bus operator but no action was taken.

Resolution: Transit Supervisor advised the caller that he will follow up with the driver and ensure compliance with the courtesy seating policy.

Transit: Provision of Goods and Services

Caller stated that she had a complaint about a bus operator's driving skills. The driver does not wait for passengers to seat themselves before driving. She advised that she has come close to falling, and so have others. Caller would like this addressed for the safety of herself as well as others with mobility issues. No callback was requested.

Resolution: The Transit Supervisor investigated.

Transit: Provision of Goods and Services

Caller wanted to make sure we pass along his thoughts that he always has a great experience on the bus - caller is in a wheel chair and says the drivers are always so helpful and he thinks the transit drivers are fantastic. He hears a lot of complaining from other passengers and wanted to make sure that the drivers hear the good too.

Resolution: The compliment was communicated to the bus drivers.

Traffic: Provision of Goods and Services

Resident is visually impaired and notified the City that the crosswalk on Bath Road at the Kingston Centre (across from the YMCA) is not working properly.

Resolution: Staff advised the caller that the City will investigate and repair the signal immediately.

Roads and Sidewalks: Provision of Goods and Services

Snowplowing concern: The customer requested sidewalk snow plowing. The caller uses a cane and other residents in her building use walkers - if the sidewalk is not cleared they are forced to use the road.

Resolution: The caller was advised that the crews were out clearing roads and sidewalks after the storm and will reach each area as soon as possible.

Parking: Provision of Goods and Services

Caller indicated that they have an accessible parking permit and wanted confirmation that they are required to pay for parking. Expressed concern that they would have to travel to a pay and display machine in order to receive the parking receipt.

Resolution: Parking management advised the customer that even with an accessible parking permit they are required to pay for parking. The accessible parking spots, both on street and in the parking lots, all have a single space (stand-alone) metre which only takes coins, assigned to them. The only time an individual would need to go to a Pay & Display metre is when they are not in an accessible permitted parking spot.

Parking: Provision of Goods and Services

Caller reported that the accessible parking spaces adjacent to Market Square are not available in the evenings. The majority of vehicles in these spaces do not have an accessible parking permit posted. The caller attends meetings at City Hall on a weekly basis in the evenings and requires accessible parking.

Resolution: Parking enforcement will regularly monitor the area and ticket as required.

General: Assistive Devices

Caller was attending the Celebrating Accessibility Awards and requested that the assistive listening devices be available for use.

Resolution: Assistive listening devices were available for use at the ceremony.