



**City of Kingston**  
**Report to Municipal Accessibility Advisory Committee**  
**Report Number MAAC-21-001**

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**To:** Chair and Members of the Municipal Accessibility Advisory Committee

**From:** Brad Joyce, Commissioner, Corporate Services

**Resource Staff:** John Bolognone, City Clerk

**Date of Meeting:** February 4, 2021

**Subject:** Accessibility Office Report – Q4 2020

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**Council Strategic Plan Alignment:**

Theme: Corporate business

Goal: See above

**Executive Summary:**

This report summarizes the recent activities within the municipality related to accessibility. Specifically, this report provides customer service statistics for the fourth quarter of 2020 and a status update on the Work Plan for 2020.

**Recommendation:**

**That** the Municipal Accessibility Advisory Committee recommends to Council:

**That** the Mayor and Clerk be authorized to execute any necessary agreements or documentation required for participation in the Rick Hansen Foundation Accessibility Certification program, for complementary accessibility audits, in a form satisfactory to the Director of Legal Services.

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**Authorizing Signatures:**

ORIGINAL SIGNED BY COMMISSIONER

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**Brad Joyce, Commissioner,  
Corporate Services**

ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER

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**Lanie Hurdle, Chief  
Administrative Officer**

**Consultation with the following Members of the Corporate Management Team:**

Paige Agnew, Commissioner, Community Services	Not required
Peter Huigenbos, Commissioner, Business, Environment & Projects	Not required
Jim Keech, President & CEO, Utilities Kingston	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required
Sheila Kidd, Commissioner, Transportation & Public Works	Not required

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**Options/Discussion:**

**Municipal Accessibility Feedback Statistics**

The statistics below are received from the Customer Experience Division. In quarter one, there were 62 inquiries, in quarter two there were 38 inquiries, in quarter three there were 77 inquiries and in quarter three there were 48 inquiries. The table below summarizes contacts by telephone, e-mail and social media. The data is presented to show the related service areas within the City and also by the seven customer service policy classifications. Details of each feedback contact is documented in the City’s work order system and sent to the appropriate department for resolution.

Overall inquiries in Q4 2020 decreased from 77 to 48 compared to Q3 2020. There was a significant decrease in inquiries in the areas of transit, parking and city general while there was a large increase in inquires regarding solid waste. Compared to Q3 2019, where the total number of inquiries received was 90, the decrease was seen primarily in the transit, roads & sidewalks and parking service areas.

The majority of the fourth quarter solid waste inquiries related to the placement of empty collection receptacles on the sidewalk as a concern and hazard or receptacles that were not collected/emptied. The higher number of inquires appear to immediately follow a winter event (snowfall) when it is often more difficult for customers to place their bins in a visible location for collectors and similarly more difficult for collectors to place emptied bins in areas when snow has accumulated.

Complete statistics for 2019 were provided in [Report Number MAAC-20-003](#).

<b>Service Area</b>	<b>Jan-March</b>	<b>April-June</b>	<b>July-September</b>	<b>October-Dec</b>
Transit	13	13	16	9
Roads & Sidewalks	20	10	16	14
Parking	22	5	21	9
City General	2	7	17	2
Solid Waste	4	3	2	13
Traffic	0	0	0	0
Parks	0	0	3	1
Accessibility – Municipal Facilities	0	0	0	0
Accessibility – Non-municipal	0	0	0	0
Property Standards	0	0	0	0
Engineering	0	0	2	0
Clerk’s Office	0	0	0	0
Mayor’s Office	0	0	0	0
Community & Social Services	0	0	0	0

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Human Resources	0	0	0	0
Recreation & Leisure	1	0	0	0
Licensing	0	0	0	0
Communications	0	0	0	0
Taxation	0	0	0	0
Utilities Kingston	0	0	0	0
<b>Total</b>	<b>62</b>	<b>38</b>	<b>77</b>	<b>48</b>

<b>Classification</b>	<b>Jan–March</b>	<b>April-June</b>	<b>July-September</b>	<b>October-Dec</b>
Provision of Goods & Services	60	31	64	43
Administrative	2	5	12	4
Assistive Devices	0	0	0	1
Service Animals	0	2	1	0
Communication	0	0	.0	0
Support Persons	0	0	0	0
Notice of Temporary Disruption	0	0	.0	0
<b>Total</b>	<b>62</b>	<b>38</b>	<b>77</b>	<b>48</b>

**2020 Work Plan**

The updated 2020 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 to review activities and concerns from the specific departments.

A regular agenda item includes a discussion to allow for the Committee members to identify areas of concerns and/or questions that they would like the staff member attending the next meeting of MAAC to address for the particular area of discussion as shown on the Work Plan.

**Rick Hansen Foundation Accessibility Certification**

The Rick Hansen Foundation (RHF) is offering free building accessibility audits and certifications to non-profits, businesses and public sector organizations. Funding for these audits is being provided by a grant from the provincial government. Under this Ontario grant program 250 organizations will be selected. Kingston was selected to participate in the second round.

The Rick Hansen Foundation Accessibility Certification (RHFAC) is a national rating system that measures and certifies the level of meaningful access of buildings and sites. The Rick Hansen Foundation Accessibility Certification rating scorecard will highlight specific areas where the municipality can improve accessibility and sites may be certified at one of two levels: ‘RHF Accessibility Certified’ or ‘RHF Accessibility Certified Gold.’

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An RHFAC rating does not alter the City's commitment to meeting the standards set out in the Facility Accessibility Design Standards. It is an additional tool in the toolbox to measure and provide third-party validation to the work that the City is already doing and provides a standardized benchmark to compare against.

In November 2020, staff submitted applications for the Rideau Heights Community Centre and the Kingston East Community Centre. Staff will update the committee as this exciting project progresses.

Staff are recommending that Mayor and Clerk be authorized to execute any necessary agreements or documents with the Rick Hansen Foundation that may be required to facilitate the accessibility audits, should the submitted applications be approved.

**Celebrating Accessibility Awards – December 2020**

The 2020 Celebrating Accessibility Awards were held on Thursday, December 3, 2020, the International Day of Persons with Disabilities. Awards were presented in the following categories: Individual, Business and Community Organization.

Traditionally, an in-person, afternoon ceremony has been hosted in Memorial Hall and included a keynote speaker. Due to Provincial and Public Health restrictions and guidelines regarding social gatherings, the [awards ceremony](#) was presented in a virtual format with real time closed captioning and picture-in-picture ASL interpretation. The virtual ceremony was broadcast via the City of Kingston YouTube channel. To date the ceremony has been viewed almost 400 times. A local poet was commissioned to author a poem and to commemorate the event and the poem was incorporated into the physical awards provided to the recipients.

**Existing Policy/By-Law:**

None

**Notice Provisions:**

None

**Accessibility Considerations:**

None

**Financial Considerations:**

None

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**Contacts:**

Janet Jaynes, Deputy City Clerk, 613-546-4291 extension 1262

**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 2020.

**Exhibits Attached:**

Exhibit A – 2020 Work Plan

Priority/Initiative	Lead Department	Timeline	Comments
Accessibility Office Report - Q4 2019	Office of the City Clerk	January 2020	Complete
2020 MAAC Work Plan	Office of the City Clerk	January 2020	Complete
Major Projects - Third Crossing & John Counter Boulevard Updates	Major Projects Office	March 2020	Complete
Awareness & Education priority setting	Office of the City Clerk	March 2020	Complete
Website & digital content accessibility	Information Systems & Technology	May 2020	Complete
Accessibility Office Report - Q1 2020	Office of the City Clerk	May 2020	Complete
Working Group Reports - Q1 2020	Built Environment Working Group and Awareness & Education Working Group	May 2020	Complete
National AccessAbility Week communication campaign	Office of the City Clerk	May 27 - June 2	Complete
Realty Construction projects overview and update on Facility Management Program	Facility Management & Construction Services	June 2020	Complete
Update on Accessibility Initiatives for Cultural Services	Cultural Services	June 2020	Complete

Priority/Initiative	Lead Department	Timeline	Comments
Programming and Special Events update	Recreation Programs & Special Events	September 2020	Complete
Accessibility Office Report - Q2 2020	Office of the City Clerk	September 2020	Complete
Working Group Reports - Q2 2020	Built Environment Working Group and Awareness & Education Working Group	September 2020	Complete
Disabilities Mentoring Day	Office of the City Clerk	October 2020	Complete
Update on 2020 Transportation and Public Works initiatives	Transportation and Public Works	November 2020	Complete
Accessibility Office Report - Q3 2020	Office of the City Clerk	November 2020	Complete
Working Group Reports - Q3 2020	Built Environment Working Group and Awareness & Education Working Group	November 2020	Complete
Celebrating Accessibility Awards	Office of the City Clerk	December 2020	Complete