



City of Kingston
Information Report to Municipal Accessibility Advisory Committee
Report Number MAAC-21-003

To: Chair and Members of the Municipal Accessibility Advisory Committee

From: John Bolognone, City Clerk

Resource Staff: Janet Jaynes, Deputy City Clerk

Date of Meeting: May 6, 2021

Subject: Accessibility Office Report – Q1 2021

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 first quarter of 2021 and a status update on the Work Plan for 2021.

Recommendation:

This report is for information only.

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Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

**Brad Joyce, Commissioner,
Corporate Services**

ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER

**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 86 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 Q1 2021 increased to 86, from 62 in Q1 2020. The highest volume of concerns related to snow/ice clearing to make streets, pathways and trails more accessible, and accessible parking permits/parking spots. Compared to Q4 2020 there has been a greater than 50% decrease in the number of enquiries in the Solid Waste category, from 13 down to 6.

Complete statistics for 2020 were provided in Report Number [MAAC-21-001](#).

Service Area	Jan-March
Transit	7
Roads & Sidewalks	39
Parking	30
City General	0
Solid Waste	6
Traffic	0
Parks	0
Accessibility – Municipal	0
Facilities	0
Accessibility Non-Municipal	0
Property Standards	0
Engineering	0
Clerk’s Office	0
Mayor’s Office	0
Community and Social Services	0
Human Resources	0
Recreation & Leisure	1
Licensing	0

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Communications	0
Taxation	3
Utilities Kingston	0
Total	86

Classification	Jan–March
Provision of Goods & Services	80
Administrative	5
Assistive Devices	1
Service Animals	0
Communication	0
Support Persons	0
Notice of Temporary Disruption	0
Total	86

2021 Work Plan

The updated 2021 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

In November 2020, staff submitted applications to the Rick Hansen Foundation for complementary accessibility audits for the Rideau Heights Community Centre and the Kingston East Community Centre. The applications were approved earlier this year and staff are working with the Foundation to facilitate the next steps.

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

A rating from the Foundation 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

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measure and provide third-party validation to the work that the City is already doing and provides a standardized benchmark to compare against.

National AccessAbility Week

National AccessAbility Week (NAAW) is May 30 – June 5, 2021. A series of videos, originally planned for 2020 but deferred due to the onset of COVID-19, were to be filmed to raise awareness with the “I can....in Kingston because....” campaign. The videos were to feature members of the Kingston community enjoying improved access and commenting on how to eliminate barriers. The current stay at home order will not permit the planned filming.

To continue the promotion of and raise awareness for NAAW, staff will instead be preparing animated videos to highlight accessibility features and enhancements in service areas such as culture and parks. The videos would be narrated and captioned with picture-in-picture ASL interpretation and would be shared across the City’s various social media channels.

Existing Policy/By-Law:

Accessibility for Ontarians with Disabilities Act, 2005

City of Kingston Accessibility Plan

Notice Provisions:

None

Accessibility Considerations:

None

Financial Considerations:

None

Contacts:

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

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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 2021

Exhibits Attached:

Exhibit A – 2021 Work Plan

Priority/Initiative	Lead Department	Timeline	Comments
Accessibility Office Report - Q4 2020	Office of the City Clerk	February 2021	Complete
2021 MAAC Work Plan	Office of the City Clerk	March 2021	Complete
Public engagement update	Communications & Customer Experience	May 2021	
National AccessAbility Week communication campaign	Office of the City Clerk	May 31 - June 4	
Customer experience update	Communications & Customer Experience	May 2021	
Accessibility Office Report - Q1 2021	Office of the City Clerk	May 2021	
Working Group Reports - Q1 2021	Built Environment Working Group and Awareness & Education Working Group	May 2021	
Realty Construction projects overview and update on Facility Management Program	Facility Management & Construction Services	June 2021	
Update on Accessibility Initiatives for Cultural Services	Office of the City Clerk	June 2021	
Accessibility Office Report - Q2 2021	Office of the City Clerk	September 2021	
Multi-Year Accessibility Plan – 2020 Year End Report	Office of the City Clerk	September 2021	
Working Group Reports - Q2 2020	Built Environment Working Group and Awareness & Education Working Group	September 2021	
Disabilities Mentoring Day	Office of the City Clerk	October 2021	
Programming and Special Events update	Recreation Programs & Special Events	November 2021	
Update on 2021 initiatives for the Transportation and Public Works Group (Transportation, Engineering, Transit, Solid Waste, Public Works)	Transportation and Public Works	November 2021	
Accessibility Office Report - Q3 2020	Office of the City Clerk	November 2021	
Working Group Reports - Q3 2020	Built Environment Working Group and Awareness & Education Working Group	November 2021	
Celebrating Accessibility Awards	Office of the City Clerk	December 2021	