



City of Kingston
Information Report to Municipal Accessibility Advisory Committee
Report Number MAAC-21-010

To: Chair and Members of the Municipal Accessibility Advisory Committee

From: Craig Desjardins, Acting Commissioner, Corporate Services

Resource Staff: John Bolognone, City Clerk

Date of Meeting: November 4, 2021

Subject: Accessibility Office Report Q3 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 third 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 DIRECTOR

**Craig Desjardins, Acting
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
Brad Joyce, Commissioner, Transportation & Public Works	Not required
Jim Keech, President & CEO, Utilities Kingston	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	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, in quarter two there were 69 inquiries and in quarter three there were 98 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 Q3 increased to 98, up from 69 in Q2. Increases were seen primarily in the Transit and Parking Service Areas. Transit inquiries were higher in Q3 than in Q2 due to a higher than normal number inquiries with respect to items left behind on a bus, secondary/post-secondary transit passes or complementary feedback on the City’s new electric busses. The increase in parking enquires was a result of a increased number of requests for ticket review. Complete statistics for 2020 were provided in Report Number [MAAC-21-001](#).

Service Area	Jan-March	April-June	July-September
Transit	7	4	21
Roads & Sidewalks	39	24	20
Parking	30	32	44
City General	0	0	0
Solid Waste	6	4	5
Traffic	0	0	0
Parks	0	0	3
Accessibility – Municipal	0	0	0
Facilities	0	0	0
Accessibility Non-Municipal	0	0	0
Property Standards	0	0	0
Engineering	0	5	4
Clerk’s Office	0	0	0
Mayor’s Office	0	0	0
Community and Social Services	0	0	0
Human Resources	0	0	0
Recreation & Leisure	1	0	1
Licensing	0	0	0

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Communications	0	0	0
Taxation	3	0	0
Utilities Kingston	0	0	0
Total	86	69	98

Classification	Jan–March	April-June	July-September
Provision of Goods & Services	80	56	71
Administrative	5	4	1
Assistive Devices	1	9	23
Service Animals	0	0	2
Communication	0	0	1
Support Persons	0	0	0
Notice of Temporary Disruption	0	0	0
Total	86	69	98

2021 Work Plan

The updated 2021 Work Plan (Exhibit A) identifies those items in the Accessibility Plan that will be completed over the remainder of the 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.

Disabilities Mentoring Day – October 27, 2021

The City of Kingston participated in Disabilities Mentoring Day on Wednesday, October 27, 2021. Disabilities Mentoring Day facilitates the pairing of job-ready persons with disabilities with companies that utilize the skills they have or are developing through training. Three City staff mentors participated. This opportunity allows mentees to gain insight from practicing professionals around job requirements, job duties and tasks and where mentee skill sets are a best fit. Further, mentees are demonstrating to local employers that it is their ability that counts, not their disability. For the mentoring organizations, the time spent with the mentees shows businesses examples of the breadth and depth of skills that persons with disabilities offer and is an opportunity to ensure that company policies and facilities are welcoming to all persons.

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Celebrating Accessibility Awards

The 2021 Celebrating Accessibility Awards will take place on the International Day of Persons with Disabilities: Friday, December 3, 2021.

The nomination period commenced in mid-August and closed on October 22, 2021. Awards are anticipated for presentation in the following categories: Individual, Business, and Community Organization.

Historically, an in-person, afternoon ceremony has been hosted in Memorial Hall. However as in due to provincial and public health COVID-19 restrictions and guidelines regarding social gatherings a virtual celebration was held in 2020. As a result of the continued restrictions and guidelines with respect to social gathering, staff and the Accessibility & Awareness Education Working Group have decided to host a virtual ceremony again in 2021 and plans for this are in development.

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

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.

Muhammad Ahsan, Equity, Diversity & Inclusion Manager

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Vanessa Mensah, Project Manager, Equity, Diversity & Inclusion Initiatives

Exhibits Attached:

Exhibit A – 2021 Work Plan

Exhibit A to Report Number MAAC-21-010

Municipal Accessibility Advisory Committee Work Plan 2021

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	Complete
National AccessAbility Week communication campaign	Office of the City Clerk	May 31 - June 4	Complete
Customer experience update	Communications & Customer Experience	May 2021	Complete
Accessibility Office Report - Q1 2021	Office of the City Clerk	May 2021	Complete
Working Group Reports - Q1 2021	Built Environment Working Group and Awareness & Education Working Group	May 2021	Complete
Realty Construction projects overview and update on Facility Management Program	Facility Management & Construction Services	June 2021	Complete
Update on Accessibility Initiatives for Cultural Services	Cultural Services	June 2021	Complete
Accessibility Office Report - Q2 2021	Office of the City Clerk	September 2021	Complete
Multi-Year Accessibility Plan – 2020 Year End Report	Office of the City Clerk	September 2021	Deferred to November
Working Group Reports - Q2 2021	Built Environment Working Group and Awareness & Education Working Group	September 2021	Complete
Disabilities Mentoring Day	Office of the City Clerk	October 2021	Complete
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 2021	Office of the City Clerk	November 2021	
Working Group Reports - Q3 2021	Built Environment Working Group and Awareness & Education Working Group	November 2021	
Celebrating Accessibility Awards	Office of the City Clerk	December 2021	