



**City of Kingston**  
**Information Report to Municipal Accessibility Advisory Committee**  
**Report Number MAAC-22-002**

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**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:** January 20, 2022

**Subject:** Accessibility Office Report Q4 2021

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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 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

**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
David Fell, 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, in quarter three there were 98 inquiries and in quarter four there were 82 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 decreased from 98 in Q3 to 82 in Q4, primarily in the Transit Service Area. Complete statistics for 2020 were provided in Report Number [MAAC-21-001](#).

<b>Service Area</b>	<b>Jan-March</b>	<b>April-June</b>	<b>July-Sept</b>	<b>Oct-Dec</b>
Transit	7	4	21	8
Roads & Sidewalks	39	24	20	18
Parking	30	32	44	44
City General	0	0	0	0
Solid Waste	6	4	5	3
Traffic	0	0	0	0
Parks	0	0	3	4
Accessibility – Municipal	0	0	0	0
Facilities	0	0	0	0
Accessibility Non-Municipal	0	0	0	0
Property Standards	0	0	0	0
Engineering	0	5	4	4
Clerk’s Office	0	0	0	0
Mayor’s Office	0	0	0	0
Community and Social Services	0	0	0	0
Human Resources	0	0	0	0
Recreation & Leisure	1	0	1	1
Licensing	0	0	0	0

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Communications	0	0	0	0
Taxation	3	0	0	0
Utilities Kingston	0	0	0	0
<b>Total</b>	<b>86</b>	<b>69</b>	<b>98</b>	<b>82</b>

<b>Classification</b>	<b>Jan-March</b>	<b>April-June</b>	<b>July-Sept</b>	<b>Oct-Dec</b>
Provision of Goods & Services	80	56	71	60
Administrative	5	4	1	2
Assistive Devices	1	9	23	19
Service Animals	0	0	2	1
Communication	0	0	1	0
Support Persons	0	0	0	0
Notice of Temporary Disruption	0	0	0	0
<b>Total</b>	<b>86</b>	<b>69</b>	<b>98</b>	<b>82</b>

**2021 Work Plan**

The updated 2021 Work Plan (Exhibit A) identifies those items in the Accessibility Plan that have been completed over the year.

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 area of discussion as shown on the Work Plan.

**Celebrating Accessibility Awards**

The [2021 Celebrating Accessibility Awards](#) ceremony was held, in a virtual format, on the International Day of Persons with Disabilities: Friday, December 3, 2021. The ceremony commenced with a panel discussion, Bridges to Better Business - Reducing Barriers to Increase Accessibility. The panel discussion was sponsored and hosted by Kingston EcDev. Panelists included Sarina Cormier and Natalie Shearer from Two Canes Consulting, Leah Riddell from Signable Vi5ion, Jamie Burton from Dolphin Digital Technologies and Brooke Woboditsch from CCS Inc.

Attendees learned how to embrace and improve accessibility in the workplace through employment and customer service. The event was closed captioned, included real-time ASL interpretation and was free to attend.

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Following the panel discussion, the 2021 award recipients were recognized for their contributions to making the Kingston area more accessible. The 2021 recipients were: YGK Thrift, Business Category, Yessica Rivera Belsham, Community Member Category and Lionhearts Inc., Community Organization Category.

### **Project Team Update**

Beginning with this report, an update will be provided in the Accessibility Office quarterly report on project teams that have completed their work and those that have been formed during the quarter.

### **Completed project teams**

- Crawford Wharf Benches. Work complete.
- Shannon Park Improvements and Skate Park. Work complete.
- Kingston Fire & Rescue Garage. Work complete.
- Accessible Taxicab Consultations. Closed by staff due to inactivity from Kingston Area Taxi Commission.
- Program/Event Review. Closed by staff due to inactivity.
- Love Kingston Marketplace. Closed by staff as duplicate project team was appointed for this project.
- Celebrating Accessibility Awards Selection Committee. Work complete, members to be re-appointed in Q3 2022.

### **New project teams**

- None

Due to turnover in committee membership, several vacancies have arisen on active project teams. Appointments of new members will take place at the first Committee meeting in 2022.

### **Existing Policy/By-Law:**

Accessibility for Ontarians with Disabilities Act, 2005

City of Kingston Accessibility Plan

### **Notice Provisions:**

None

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**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

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

**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	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	Complete
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	Deferred to 2022
Update on 2021 initiatives for the Transportation and Public Works Group (Transportation, Engineering, Transit, Solid Waste, Public Works)	Transportation and Public Works	November 2021	Complete
Accessibility Office Report - Q3 2021	Office of the City Clerk	November 2021	Complete
Working Group Reports - Q3 2021	Built Environment Working Group and Awareness & Education Working Group	November 2021	Complete
Celebrating Accessibility Awards	Office of the City Clerk	December 2021	Complete