



**City of Kingston**  
**Information Report to Municipal Accessibility Advisory Committee**  
**Report Number MAAC-22-007**

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

**From:** Neil Carbone, Commissioner, Corporate Services

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

**Date of Meeting:** June 2, 2022

**Subject:** Accessibility Office Report – Q1 2022

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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 first quarter of 2022 and a status update on the Work Plan for 2022.

**Recommendation:**

This report is for information only.

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**Authorizing Signatures:**

ORIGINAL SIGNED BY COMMISSIONER

Neil Carbone, 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
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Business, Environment & Projects	Not required
Brad Joyce, Commissioner, Transportation & Public Works	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 93 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 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.

The total inquiries in the first quarter of 2022 increased from 82 in the fourth quarter of 2021. In comparison with the same quarter of 2021, inquiries were higher (93, in 2022 versus 86 in 2021).

The Roads & Sidewalks service area saw the largest increase in inquires which is reflective of the increased number of significant winter events during this quarter.

Complete statistics for 2021 were provided in Report Number [MAAC-22-002](#).

<b>Service Area</b>	<b>Jan-March</b>	<b>April-June</b>	<b>July-Sept</b>	<b>Oct-Dec</b>
Accessibility (Municipal)	0			
Accessibility (Non-municipal)	0			
City General	0			
Clerk's Office	0			
Communications	0			
Community/Social Services	0			
Engineering	3			
Facilities	0			
Human Resources	0			
Licensing	0			
Mayor's Office	0			
Parking	28			

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Parks	0
Property Standards	0
Recreation & Leisure	2
Roads & Sidewalks	39
Solid Waste	8
Taxation	1
Traffic	0
Transit	12
Utilities Kingston	0
<b>Total</b>	<b>93</b>

<b>Classification</b>	<b>Jan-March</b>	<b>April-June</b>	<b>July-Sept</b>	<b>Oct-Dec</b>
Administrative	0			
Assistive Devices	0			
Communication	0			
Provision, Goods & Services	91			
Service Animals	2			
Support Persons	0			
Temporary Disruption Notice	0			
<b>Total</b>	<b>93</b>			

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Example concerns/compliments and resolutions thereof related to accessibility are noted below, by department:

### **Engineering (Parks Development)**

Caller suggested having an accessible swing put in at Highgate Park. Staff responded that it may be feasible this spring/summer depending on if it can be added to another project and committed to following up when a more approximate date was known.

### **Parking**

Resident emailed regarding a vehicle that was parked such that it blocked the sidewalk and impacted the ability if the sidewalk plow to clear the snow. By-law attended the site and ticketed the vehicle.

### **Solid Waste**

Resident identified that they have a disability and asked that the garbage collector return the emptied garbage can to the location where he puts it out – at the end of the driveway. The customer's request has been forwarded to collection employees.

### **Taxation**

Resident enquiring about ability for a reduction in taxes because it's an accessible home. Staff provided information on how property taxes are calculated and advised that the Municipal Property Assessment Corporation (MPAC) is the entity that would assess an exemption for accessibility changes to the home. Staff provided the resident with the contact information for MPAC.

### **Transit**

Resident enquired about the ability to take their service dog, who is in training, on the bus. Staff confirmed that services dogs in training are permitted, and welcomed, on Kingston Transit busses.

### **2022 Work Plan**

The [2022 Work Plan](#) is progressing on schedule. All items scheduled to date have been completed on time. A regular agenda item includes a discussion to allow for the Committee to identify areas of concern or ask questions that they would like the staff member(s) attending the next meeting of MAAC to address for the area of discussion as shown on the Work Plan. Reports scheduled for the next meeting, on June 2, 2022, include:

- Facilities Management and Construction Services Update

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- Arts & Culture Services / Heritage Services Update
- 2022 Municipal Election Accessibility

### **Rick Hansen Foundation Accessibility Certifications**

Applications to the Rick Hansen Foundation for complementary accessibility audits at the Rideau Heights Community Centre and the Kingston East Community Centre were approved in 2021. Audits of both facilities have now been completed and both facilities received a gold level rating, which is the highest rating awarded by the Rick Hansen Foundation. The Rideau Heights Community Centre scored 86% and the Kingston East Community Centre scored 90%.

The certifications and scorecards are available on the [Rick Hansen Foundation](#) website.

### **National AccessAbility Week**

National AccessAbility Week (NAAW) is May 29 – June 4, 2022. In partnership with the Awareness and Education Working Group throughout NAAW, an educational campaign will take place to raise public awareness of the draft Multi-Year Accessibility Plan 2023-2025, and to request public feedback on the Plan.

### **Project Team Update**

Following is a summary of project teams that have completed their work and those that have been formed during the quarter.

#### **Completed project teams**

None

#### **New project teams**

- Cricket Field Baseball Renovation

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

Accessibility for Ontarians with Disabilities Act, 2005

City of Kingston Multi-Year Accessibility Plan, 2018-2022

#### **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 2022.

Muhammad Ahsan, Equity, Diversity & Inclusion Manager

**Exhibits Attached:**

None