



City of Kingston
Information Report to Municipal Accessibility Advisory Committee
Report Number MAAC-22-010

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: November 3, 2022

Subject: Accessibility Office Report – Q2 & Q3 2022

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 2022, up to and including the second and third quarter, as well as a status update on the Work Plan for 2022 and other Accessibility Office work.

Recommendation:

This report is for information only.

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Options/Discussion:

Customer Service Statistics

This report outlines the customer service statistics related to accessibility for 2022, up to and including the third quarter of 2022. The statistics were provided by the City’s Customer Experience Division and summarize contacts by telephone, e-mail and social media. The data is presented to show the related service areas within the City and the seven customer service policy classifications. Details of each feedback contact are documented in the City’s customer relationship management system and sent to the appropriate department for resolution.

The total inquiries in the second quarter of 2022 were 79, down from 93 received in the first quarter of 2022. Total inquiries from the second quarter of 2022 were above the average inquiries for the second quarter dating back to 2019, with the average being 56.

Inquiries related to Parking increased from 28 in the first quarter of 2022 to 39 in the second quarter. The four-year average for Parking inquiries in the second quarter of a year is 23.

Inquiries related to Roads & Sidewalks decreased from 39 in the first quarter of 2022 to 18 in the second quarter of 2022; this number is consistent with the four-year average for Roads & Sidewalks inquiries in the second quarter, which is 15. This reduction in inquiries from the first quarter to the second quarter can be attributed to the change in season from winter to spring.

The total inquiries in the third quarter of 2022 were 129, up from 79 received in the second quarter of 2022. Total inquiries from the third quarter of 2022 were above the average inquiries for the third quarter dating back to 2019, with the average being 77.

Similar to the second quarter, inquiries related to Parking increased quarter over quarter, from 39 in the second quarter to 81 in the third quarter. More details on Parking inquiries can be found on page five of this report.

Service Area	Jan – Mar	Apr - Jun	Jul - Sep	Oct - Dec
Accessibility (Municipal)	0	0	0	
Accessibility (Non-municipal)	0	0	0	
City General	0	0	0	
Clerk’s Office	0	0	1	
Communications	0	0	0	
Community/Social Services	0	0	0	

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Service Area	Jan - Mar	Apr - Jun	Jul - Sep	Oct – Dec
Engineering	3	1	3	
Facilities	0	0	0	
Human Resources	0	0	0	
Licensing	0	1	1	
Mayor’s Office	0	0	0	
Parking	28	39	81	
Parks	0	0	0	
Property Standards	0	0	0	
Recreation & Leisure	2	3	2	
Roads & Sidewalks	39	18	23	
Solid Waste	8	3	2	
Taxation	1	1	0	
Traffic	0	0	0	
Transit	12	13	16	
Utilities Kingston	0	0	0	
Total	93	79	129	
Classification	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec
Administrative	0	1	2	
Assistive Devices	0	2	1	
Communication	0	0	0	
Provision, Goods & Services	91	76	125	
Service Animals	2	0	1	

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Classification	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec
Support Persons	0	0	0	
Temporary Disruption Notice	0	0	0	
Total	93	79		

Further details regarding inquiries received related to accessibility are noted below, organized by service area category:

Parking

The majority of Parking inquiries were related to complaints regarding vehicles parked in accessible spaces without a permit or vehicles blocking access to accessible parking spaces or sidewalks.

Examples are provided below:

Customer called to report there is consistently two vehicles which park in an accessible space at the corner of Clergy Street and Queen Street. Neither vehicle holds an accessible permit.

Customer called to report that for the past two months, there has been a work pickup truck parked in an accessible space without holding a permit.

Another frequent category of inquiry relates to people parking their vehicles in an accessible parking space and claiming that they were not aware the space was an accessible one, either due to poor signage or markings.

A final category of Parking inquiry relates to persons inquiring if Kingston requires those with an accessible parking permit to pay for parking:

I've been trying but can't find where it says in Kingston that someone with an accessible parking permit for Ontario must still pay to park in a metered or accessible spot or no parking zone spot. Please send me a pdf of this information or where to find that information which differs depending on where in Ontario you live.

Roads & Sidewalks

Half of the inquiries related to Roads & Sidewalks were related to repair concerns:

Customer called to report there are a few very large potholes located on both ends of Mowat Avenue. Customer explained the intersection at Mowat is so bad with potholes, it is difficult for seniors to cross.

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Transit

The majority of inquiries received regarding Transit were compliments towards staff:

Customer called stating that they are elderly and are sight impaired and use a walker. Customer stated that he boarded the Route 15 Cat Centre bus by mistake instead of the Route 15 Reddendale bus which he needed. The Bus Operator identified the Customer's mistake and was able to get him back to the Gardiners Centre where the Route 6 Bus Operator assisted him in getting to the proper shelter and the Route 15 Reddendale Bus Operator assisted him in getting on that bus. Customer was so grateful for the help and wanted the Bus Operators commended for their service.

Customer reported that there was an elderly gentleman using a walker and quite confused. The bus driver was exceedingly kind to this man helping him figure out where he had to go. He also was able to show the man the crosswalk at KGH.

I would like to congratulate Kingston Transit for their excellent service. I use a wheelchair and was pleasantly surprised that the drivers tied down my wheelchair every time we boarded the bus. The drivers were also very helpful to my friend in providing her with directions to our destination.

Public Works Services

Customer called stating that a tree has fallen and blocked the riverfront path at 47 Village Drive. Tree is obstructing walking path completely and is not passable by someone who may be using a mobility device.

2022 Work Plan

The [2022 work plan](#) is progressing on schedule. Due to the cancelled Committee meeting in May, the report and briefing from Facilities Management & Construction Services (FMCS) was moved to the September meeting. The September meeting did not occur due to lack of quorum, which moved the FMCS report and a report from Human Resources & Organizational Development to the November meeting.

Disabilities Mentoring Day (DMD) is an item identified on the work plan. DMD facilitates the pairing of motivated persons with disabilities with businesses that utilize the skills they have or are developing through training. Mentees gain insight from practicing professionals around job requirements, and mentors and their organizations see examples of the breadth and depth of skills that persons with disabilities offer.

At the time of writing this report, five staff members had signed up to participate as mentors to job-ready persons with disabilities. The City has participated in DMD for several years and is eager to have both mentors and mentees return to in-person learning together.

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Staff will be presenting a draft 2023 work plan to the newly appointed Committee in Q1 2023. Concurrent with the new term of Council that begins November 22, all current members of the Committee will be required to re-apply if they wish to continue to serve on the Committee. Current Committee members will maintain their appointments until new members are appointed. Appointment of new members is anticipated to take place in December 2022.

Project Team Update

The following is a summary of the project teams that have completed their work and those that have been formed during the two quarters covered by this report.

Completed Project Teams

- Central Library Branch
- Kingston Fire & Rescue Garage
- Jade Avenue Park
- Comprehensive Zoning By-Law Review
- Central Kingston Growth Strategy

New Project Teams

- 2022 Municipal Election Accessibility
- Compton Park, Garrigan Park and Rodden Park Playground Replacement
- Development of Cataraqui West Community Park and Master Plan for New Trails
- Terra Verde Park
- Celebrating Accessibility Awards Selection Team
- City Hall Market Street Bridge

Multi-Year Accessibility Plan Update

Staff have completed the drafting of the 2023 - 2025 Multi-Year Accessibility Plan. A [draft version of the plan](#) was made available on the City's website in June for feedback from the public, with staff receiving [ten comments](#) from residents regarding the draft plan. Staff have also reached out to community groups in the area of accessibility and received feedback from staff at the CNIB and Kingston Health Sciences Centre.

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Two Canes Consulting was retained to solicit feedback from members of the accessibility community regarding the draft Multi-Year Accessibility Plan. The engagement included one-on-one discussions and a larger focus group that took place in August. Staff received the final report and have incorporated many of the comments and suggestions into the draft plan. A copy of Two Canes' report will be included in the staff report to be considered by the Committee in November.

Staff presented the draft plan to the City's Equity, Diversity and Inclusion Advisory Committee for comment at the August 29, 2022 Committee meeting. Feedback received from the Committee was incorporated into the final draft report.

Celebrating Accessibility Awards

Staff and the Awareness & Education Working Group continue to work on the planning of the 2022 Celebrating Accessibility Awards. The application portal opened on the City website in mid-August with a soft launch, with advertising for the awards nominations process beginning in mid-September.

An in-person celebration and reception are scheduled for Friday, December 2, 2022 from 1 to 3 p.m. at Memorial Hall in City Hall. Desiree Walsh, a comedian and user experience professional with a focus on accessibility, has been confirmed as the guest speaker. Discussions have also taken place regarding recognition of long-serving Committee members that have left the Committee in the past few years, as well as those who are reaching the end of the maximum six-year term.

Existing Policy/By-Law:

Accessibility for Ontarians with Disabilities Act, 2005

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

Notice Provisions:

None

Accessibility Considerations:

None

Financial Considerations:

None

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Contacts:

Derek Ochej, Acting Deputy City Clerk, 613-546-4291 extension 1252

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.

Exhibits Attached:

None