



City of Kingston
Information Report to Municipal Accessibility Advisory Committee
Report Number MAAC-23-002

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: February 2, 2023

Subject: Accessibility Office Update Q4 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 fourth 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.

Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

Neil Carbone, Commissioner,
Corporate Services

p.p.

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

February 2, 2023

Page 3 of 7

Options/Discussion:

This report outlines the customer service statistics related to accessibility for 2022, up to and including the fourth quarter of 2022. The statistics were provided by the City’s Customer Experience Division and summarizes contacts by telephone, email 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 fourth quarter of 2022 were 116, down from 129 received in the third quarter of 2022. Total inquiries from the fourth quarter of 2022 were above the fourth quarter average dating back to 2019, with the average number of inquiries during that time being 73.

Inquiries related to Parking decreased from 81 in the third quarter of 2022 to 61 in the fourth quarter of 2022. The four-year average for Parking inquiries in the fourth quarter is 38.

Inquiries related to Roads & Sidewalks remained almost unchanged between 2021 and 2022 with 19 inquiries in the fourth quarter of 2022 compared to 18 inquiries in the fourth quarter of 2021. The four-year average for Roads & Sidewalks inquiries is 19.

The total number of inquiries in the fourth quarter of 2022 were 116, up from 82 received in the fourth quarter of 2021. The increased inquiries were primarily in the Parking and Transit service areas. Note that the four-year average for inquiries in all services areas, particularly Parking and Transit, are skewed due to the service closures that took place in 2020 and 2021 related to the COVID-19 pandemic, resulting in fewer inquiries during those times.

Service Area	Jan – Mar	Apr - Jun	Jul - Sep	Oct - Dec
Accessibility (Municipal)	0	0	0	0
Accessibility (Non-municipal)	0	0	0	0
Building Services	0	0	0	1
City General	0	0	0	0
Clerk’s Office	0	0	1	1
Communications	0	0	0	0
Community/Social Services	0	0	0	0
Engineering	3	1	3	2
Facilities	0	0	0	0

February 2, 2023

Page 4 of 7

Service Area	Jan – Mar	Apr - Jun	Jul - Sep	Oct - Dec
Human Resources	0	0	0	0
Licensing	0	1	1	4
Mayor’s Office	0	0	0	0
Parking	28	39	81	61
Parks	0	0	0	0
Property Standards	0	0	0	0
Recreation & Leisure	2	3	2	2
Roads & Sidewalks	39	18	23	19
Solid Waste	8	3	2	4
Taxation	1	1	0	0
Traffic	0	0	0	0
Transit	12	13	16	23
Utilities Kingston	0	0	0	0
Total	93	79	129	116
Administrative	0	1	2	4
Assistive Devices	0	2	1	0
Communication	0	0	0	0
Provision, Goods & Services	91	76	125	111
Service Animals	2	0	1	1
Support Persons	0	0	0	0
Temporary Disruption Notice	0	0	0	0
Total	93	79	129	116

February 2, 2023

Page 5 of 7

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

Parking

Most Parking inquiries continued to be related to vehicles parked in accessible spaces without a permit, vehicles blocking access to accessible spaces or sidewalks. There were an increased number of complains about parking meters that were not functioning properly.

Customer called to report that there is often vehicles parked in the accessible spaces with owners sitting in vehicles waiting or parked and left unattended and these vehicles do not display an accessible pass.

Customer reported that they parked on Stuart Street in accessible spot in front of Kingston General Hospital, but the meter display says "fail" and the metre appears to have coins jammed inside.

Roads & Sidewalks

Most of the inquires related to Roads & Sidewalks were related to clearing of leaves or snow from sidewalks and snowbanks left in front of driveways:

Customer uses an eclectic wheelchair and reports that that a section of sidewalk on Bath Road from the Shoppers Drug Mart to Canatara Court had not been cleared of snow until late into the weekend. Customer stated it was difficult to maneuver their chair in the snow and had to continue to reverse and try again. Customer also noted there was large chunks of snow in the sidewalk which customer had a difficult time getting around. Customer noted there are a large community of seniors who reside in the buildings on Canatara Court who utilize this section of sidewalk often with assistive device. Can this section be cleared with consistency.

Transit

Although there were an increased number of inquiries about transit related to clearing of snow in the vicinity of bus shelters and there continued to be many compliments towards transit staff:

I observed an operator show consideration and kindness to a passenger with mobility issues. The proper stop was snow covered with banks that would present a challenge with safety issues for the rider. Using caution and safety the operator moved the bus to a clear area further on allowing the rider to exit safely.

Customer reported transit driver displaying above and beyond customer service and accessibility accommodations in assisting passengers with mobility issues boarding and disembarking their bus.

February 2, 2023

Page 6 of 7

2022 Work Plan

All initiatives on the 2022 Work Plan were completed except for the update from Transportation and Public Works. This initiative was deferred to Q1 2023 to accommodate an additional business item on the November 2022 agenda regarding consultations related to a sidewalk parking exemption.

The [2023 – 2025 Multi-Year Accessibility Plan](#) was approved by Council on November 10, 2022.

Disabilities Mentoring Day

The City of Kingston has participated in Disabilities Mentoring Day (DMD) for the past several years, including on October 26, 2022. Five City staff members volunteered as mentors, with three successfully partnered with job-ready persons with disabilities for a day of job shadowing and professional development. In addition to volunteer mentors, the City contributed a financial sponsorship for the event which has business and organizations participating throughout the province of Ontario.

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.

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 fourth quarter of 2022.

Completed Project Teams

- 2022 Municipal Election Accessibility
- Markers Acres Park Playground Replacement
- Multi-Year Accessibility Plan

New Project Teams

The following project teams had members appointed during Q4 2022:

- Celebrating Accessibility Awards Selection Team
- City Hall Market Street Bridge Repairs

February 2, 2023

Page 7 of 7

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

Contacts:

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

Other City of Kingston Staff Consulted:

Derek Ochej, Committee Clerk

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