



City of Kingston
Information Report to Municipal Accessibility Advisory Committee
Report Number MAAC-23-006

To: Chair and Members of the Municipal Accessibility Advisory Committee

From: Neil Carbone, Commissioner, Corporate Services

Resource Staff: Janet Jaynes, Acting City Clerk

Date of Meeting: May 4, 2023

Subject: Accessibility Office Update – Q1 2023

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 2023, as well as a status update on the 2023 Committee Work Plan and other Accessibility Office work.

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
Brad Joyce, Commissioner, Transportation & Public Works	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required

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Options/Discussion:

This report outlines the customer service statistics related to accessibility for the first quarter of 2023. The statistics were provided by the City’s Customer Experience Division and summarizes contacts by telephone, email and social media, as well as reports logged directly by residents in the [MyCity portal](#). The data is presented to show the related service areas within the City and the seven customer service policy classifications. Details of each contact are documented in the City’s customer service relationship management system and sent to the appropriate department for resolution.

The total inquiries in the first quarter of 2023 were 191, up from 116 inquiries received in the fourth quarter of 2022. Total inquiries for the first quarter of 2023 were increased from the first quarter average dating back to 2019, with the average number of inquiries during that time being 101. The total number of inquiries in the first quarter of 2023 were 191, up from 93 received in the first quarter of 2022.

The increase in inquiries from Q1 2022 to Q1 2023 can be attributed to a significant increase in inquiries related to Parking and Road & Sidewalks. Parking inquiries increased from 28 inquiries in Q1 2022 to 93 in Q1 2023. Just under half of the inquiries (43) were requests to review a ticket either received for parking in an accessible parking space without a permit displayed or failure to pay when parked in an accessible parking space. 22 of the inquiries were related to parking operations, including requests for snow removal from parking lots and reporting of non-operational parking metres. 21 inquiries were related to resident reports of vehicles parked in accessible spaces without a permit displayed or obstructing sidewalks/walkways with a vehicle.

Roads & Sidewalks inquiries increased from 39 in Q1 2022 to 67 in Q1 2023. Over half of all inquiries received (38) were requests for sidewalk snow plowing or salt/sanding. 14 of the inquiries were related to road snow plowing or snow removal.

The increase in inquiries related to Parking and Roads & Sidewalks can be partially attributed to significant weather events that took place during Q1 2023. It is typical for winter months to see an increase in inquiries in this area. With respect to the increase in Parking inquiries, staff have increased enforcement of illegal parking in accessible spaces, which has led to an increase in appeals for tickets.

Service Area	Jan – Mar	Apr - Jun	Jul - Sep	Oct - Dec
Building Services	2			
City General	0			
Clerk’s Office	2			
Enforcement	1			

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Service Area	Jan – Mar	Apr - Jun	Jul - Sep	Oct - Dec
Engineering	0			
Housing & Social Services	1			
Licensing	0			
Mayor’s Office	0			
Parking	93			
Parks	0			
Planning Services	0			
Property Standards	0			
Recreation & Leisure	9			
Roads & Sidewalks	67			
Solid Waste	2			
Taxation	0			
Traffic	0			
Transit	13			
Utilities Kingston	0			
Total	191			
Accessibility Category	Jan – Mar	Apr - Jun	Jul - Sep	Oct - Dec
Administrative	2			
Assistive Devices	4			
Communication	0			
Provision, Goods & Services	185			
Service Animals	0			

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Accessibility Category	Jan – Mar	Apr - Jun	Jul - Sep	Oct - Dec
Support Persons	0			
Temporary Disruption Notice	0			
Total	191			

Regarding the above table, City departments are gradually being added to the customer relationship management system that tracks inquiries. As a result, categories are being changed. Recent changes include:

- Accessibility (Municipal) and Accessibility (Non-Municipal) are now included in the Clerk’s Office;
- Communications, Facilities, and Human Resources are now included in City General; and
- Community & Social Services is now Housing & Social Services.

Examples of inquiries received in major categories related to accessibility are noted below, including resolution (if available), organized by service area:

Parking

Inquiry: Customer called to request a ticket review as they were parked at the back of Hotel Dieu Hospital on Johnson Street in the accessible spaces and customer stated they were unable to make payment for parking as meter screens were blank. Customer returned to their vehicle to find a parking infraction. Can this infraction be forgiven.

Resolution: Ticket was cancelled.

Inquiry: The client said they could not see the pole when they turned onto the street. As such, they did not know they were parking in an accessibility parking spot. Thus, they would like to have this ticket cancelled. Please contact the client to advise if this ticket will be upheld or cancelled.

Resolution: Customer provided with information to dispute ticket.

Roads & Sidewalks

Whoever plowed the parking area at York Street deposited a substantial amount of snow on the York Street sidewalk, making it nearly impassible for pedestrians. Any person with mobility issues will not be able to navigate the sidewalk there.

Resolution: Concern forwarded to by-law enforcement for follow up.

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Inquiry: Customer called as this morning they attended an appointment and parked their vehicle in front of 165 Clarence Street. Customer parked in an accessible parking space and explained the snowbank on the edge of the road/sidewalk was so high, the customer could not access the sidewalk from their parking space. Customer had to seek assistance.

Inquiry: Customer called to report the sidewalks surrounding the intersection at Princess Street and Sir John A Macdonald Boulevard have not been plowed since the last snow fall and are a mess. Customer stated the snow is hard and now icy, difficult to pass. Customer utilizes a walker and stated they almost fell a few times trying to navigate these sidewalks.

Transit

Inquiry: Just wanted to provide my kudos to [the driver] who drives the 16 route on Monday evenings. He is always so pleasant to talk to and helpful when I have issues due to my mobility. I look forward to having him as my driver when I need to get home from a long day at work.

Inquiry: Every weekday at this time, the students at the La Salle Secondary School board the bus. The driver always allows them to cram in like sardines, even past the line where nobody is supposed to stand at the front during motion. It is impossible for me to move around or get out at my stop because I am disabled and the driver does not care. This happens every day at this time however I am finally reporting now because it got so bad that a student hit me in the face with his elbow on the bus today and left me with a bruised face.

Resolution: Comments and video reviewed by operations manager. Unable to determine occurrence as video did not show any of the described. Will continue to monitor.

2023 Work Plan

Items identified in the 2023 Work Plan, attached to this Report as Exhibit A, for the months of February and March have been completed.

Staff have confirmed that representatives from the Kingston and Area Taxi Commission will be providing a delegation at the June 8 Committee meeting. They will be providing an overview of accessible taxicab services in the City of Kingston, current demand for services and future work planned in this field. The delegation is being provided as section 79(1) of the Integrated Accessibility Standards Regulations requires that every municipality shall consult with its municipal accessibility advisory committee to determine the proportion of on-demand accessible taxicabs required in the community. This consultation is also identified in the 2023 – 2025 Multi-Year Accessibility Plan.

The City's Facilities Management and Construction Services Department will also be presenting a report in June, with staff from Arts and Culture Services, and the Office of Strategy, Innovation & Partnerships (speaking to the Workplace Inclusion Charter) presenting at the September

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meeting. Committee members are encouraged to reach out to the Accessibility Coordinator with any questions or topics they would like to see discussed as part of these presentations.

Council motion regarding accessible parking fees

On March 21, City Council passed the following motion with respect to accessible parking fees:

Whereas the municipalities of Guelph, Windsor, the entire Greater Toronto Area, Belleville, Hamilton, London and Ottawa, among others, provide time limited free parking for vehicles with Accessible Parking passes; and

Whereas the City of Kingston aims to be barrier free for persons with disabilities; and

Whereas parking fees often pose an additional barrier to persons with disabilities participation in society;

Therefore Be It Resolved That staff report to the Municipal Accessibility Advisory Committee with recommendations for time limited free parking for vehicles with accessibility passes to align with other municipalities in Ontario and a review of parking fines for vehicles parked illegally in accessible parking spaces by the end of Q2 2023.

A report will be forthcoming to MAAC from the Licensing and Enforcement Department with draft recommendations. MAAC members will have the opportunity to provide feedback, which staff will consider before providing recommendations to the City's Environment, Infrastructure and Transportation Policies Committee.

National AccessAbility Awareness Week Campaign

Staff are working in partnership with members of the Awareness & Education Working Group to develop a public education campaign regarding community etiquette and rules and regulations for service animals. The campaign is scheduled to launch during National AccessAbility Awareness Week (May 28 to June 3). The campaign will focus on educating residents on proper etiquette with respect to service animals and educating business owners on the rights of persons using service animals and the responsibilities of businesses to provide access.

Development of the communications plans, tactics and key messages has been done in consultation with the Working Group, and experts from the CNIB. More details in this regarding can be found in the Awareness & Education Working Group Q1 report to the May 4 MAAC meeting.

Accessible Consultation Process Policy update

As identified in the [2023 – 2025 Multi-Year Work Plan](#), staff have begun a review of the Accessible Consultation Process Policy. The policy, last reviewed in 2016, sets out the

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procedures for City staff to consult with members of MAAC, and in general persons with disabilities, regarding projects specified in the Integrated Accessibility Standards Regulations. The Policy also outlines general procedures for consultations on any City project which requires public engagement.

Accessibility Office staff have met with internal stakeholders to create a draft policy update. A project team is being requested and those members will also provide feedback to staff. It is anticipated that an update policy will be brought to MAAC for approval in the Fall of 2023.

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 first quarter of 2023.

Completed Project Team

- Waaban Crossing

New Project Teams

- 100 Foot Park and Point Crescent Open Space Improvements; and
- Kirkpatrick Fountain Restoration.

Several existing project teams received new appointments during the quarter to replace members of MAAC that are no longer serving on the Committee.

Existing Policy/By-Law:

Accessibility for Ontarians with Disabilities Act, 2005

[City of Kingston 2023 – 2025 Multi-Year Accessibility Plan](#)

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 2023 - 2025 Multi-Year Work Plan. All departments/staff involved are aware of their action items and attendance at the MAAC meetings in 2023.

Exhibits Attached:

Exhibit A – 2023 Committee Work Plan

Municipal Accessibility Advisory Committee Work Plan 2023 (May 2023 update)

February 2023

- Accessibility Office Report – Q4 2022 Office of the City Clerk (Complete)
- 2023 MAAC Work Plan Office of the City Clerk (Complete)

March 2023

- Transportation & Public Works Update (Complete)
- Recreation & Leisure Services & Special Events Update (Complete)
- Multi-Year Accessibility Plan – 2022 Update Office of the City Clerk (Complete)

May 2023

- Accessibility Office Report – Q1 2023 Office of the City Clerk
- Working Group Report – Q4 2022 and Q1 2023 Awareness & Education & Built Environment Working Groups

May 28 - June 3, 2023

- National AccessAbility Week Campaign Office of the City Clerk

June 2023

- Facilities Management and Construction Services Update
- Accessible Taxi Consultation Kingston & Area Taxi Commission

September 2023

- Arts & Culture Services
- Workplace Inclusion Charter Update Office of Strategy, Innovation & Partnerships
- Accessibility Office Report – Q2 2023 Office of the City Clerk
- Working Group Reports – Q2 2023 Awareness & Education & Built Environment Working Groups

October 2023

- Disabilities Mentoring Day Office of the City Clerk

November 2023

- Accessible Consultation Process Policy Office of the City Clerk
- Accessibility Office Report – Q3 2023 Office of the City Clerk
- Working Group Report – Q3 2023 Awareness & Education & Built Environment Working Groups
- Equity, Diversity & Inclusion Office Update

December 2023

- Celebrating Accessibility Awards Office of the City Clerk