



City of Kingston
Information Report to Municipal Accessibility Advisory Committee
Report Number MAAC-23-010

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: September 7, 2023

Subject: Accessibility Office Update – Q2 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 second 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.

September 7, 2023

Page 2 of 7

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, Growth & Development Services	Not required
Jennifer Campbell, Acting Commissioner, Community Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required

September 7, 2023

Page 3 of 7

Options/Discussion:

This report outlines the customer service statistics related to accessibility for the first two quarters of 2023. The statistics are 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 presented in Exhibit A shows 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 relationship management system and sent to the appropriate department for resolution.

The total inquiries in the second quarter of 2023 were 150, down from 191 inquiries received in the previous quarter. However, the total number of inquiries received in the second quarter of 2023 (150) represent a significant increase over the second quarter average dating back to 2019, (79) as well as the 2022 second quarter total, also being 79.

The increase in the number of inquiries across all measures is attributed to a significant increase in the number of inquiries related to Parking. Two-thirds of all inquiries in the second quarter of 2023 (100 out of 150) are in this category. Inquiries related to Roads and Sidewalks represented 20 total inquiries out of 150. This is a significant reduction from the first quarter of 2023 and is explained by a movement out of winter into spring and summer months, as the majority of Roads and Sidewalks inquiries are related to winter road conditions.

Within the Parking category, 62 out of the 100 inquiries were related to ticket reviews. In reviewing the inquiries, staff can generalize them into the following categories:

- The person was not aware that accessible parking spaces required payment in Kingston;
- The person was not aware that they had parked in an accessible space, often mentioning poor or no signage/indication that the space was an accessible space;
- The person is a holder of an accessible parking permit, but it was not displayed; and
- The person experienced issues with use of the Honk Mobile app, which did not indicate that the space they were parking in was an accessible space.

As has been noted in previous reports, Enforcement staff are taking a more proactive approach to enforcing the regulations regarding accessible parking spaces, and as such this will lead to an increase in the number of inquiries related to tickets issued.

Additional areas of note with respect to inquiries were nine inquiries received reporting unauthorized vehicles parked in an accessible parking space and eight inquiries with respect to complaints about bus operators related to accessibility.

September 7, 2023

Page 4 of 7

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 as they had parked in the Ontario Brock lot when going for lunch. Customer used the Honk app to make payment for parking. Customer returned to a parking infraction. When looking at their Honk payment, they see (the app) placed their vehicle location at 181 Ontario Street, in an accessible space. Customer was in fact in the Ontario Brock lot and had not used the Honk app before and figured this app pinned the vehicle location. Customer will attach proof of payment which shows the incorrect location. Please cancel this infraction.

Resolution: Proof of payment was not submitted, and ticket was upheld.

Inquiry: Person was visiting from Ottawa and has an accessible parking pass. They assumed all cities are the same with regard to accessible parking and that they did not need to pay. Person requested cancellation of ticket.

Resolution: Ticket was cancelled, and person issued a warning.

Parks

Inquiry: I frequently use the multi-use pathway on the south side of Bath Road between Bayridge and Collins Bay. There are 3 large areas (approximately 1 metre long, across the entire width of the path) which do not have any pavement and have been poorly filled with gravel. The worst are in front of 4020 Bath Road and 4002 Bath Road, though there is one that is much more level right in front of the Legion. These are not safe or convenient for cyclists and they would be difficult if not impossible to navigate with a walker or wheelchair. Thank you.

Resolution: Information forwarded to Utilities Kingston to confirm restoration of sidewalk as part of completion of project.

Roads and Sidewalks

Inquiry: I just noticed the “Step Safe Program” on the City’s website and would like to report a post winter sidewalk hazard on Bay Street, just east of Rideau Street. The affected area runs parallel to the side yard of 85 Rideau Street. The broken concrete poses a tripping hazard to all and I expect it would render the sidewalk impassable to anyone requiring a walker or wheelchair to get around. I have attached photos taken yesterday.

Resolution: Staff conducted site inspection and provided information to Engineering Services for completion.

September 7, 2023

Page 5 of 7

2023 Work Plan

Items identified in the 2023 Committee Work Plan, attached to this report as Exhibit B, for the months between February and June 2023 have been completed.

For the September meeting, in addition to scheduled reports from Arts & Culture Services and an update on the Workplace Inclusion Charter, reports are scheduled to be received by the Committee regarding adaptable recreation programming and the potential construction of an accessible park.

The November meeting will see an update report from the Equity, Diversity and Inclusion Office and the presentation of an updated draft of the Accessible Consultation Process Policy.

Celebrating Accessibility Awards

The nomination period for the 13th annual [Celebrating Accessibility Awards](#) will run from September 18 to October 20, 2023. The nomination form has been open to the public since early August, however a dedicated promotional campaign will take place during the official nomination period.

The Celebrating Accessibility Awards are given out annually to Kingston residents, businesses and organizations that have made or are making a significant contribution beyond legislated requirements towards improving access for persons with disabilities in Kingston. Areas that nominators are asked to consider include built environment, customer service, design of public spaces, education, employment, health care, information and communication and transportation.

The award winners will be selected in late October by a project team consisting of MAAC members. The awards ceremony will be held at the Donald Gordon Hotel and Conference Centre on November 30 from 1 to 3 p.m. Staff are working to confirm a guest speaker for the event.

National AccessAbility Week

For National AccessAbility Week (May 28 to June 3) the City partnered with the CNIB and members of the Awareness & Education Working Group to create a campaign centred around service dog etiquette. The campaign focused on providing etiquette tips for residents, as well as sharing information with business owners regarding the rules and obligations regarding service animals.

The key aspects of the campaign included the creation of a [video highlighting tips](#) for proper etiquette with service animals, a social media campaign linking back to the video, signage in local parks, and sending an information post card to all Kingston businesses via Canada Post.

September 7, 2023

Page 6 of 7

On May 31, City Hall and Springer Market Square was illuminated in red to recognize the [Red Shirt Day of Action for AccessAbility and Inclusion](#).

Disabilities Mentoring Day

For the past several years the City of Kingston has participated as both a sponsor and participant in Disabilities Mentoring Day (DMD) and will be continuing to do so in 2023. DMD occurs on the last Wednesday of October, and seeks to bridge the talent, communication and knowledge gaps between business, employment and community and supports, and persons with disabilities. Job-ready persons with disabilities are matched with mentors in a field of interest and complete a day of either in-person or virtual job shadowing. The City typically has two-to-four employees partnered with mentees for the day.

The goals of DMD are to provide mentees with access to workplace contacts, environments, and skills and increase confidence in seeking employment for persons with disabilities. For the employer, participating in DMD helps to dispel myths regarding the hiring of persons with disabilities and provides an opportunity to benchmark a workplace as to its accessibility and what can be done to better access an untapped pool of employee talent.

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 second quarter of 2023:

Completed Project Teams

- Richardson Beach Bathhouse

New Project Teams

- Accessible Consultation Process Policy
- Creekside Valley Parks
- Woodbine Park Ball Diamond 5

Additionally, a project team will be seeking volunteers from the September meeting to provide feedback on the design and accessibility of the new City website. The team is expected to conduct its work throughout the fall of 2023.

Existing Policy/By-Law:

Accessibility for Ontarians with Disabilities Act, 2005

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

September 7, 2023

Page 7 of 7

Notice Provisions:

None

Accessibility Considerations:

None

Financial Considerations:

None

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 Accessibility Office Statistics by Service Area and Accessibility Category

Exhibit B – Municipal Accessibility Advisory Committee Work Plan 2023 (September update)

Exhibit A – 2023 Accessibility Office Statistics by Service Area and Accessibility Category

Table 1 – Accessibility Office Statistics by Service Area, per quarter (Q1 – Q2 2023)

Service Area	January – March	April – June
Building Services	2	1
City General	0	0
Clerk's Office	2	2
Enforcement	1	1
Engineering	0	0
Housing & Social Services	1	0
Licensing	0	0
Mayor's Office	0	0
Parking	93	100
Parks	0	1
Planning Services	1	1
Property Standards	0	0
Recreation & Leisure	9	4
Roads & Sidewalks	67	20
Solid Waste	2	3
Taxation	0	1
Traffic	0	0
Transit	13	16
Utilities Kingston	0	0
Total	191	150

Table 2 – Accessibility Office Statistics by Classification, per quarter (Q1 – Q2 2023)

Service Area	January – March	April – June
Administrative	2	5
Assistive Devices	4	0
Communication	0	0
Provisions, Goods & Services	185	145
Service Animals	0	0
Support Persons	0	0
Temporary Disruption Notice	0	0
Total	191	150

Municipal Accessibility Advisory Committee Work Plan 2023 (September 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 (Complete)
- Working Group Report – Q4 2022 and Q1 2023 (Complete) Awareness & Education & Built Environment Working Groups

May 28 - June 3, 2023

- National AccessAbility Week Campaign Office of the City Clerk (Complete)

June 2023

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

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