



City of Kingston
Information Report to Municipal Accessibility Advisory Committee
Report Number MAAC-23-015

To: Chair and Members of the Municipal Accessibility Advisory Committee

From: Jenna Morley, Director, Legal Services & City Solicitor

Resource Staff: Janet Jaynes, City Clerk

Date of Meeting: November 2, 2023

Subject: Accessibility Office Update – Q3 2023

Council Strategic Plan Alignment:

Theme: Corporate business

Goal: See above

Executive Summary:

This report summarizes the recent activities within Kingston related to accessibility. Specifically, this report provides customer service statistics for the third 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 DIRECTOR OF LEGAL SERVICES

**Jenna Morley, Director, Legal
Services & City Solicitor**

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, Growth & Development Services	Not required
Jennifer Campbell, Commissioner, Community Services	Not required
Neil Carbone, Commissioner, Corporate 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

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Options/Discussion:

Background

This report outlines the customer service statistics related to accessibility for the first three quarters of 2023. The statistics are provided by the City's Customer Experience Division and summarize 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 of this report 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.

Analysis

The total inquiries in the third quarter of 2023 were 132, down from 150 inquiries received in the previous quarter. The total number of inquiries received in the third quarter of 2023 (132) is similar to the number of inquiries received in the third quarter of 2022 (129). Compared to the four-year average (2019 to 2022) for inquiries in the third quarter of a year (99), the 132 inquiries received in the third quarter of 2023 represents an overall increase.

Similar to previous Accessibility Office reports in 2023, Parking represents the largest category of inquiries, at just under half (67 out of 132). 41 of the 67 inquiries were persons requesting a review of a ticket they had received for parking in an accessible parking space. Reasons given for the review requests were generally in line with previous Accessibility Office reports, those being:

- Person was unaware that they were required to pay for accessible parking spaces in Kingston;
- Person was a holder of an accessible parking pass, but it was not displayed/visible; and
- Person was not an accessible pass holder and was unaware that they had parked in an accessible parking space.

Transit (19) and Roads and Sidewalks (18) represent the next highest categories of inquiry, and the number of inquiries is consistent with the four-year average in the third quarter for each department. Transit inquiries were primarily service complaints or praise. Roads and Sidewalks inquiries were primarily requests for repairs to sidewalks or pathways. Selected comments are provided below.

Transit

- Driver assisted passengers with wheelchair and made sure they were okay throughout the ride. Told everyone who disembarked to have a great day and provided directions to

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people who needed help. Audio on bus that says the stops wasn't working so he verbally told everyone all the upcoming stops.

- Customer called at around 3:40PM this afternoon they were travelling on the #11 and explained the bus operator was not very polite when customer asked them to lower the platform when exiting the bus. Driver told customer she looked capable. Customer explained they are a senior who utilizes a shopping basket, and the experience was not pleasant.

Public Works

- City workers filled holes and repaired asphalt curbs and gutters on Holland Crescent this past week. They filled in the end of the driveway, but it is a little too high making the water impossible to drain to the sewer located 8 feet away. My concern has to do with winter. I use a wheelchair and with snow and melting snow, this will create an unsafe surface. After recent rainfall, there has been significant pooling.
- I got my wheelchair wheels stuck in front of 120 Clarence Street. The lip in the sidewalk leads to a piece of the road that has eroded and needs repair.

Solid Waste (9) and Building Services (6), although representing a small percentage of total inquiries, have experienced an increase compared to previous quarters. Building Services inquiries can be summarized as resident inquiries regarding accessibility requirements for private residences or businesses. Solid Waste inquiries were related to collection issues, garbage and recycling containers blocking parking access or sidewalks, and concerns regarding the proposed switch to automated garbage collection using City-issued garbage containers. Selected comments are provided below.

Solid Waste

- I am concerned about the expense and feasibility of use for many with the proposed rather large garbage cans, especially for those with disability and mobility challenges. My largest concern as a disability advocate is; how are you going to accommodate the disabled and mobility challenged, run two different types of trucks and crews? Many, including myself will have a number of challenges with this initiative. The size of them for those with disabilities, space and weight to bring them from back to front, many have to carry them on stairs or through narrow laneways and passages, many use the recycling and composting system as designed and only fill a bag every two-three months.
- Resident uses a mobility scooter and found the empty bins impeded her route from her home on Scott Street to the Kingston Centre due to the empty bins left all over the sidewalk.

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Building Services

- Can anyone answer a question for me. Is it a by-law in Kingston, Ontario that all landlords are to install grab bars in bathrooms of all rental apartments, especially if there is a tenant with major disability issues in falling due to Parkinson's Disease and severe arthritis issues? Please advise me if I need to approach the landlords regarding this issue, or is it the tenants' sole responsibility?
- I live in an apartment building on Kingsdale Avenue where we have many disabled tenants. There are no access buttons or low locks which make accessibility difficult. We have one main door where there is no possible way to maneuver a wheelchair or walker as one door opens in and the other opens out.

Celebrating Accessibility Awards

The 13th annual Celebrating Accessibility Awards ceremony will be held on Thursday, November 30 at 1 p.m. at the Donald Gordon Hotel and Conference Centre. In addition to recognizing the 2023 award recipients, the ceremony will include a keynote speaker and film screening. Megan Ingram, a disability studies scholar at Queen's University and a local filmmaker will be screening their short documentary film, *disability & identity*. The film is part of three short films on disability, sexuality and consent and are used in K-12 public school education in British Columbia.

Selection of the award recipients is scheduled to take place during the week of October 30. Three members of the Committee have volunteered to serve as the selection project team. As of early October, eight nominations had been received.

The timing of the Celebrating Accessibility Awards ceremony coincides with the International Day of Persons with Disabilities, which takes place on Sunday, December 3, 2023. In recognition of the day, Kingston City Hall and Springer Market Square will be illuminated in blue.

2023 Work Plan

Attached to this report as Exhibit B is the updated 2023 Committee Work Plan. All work plan items from February to October have been completed. Staff have deferred the presentation from the City's Equity, Diversity and Inclusion (EDI) Office that was scheduled for November 2023. The EDI Office is currently reviewing its work plan and will be better positioned to present an updated work plan in the first half of 2024.

Accessibility Office staff are deferring the Accessible Consultation Process Policy, originally scheduled to be presented at the November 2023 MAAC meeting, to Q1 2024. After consultation with City Legal Services staff, additional time is required to ensure the policy considers all of the City's legal obligations under the *Accessibility for Ontarians with Disabilities Act, 2005*. At the first Committee meeting in 2024, staff will present Committee members with the 2024 work plan for approval.

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From October 10 to 23, eligible residents were able to apply to serve on the Committee. Seven current members have terms expiring on November 30, 2023, and there is one vacancy. The Nominations Committee will be meeting in early November to make recommendations to Council for appointments to the Committee. All new members will participate in an orientation in early 2024 regarding their roles and responsibilities on the Committee.

Disabilities Mentoring Day

On October 25, 2023, the City of Kingston participated in Disabilities Mentoring Day (DMD). DMD partners job-ready persons with disabilities with mentors in a field of interest to complete a day of either in-person or virtual job shadowing. DMD provides mentees with an opportunity to build professional networks and gain firsthand experience in a field of interest and provides mentors with an opportunity to share their work and learn more about tapping into an underutilized area of potential employees.

Staff from the following City service areas volunteered to participate in DMD: Licensing, Housing & Social Services, Human Resources & Organization Development, and the EDI Office.

In addition to staff volunteering as mentors, the City's Accessibility Office provides sponsorship funding to DMD.

Existing Policy/By-Law

Accessibility for Ontarians with Disabilities Act, 2005

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

Financial Considerations:

None

Contacts:

Derek Ochej, Acting Deputy City Clerk, 613-546-4291 extension 1262

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 (November update)

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

Table 1 – Accessibility Office Statistics by Service Area, per quarter (Q1 – Q3 2023)

Service Area	January – March	April – June	July – September
Building Services	2	1	6
City General	0	0	0
Clerk's Office	2	2	3
Enforcement	1	1	1
Engineering	0	0	0
Housing & Social Services	1	0	2
Licensing	0	0	0
Mayor's Office	0	0	0
Parking	93	100	67
Parks	0	1	5
Planning Services	1	1	1
Property Standards	0	0	0
Recreation & Leisure	9	4	1
Roads & Sidewalks	67	20	18
Solid Waste	2	3	9
Taxation	0	1	0
Traffic	0	0	0
Transit	13	16	19
Utilities Kingston	0	0	0
Total	191	150	132

Table 2 – Accessibility Office Statistics by Classification, per quarter (Q1 – Q3 2023)

Service Area	January – March	April – June	July – September
Administrative	2	5	1
Assistive Devices	4	0	0
Communication	0	0	0
Provisions, Goods & Services	185	145	126
Service Animals	0	0	5
Support Persons	0	0	0
Temporary Disruption Notice	0	0	0
Total	191	150	132

Municipal Accessibility Advisory Committee Work Plan 2023 (November 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 (Complete)
- Workplace Inclusion Charter Update Office of Strategy, Innovation & Partnerships (Complete)
- Accessibility Office Report – Q2 2023 Office of the City Clerk (Complete)
- Working Group Reports – Q2 2023 (Complete) Awareness & Education & Built Environment Working Groups

October 2023

- Disabilities Mentoring Day Office of the City Clerk (Complete)

November 2023

- Accessible Consultation Process Policy Office of the City Clerk (Deferred to 2024)
- 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 (Deferred to 2024)

December 2023

- Celebrating Accessibility Awards

Office of the City Clerk