



City of Kingston
Information Report to Municipal Accessibility Advisory Committee
Report Number MAAC-24-005

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: March 7, 2024

Subject: Accessibility Office Update – Q4 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 fourth quarter of 2023, as well as a status update on other Accessibility Office work for the quarter.

Recommendation:

This report is for information only.

March 7, 2024

Page 2 of 7

Authorizing Signatures:

ORIGINAL SIGNED BY DIRECTOR OF LEGAL SERVICES

Jenna Morley, Director, Legal
Services & City Solicitor

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

March 7, 2024

Page 3 of 7

Options/Discussion:

Background

This report outlines the customer service statistics related to accessibility for 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 [MyKingston](#) portal, the City of Kingston's Customer Relationship Management software. 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 MyKingston and sent to the appropriate department for resolution.

Analysis

The total inquiries in the fourth quarter of 2023 were 116, down from 132 inquiries received in the previous quarter of 2023. The total number of inquiries received in the fourth quarter of 2023 (116) is identical to the number of inquiries received in the fourth quarter of 2022 (116). Compared to the four-year average (2019 to 2022) for inquiries in the fourth quarter of a year (90), the 116 inquiries received in the fourth quarter of 2023 represents an overall increase.

As has been consistent throughout 2023, parking represented the largest number of inquiries in the fourth quarter, at just over two-thirds of all inquiries (79 out of 116). 41 of the 79 parking inquiries were requests for review of tickets issued for parking illegally in an accessible parking space. The review requests can be generalized as follows:

- Person was holder of an accessible pass, but the pass was either expired or not displayed properly;
- Person claiming they were unaware that they had parked in an accessible parking space;
- Person issued ticket is not a Kingston resident and was not aware that they were required to pay for use of an accessible parking space; and
- Person issued ticket for non-payment but payment equipment or Honk mobile app did not accept payment.

14 inquiries were reports related to malfunctioning payment equipment for an accessible parking space and the remaining inquiries were persons reporting cars parked illegally in accessible spaces or blocking access to sidewalks.

Transit (10), Recreation & Leisure (eight) and Building Services (five) were the additional categories with the highest number of inquiries. Additionally, Roads and Sidewalks inquiries (six) were significantly below the four-year average for the fourth quarter (16). More detailed information on these categories can be found in the following subheadings.

March 7, 2024

Page 4 of 7

Transit

The total number of Transit inquiries (10) received in the fourth quarter was slightly below the four-year fourth quarter average of 13. Inquiries were primarily related to driver training regarding the use of wheelchair restraint equipment, requests for service for bus shelters and requests for clarification regarding priority seating:

- #4 Cataraqui at the Kingston Centre transfer point, the yellow sand box is placed on the platform in the way of people using accessible devices. Can this box be moved to enable better movement of people using accessible devices?
- Regarding the new wheelchair system in place on the buses, the driver was trying to explain this morning. Resident would like to know how the wheelchair systems work on the bus and is requesting a call back from Transit staff.

Building Services

Inquiries for Building Services (five) saw a small increase compared to previous quarters, consistent with an increase that occurred in the third quarter of 2023. Three of the inquiries, along with the three inquiries for Planning Services, were related to access to the Loblaws at the Kingston Centre. The pedestrian access from Sir John A Macdonald Boulevard and Elmwood Street, which is located on privately-owned property, was initially blocked as a result of construction on the property. Since this time, the property owner has agreed to create a new pedestrian access:

- Where they're planning to build the Canadian Tire, a fence had been put up that blocks the sidewalk along Sir John A Macdonald Boulevard where the lights are with Elmwood Street. There is no sidewalk access from lights on Sir John A Macdonald due to this fence being up and blocking the sidewalk. People with mobility aids are having a hard time navigating the area.

Recreation & Leisure

Inquiries for Recreation & Leisure (eight) represented an increase above the four-year fourth quarter average of two. Inquiries were related to accessible washrooms in City facilities and a lack of, or non-operating, automatic door openers at City facilities.

- A constituent reached out about the lack of an accessible door button at Centre 70.
- My son regularly participates in a skating program at Centre 70 arena. He is non-ambulatory and uses a walker to skate. There is a door opener button on the door to come from outside to inside of the arena, but once we get into the arena, there is no push button to access the ice surface, leaving us to fumble through with his stroller, walker and skate bag. I'm wondering if there can be a button installed?

March 7, 2024

Page 5 of 7

Roads and Sidewalks

Inquiries related to Roads and Sidewalks (six) were down significantly compared to previous fourth quarters due to a lack of winter weather events in Kingston during the time period. The six inquiries received were reports of sidewalks requiring repair or maintenance in various areas of the city.

- One of the sidewalks on Gardiners Road between Taylor-Kidd Boulevard and Princess Street is in horrific condition with cracks. The slopes going down towards the driveways are not very good for somebody needing a mobility aid. These issues are safety concern, even for a pedestrian without a mobility aid. Your attention to this matter through Kingston will be greatly appreciated.
- There is a chunk of sidewalk that has sunken down low on Bath Road in front of Splitsville bowling alley (directly in front of the sign).

2023 Celebrating Accessibility Awards

On November 30, 2023, the City and the Committee presented the 13th annual Celebrating Accessibility Awards at a ceremony held at the Donald Gordon Hotel and Conference Centre. The awards recognize Kingston community members, businesses and organizations that go above and beyond legislated requirements to make Kingston more accessible. Four awards were presented to following community members and organizations:

- Amber Potter, Community Member;
- Eva Carlin, Community Member;
- Bloom Skills Centre, Community Organization; and
- Extend-A-Family Kingston, Community Organization.

The ceremony included a keynote address from Megan Ingram, a disabilities studies scholar and documentary filmmaker. As part of the keynote, a screening was held of one of Megan's three short films in the series *disability and identity*, which discusses disability, sexuality and consent and is used in kindergarten through Grade 12 education in British Columbia.

Project Team Update

The following is a summary of project teams that have completed their work and those that have been formed during the fourth quarter of 2023:

March 7, 2024

Page 6 of 7

Completed Project Teams

- Terra Verde Park
- McBurney Park
- Lake Ontario Park Playground Improvements
- O'Connor Park
- LaSalle Park
- Wheathill Park (Gerard Hunt Memorial Park)

New Project Teams

- 2023 Celebrating Accessibility Awards

Indigenization, Inclusion, Diversity, Equity & Accessibility (IIDEA) Considerations

By sharing statistics and analysis related to accessibility inquiries received by the City, staff are providing members of the Committee with a snapshot of public trends related to accessibility. Staff will also use this data to better understand areas of improvement for accessibility for City programs, facilities and services.

Existing Policy/By-Law

[Accessibility for Ontarians with Disabilities Act, 2005](#)

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

Financial Considerations

None

Contacts:

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

Other City of Kingston Staff Consulted:

None

March 7, 2024

Page 7 of 7

Exhibits Attached:

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

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

Table 1 – Accessibility Office Statistics by Service Area, per quarter (Q1 – Q4 2023)

Service Area	January – March	April – June	July – September	October - December
Building Services	2	1	6	5
City General	0	0	0	2
Clerk's Office	2	2	3	0
Enforcement	1	1	1	1
Engineering	0	0	0	0
Housing & Social Services	1	0	2	0
Licensing	0	0	0	0
Mayor's Office	0	0	0	0
Parking	93	100	67	79
Parks	0	1	5	0
Planning Services	1	1	1	3
Property Standards	0	0	0	0
Recreation & Leisure	9	4	1	8
Roads & Sidewalks	67	20	18	6
Solid Waste	2	3	9	2
Taxation	0	1	0	0
Traffic	0	0	0	0
Transit	13	16	19	10
Utilities Kingston	0	0	0	0
Total	191	150	132	116

Table 2 – Accessibility Office Statistics by Classification, per quarter (Q1 – Q4 2023)

Service Area	January – March	April – June	July – September	October – December
Administrative	2	5	1	2
Assistive Devices	4	0	0	2
Communication	0	0	0	0
Provisions, Goods & Services	185	145	126	110
Service Animals	0	0	5	2
Support Persons	0	0	0	0
Temporary Disruption Notice	0	0	0	0
Total	191	150	132	116