



City of Kingston
Information Report to Municipal Accessibility Advisory Committee
Report Number MAAC-24-009

To:	Chair and Members of the Municipal Accessibility Advisory Committee
From:	Janet Jaynes, City Clerk
Resource Staff:	Derek Ochej, Deputy City Clerk
Date of Meeting:	May 2, 2024
Subject:	Accessibility Office Update – Q1 2024

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 first quarter of 2024, as well as a status update on other Accessibility Office work for the quarter.

Recommendation:

This report is for information only.

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Authorizing Signatures:

ORIGINAL SIGNED BY CITY CLERK

Janet Jaynes, City Clerk

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 quarter of 2024. 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

As the City continues to add departments to its Customer Relationship Management software, service area categories that appear in Exhibit A are being modified. For Q1 2024, Arts & Culture Services and Customer Experience have been added. Property Standards has been combined with Enforcement, Roads and Sidewalks has been changed to Public Works, and Traffic has been changed to Transportation Services. These changes better reflect the corporate structure of the City.

The total inquiries in the first quarter of 2024 were 193, an increase from 116 inquiries received in the fourth quarter of 2023. The total number of inquiries received in the first quarter of 2024 (193) is a slight increase as compared to the number of inquiries received in the first quarter of 2023 (191). Compared to the five-year average (2019 to 2023) for inquiries in the first quarter of a year (113), the 193 inquiries received in the first quarter of 2024 represents an overall increase.

Consistent with the years following the height of the COVID-19 pandemic, the highest volume of service inquiries are related to Parking (91 of 193) and Public Works (45 of 193).

Parking inquiries relate primarily to requests for ticket reviews (52), reporting a vehicle parked illegally in an accessible space or blocking access to a sidewalk (20), and operational requests (11) such as questions about the availability of off-street parking lots and reporting malfunctioning payment equipment at an accessible parking space.

Public Works inquiries relate primarily to sidewalk and road snow removal (30), with other inquiries related to reporting trip hazards or other obstructions on sidewalks, paths and at transit stops.

Recreation & Leisure (8), Enforcement (5), Solid Waste (6) and Transit (19) experienced a small increase in the number of inquiries compared to previous quarters in 2023. Recreation & Leisure inquiries were related to reporting of barriers, such as non-operating power door openers or lack of signage at City recreational facilities. Enforcement inquiries were related to reporting of illegal

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parking in accessible parking spaces on private property (it is important to note that the City cannot enforce parking regulations on private property). Solid Waste inquiries were related to reporting non-collection of material. Transit inquiries were related to operator complaints (5), operator compliments (3) and general inquiries regarding routes and fees.

Examples of inquiries and resolutions (where provided) are detailed in the following sections:

Parking

Inquiry: Resident paid to park and the metre shut down without giving her money back and it told her to move to another meter. The weather is bad and she uses a walker.

Resolution: Exemption request forwarded to the City's transportation by-law officers that were monitoring that area.

Inquiry: Customer called on behalf of their daughter who had parked their vehicle to attend a dental appointment and parked their vehicle encroaching onto an accessible parking space. The vehicle was not fully in the space; however, a \$300.00 infraction was issued. Customer would like to know if this can be forgiven.

Resolution: Ticket indicated that the vehicle was fully in the accessible space according to the photos the officer attached to this ticket. The only options for accessible tickets (if you do not have a valid accessible permit) are payment or appeal via trial.

Public Works

Inquiry: After the storm, there is a three-foot snowbank the length of Highway 15 that makes the bus stop at Barriefield inaccessible (we saw two youths waiting on the highway for the bus to arrive). It needs to be cleared so that people aren't waiting on the road.

Resolution: Forwarded to contractor for follow up.

Inquiry: Customer is requesting that the snow on the edge of the roadway at 460 Princess Street be removed. This is the location of the heart clinic and when parking vehicles, it is difficult to get over the snow mounds and onto the sidewalk, especially for seniors who are using mobility devices.

Resolution: Operations ongoing; when possible, snow removal will begin in the downtown.

Enforcement

Inquiry: For about the fifth time this month, more garbage has been dumped on Chestnut Street. My neighbour has a disability and is unable to deal with this every week.

Resolution: Forwarded to by-law enforcement officer for investigation.

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Inquiry: Resident reported concern about bushes, trees and plants infringing on the sidewalks and walkways in his area. Inquired if there is a by-law regarding accessibility of sidewalks and walkways due to this issue.

Resolution: Resident provided with further information regarding by-laws and information was shared with by-law enforcement officer for investigation.

Transit

Inquiry: When I got off, the bus was right at the corner. There was no curb. And I'm pretty sure the operator didn't make the bus even kneel. I also found that the operator turned the corner at Division Street far too fast and I thought the bus would flip on its side. The operator didn't seem to give a hoot about the fact that I use a walker.

Resolution: Supervisor followed up with operator.

Inquiry: I love how well this driver handled a full bus with one wheelchair user and a person with a walker on it. She was polite and energetic, engaging the passengers to ensure that everyone could get home. Before leaving a stop when the bus was packed, she asked to make sure that everyone had gotten off. I was able to see that there was one person still trying, so I told her, and she waited for them. She then thanked me and the other passengers for helping her.

Resolution: Not applicable.

National AccessAbility Week activities

National AccessAbility Week takes place from May 26 to June 1, 2024. In recognition of the week, staff have worked in consultation with the awareness and education project team to continue the service animal education campaign began in 2023. The campaign focuses on educating Kingston residents and businesses on the etiquette, rights and responsibilities associated with persons with disabilities that have service animals.

Messaging will be shared throughout the week on the City's social media channels, along with a video produced in 2023. Staff have also partnered with the Kingston Frontenac Public Library to have informational signage and posters included at all Kingston library branches during the week. The City will also be sharing messages during the week from the Inclusive Play Project, which is a Kingston-based organization fundraising to build Kingston's first highly inclusive playground. The project received endorsement from Council in 2023 and the City has committed to providing a location for the playground to be constructed and on-going maintenance once built.

Wednesday, May 29 is Red Shirt Day for Accessibility and Inclusion. In recognition of the day, City Hall and Springer Market Square will be illuminated in red. Staff are also undertaking an internal campaign to purchase and distribute red shirts to be worn on the day by City staff and

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Council members. Shirts are being purchased from the Inclusive Play Project with proceeds going to support the building of a highly inclusive playground.

2024 Committee Work Plan Update

Attached as Exhibit B to this report is an update on the 2024 Committee Work Plan. Two reports are being added for the May meeting. A corporate realignment in early 2024 saw the Special Events team move from Recreation & Leisure Services to Arts & Culture Services. Separate reports are now being brought from these groups.

At the request of the Committee, the City's Emergency Preparedness Division will be bringing a report to the September 2024 meeting.

Project Team Update

The following is a summary of project teams that have completed their work and those that have been formed during the first quarter of 2024:

Completed Project Teams

- Accessible Consultation Process Policy;
- City Hall Fire Alarm and Fire Sprinkler System;
- Rideau Trail Off-Road Multi-Use Pathway;
- Improved Pathway Connection Behind Providence Care;
- Accessibility Checklist for Site Plan Review;
- My Neighbourhood;
- Facility Accessibility Audit of Performance Spaces – Grand Theatre;
- Document Accessibility Review Process;
- Fleet Garage; and
- Woodbine Station #7 Renovations.

A significant number of the above project team completions are a result of a review of project teams that have been in abeyance or completed but not officially closed.

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New Project Teams

- Ronald Lavallee Memorial Kiwanis Park Renovation;
- Grenadier Courts Redevelopment;
- Victoria & Collingwood Street Combined Sewer Separation;
- Aberdeen Street Reconstruction; and
- Intersection Improvements at Montreal Street and John Counter Boulevard.

The following project teams had new members appointed to replace previously appointed members who were no longer serving on the Committee:

- Public Art Program;
- Accessible Parking Spaces;
- Transit Stations;
- City Hall Exterior Signage;
- Kirkpatrick Fountain Restoration; and
- City Hall Railings.

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

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Contacts:

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

Other City of Kingston Staff Consulted:

None

Exhibits Attached:

Exhibit A – 2024 Accessibility Office Statistics by Service Area and Accessibility Category

Exhibit B – 2024 Committee Work Plan Update

Exhibit A – 2024 Accessibility Office Statistics by Service Area and Accessibility Category

Table 1 – Accessibility Office Statistics by Service Area, per quarter (Q1 2024)

Service Area	January – March
Arts & Culture Services	2
Building Services	2
City General	0
Clerk's Office	3
Customer Experience	4
Enforcement	3
Engineering	2
Housing & Social Services	2
Licensing	0
Mayor's Office	0
Parking	92
Parks	0
Planning Services	1
Public Works	56
Recreation & Leisure	9
Solid Waste	4
Taxation	0
Transportation Services	1
Transit	16
Utilities Kingston	0
Total	193

Table 2 – Accessibility Office Statistics by Classification, per quarter (Q1 2024)

Service Area	January – March
Administrative	4
Assistive Devices	7
Communication	0
Provisions, Goods & Services	182
Service Animals	0
Support Persons	0
Temporary Disruption Notice	0
Total	193

Municipal Accessibility Advisory Committee (MAAC) Work Plan 2024 – May update

January 2024

- Accessible Consultation Process Policy (Completed) Office of the City Clerk
- Committee Orientation Report (Completed) Office of the City Clerk
- 2024 MAAC Work Plan (Completed) Office of the City Clerk

March 2024

- Accessibility Office Report – Q4 2022 (Completed) Office of the City Clerk
- Equity, Diversity & Inclusion Office Update (Completed)
- Multi-Year Accessibility Plan – 2023 Update (Completed) Office of the City Clerk

May 2024

- Accessibility Office Report – Q1 2024 Office of the City Clerk
- Recreation & Leisure Services
- Special Events Update Arts & Culture Services

May 26 - June 1, 2024

- National AccessAbility Week Campaign Office of the City Clerk

June 2024

- Facilities Management and Construction Services Update
- Accessible Taxi Consultation

Kingston Area Taxi Commission

September 2024

- Accessible Standards Policy
- Accessibility Office Report – Q2 2024
- Emergency Preparedness

Office of the City Clerk

Office of the City Clerk

October 2024

- Disabilities Mentoring Day

Office of the City Clerk

November 2024

- Engineering Services Update
- Transit & Transportation Services Update
- Accessibility Office Report – Q3 2024
- Age-Friendly City Update

Office of the City Clerk

Community Development & Wellbeing

December 2024

- Celebrating Accessibility Awards

Office of the City Clerk