



**City of Kingston**  
**Information Report to Municipal Accessibility Advisory Committee**  
**Report Number MAAC-24-013**

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**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:** September 5, 2024

**Subject:** Accessibility Office Q2 2024 Update

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**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 second 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 second 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 attached to 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 second quarter of 2024 were 195, an increase from 193 inquiries received in the first quarter of 2024. The total number of inquiries received in the second quarter of 2024 (195) increased as compared to the number of inquiries received in the second quarter of 2023 (150). Compared to the five-year average (2019 to 2023) for inquiries in the second quarter of a year (80), the 195 inquiries received in the second quarter of 2024 represents an overall increase; however, the five-year average is artificially low due to two years of the COVID-19 pandemic when inquiries were reduced by as much as 50 to 75 per cent of the past five year average.

The largest volume of inquiries received related to Parking Services (110), Transit (22), Public Works Services (17) and Recreation & Leisure Services (14). Parking, Public Works Services and Transit inquiries are consistent with the average for previous second quarters of the year, while Recreation & Leisure Services inquiries are increased over previous second quarters of the year. Enforcement Services has also seen an increase in inquiries compared to previous years. More details regarding these categories, including examples of inquiries, can be found in the sections below.

### Parking

For the 110 inquiries related to Parking Services, the majority (61) were requests for review of tickets issued for parking in an accessible parking space. 11 inquiries reported hazards such as a blocked sidewalk, 11 inquiries requested an exemption from parking requirements and five inquiries reported a vehicle parked illegally in an accessible parking space. 18 inquiries were related to parking operations such as permit questions, reports of meters or payment machinery malfunction or policy questions.

Ticket reviews can be generalized into the following categories: the requester is an accessible permit holder, but the permit was not displayed; the requester parked illegally as they were not able to find an accessible parking space; the requester was unaware that they were required to

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pay for the use of an accessible parking space and; the requester was not an accessible permit holder and claims to have parked by accident in an accessible space.

**Inquiry:** Client received ticket for parking in a commercial loading zone. She was only parked for 15 minutes to go into a store. She has an accessible permit and could not find parking anywhere and indicates that commercial vehicles were double parked. Doesn't feel the ticket was fair and would like to contest it.

**Resolution:** Ticket cancelled with a warning issued that commercial loading zones are for commercial vehicles only.

**Inquiry:** I received a parking ticket. I am sorry I forgot to turn down my visor to show handicap parking pass. Please see attached photos.

**Resolution:** Ticket cancelled.

**Inquiry:** Accidentally parked in the wrong place while going for coffee and did not realize it was an accessible space/paid for regular parking.

**Resolution:** Ticket upheld as the City is unable to adjudicate accessible tickets without a valid accessible permit. Requester provided with information on how to contest ticket via Provincial Offences Court.

## Transit

11 inquiries were complaints related to Kingston Transit services or operators, five inquiries were questions or concerns related to stops or schedules and two inquiries were praise for Kingston Transit operators.

**Inquiry:** Customer has requested a different map of transit routes and departure start times be mailed to them. Customer explained that the new map is not easy to read for a senior and it does not have the start times listed at the stops.

**Resolution:** Map mailed to customer.

**Inquiry:** Rider had her walker with her, and the driver shouted at her to move her walker.

**Resolution:** Incident reported to operations manager for follow up with driver.

**Inquiry:** The driver was extraordinarily polite to all customers throughout my trip downtown. He was noticeably patient and kind with a passenger using a wheelchair and her companion who needed assistance with the whole boarding process. I have had this driver before. He is consistently professional & courteous.

**Inquiry:** Feedback provided to operations manager and driver.

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### **Public Works**

Six inquiries requested repairs to sidewalks, four inquiries requested trimming of hedges or branches along sidewalks, two inquiries requested parks maintenance and two expressed concerns with accessibility of park facilities.

**Inquiry:** The east side of Cartwright Street between Baiden Street and King Street West has a tree with large limbs growing over the sidewalk. Caller reported they were unable to pass and have to go out onto the street to get around it. Caller and his wife use walkers.

**Resolution:** Trees and shrubs pruned.

### **Recreation & Leisure**

Inquiries were related to either facility maintenance requirements, such as non-functioning power door operators or lack of change table facilities, or inquiries regarding programming and accessibility considerations.

**Inquiry:** Caller was inquiring if there was a ramp or level access to the pool at the Culligan Water Park.

**Resolution:** Staff provided information about ramp access and availability of water wheelchair and other accessible options at the facility.

### **2024 Committee Work Plan Update**

An updated version of the 2024 Committee Work Plan is attached to this report as Exhibit B. All items to date on the Work Plan have been completed. The report from Emergency Preparedness that was scheduled for the September 2024 meeting has been deferred to Q1 2025 due to scheduling conflicts.

At the November Committee meeting, reports will be received from Engineering Services and Transportation and Transit Services. These groups are responsible for active transportation, parks development, sidewalk and trail maintenance and Kingston Transit, among other service areas.

The Committee will also receive a report from the Community Development and Wellbeing Department regarding the Age-Friendly City Plan.

At the end of November, many members of the Committee will be at the end of their term of appointment. Members are encouraged to re-apply to serve on the Committee. The recruitment period will take place in September and October. Member appointments will be made before December 1, 2024.

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### **Accessibility Features Map**

Coinciding with the launch of the new City website in June 2024, an [Accessibility Features Map](#) is now available to the public. The map, which was prepared over a year-long period, highlights accessibility features at City buildings open to the public, and a select number of parks.

Accessibility features included in the map are accessible benches, washrooms (including family or universal washrooms), pathways, accessible parking spaces, doors and entrances, tables, barrier-free routes, sidewalk curb cuts, passenger drop off areas, ramps, and signage. Other features highlighted on the map are accessible splash pads, pedestrian crossings and audible traffic controls. The map also denotes accessibility barriers that may be present at facilities, such as doors with no automatic openers or inaccessible paths/routes.

Staff intend to review the content of the map twice annually and to add more City facilities and accessibility features as they become available.

### **Disabilities Mentoring Day and the Celebrating Accessibility Awards**

City of Kingston staff will be participating in Disabilities Mentoring Day (DMD) on October 30, 2024. DMD brings people together to learn from each other, helping to confirm important skills applicable across various jobs. City staff participate by volunteering as mentors and are then matched with job ready persons with disabilities that have an interest in the same career field. Mentors and mentees have a chance to meet in advance of DMD and discuss what the day of job shadowing will entail. Participating in DMD provides City staff with an opportunity to see how their work environment is set up for persons with disabilities and gives individual staff a chance to work directly with persons with disabilities, breaking down myths and barriers. For mentees, they receive a chance to network and show their skills in a real-world environment.

The City of Kingston has participated in DMD for several years, and in addition to staff participating as mentors, the Accessibility Office provides financial support for the day.

Staff have begun preparations for the 14<sup>th</sup> annual [Celebrating Accessibility Awards](#). Each year the Awards recognize people, groups or organizations that have made or are making significant contributions to improving accessibility for persons with disabilities in Kingston. Nominations are accepted in three categories: business, community member, and community organization.

The awards application process will open with a soft launch in August, followed by an advertising campaign in September and October. Members of the Awareness and Education Project Team will review applications and select the award recipients in November. Recipients will be recognized at a reception held in late November/early December, in coordination with the City's celebration for International Day for Persons with Disabilities on December 3, 2024.

Committee members are encouraged to submit nominations and share information within their networks regarding the nominations process.

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### **Project Team Updates**

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

#### **Completed Project Teams**

The Kingston East Community Centre project team was completed in the second quarter of 2024.

#### **New Project Teams**

The following projects had members appointed in the second quarter of 2024:

- Sydenham Street Active Play Installation;
- Horsey Bay Parkette;
- Crerar and Everitt Park;
- Cecil & Wilma Graham Park; and
- An Gorta Mor Park.

#### **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 for improvement of 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

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**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 & Q2 2024)**

<b>Service Area</b>	<b>January – March</b>	<b>April - June</b>
Arts & Culture Services	2	0
Building Services	2	0
City General	0	2
Clerk's Office	3	2
Customer Experience	4	0
Enforcement	3	7
Engineering	2	1
Housing & Social Services	2	4
Licensing	0	1
Mayor's Office	0	0
Parking	92	110
Parks	0	2
Planning Services	1	1
Public Works	56	17
Recreation & Leisure	9	14
Solid Waste	4	6
Taxation	0	0
Transportation Services	1	6
Transit	16	22
Utilities Kingston	0	0
<b>Total</b>	<b>193</b>	<b>195</b>

**Table 2 – Accessibility Office Statistics by Classification, per quarter (Q1 & Q2 2024)**

<b>Service Area</b>	<b>January – March</b>	<b>April – June</b>
Administrative	4	1
Assistive Devices	7	8
Communication	0	0
Provisions, Goods & Services	182	184
Service Animals	0	2
Support Persons	0	0
Temporary Disruption Notice	0	0
<b>Total</b>	<b>193</b>	<b>195</b>

## **Municipal Accessibility Advisory Committee (MAAC) Work Plan 2024 – September 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 (Completed) Office of the City Clerk
- Recreation & Leisure Services (Completed)
- Special Events Update (Completed) Arts & Culture Services

### **May 26 - June 1, 2024**

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

**June 2024**

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

**September 2024**

- Accessible Standards Policy Office of the City Clerk
- Accessibility Office Report – Q2 2024 Office of the City Clerk
- Emergency Preparedness (Deferred to 2025)

**October 30, 2024**

- Disabilities Mentoring Day Office of the City Clerk

**November 2024**

- Engineering Services Update
- Transit & Transportation Services Update
- Accessibility Office Report – Q3 2024 Office of the City Clerk
- Age-Friendly City Update Community Development & Wellbeing

**December 2024**

- Celebrating Accessibility Awards Office of the City Clerk