



City of Kingston
Information Report to Municipal Accessibility Advisory Committee
Report Number MAAC-24-014

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:	November 7, 2024
Subject:	Accessibility Office Report – Q3 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 third 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 third 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 third quarter of 2024 were 233, an increase from 195 inquiries received in the second quarter of 2024. The total number of inquiries received in the third quarter of 2024 (233) increased as compared to the number of inquiries received in the third quarter of 2023 (132). Compared to the five-year average (2019 to 2023) for inquiries in the third quarter of a year (99), the 233 inquiries received in the third 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.

As with previous quarters, just over half of all inquiries were related to parking (117). Transit (36), public works (25), enforcement (10), recreation & leisure services (9) and solid waste (7) all received inquiries in numbers that were consistent or increased with previous quarters. The Office of the City Clerk (12) experienced a significant increase in inquiries. As noted in previous Accessibility Office reports, the increase in the number of inquiries over recent quarters does not necessarily need to be viewed as a negative. The public is encouraged to report accessibility barriers so that they may be addressed by staff. Robust reporting also allows staff to understand areas for improvement for both built environment and service provision. Further details regarding these categories, along with examples of service requests and the staff response are detailed below.

Parking

62 inquiries were related to requests for review of a ticket for parking in an accessible parking space, 12 were reports of vehicles parked in a manner causing accessibility concerns (for example, blocking a sidewalk), and 11 were reports of a vehicle parked illegally in an accessible parking space.

16 inquiries were related to parking operations. These inquiries consist of reports of damaged or missing equipment or signage, requests for the creation of accessible parking spaces and inquiries regarding parking policies and fees.

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Outlined below are examples of inquiries received during the third quarter of 2024 related to parking operations.

Inquiry: Hi. I received a parking ticket this past Sunday for having an expired handicap permit, however it was not expired. Can you please reverse the ticket?

Response: Ticket cancelled with warning to ensure accessible permit is visible and up to date.

Inquiry: Caller was visiting from Toronto and has an accessible parking permit. Caller assumed parking was the same as in Toronto and that they could park for free in accessible space. Caller requested the ticket to be cancelled.

Response: Ticket cancelled with warning to pay for future use of accessible parking spaces.

Transit

13 inquiries were complaints regarding driver or passenger behaviour, eight inquiries were compliments regarding driver behaviour and five inquiries were questions related to routes or stops.

Outlined below are examples of inquiries received during the third quarter of 2024 related to transit operations.

Inquiry: Thank you for the pleasant interaction today when boarding in my wheelchair. I truly appreciate you asking other passengers to wait behind the yellow line until we had my wheelchair secured in place. It is much safer and easier to maneuver in a tight spot when people don't crowd the area. Thank you!!

Response: Comment was shared with employee and their supervisor.

Inquiry: On several occasions, my husband who is 70 years old and walks with a cane, has gotten on a Kingston Transit bus, to find all the seats are filled. He is not steady on his feet, and can't stand for long, and the movement of the bus is a danger for him if he's standing. In almost all instances of the seats being full, it was young people filling them. Perfectly healthy, abled bodied high school, college and university students. Not one offered their seat, while they were sitting in seats meant for elderly and disabled riders. In one case, the bus was so full, my husband had to stand beside the driver, who could clearly see my husband walks with a cane. The driver said nothing to the students about giving up their seat, and my husband had to get off the bus after two stops, because he was afraid he was going to fall down.

Response: Staff followed up with caller to provide further information.

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Public Works

The majority of inquiries were requests for maintenance of sidewalks, such as cleaning or repair of damaged sidewalks. Other common inquiries were related to encroachment of trees or bushes onto sidewalks from public property or in parks.

Outlined below are examples of inquiries received during the third quarter of 2024 related to public works operations.

Inquiry: The walking path in Jorene Park is almost completely overgrown, making it inaccessible to wheelchairs and people with lower mobility. Please maintain the walking path.

Response: Resident advised that pathway is set for replacement in 2025.

Inquiry: A large tree has blown down across the new east Kingston forest trail. It's almost immediately across from the entrance that isn't open yet, with the big yellow construction fence. I entered the trail further back at Schooner Drive. The tree is an accessibility issue.

Response: Tree was removed.

Enforcement

Inquiries were primarily related to dogs-at-large or off-leash causing accessibility concerns or property standards/yards by-law violations on private property that encroached on sidewalks/walkways. In all cases information was provided to the resident or an enforcement officer was dispatched to investigate.

Outlined below are examples of inquiries received during the third quarter of 2024 related to enforcement services.

Inquiry: This morning at 8 a.m. there was a group of 15 loose dogs in front of the pavilion at Lake Ontario Park and their owners were standing around chatting. It's a daily occurrence that at least some of these same people are using the park in the morning for off leash purposes. And they're quite unapologetic about the fact that their dogs are running loose. There are lots of seniors in the park in the morning with their walkers and their walking sticks

Response: Forwarded to enforcement supervisor for follow up.

Inquiry: For the past several months, vegetation on the sidewalk on Queen Street, on the south side of the street, has been growing unrestrained over the sidewalk. This is forcing pedestrians off the sidewalk, past parked cars, and into the left lane of traffic to walk through the area.

Response: Assigned to enforcement officer for investigation.

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Office of the City Clerk

The increase in inquiries is a result of nominations for the Celebrating Accessibility Awards being routed through the CRM system.

Solid Waste

The majority of inquiries were requests from persons with disabilities for delivery of green bins or recycling boxes. In all cases the appropriate items were delivered to the resident.

Outlined below is an example of an inquiry received during the third quarter of 2024 related to solid waste.

Inquiry: I wish to send a thank you and kudos to the pleasant, professional and efficient woman who took my call that my green bin had disappeared. Being a single senior with health issues and no vehicle, I was concerned about how to go and collect a new one to replace it. My meadow like yard requires weekly disposal of yard waste as well as the kitchen waste I happily collect. I inquired if it was possible to deliver one to my address. A day later, one appeared on my property. Again, a thank you and kudos to the staff who delivered it. It is so refreshing to see such efficiency in play. Excellent service!

Response: Comments shared with employees' supervisor.

Recreation & Leisure

The majority of inquiries were reports of non-functioning accessibility equipment, such as accessible showers or power door operators, and comments regarding program service provision. Three inquiries were related to booking spaces from groups with accessibility concerns.

Outlined below is an example of an inquiry received during the third quarter of 2024 related to recreation and leisure services.

Inquiry: Caller is reporting that the accessibility shower in the family change room at Artillery Park Aquatic Centre is not functional.

Response: Caller did not request a response.

2024 Committee Work Plan Update

The updated 2024 Committee Work Plan is attached to this report as Exhibit B. All items to date have been completed, with the Celebrating Accessibility Awards event on December 3 remaining. The 2025 work plan will be drafted by staff and presented to the Committee in the first quarter of 2025.

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The new membership of MAAC is to be confirmed by Council in November. Committee members will be informed of their appointment by early December, and the first orientation meeting of new committee membership will take place in early January 2025.

Disabilities Mentoring Day and the Celebrating Accessibility Awards

Disabilities Mentoring Day was held on October 30. Eight City of Kingston staff members volunteered to act as mentors for the day. Volunteer mentors represented a variety of departments, including Office of the City Clerk, Community Well-being and IIDEA, Financial Services, Facilities Management and Construction Services, Information Systems & Technology Services and Housing and Social Services. As mentors are partnered with mentees based on the mentees' interests and skills, not all mentors received partners. For the City of Kingston, three staff received partners and participated in a day of skills development, networking and learning. The City also contributed a monetary sponsorship for Disabilities Mentoring Day.

Nominations for the Celebrating Accessibility Awards closed in mid-October. A total of 15 applications were received for the three categories of community member, community organization, and business. Members of the public education project team met to select the award recipients, who will be announced in mid-November.

Award recipients will be recognized along with nominees, members of MAAC, and the Kingston community at the Celebrating Accessibility Awards event on Tuesday December 3 from 1 to 3 p.m. at the Donald Gordon Hotel and Conference Centre. The event includes a keynote talk from Elliot Moss, a new public speaker focused on spreading education and awareness on the queer and disabled community.

Project Team Updates

The following is a summary of project teams that have been formed during the third quarter of 2024:

New Project Teams

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

- Aberdeen Street Reconstruction; and
- Small Dog Park Areas.

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.

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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

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 & Q3 2024)

Service Area	January – March	April - June	July - September
Arts & Culture Services	2	0	0
Building Services	2	0	0
City General	0	2	0
Clerk's Office	3	2	12
Customer Experience	4	0	2
Enforcement	3	7	10
Engineering	2	1	0
Equity, Diversity & Inclusion	0	0	1
Housing & Social Services	2	4	2
Licensing	0	1	0
Mayor's Office	0	0	0
Parking	92	110	117
Parks	0	2	3
Planning Services	1	1	0
Public Works	56	17	25

Exhibit A to Report Number MAAC-24-014

Service Area	January – March	April - June	July - September
Recreation & Leisure	9	14	9
Solid Waste	4	6	7
Taxation	0	0	0
Transportation Services	1	6	5
Transit	16	22	36
Total	193	195	233

Table 2 – Accessibility Office Statistics by Classification, per quarter (Q1, Q2 & Q3 2024)

Service Area	January – March	April – June	July - September
Administrativ	4	1	13
Assistive Deces	7	8	7
Communicaton	0	0	0
Provisions, G & Services	182	184	210
Service Anims	0	2	3
Support Pers	0	0	0
Temporary Dsraption Notice		0	0
Total	193	195	233

Municipal Accessibility Advisory Committee (MAAC) Work Plan 2024 – November 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 (Completed) Office of the City Clerk
- Accessibility Office Report – Q2 2024 (Completed) Office of the City Clerk
- Emergency Preparedness (Deferred to 2025)

October 30, 2024

- Disabilities Mentoring Day (Completed) 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 & Well-being

December 3, 2024

- Celebrating Accessibility Awards Office of the City Clerk