



City of Kingston
Municipal Accessibility Advisory Committee
Agenda

06-2024

Thursday, November 7, 2024

1:00 p.m.

Hosted in a virtual, electronic format

Committee Composition

Aimee Burtch, Chair

Councillor Tozzo

Mercedes Augustyn

Penny Bennett

Dorothyanne Brown

Regan Bucciol

Chantaille Buczynski

Dinah Cotter

Andrea Fitzgerald

Susan Mockler

Andrea Palmer Nash

Megan Quin

Aldo Ramirez

Amanda Amesse

Janice Wilby

Please provide regrets to Christine O'Connor, Committee Clerk at 613-546-4291, extension 1219 or cloconnor@cityofkingston.ca

Watch live on the [Kingston City Council YouTube](#) channel or register to receive the [Zoom](#) link.

Pages

1. **Call to Order**

2. **Approval of the Agenda**

3. **Confirmation of Minutes**

That the minutes of Municipal Accessibility Advisory Committee Meeting Number 05-2024, be approved.

4. **Disclosure of Pecuniary Interest**

5. Delegations

6. Briefings

- 1. Luke Folwell, Director of Engineering Services, will be present to speak to the Committee regarding the Infrastructure, Transportation, Transit, and Public Works Update**

7. Business

- 1. Infrastructure, Transportation, Transit, and Public Works Update 3**

The Report of the Commissioner of Infrastructure, Transportation & Emergency Services (MAAC-24-15) is attached.

Recommendation:

This report is for information only.

- 2. Community Development & Well Being and IIDEA Department Update 11**

The Report of the Commissioner of Community Services (MAAC_24-016) is attached.

Recommendation:

This report is for information only.

- 3. Accessibility Office Report - Q3 2024 21**

The Report of the City Clerk (MAAC-24-014) is attached.

Recommendation:

This report is for information only.

8. Motions

9. Notices of Motion

10. Other Business

11. Correspondence

12. Date of Next Meeting

The next meeting of the Municipal Accessibility Advisory Committee is to be determined.

13. Adjournment



City of Kingston
Information Report to Municipal Accessibility Advisory Committee
Report Number MAAC-24-015

To: Chair and Members of the Municipal Accessibility Advisory Committee

From: Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services

Resource Staff: Luke Follwell, Director Engineering Services

Date of Meeting: November 7, 2024

Subject: Infrastructure, Transportation, Transit, and Public Works Update

Council Strategic Plan Alignment:

Theme: 3. Build an Active and Connected Community

Goal: 3.4 Improve road condition, performance and safety.

Executive Summary:

This report provides an update on services provided by the Infrastructure, Transportation & Emergency Services Group and measures taken that focus on accessibility.

Barriers to accessibility can come in the form of designs, services, and infrastructure installed or constructed prior to the existence of the *Accessibility for Ontarians with Disabilities Act (AODA)*, developing barriers as infrastructure ages, barriers created by external sources, and weather. The Infrastructure, Transportation & Emergency Services Group strives to identify barriers or develop barriers on a routine basis that may impact access to the many services and needs of residents and users in the community.

Infrastructure, Transportation & Emergency Services will continue to strive to imbed and meet the accessibility compliance items identified within the 2023–2025 Multi-Year Accessibility Plan approved by Council on November 10, 2022.

November 7, 2024

Page 2 of 8

Recommendation:

This report is for information only.

November 7, 2024

Page 3 of 8

Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

**Brad Joyce, Commissioner,
Infrastructure, Transportation &
Emergency Services**

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
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required

November 7, 2024

Page 4 of 8

Options/Discussion:

This report provides an overview of the services that the Infrastructure, Transportation & Emergency Services Group provides in the context of the accessible measures or improvements that have been made. The Infrastructure, Transportation & Emergency Services (IT&ES) is comprised of Engineering Services, Transportation & Transit Services, and Public Works & Solid Waste departments. Each department and the associated accessibility updates are discussed as sections in this report.

All active capital construction projects are updated on the City's website through the *My Neighbourhood* application. The *My Neighbourhood* application includes descriptions for each project including the scope of work, expected timeline for completion, and contact information for the staff person who is leading the project. Additional information is also available through the *Get Involved* platform for active engagement activities that are currently taking place.

Engineering Services

Engineering Services regularly reviews ways in which user accessibility can be enhanced, particularly when a site or asset is being built, replaced, or reconstructed. Accordingly, the department regularly reviews ways in which user accessibility can be enhanced, particularly when a site or asset is being built, replaced, or reconstructed. Existing City standards such as the Facility Accessibility Design Standards (FADS), coupled with the Province's Integrated Accessibility Standards Regulation (IASR), provide excellent guidance on the appropriate method to address accessibility.

Accessibility is integral as Engineering Services plans, designs, and constructs right-of-way assets and parks as outlined in these major categories:

- New, reconstructed, and rehabilitated sidewalk, cycling, and road projects.
- Storm system improvements.
- Bridges, culverts and retaining walls.
- Waterfront and shoreline rehabilitation.
- Existing park renovations and new park construction.
- Playground improvement/play structure replacement.

Municipal Accessibility Advisory Committee (MAAC) members continue to be regular contributors as part of project-specific teams on Engineering Services capital projects.

Transportation & Transit Services

The Transportation & Transit Services Department is responsible for the City's transportation policies, planning, programs as well as the overall planning and operation of Kingston Transit.

November 7, 2024

Page 5 of 8

As part of the operation of these services, the department regularly reviews ways in which user accessibility can be enhanced, particularly in the provision of new safety policies and programs. Examples of policies, programs, and projects underway that enhance safety and accessibility include:

- New and upgraded pedestrian crossing locations across the city.
- New and upgraded intersections that incorporate an all ages and abilities design approach for pedestrians, mobility device users, cyclists, and those that live with a visual impairment.
- Annual traffic calming program in all areas of the city with community signage and other programs in place to support enhancing safety.
- Dedicated school safety resources that identify barriers for active routes to school along with crossing guards at 33 locations each school day.
- Implementation of community safety zones and neighbourhood speed limit reductions.
- Automated enforcement programs for speeding and red light running.

As part of the Kingston Transit infrastructure program, bus stops identified as not meeting the needs of passengers with disabilities are upgraded each year. Upgrades at existing bus stops include the construction of new concrete pads suitable for accessible shelter/bench installation, concrete pads to provide infill between the boulevard and sidewalk, and improved connections to existing sidewalks and pathways depending on the site-specific conditions.

Bus stop improvements in 2023 and 2024 have included:

- Henderson / Jim Beattie Park (north and south side)
- Henderson / Lakeview (north side)
- Mona / Dunham (north side)
- Mona / Humberstone (east side)
- Mona / Lynwood (south side)
- Woodbine / Katharine (north and south side)
- Bayridge / Milford (east and west side)
- Bayridge / Old Colony (east and west side)
- Cedarwood / Basswood (north and south side)
- Estates / King (west side)
- Innovation / Highway 15 (north side)
- 1254 Princess Street (south side)
- Princess / Holden (north side)
- Princess / Rosanna (north side)
- Princess / Sir John A. Macdonald (north and south side)
- Princess / Woodhaven (north side)
- Providence Care Hospital
- Westbrook / Berkshire (west side)
- Westbrook / Roshan (west side)

November 7, 2024

Page 6 of 8

The City's first electric buses entered service in 2021 and were the first buses in the Kingston Transit fleet to feature the Q'Straint Quantum automatic wheelchair securement system that gives passengers independence to secure themselves with minimal assistance from the bus operator. The feedback received from customers and bus operators about the system has been positive. Based on this feedback, 6 additional buses were retrofitted with the same touchless system in 2022 and all new buses will have the same system installed on a go-forward basis.

Public Works & Solid Waste Services

The Public Works Department performs the maintenance and repair on city sidewalks, pathways, and trails to keep them accessible and address existing barriers. An inspection of the sidewalks and pathways is conducted annually as required by the Minimum Maintenance Standards in the Municipal Act to identify hazards. This information is used to create workplans based on the severity and location of the hazards identified.

Key maintenance activities that involve accessibility considerations are:

- Winter maintenance on roads, sidewalks, bike lanes, and bus stops.
- Sidewalk joint deflection repairs by cutting or ramping.
- Localized sidewalk panel replacement and repairs.
- Tree trimming and vegetation management to remove obstructions.
- Play structure and splash pad inspection and maintenance.

In 2024, there was a renewed focus on repair and maintenance of sidewalks. Over the course of the year, 1,010 meters of sidewalk repair and 2,457 meters of sidewalk replacement were completed. This program is expected to continue into 2025 with similar levels of repair and replacement.

Changes to design standards and installation of new transportation infrastructure, like multi-use pathways, have created new maintenance challenges for Public Works. To accommodate the changes and growth, the department has added additional sidewalk plow units to the fleet to meet the level of service requirements of the City's winter maintenance policy. Articulating machines on wheels were selected for these additional units to meet these needs as they have a tighter turning radius for plowing around objects like pedestrian push buttons at intersections. The fleet is more diversified now with 14 track-driven machines which are a better option for sidewalks, 3 machines on wheels, and 7 mountable snowblowers available for use when snow accumulations dictate.

Public Works continues to focus on having staff specifically designated to maintaining sidewalks and bus stops. Previous years have demonstrated that this practice ensures that a higher priority is set on clearing sidewalks and bus stops.

The Solid Waste Department is dedicated to achieving the goal of 65% waste diversion from landfill. Most recently, we achieved an interim goal of 58% waste diversion by 2022.

November 7, 2024

Page 7 of 8

The following are examples of services and/or allowances that are provided to residents upon request, or as a general operating standard:

- Bag tag medical exemptions are permitted with a signed note from a medical practitioner certifying that the resident requires an additional bag tag per week.
- Permitting residents to place waste or waste receptacles at an alternate location (i.e., beside or just outside the garage or farther up the driveway) to avoid heavy lifting to and from the street curbside.
- Delivering recycling boxes and green bins to persons that do not have transportation to pick them up.
- Educational training on waste programs to in-home caregivers to ensure that the homeowner is still able to access the waste and waste diversion programs.
- Assistance at KARC when unloading materials at any of the depots or carrying out waste containers.
- Recycling depots in the public waste system are deemed to meet accessibility standards.
- Mobile waste diversion unit referred to as the Off-Site Kingston Area Recycler (OSKAR) is deemed to meet accessibility standards.

As the Solid Waste Department transitions to Auto Cart Waste Collection system, staff held numerous in-person engagement sessions. One of the challenges identified through these sessions was concerns with accessibility with the carts. Staff plan to address individual accessibility issues with residents as we begin to roll out the program. This program will roll out over a course of five years with different areas being brought on at different times. Concerns will be addressed in 2025 with residents who are transitioning to carts in that year.

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

This report provides an updated on projects and programs led by the Infrastructure, Transportation & Emergency Services group in support of the City's accessibility policies and [Multi-Year Accessibility Plan](#).

Financial Considerations

None

Contacts:

Luke Follwell, Director, Engineering Services, 613-546-4291 extension 3139

Other City of Kingston Staff Consulted:

Karen Santucci, Director, Public Works & Solid Waste Services

Ian Semple, Director, Transportation & Transit Services

November 7, 2024

Page 8 of 8

Exhibits Attached:

None



City of Kingston
Information Report to Municipal Accessibility Advisory Committee
Report Number MAAC-24-016

To: Chair and Members of the Municipal Accessibility Advisory Committee

From: Jennifer Campbell, Commissioner, Community Services

Resource Staff: Ruth Noordegraaf, Director, Community Development & Wellbeing and IIDEA

Date of Meeting: November 7, 2024

Subject: Community Development & Well Being and IIDEA Department Update

Council Strategic Plan Alignment:

Theme: 4. Foster a Caring and Inclusive Community

Goal: 4.1 Enhance community safety and well-being.

Executive Summary:

The Community Development & Wellbeing and IIDEA (Indigenization, Inclusion, Diversity, Equity & Accessibility) department is a new department in the Community Services Group, formally established in April 2024. This new department was endorsed by City Council in the 2023-2026 Strategic Plan.

Key strategies that staff are working on for the remainder of 2024 and 2025 are: the development of an Equity, Diversity and Inclusion Strategy, the establishment of a dedicated Indigenous Initiatives portfolio, the creation of a Food Framework, the update of the Age Friendly Plan, the review and update of the Community Safety and Wellbeing Plan, the creation of a Youth Plan and the further growth of a Neighbourhood Activation strategy.

This report is providing the committee with a brief overview of these projects and initiatives, and where applicable, how staff is intending to consult the committee on these projects and initiatives.

November 7, 2024

Page 2 of 10

Recommendation:

This report is for information only.

November 7, 2024

Page 3 of 10

Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

**Jennifer Campbell,
Commissioner, Community
Services**

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
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

November 7, 2024

Page 4 of 10

Options/Discussion:

Background

The Community Development & Wellbeing and IIDEA (Indigenization, Inclusion, Diversity, Equity & Accessibility) department is a new department in the Community Services Group, formally established in April 2024.

Analysis

The department work can be conceived of across three focus areas and uses an IIDEA lens to intentionally consider the systems and processes that shape policies, practices and lived experiences internally as well as throughout the community. Principles that guide the department through an IIDEA lens include:

- Truth and Reconciliation
- Allyship and Social Cohesion
- Ongoing Dialogue
- Diverse Engagement
- Transparency and Accountability
- Sense of Belonging
- Inclusive and Equitable Services
- Community Partnerships
- Enhanced Representation

The three focus areas are Community Development & Wellbeing (CDWB), Indigenous Initiatives, and Equity, Diversity & Inclusion (EDI). In the sections that follow these areas and the work underway in each will be further described

Community Development & Wellbeing (CDWB)

The focus of the CDWB portfolio is to develop, implement and facilitate strategies for social development in Kingston, with the intent to support individuals, families, neighbourhoods, and the community to be connected and more resilient.

The following strategies and initiatives are in progress for the remainder of 2024 and 2025:

Review and Update of the Community Safety & Wellbeing Plan (CSWB)

The creation of the CSWB became a requirement in 2018 under the *Police Services Act* (sections 248 to 256, now the *Community Safety and Policing Act*). The act states 'Every municipality shall prepare and, by resolution, adopt a community safety and well-being plan.' [Community Safety and Policing Act, 2019, S.O. 2019, c. 1, Sched. 1 \(ontario.ca\)](#). The requirement is to review and update these plans every four years.

November 7, 2024

Page 5 of 10

Between 2019 and 2021 the City, in collaboration with community partners and engagement with residents, came together to build the [Community Safety and Well-being Plan](#) for the City of Kingston. The plan focused on supporting safe and healthy communities to address root causes of complex social issues. The current CSWB was approved by Kingston City Council in 2021.

The vision of the plan is to build a resilient community that can respond and adapt to change in ways that foster cooperation, build capacity, increase connectedness and ensure essential needs are met.

In preparation for the 2025 review and update of the CSWB, staff are now doing a community audit of the work done between 2021 and 2024 and are creating a workplan and advisory committee for the 2025 review and update process. Staff will invite members of MAAC to participate in the CSWB plan review and update in 2025 through the project team request process.

Creation of a Food Framework

Food impacts everyone in the community and touches various areas such as food security, economic development and climate adaptation.

The City is actively involved in different areas of the food ecosystem, including addressing food insecurity, skills development opportunities, food sovereignty, community garden expansion, increase of food production opportunities in rural and urban areas, climate impacts of food production and food waste.

The City is supporting key initiatives including:

- The Community Food Redistribution Warehouse, facilitating the efficient collection and distribution of large donations of food to agencies.
- The update of the community garden policy.
- Support of public and farmers markets.
- Skills development opportunities through increased community kitchen access and food skills development at the Harbour Kitchen program at Portsmouth Olympic Harbour supporting newcomer, racialized and indigenous women, and women with disabilities, and the Bloom's skills program at Centre 70 supporting young adults with exceptionalities.
- Support to Lionhearts Fresh Food mobile market providing fresh produce at a low cost at up to eight locations in the community.
- Food events, such as Food production training series, open farm days (in collaboration with South Frontenac).

Staff are working on the creation of a "Food Framework" with the goal to better coordinate and organize the food ecosystem in the community. The framework will tie in all the areas of the

November 7, 2024

Page 6 of 10

system and will include data around food needs, food supply and program impact measurements.

Staff are completing an environmental scan and are mapping out a draft food framework. As a next step, staff will complete engagement with community partners and will invite members of MAAC to share their feedback on the draft framework in early winter of 2025 through the MAAC project team request process.

Community Development - Neighbourhood Activation Funding (CDNAF)

The goal of the CDNAF is to strengthen community ties, promote inclusivity, and support underserved and equity-seeking groups. The CDNAF was created as a pilot in 2023 to provide small micro-grants and fee offsets for municipally owned properties or resources, helping informal community groups that operate for the betterment of the community (i.e. neighbourhood associations, service groups, special interest clubs and arts/culture groups). Over the last six months the program helped facilitate three pop-up movies in parks, five block parties, and seven community and cultural initiatives, all aimed at fostering a greater sense of belonging and connection among residents. Staff worked closely with organizers to implement initiatives that address specific community needs such as youth engagement and social connectivity. The feedback from participants has been overwhelmingly positive, with many expressing that they feel more interconnected and less isolated. These initiatives have played a vital role in bringing people together and strengthening their sense of community. In late October 2024, the CDNAF program was launched more broadly to ensure everyone is aware of this opportunity in the community. Staff will also bring the first full impact report to the Arts, Recreation & Community Policies committee in Q1 of 2025.

Closely aligned with the CDNAF is the ethno cultural community spaces pilot that staff are developing as directed by Council through a motion that was approved by Council on May 21, 2024. This motion directs staff to develop a two-year pilot program that enables emerging ethno-cultural groups to access meeting rooms in City recreational facilities. Staff are currently developing this pilot by researching best practices in other communities, reviewing the City's fee waiver policy, other funding opportunities, and by identifying underutilized spaces within the City's inventory to make recommendations for equitable resource utilization. Staff expect to roll out this pilot in early 2025

The CDNAF is and the ethno cultural community spaces pilot are two of the tools to activate neighbourhoods and staff are working on additional programs for 2025.

Municipal Fee Assistance Program (MFAP)

An interdepartmental staff team worked on the review and relaunch of the MFAP. The program is designed for people with lower to moderate incomes who might find it difficult to pay the fees associated with some City programs or services. Through a single application process, MFAP recipients can access discounted transit passes, City recreation and fitness programs/

November 7, 2024

Page 7 of 10

memberships, Grand OnStage shows and musical performances, PumpHouse Museum tickets, extended health care benefits and responsible pet ownership (such as spay and neuter services). Program registration is confidential, allowing recipients to access these services the same as any other user.

The City uses the Statistics Canada after-tax Low-Income Measure (LIM) plus 15 percent to determine eligibility. Residents of Kingston who are active recipients of Ontario Works (OW) or the Ontario Disability Support Program (ODSP) will automatically qualify.

The MFAP relaunch comes after City staff were asked to review the program to identify and remove any barriers to low-income individuals during the application process. The review was endorsed by City Council and completed in February 2024 ([Report Number 24-095](#)) as part of a goal outlined in Kingston's [Strategic Plan](#) to enhance community well-being.

Another outcome of the review is a new one-year partnership with Lionhearts to include the [Fresh Food Market Pop-ups](#) in the program. During the pilot program which starts this fall, all MFAP recipients qualify for discounts at any of the eight market locations by presenting their MFAP card and a piece of identification.

Update the Age Friendly Plan

In the 2023-2026 [Strategic Plan](#), a priority is to update the Age Friendly Plan in 2025. The population of Kingston is aging and as this demographic shift continues, an older population will access many of the services and programs that the City manages; it will also have a direct effect on the labour market and economic development opportunities. Additionally, as the population ages, the demands on the healthcare system will become even greater. Kingston is not alone in undergoing this demographic shift; Canada and countries around the world are adapting to the needs of an aging population.

"Age-Friendly Communities" are one strategy that cities can adopt to support their citizens. In 2012, Kingston became part of the World Health Organization's (WHO) Global Network for Age Friendly Cities and Communities. Kingston also became a recognized municipality of the Ontario Age-Friendly Communities Outreach Program (OAF COP). Over the years, recommendations were made and acted upon to make Kingston an Age-Friendly Community (AFC). Through a combination of factors, including some staff changes and the pandemic, the work was temporarily paused.

In 2023, a community-led working group was formed and looked at ways to update the plan, this work is now being referenced in support of City Council's direction to update the Age Friendly Plan. In addition, staff have re-engaged with the Centre for Studies in Aging & Health (CSAH) at Providence Care. The CSAH works in collaboration with both internal and external partners to build knowledge, awareness and system capacity to promote successful aging; prevent or delay frailty and its harmful consequences; and improve care by supporting transformation in organizations that provide health services.

November 7, 2024

Page 8 of 10

Staff are also closely aligning the update of the Age Friendly work with the work that the Community Foundation for Kingston & Area (CFKA) is undertaking on Older Adults and Belonging. The CFKA Older Adults and Belonging funding stream is a collaborative initiative to unite community organizations and agencies serving older adults in the KFL&A region who share the intent of reducing social isolation and fostering connection and belonging for older adults in the community. Through the fund the foundation is dedicated to fostering connections, finding productive synergies, developing systemic awareness of key local issues affecting the connection and belonging of older adults, and improving cross-sector communication. The intent is to create sustainable connections and community-based solutions to prevent, mitigate and reduce the impacts of social isolation on older adults in KFL&A that will have a long-term impact. Staff are participating in the Older Adults and Belonging steering committee.

In 2025, staff will work through the following four steps in updating the Age Friendly Community plan. These steps are in alignment with the Ontario Age friendly plan guidelines.

Step 1 - Define local principles

Step 2 - Complete a needs assessment (last completed in 2014)

Step 3 - Develop an action plan

Step 4 – Create an evaluation plan and Monitor progress

Staff will invite members of MAAC to participate in the AFC update in 2025 through the project team request process.

Creation of a Youth Plan

In Council's 2023-2026 Strategic Plan, a priority is to create a Youth Plan in 2025. Just over 10 years ago in 2011, Council directed staff to work on a Youth Friendly Plan and as a result the 'Youth to Kingston' (Y2K) project was initiated, and a plan was created. Many organizations were involved in the creation of Y2K, and the Youth Commission of Canada led the process. Between 2013 and 2019 actions and initiatives of the Y2K plan were implemented across the community.

In 2019, the [Adverse Childhood Experiences & Resilience Coalition \(ARC\) of Kingston, Frontenac, Lennox & Addington](#) was formed. ARC is comprised of agencies and individuals in the KFL&A region, with a vision of a resilient community that prevents and reduces the effects of adverse childhood experiences (ACEs). Coalition members have knowledge and awareness of ACEs, stigma, resilience, and the importance of community and supportive relationships. They champion ACEs, resilience-informed practices, and use evidence of ACEs and toxic stress and resilience to inform decision-making and action within their sphere of influence.

City staff are participating at the ARC table and are in the initial stages of identifying how a youth strategy can be successfully established in the community, engaging youth in the process, and in close partnership with the existing agencies serving youth.

November 7, 2024

Page 9 of 10

Indigenous Initiatives

The Community Development & Wellbeing and IIDEA Department when established was set up to include a dedicated Indigenous Initiatives portfolio and is presently recruiting for a Manager, Indigenous Initiatives, who will lead this work.

This dedicated role will build on the important work already underway within the City and the broader community and will provide leadership, direction, and support to the implementation of a range of City priorities, including the City of Kingston's commitment to Truth and Reconciliation and the continuation of work begun under the Engage for Change Project (2016-2022). This is also work that is specifically called for within Council's Strategic Priorities including the development and implementation of an Urban Indigenous Engagement Strategy, a Nation-to-City consultation framework, the development of a localized urban indigenous land trust model, and supporting the creation of dedicated spaces within select City parks for Indigenous led sacred and ceremonial fires.

The role will also manage, lead and support Indigenous consultation within the work of the municipality, including projects related to land-use development.

Equity, Diversity and Inclusion (EDI)

The EDI office was established in 2020 and supports the delivery of the City's Indigenization, Inclusion, Diversity, Equity and Accessibility (IIDEA) portfolio, in close partnership with other key City departments and community partners.

The EDI office is working on the creation of a comprehensive EDI Strategy and Framework which will shape future workplans across the IIDEA work of the City. The City has engaged the services of MNP Consulting to assist in crafting this work.

The development of the strategy and framework directly supports Council's Strategic Priority 4.5.2: 'to Advance Indigenization, Inclusion, Diversity, Equity and Accessibility (IIDEA) within our community'. To oversee this process and ensure comprehensive representation, IIDEA champions from across the organization participate in the IIDEA steering committee, and engagement with this committee, City leadership, community tables and City Council is an integral part of the process. Staff will invite members of the Municipal Accessibility Advisory Committee (MAAC) to share their feedback with MNP Consulting in late fall/early winter of 2024/2025 through the project team request process.

Staff will continue to inform and engage MAAC on the progress of the CDWB-IIDEA projects and initiatives.

November 7, 2024

Page 10 of 10

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

The work of the CDWB-IIDEA department directly aims at reducing and eliminating obstacles that affect excluded individuals or groups.

Existing Policy/By-Law:

None

Notice Provisions:

None

Financial Considerations:

None

Contacts:

Ruth Noordegraaf, Director, Community Development & Wellbeing and IIDEA , 613-546-4291 extension 4916

Other City of Kingston Staff Consulted:

None

Exhibits Attached:

None



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.

November 7, 2024

Page 2 of 8

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

November 7, 2024

Page 3 of 8

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.

November 7, 2024

Page 4 of 8

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.

November 7, 2024

Page 5 of 8

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.

November 7, 2024

Page 6 of 8

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.

November 7, 2024

Page 7 of 8

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.

November 7, 2024

Page 8 of 8

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