



**City of Kingston
Information Report to the Municipal Accessibility Advisory Committee
Report Number MAAC-15-011**

To: Chair and Members of the Municipal Accessibility Advisory Committee

From: Lanie Hurdle, Commissioner, Community Services

Resource Staff: Julie Salter-Keane, Manager, Community Projects

Date of Meeting: November 5, 2015

Subject: Accessibility Office Report – Third Quarter 2015

Executive Summary:

This report summarizes the recent activities within the municipality related to accessibility. Specifically, this report provides customer service statistics for the third quarter of 2015; an update on the Conference Board of Canada – AODA Employment Standards Workshop and planning for the 2015 International Day for Persons with Disabilities Access Award.

Recommendation:

This report is for information purposes only.

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Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

Lanie Hurdle, Commissioner, Community Services

ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER

Gerard Hunt, Chief Administrative Officer

Consultation with the following Members of the Corporate Management Team:

Cynthia Beach, Corporate & Strategic Initiatives	Not required
Denis Leger, Transportation, Facilities & Emergency Services	Not required
Jim Keech, President and CEO, Utilities Kingston	Not required
Desiree Kennedy, Chief Financial Officer & City Treasurer	Not required

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Options/Discussion:

Municipal Accessibility Feedback Statistics July - September 2015

The statistics below have been received from the Client Services Department. This summarizes the contacts by telephone, e-mail and in person. The data is presented to show the related service area within the City and also by the six customer service policy classifications. Details of each feedback contacted is documented in the City’s work order system and sent to the appropriate department for resolution. In response to the Committee’s request, samples of customer service concerns and comments and the City’s resolution to these concerns over the past 6 months are attached as Exhibit A to this report.

<u>Service Area</u>	Jan-March	April-June	July-Sept	Oct-Dec
Transit	13	20	25	
Roads & Sidewalks	29	12	9	
Parking	13	4	6	
Accessibility – Municipal	4	3	0	
Planning	0	0	0	
Accessibility Non-Municipal	0	0	0	
Engineering	1	10	2	
Building Services	0	0	0	
City General	0	1	1	
Clerk’s Office	0	1	0	
Mayor’s Office	0	1	0	
Solid Waste	3	3	2	
Traffic	2	1	3	
Housing & Social Services	1	0	0	
Human Resources	1	0	0	
Recreation & Leisure	0	1	7	
Utilities	0	1	1	
Total	67	58	56	

Classification

Provision of Goods & Services	32	37	43
Administrative	4	4	1
Assistive Devices	27	17	11
Service Animals	4	0	0
Communication	0	0	0
Notice of Temporary Disruption	0	0	1
Total	67	58	56

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Conference Board of Canada – AODA Employment Standards Workshop

The City of Kingston, KEYS and the March of Dimes has partnered with the Conference Board of Canada to host a community workshop on implementing the Accessibility Standards for Employment on March 2, 2016. The half-day workshop will be held at the Portsmouth Olympic Harbour to provide employers with a comprehensive understanding of the Accessibility Standard for Employment and the specific practices and policies they can implement to meet and exceed its requirements. Human Resources staff from the City will present the practices that the City has implemented over the last number of years.

International Day of Persons with Disabilities Access Award and Ceremony

This year the international theme for the International Day of Persons with Disabilities is “Inclusion matters: access and empowerment for people of all abilities”. Agencies are invited to attend the event and have some displays that focus around this theme.

Information was released through the regular media, social media and email on how to apply for the 2015 Access Award with a nomination deadline of October 30, 2015. This year, the event will be held at the INVISTA Centre on December 3rd from 1-3 p.m.

Project Charts

Current project charts will be distributed at the meeting for review and updates.

Existing Policy/By-Law:

Not applicable

Notice Provisions:

Not applicable

Accessibility Considerations:

All of the above activities are guided by the AODA (2005) and Municipal Accessibility Policies and Procedures.

Financial Considerations:

Not applicable

Contacts:

Julie Salter-Keane, Manager, Community Projects 613-546-4291 extension 1163

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Other City of Kingston Staff Consulted:

Not applicable

Exhibits Attached:

Exhibit A Samples of Concerns/Compliments Received through Customer Service

Exhibit "A"

Samples of Concerns/Compliments Received Through Customer Service and Staff's Resolution to the Concerns

Transit: Assistive Devices

Caller wants to be contacted regarding 'when' the shelters (indicated below) will be replaced. Replacement of bus shelters with benches at 800 Princess Street and across the street at 797 Princess Street; caller reports this is a busy traffic area for individuals using canes/walkers and wheels chairs; also many elderly patients frequent these buildings.

Resolution: Staff advised the caller that the City is negotiating with businesses in this area to place a shelter on their property as city-owned property in this area is not large enough to accommodate a bus shelter.

Transit: Provision of Goods and Services

Caller wanted to make sure we pass along his thoughts that he always has a great experience on the bus - caller is in a wheel chair and says the drivers are always so helpful and he thinks the transit drivers are fantastic. He hears a lot of complaining from other passengers and wanted to make sure that the drivers hear the good too!

Resolution: The compliment was communicated to the bus drivers.

Transit: Provision of Goods and Services

Caller stated that bus #1257 drove right passed him while he was waiting at the bus stop at Bagot and Johnson Streets around 11:45am. He stated that the bus did not have a "not in service" sign or anything of that sort. He is extremely upset as he walks with a cane and has poor circulation making it difficult to stand and now as a result of the driver not stopping he has to wait another 30 minutes for the next bus. This incident has also made him late and he would like to speak with a supervisor ASAP. Thanks.

Resolution: Staff spoke with caller and apologized for having been passed by the bus and advised that the information would be followed up by a supervisor.

Engineering: Provision of Goods and Services

Caller states that they have a complaint about the lack of a wheelchair ramp at the crosswalk at Brock and Montreal Streets.

Resolution: Staff spoke with the caller and informed him that the City would be adding this ramp to a construction contract in the near future.

Traffic: Provision of Goods and Services

Caller stated that the audible light has not been working consistently and in the last two months, not at all. This means that many blind clients have told me that they are crossing “when it’s quiet” and as this is not a true parallel crossing where they can rely on their use of parallel traffic to cross safely we worry that someone may get hurt. Please let me know if this can be fixed so I can let clients know. Thank you.
Independent Living Skills Specialist CNIB

Resolution: Staff advised the caller that the engineering staff would inspect the light and repair as required. The caller was also advised to contact the City again if the problem persists.

City General: Administrative

Email received regarding to the Council Chambers which they often book for hearings. They are working on a general accessibility reference guide for their board members, primarily for the accessibility features available when they use the facility for hearings. They need to inquire about the accessibility features offered for this location such as: Accessible parking spaces, Accessible public transit directions, Emergency Generator, Fire Detection system, Sprinkler System, Automated doors, Accessible elevators, and Accessible washrooms. Other features the room may have such as: Assistive hearing devices, projector, speakers, etc. Security contact information (telephone contact if available). Accessibility coordinator contact information (Telephone and Email, to contact in advance for any accommodation needs)

Resolution: The following response was provided by email:

- Accessible parking spaces are available on street and within City parking lots.
- Kingston Transit provides accessible service. Details on the accessible service can be found at the following link:

<https://www.cityofkingston.ca/residents/transit/about/accessible-transit>

- City Hall has an emergency generator, fire detection system, sprinkler system an accessible entrance with automated doors, an elevator and accessible washrooms
- Other features available include assistive listening devices, projector, speakers and microphone system

Recreation and Leisure: Provision of Goods and Services

Caller stated that the pathway that leads from Davis Drive and meets up with Gardiners Road is overgrown with thistles and cannot be used by those persons in a wheelchair.

Resolution: Staff advised the caller that the area was cleaned up immediately after becoming aware of the issue.

Recreation and Leisure: Support Persons

Caller inquiring if the City of Kingston has a policy set in place in regards to support workers accompanying a person with a disability in your recreation programs. Thank you so much.

Resolution: Inquiry was forwarded to staff for follow-up.

Roads and Sidewalks: Assistive Devices

Step safe concern, caller states that his partner is blind and she has a guide dog; caller states that his partner fell into a hole on the sidewalk located on Bath Road at the entrance of the YMCA. Caller states that this sidewalk issue has been there for a few months now. Caller would like this sidewalk fixed.

Resolution: Staff advised by email that a temporary repair with cold patch was completed and this area has been put on the schedule for sidewalk replacement.

Roads and Sidewalks: Provision of Goods and Services

Customer is having knee surgery soon and says she is handicapped. Customer's grass ditch in front of house needs cutting and is unable to cut it. Please assess and if unable to cut advise customer this by calling her back.

Resolution: Inquiry was forwarded to staff for follow-up

Solid Waste: Provision of Goods and Services

Caller asking for a special delivery of a grey box and blue box as she is disabled and has no one to get one to her. Customer service representative advised that we do not deliver but caller wanted to ask. Please call back with the response. She advised she will just place all her recycling in the garbage if she doesn't get a bin.

Resolution: The recycling boxes were delivered to the caller's home

Parking: Provision of Goods and Services

Customer says that the parking spots along Mowat Avenue are very unclear. Customer says the lines need to be re-done/painted all along the streets. Customer says she is handicapped and often cannot find a handicapped parking spot because the lines are unclear and customer says other people will take up the handicapped spot because the lines/paint job aren't clearly outlined on how the vehicle should fit and park on the road. Please assess, thank you!

Resolution: Additional parking signs were installed on Mowat Avenue to identify the accessible parking spaces