



City of Kingston
Report to Municipal Accessibility Advisory Committee
Report Number MAAC-25-003

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: March 6, 2025

Subject: 2023–2025 Multi-Year Accessibility Plan – Annual Status Update for 2024

Council Strategic Plan Alignment:

Theme: Regulatory & compliance

Goal: See above

Executive Summary:

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its regulations require municipalities to prepare a Multi-Year Accessibility Plan (the Plan), make the Plan available to the public, and consult with the Municipal Accessibility Advisory Committee (MAAC) regarding the preparation of the Plan. The AODA also requires annual status updates on the accomplishments achieved and progress made in terms of meeting the objectives of the Plan.

The purpose of this report is to transmit the 2023–2025 Multi-Year Accessibility Plan – Annual Status Update for 2024, which is attached to this report as Exhibit A. This report also contains an update on the achievement of goals in the 2023–2025 Multi-Year Accessibility Plan, attached to this report as Exhibit B, and seeks feedback from the Committee on areas of focus for the next Multi-Year Accessibility Plan.

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Recommendation:

That the Municipal Accessibility Advisory Committee recommend to Council:

That the 2023–2025 Multi-Year Accessibility Plan – Annual Status Update for 2024, attached as Exhibit A to Report Number MAAC-25-003, be received and made available to the public via the City of Kingston website.

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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	<input checked="" type="checkbox"/>
Jennifer Campbell, Commissioner, Community Services	<input checked="" type="checkbox"/>
Neil Carbone, Commissioner, Corporate & Emergency Services	<input checked="" type="checkbox"/>
David Fell, President & CEO, Utilities Kingston	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required
Ian Semple, Acting Commissioner, Transportation & Infrastructure Services	<input checked="" type="checkbox"/>

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Options/Discussion:**Background**

The Integrated Accessibility Standards Regulation (IASR), Ontario Regulation 191/11, requires that the City of Kingston develop a Multi-Year Accessibility Plan (the Plan) which outlines the actions and steps the municipality will take to remove barriers to accessibility. The Plan must be reviewed and updated at least once every five years. In addition, the City must prepare an annual status report on the progress of measures taken to implement the Plan.

The 2023–2025 Multi-Year Accessibility Plan – Annual Status Update for 2024, attached to this report as Exhibit A, provides MAAC with an update on the achievements and successes accomplished by City staff in implementing the [2023 – 2025 Multi-Year Accessibility Plan](#) during the year 2024. This report is the second annual update to the 2023–2025 Multi-Year Accessibility Plan, which was developed throughout 2022 with the assistance of MAAC, City staff, and Kingston residents, including those that identify as having a disability. The 2023–2025 Multi-Year Accessibility Plan builds upon the foundation of the City’s previous two multi-year accessibility plans, with a focus on removing barriers and improving accessibility above and beyond the legislated requirements and ensuring that accessibility considerations are incorporated into the day-to-day operations of the City.

Following its presentation to Council, the 2023–2025 Multi-Year Accessibility Plan – Annual Status Update for 2024 will be made available to the public via the [accessibility page](#) of the City of Kingston website.

2026 – 2028 Multi-Year Accessibility Plan

Throughout 2025 consultation will take place with City staff, MAAC, and Kingston residents in the creation of a new Multi-Year Accessibility Plan. Consultation began in February 2025 and will continue through the year as staff receive feedback, and draft and receive feedback on an updated Multi-Year Accessibility Plan. The 2026 – 2028 Multi-Year Accessibility Plan is scheduled to be brought to MAAC for recommendation to Council for approval in November 2025.

As part of the 2026 – 2028 Multi-Year Accessibility Plan engagement, staff are seeking feedback from the Committee at this time. Attached to this report as Exhibit B is a document detailing the progress made on achieving the goals detailed in the 2023–2025 Multi-Year Accessibility Plan. Feedback on the progress of these goals, as well as consideration for what unachieved goals should be carried forward is sought.

Feedback is also sought in the following areas with respect to City goods, services and facilities, specifically what the City of Kingston can do to improve accessibility and reduce barriers to access for:

- Customer service;

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- Information and communications;
- Employment;
- Transportation; and
- Design of public spaces.

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

The annual update on the status of initiatives outlined in the 2023–2025 Multi-Year Accessibility Plan provides MAAC and Kingston residents with an indication of the progress made by the City on improving accessibility for all residents. The update also provides staff with an opportunity to reflect on improvements, and to identify areas for consideration in future years as outlined in the Multi-Year Plan.

For the 2026 -2028 Multi-Year Accessibility Plan engagement, staff will ensure all interested residents have the ability to participate. This includes offering multiple forms of engagement, with accommodations provided as required. The availability of accommodations for engagement will also be clearly communicated throughout the process.

Existing Policy/By-Law

[Integrated Accessibility Standards Regulation \(IASR\), Ontario Regulation 191/11](#)

[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:

All Directors were provided an opportunity to review Exhibit A - 2023–2025 Multi-Year Accessibility Plan – Annual Status Update for 2024. Relevant staff were contacted to provide updates for Exhibit B - 2023 – 2025 Multi-Year Accessibility Plan – Goals Update.

Exhibits Attached:

Exhibit A - 2023–2025 Multi-Year Accessibility Plan – Annual Status Update for 2024

Exhibit B - 2023–2025 Multi-Year Accessibility Plan – Goals Update

2023–2025 Multi-Year Accessibility Plan – Annual Status Update for 2024

Introduction

This report provides an annual update on the progress made and work completed by City staff in 2024 to meet the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the Integrated Accessibility Standards Regulation (IASR), Ontario Regulation 191/11. Work has also been completed above and beyond the legislative requirements to increase accessibility and reduce barriers.

Under the IASR, the City of Kingston is required to develop a multi-year accessibility plan, which outlines, over a maximum five-year period, the actions and steps the municipality will take to remove barriers to accessibility. This report acts as a companion to the City's 2023–2025 Multi-Year Accessibility Plan.

The 2023–2025 Multi-Year Accessibility Plan is based on best practice research, and input from City employees, the Municipal Accessibility Advisory Committee (MAAC), and Kingston residents, including persons with disabilities. The 2023–2025 Multi-Year Accessibility Plan, and this report, are organized around the five standards contained within the IASR and the general requirements of the AODA.

The five standards of the IASR are:

1. Customer service;
2. Information and communications;
3. Employment;
4. Transportation; and
5. Design of public spaces.

The general requirements of the AODA include:

- Procurement; and
- Training.

2024 was the second year of implementation for the 2023–2025 Multi-Year Accessibility Plan. The following pages detail the achievements and successes of the City of Kingston and its staff with respect to increasing accessibility and reducing barriers to participation.

Achievements and Successes

Customer Service

- Launched the City of Kingston Primary Care Clinic Expansion Grant. The Grant offers a one-time financial contribution of up to \$100,000 for up to six eligible projects, with the goal of empowering existing local primary care clinics to broaden their services through the innovative use of technology, expansion of administrative support to address paperwork burden, and the addition of allied healthcare professionals to the primary care clinic setting.
- Completed a review of the Municipal Fee Assistance Program (MFAP) and launched an improved program in 2024. MFAP offers services such as affordable transit passes, extended health care benefits for vision, dental and prescription medication expenses, vouchers for spay/neutering of pets, affordable recreational opportunities, and access to Grand OnStage and PumpHouse Museum programming.
- In programming for the Grand OnStage series, presented young audience productions with relaxed programs for patrons with sensory sensitivities, and American Sign Language interpretation. Performances were also selected focusing on disabilities, accessibility and inclusion themes.
- Offered options for participants with sensory sensitivities in programming at the PumpHouse and MacLachlan Museum, including dedicated opening times at popular events.
- Included accessible parking and drop-off areas, as well as accessible portable washrooms at all municipal events. Accessible access points and sensory friendly zones and programs, including a sensory skate, were offered at the New Year's Eve K-Town Countdown Event at the INVISTA Centre. Attendance for the event increased 300% from 2023 attendance, thanks to partnership with Bloom Skills Centre.
- 86% of paid performance opportunities at municipal events in 2024 were from equity deserving groups.
- Continued to offer discounted tickets for Grand OnStage shows through the Municipal Fee Assistance Program and the Pay What You Want program. The number of discount tickets sold in the 2024-2025 season to-date (482) has surpassed the 318 discount tickets sold in the 2023-2024 season.

Exhibit A to Report Number MAAC-25-003

- Worked with H'Art Centre to provide accessible arts programming and training for persons with disabilities.
- Dedicated winter control staff with a priority focus on clearing sidewalks and bus pads.
- Completed a review of and provided comments to the provincial government on the Customer Service Standards Development Committee initial recommendations for updates to the Integrated Accessibility Standards.
- Finalized new public skating guidelines with a focus on increasing accessibility and inclusion for skaters using mobility devices.
- Continued partnership with Kingston Community Health Centres and Lionhearts Inc. to provide increased access to high-quality fresh fruit and vegetables within some of the City's 'food deserts'. The Pop-Up Market was available at City facilities like the Rideau Heights Community Centre, Artillery Park and the INVISTA Centre as well as private locations like the Cataraqui Mall, the Canex Mall, Kingston Seniors' Centre and St. Lawrence College.
- Purchased a portable MobiLift unit to make City mobile stages accessible to persons who use mobility devices or have other accessibility needs.

Information / Communication

- Launched the new City of Kingston website, along with microsites for Kingston Transit and Kingston Airport. Website features include:
 - a modern, refreshed design and a simplified, user-friendly and service-oriented navigation system;
 - an online by-law library featuring HTML versions to increase readability, searchability and accessibility;
 - online form software that is more compatible with assistive technology, increases design options and provides a more positive user experience via integration with the MyKingston portal.

The website meets WCAG 2.0AA standards as required by the Accessibility for Ontarians with Disabilities Act, 2005. Two rounds of comprehensive user testing were completed focusing on general accessibility compliance and usability as well as areas for future optimization and growth.

Exhibit A to Report Number MAAC-25-003

- Coordinated the 14th annual Celebrating Accessibility Awards. One community group (Inclusive Play Project), one community member (Rachel Doornekamp), and two businesses (Purely Mobile Hygiene and 4Cats Arts Studio) were recognized for going above and beyond the legislated requirements to make Kingston a more accessible community.
- Updated the Accessible Consultation Process Policy, receiving approval from both MAAC and City Council. The Policy sets out how City staff are to consult with MAAC members, persons with disabilities and the public in general in order to meet the requirements of the AODA.
- Updated the Accessibility Standards Policy, receiving approval from both MAAC and City Council. This Policy sets out how City staff will achieve the requirements of the AODA as well as the highest level of accessibility in providing goods, services or facilities to persons with disabilities.
- Continued an educational campaign regarding the rules and regulations for service animals as part of National AccessAbility Week.

Employment

- Participated in Disabilities Mentoring Day on October 30, as well as an additional mentorship day on December 3. Disabilities Mentoring Day is a nationwide event that seeks to build connections between business professionals and diverse talent while providing an experiential learning opportunity and knowledge exchange between mentors and mentees.

Transportation

- Added more frequent service and increased access to employment areas via Transit route changes, including expanding service to the Westbrook community.
- Created a new route offering connection between downtown and all three hospitals (Kingston General Hospital, Hotel Dieu and Providence Care). This route includes a stop on the property at Providence Care, shortening the distance to access the hospital as compared to the previous stop.
- Upgraded all Kingston Transit customers to Transit Royale, a subscription service within the Transit app. Transit Royale provides real-time public transit data for trip planning on Kingston Transit, including route suggestions.

Exhibit A to Report Number MAAC-25-003

- Upgraded 25 bus stop locations to improve accessibility, including new concrete pads suitable for bench/shelter installation and improved connections between sidewalks and pathways.
- Upgraded the next stop displays on 17 transit buses. The updated displays include enhanced customer information with route number, destination, the upcoming next four stops, and expected time of arrival.

Design of Public Spaces

- Worked with the Inclusive Play Project towards the creation of Kingston's first highly inclusive playground. The City provided \$300,000 in funding, as well as offering land at Shannon Park and ongoing maintenance once the park is constructed.
- Implemented a variety of traffic calming initiatives in three neighbourhoods, focused on improving pedestrian safety around schools. Work included lowering speed limits to 40 km/h on all neighbourhood streets and further reducing the speed limit to 30 km/h in front of schools on local roads.
- Completed over 1,000 metres of sidewalk repair and 2,500 metres of sidewalk replacement.
- Conducted public engagement for construction or reconstruction of park features at Frontenac Street Parkette, Crerar Park, Everitt Park, Cecil & Wilma Graham Park, Ronald Lavallee Memorial Kiwanis Park, and Creekside Valley Park and Westbrook Parks.
- Completed reconstruction of Garrigan Park and Rodden Park with features including accessible pathways and play features.
- Completed construction of Waterside Way Park and Trails including accessible pathways and a multi-use trail system with connectivity to existing trail systems.
- Completed review and provided comments to the provincial government on the Design of Public Spaces Standards Development Committee initial recommendations for updates to the Integrated Accessibility Standards.
- Completed accessible parking stall line and symbol painting at two arenas. At Centre 70 Arena, adjustments were made to the 6 accessible stalls to include, three Type A and three Type B stalls, and added an accessible aisle beside each. Lines and symbols at Memorial Centre were repainted to provide increased visibility.

Exhibit A to Report Number MAAC-25-003

- Installed new outdoor fitness equipment with accessible features at Kingston East Community Centre.
- Increased accessibility features at marinas. At Confederation Basin installed handrails at dock C and D and new signage to identify accessible dock. At Portsmouth Olympic Harbour installed new signage to identify accessible dock.
- Installed graspable handrails on interior staircase in City Hall.
- Installed three wayfinding signs on the exterior of City Hall. Signs include large scale text, Braille and pictograms and denote barriers, accessible entrances and pathways.
- Reviewed City surface parking lots for exterior lighting within lots and associated pathways, as well as for location of accessible parking spaces with respect to payment devices and pathways. The scope of the project included monitoring of frequency of use of accessible parking spots to determine if additional spots were required.
- Investigated the potential creation of a universal washroom including an adult change table in City Hall and Slush Puppie Place.
- Completed the renovation design for the Isabel Turner Library branch, with the project to include accessibility features such as universal washrooms, lower book stacks and an accessible checkout desk.
- Completed the Williamsville Transportation Study, which included the development of increased non-vehicle traffic options through the Princess Street corridor between Division Street and Alfred Street. These options include physically-separated cycle track, transit queue jumps and transit priority lanes.
- Produced an [educational video](#) to increase resident awareness of the rules with respect to pedestrian crossovers in support for Council's strategic priority on pedestrian crossing education.
- Completed pathway improvements on Cataraqi Estate Business Park Trail and K&P Trail to improve drainage and accessibility.
- Continued work on the Bayridge Drive cycling & pedestrian improvement project including the installation of sidewalks and pathways with improved connectivity and safety, separated bike paths and upgraded intersections with increased safety for pedestrian and cyclists.

Exhibit A to Report Number MAAC-25-003

- Constructed new sidewalks and cycling lanes on Collins Bay Road between Princess Street and Woodbine Road and installed a signalized pedestrian crossing at Collins Bay Road and Humberside Drive.
- Installed an accessible front counter desk at PumpHouse Museum.
- Hosted lived experience workshops with residents to gather diverse resident experiences to inform the Integrated Mobility Plan. The goal of the sessions was to create connections across perspectives and ensure lived experience remains central to project decision making.

Training

- Developed training sessions for staff regarding the provincial regulations and municipal best practices for providing customer service to customers with service animals.
- Two Facilities Management and Construction Services staff members completed the Rick Hansen Foundation Municipal Cohort Accelerator training, focused on ways to promote, implement and enhance accessibility in municipalities.

Other success and achievements

The following successes and achievements do not fit within the above categories but contribute to improving accessibility in Kingston:

- Launched the Affordable Housing Community Improvement Plan, including an affordable rental incentive to encourage the construction of rental units that meet the CMHC definition of affordable for low to moderate income households. Those benefiting from the program require a 15-year commitment to maintaining units at an affordable rate.
- Received Council endorsement for the operational plan at 309 Queen Mary Road. The facility will include transitional supportive housing, a primary health care clinic and community use/programming space, with a focus on vocational programs.
- Partnered with Frontenac, Lennox & Addington Ontario Health Team to encourage residents who do not have a primary care provider to register with Health Care Connect. Health Care Connect is the provincial system that helps people find a family doctor or nurse practitioner.
- Facilitated a public engagement for the review of the City of Kingston Arts Fund using an adaptive civic lottery process to select members for a community

advisory committee to ensure the City reached diverse groups, prioritizing participants who represent equity-deserving, historically marginalized and vulnerable groups.

Conclusion

The end of 2024 brings the City of Kingston into the final year of the 2023–2025 Multi-Year Accessibility Plan. Throughout 2025 City staff will be engaging members of MAAC and Kingston residents, in particular those who identify as having a disability, to review the 2023–2025 Multi-Year Accessibility Plan. Along with reviewing the current plan, engagement activities will be undertaken to determine areas for improvement for the accessibility of City goods, services and facilities. Information gathered through this engagement will be reviewed by City staff and used to inform the 2026 – 2028 Multi-Year Accessibility Plan. This Plan will be presented to MAAC for recommendation for Council approval before the end of 2025.

Staff wish to recognize the contributions of MAAC members through their service on the Committee and in providing their feedback and advice directly to City staff on projects.

Information regarding accessibility at the City of Kingston, including the 2023–2025 Multi-Year Accessibility Plan and Annual Status Reports, can be found on the [City website](#). This information is available in hard copy and alternate formats upon request by email at contactus@cityofkingston.ca or 613-546-0000.

2023–2025 Multi-Year Accessibility Plan Goals Update

Executive Summary

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) requires municipalities to prepare a Multi-Year Accessibility Plan (the Plan), make the Plan available to the public, and consult with the Municipal Accessibility Advisory Committee (MAAC) regarding the preparation of the Plan.

The City of Kingston 2023–2025 Multi-Year Accessibility Plan expires at the end of 2025. As part of the creation of a new Multi-Year Accessibility Plan, this document contains the 2023–2025 Multi-Year Accessibility Plan’s goals and progress updates towards the achievement of those goals. Some goals may not have been achieved and will be considered for inclusion in the updated Multi-Year Accessibility Plan.

The purpose of this document is to provide the reader with an understanding of the current 2023–2025 Multi-Year Accessibility Plan and the status of its goals, and to inform the reader before providing feedback on goals for the new 2026–2028 Multi-Year Accessibility Plan.

Customer Service

- Implement a new fare payment system for Kingston Transit that will increase the number of ways that passengers can purchase and obtain their transit fares. The new system will include options to purchase fares including multi-ride tickets and bus passes without having to visit a physical location.
 - **Progress:** reloadable monthly, commuter or multi-ride passes can be reloaded online via City website.
- Kingston Transit and Kingston Access Services will explore a pilot program to allow Kingston Access Bus passengers to use their monthly transit passes interchangeably on both services at no additional cost to passengers.
 - **Progress:** staff are continuing to work with the fare system vendor to understand available technology that can be used by Kingston Access Services to allow for the use of Kingston Transit fares.
- Examine the potential for integration of real-time American Sign Language (ASL) interpretation for City Council meetings as part of meeting management software upgrades.

- **Progress:** staff examined potential as part of purchasing agenda management software. Option was not available as part of winning bid and staff will continue to explore options in the future.
- Implement technology solutions such as real-time video ASL interpretation and counter-loop systems at City facilities.
 - **Progress:** staff have investigated the technology and will continue to do so with goal of implementing a pilot program as part of the new 2026–2028 Multi-Year Accessibility Plan.
- Explore training opportunities for staff in a variety of areas related to accessibility including homelessness and mental health, unconscious bias, neurodiversity, inclusive language, and micro-aggression.
 - **Progress:** over 2,000 staff completed training modules related to mental health conditions & first aid, the AODA & its regulations, biases and heuristics, and inclusive leadership behaviour. A corporate-wide training on the new Accessibility Standards Policy is scheduled for 2025.
- Complete facility upgrades including improved contrasting between flooring and walls, installing accessible furniture and washrooms for residents, and making necessary accommodations to allow for on-site visits/appointments for medical services such as dental and audiology at Rideaucrest Home.
 - **Progress:** flooring improvements completed on four floors. Renovations to shower and tub rooms completed. Common area and dining room reconfigurations, including accessible furniture, to be completed in 2025.
- Continue to improve access related to the patron experience at the Kingston Grand Theatre through ongoing staff training and based on industry best practices. Work to remove barriers related to accessing arts funding through the City of Kingston Arts Fund.
 - **Progress:** continued to offer Pay What You Can programs through Grand OnStage and ensure 50 per cent of shows presented included discounted ticket offerings. A program offering discount tickets for artists and arts workers was started. All Grand Theatre management team received inclusivity training focused on the performing arts sector.

Completed the City of Kingston Arts Fund review with recommendations to be presented in 2025. Accessibility considerations include alternate submission methods, funding to applicants for assistance to complete applications, and expansion of the eligibility and grant streams to reach new communities in Kingston.

Information and Communication

- Review and update the Corporate Accessibility Standards Policy and the Accessible Consultation Process Policy.
 - **Progress:** both policies were reviewed and approved in 2024.
- Launch a new City of Kingston website, with a focus on improving user experience and presenting content in a more accessible format that is less reliant on PDF-based documents.
 - **Progress:** new website launched in June 2024.
- Hire an accessibility coordinator to broadly examine digital accessibility across the Corporation.
 - **Progress:** Supervisor, Digital Accessibility and Information Management was hired in May 2022.
- Continue to provide information on City programs and services using the widest variety of communications tools possible to ensure that all residents have an opportunity to stay informed.
 - **Progress:** initiated the use of a variety of communications tools, including short-form video, and engagement tools, such as civic lotteries, community advisory committees and providing options for the completion of surveys via telephone, hard copy, and one-on-one interviews.
- Continue to solicit, receive, and incorporate, where possible, suggestions from residents, in particular Kingston Transit riders, regarding accessibility improvements for bus stops and bus stop signage.
 - **Progress:** staff review requests as they are received and solicit feedback through hosting annual meetings regarding accessibility and Kingston Transit.
- Update priority seating policy and install new priority seating signage on buses consistent with priority seating signage used by other conventional transit providers in Ontario, an example of which is provided below.
 - **Progress:** updated policy and signage anticipated to be deployed in 2025, which will include priority and courtesy seating areas.

- Update the Kingston Transit accessible services handbook.
 - **Progress:** not completed and to be considered for inclusion in next Multi-Year Accessibility Plan. Accessible information has been updated on the new website and staff continue to provide orientation and accessible user support as requested or identified.

- Conduct a public awareness campaign targeting residents and business owners regarding the rules and regulations for service animals.
 - **Progress:** a campaign was conducted in 2023 and 2024 as part of National AccessAbility Week. The campaign featured five tips for interacting with service animals and their handlers. Tips were shared via a one-minute PSA style video designed for social media. Dedicated training sessions were created and offered to City departments.

- Continue to engage with businesses groups and organizations to share information and uncover opportunities to educate and inform businesses on the importance of accessibility. Staff will explore opportunities to work with businesses specializing in the field of accessibility for the provision of these education opportunities.
 - **Progress:** an information postcard was sent to all businesses in Kingston regarding the rules and regulations for service animals. Staff met with representatives from Downtown Kingston! BIA and Tourism Kingston to discuss various opportunities to improve accessibility for events and tourist attractions.

- Update and launch an interactive mapping tool based on the City website that highlights accessibility features at City facilities and parks.
 - **Progress:** launched in June 2024 as part of the new City website launch.

- Provide multiple points of entry for residents related to arts programming and projects, including Grand OnStage and the installation of temporary and permanent public art projects.
 - **Progress:** maintained discount ticket offerings for Grand OnStage, issued open calls to artists for public art projects, and continued to deliver free events and arts programs to residents.

Employment

- Examine job requirements and minimum qualifications to reduce barriers to application for persons with disabilities and ensure only bona fide qualifications are listed.
 - **Progress:** all positions, both new and replacement, are reviewed before posting to ensure requirements and qualifications are up-to-date, accurate, and inclusive. Job descriptions are designed to ensure requirements are bona fide minimum requirements.
- As part of grant funding secured in 2022, continue implementation of program aimed at instituting equity, diversity, and inclusion (EDI) practices into employment practices. As part of Phase 2 of this program, successes of the program will be shared with neighbouring municipalities.
 - **Progress:** worked with neighbouring municipalities South Frontenac, Gananoque, and Brockville to assess their EDI practices and develop an action plan. Funding received enabled staff to enhance knowledge mobilization efforts and present the Workplace Inclusion Charter project at several conferences.
- Continue the use of the DiscoverAbility Network, a closed job board that allows employers to connect directly with persons with disabilities seeking employment.
 - **Progress:** City recruitment staff has used and will continue to use the DiscoverAbility Network job posting board to connect directly with persons with disabilities seeking employment.
- Seek out grants and funding sources from the federal and provincial levels of government to promote equitable and gainful employment through community programs.
 - **Progress:** secured additional grant funding to expand and continue delivering the Workplace Inclusion Charter. The latest expansion includes new tools for employers and will sustain the program until October 2025.

Transportation

- Implement touchless mobility securement systems on all new bus purchases allowing transit passengers using mobility devices to independently secure themselves.
 - **Progress:** QStraint touchless system has been installed on all new bus purchases since 2021, with eight units deployed as of January 2025.
- Continue to invest in the upgrading of bus shelters, stop infrastructure and connectivity to pedestrian access points such as sidewalks and pathways.
 - **Progress:** new transit stations were installed at Innovation Drive and Highway 15, Bayridge Drive and Old Colony Road, and Henderson Drive at Jim Beattie Park stops. The installation of updated transit stations will continue to be included in the next Multi-Year Accessibility Plan.
- Consult with the persons with disabilities, residents, and the Municipal Accessibility Advisory Committee (MAAC) on the availability of on-demand accessible taxicabs and report on the progress made towards meeting the need for on-demand accessible taxicabs via annual updates to this plan.
 - **Progress:** MAAC provided feedback as part of annual delegations from Kingston & Area Taxi Commission Chair.

Design of Public Spaces

- Continue inter-departmental collaboration between Public Works and Engineering Services to ensure that accessible features in parks and public space are installed and properly maintained. This includes but is not limited to tables, play equipment and rest benches.
 - **Progress:** collaboration has taken place and will continue to take place.
- Complete redesign of the public recycling depot at the Kingston Area Recycling Centre to improve physical accessibility of waste bins and create improved access for persons using mobility devices.
 - **Progress:** provincial legislation has transferred responsibility for recycling away from municipalities. As of July 2025, the City of Kingston will no longer be managing a public recycling depot.

- Continue to implement the Step Safe program, a public reporting process to identify sidewalk trip hazards requiring repair.
 - **Progress:** staff continue to encourage residents to report sidewalk conditions through the MyKingston portal. The budget for sidewalk repairs and inspection has been increased, with 1,010 metres of sidewalk repaired and 2,457 metres of sidewalk replaced in 2024, with work prioritized based on condition.

- Renovate the following City facilities accessed by the public. All improvements will comply with the accessibility requirements of the Ontario Building Code and Facility Accessibility Design Standards (FADS):
 - Design changes to physical layout of Council Chamber in City Hall;
 - Restoration of driveway and fountain at Frontenac County Court House;
 - Renovations and expansion for 610 Montreal Street, future site of Kingston Indigenous Languages Nest (KILN);
 - Repairs to front entrance pathways, ramp, and stairs at 1211 John Counter Boulevard;
 - Continue renovations of resident washrooms at Rideaucrest Home (see Customer Service for details);
 - Renovations to Isabel Turner Library Branch.
 - **Progress:** renovation designed complete at Isabel Turner Library Branch, with construction to start in 2025. Restoration of driveway and fountain at Frontenac Country Court House completed, including wider sidewalks. Construction on 610 Montreal Street and 1211 John Counter Boulevard to begin in 2025.

- Review potential incorporation of EDI principles connected to accessibility for inclusion in FADS.
 - **Progress:** FADS to be reviewed in 2025.

- continue to improve active transportation opportunities by connecting gaps in sidewalk connectivity throughout the city, and by adding and upgrading pedestrian crossings.
 - **Progress:** as of December 2024, 31 locations have received new or improved pedestrian crossing infrastructure based on [City guidelines](#). 16

pedestrian crossings in school areas have also been upgraded. Pedestrian crossing upgrades will continue through 2026, as well as designing and constructing road and traffic calming measures at 30 or more locations to improve pedestrian safety by December 2026. Notable sidewalk infrastructure upgrades include Westbrook Road, Princess Street at Collins Bay Road and Bayridge Drive.

- Create a connected pedestrian corridor, including filling sidewalk gaps and constructing cycling facilities on Bayridge Drive along the five-kilometre segment between Henderson Boulevard and Cataraqui Woods Drive. This work will include upgrading the signals at 10 intersections to audible pedestrian signals and accessibility upgrades at Kingston Transit bus stops, including the installation of Kingston Transit stations.
 - **Progress:** the first phase of the project between Cataraqui Woods Drive and Woodbine Road is complete. The second phase between Woodbine Road and Henderson Boulevard is underway, to be completed by 2026.
- Install audible pedestrian signals as part of standard infrastructure upgrade programs, in addition to targeted replacements of aging signal infrastructure.
 - **Progress:** as of January 2025 39 audible pedestrian signals were active throughout Kingston. Audible pedestrian signals are installed as part of standard infrastructure programs, with additional locations upgraded when possible.
- Improve physical access related to the performance areas within the Kingston Grand Theatre (where possible).
 - **Progress:** graspable handrail installed in the Regina Rosen Auditorium. Planning begun for accessible washroom/performer room.
- Continue to work with a dedicated MAAC Project Team to ensure accessibility related to temporary and permanent public art projects.
 - **Progress:** staff continue to meet with the MAAC Project Team to ensure accessibility is taken into consideration with public art projects. The most recent consultation occurred with respect to the Rideau Heights Public Art project.

Strategies for Potential Future Implementation

The following suggestions and comments were received during the engagement for the 2023–2025 Multi-Year Accessibility Plan. They were not included in the planned

strategies due to budget or program constraints. It was valuable to maintain a record of them as they do represent strategies for improving access that may be considered for future implementation:

- Developing free therapeutic recreation programming/opportunities for those with disabilities and partnering those programs with information sharing for other relevant service programs.
 - **Progress:** to be considered for inclusion in next Multi-Year Accessibility Plan.
- Increasing service levels for the snow plowing and snow removal for sidewalks and active transportation infrastructure.
 - **Progress:** staff resources have been dedicated to the operation of sidewalk plows and bus stop snow removal to ensure conditions are addressed closer to the initiation of storm conditions.
- Providing free access to assistive devices such as wheelchairs or braces.
 - **Progress:** maintain in strategies for potential future implementation
- Offering free parking in accessible parking spaces.
 - **Progress:** proposed changes to be brought forward in 2025.
- Creation of safe public spaces for persons experiencing altered consciousness (i.e., narcolepsy, epilepsy) to rest and safely store their belongings.
 - **Progress:** to be considered for inclusion in next Multi-Year Accessibility Plan.
- Improving accessible beach access within the Kingston waterfront.
 - **Progress:** to be considered for inclusion in next Multi-Year Accessibility Plan.
- Providing conventional transit service in addition to specialized (accessible) transit service currently provided on-site at Providence Care Hospital.
 - **Progress:** creation of new route (#31/#32) in May 2024 that connects all three hospitals in Kingston with the downtown core. As part of this route, a bus now enters the Providence Care Hospital campus with a stop significantly closer to front entrance than the previous bus stop.