



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

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**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

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**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.

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**Recommendation:**

This report is for information only.

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**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

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### 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.

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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)

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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.

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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

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**Exhibits Attached:**

None