

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

Introduction

This report provides an annual update on the progress made and work completed by City staff in 2025 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.

2025 was the final 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 accessing City goods, services and facilities.

Achievements and Successes

Customer Service

- 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.
- Purchased a water wheelchair for public use at the Shannon Park splashpad.
- As part of the cart-based garbage and organics container roll out, staff worked directly with residents with accessibility needs to find alternate methods for waste collection.
- Developed corporate wide [customer service standards](#) to set expectations for clear, timely and respectful service through all means of communication. Standards are built on the principles of accessibility, convenience, inclusion, responsiveness, transparency, and innovation and are publicly available on the City's website.

Information and Communications

- Coordinated the annual [Celebrating Accessibility Awards](#). Two community groups (Science Rendezvous Kingston and St. Martha Catholic School), two community members (Shannon Thompson and Sydney Gillam), and one business (V2 Innovations) were recognized for going above and beyond the legislated requirements to make Kingston a more accessible community.
- Received Council approval of the [2026 – 2028 City of Kingston Multi-Year Accessibility Plan](#). Staff conducted multiple public engagements to receive feedback on the current state of accessibility in Kingston, and the draft version of the Plan. Multiple engagement tools were used to gather feedback, with particular focus on ensuring feedback was received from persons with disabilities and people who are caregivers to those with disabilities.
- Completed updates to the City's [Accessibility Features Map](#), including the review of 10 existing facilities or parks and adding two new facilities.
- Promoted the Snow Angels Canada program, a community powered matchmaking service that seeks to connect neighbours that require assistance with snow shovelling and clearing with other neighbours who can assist them.

Employment

- Developed a standard operating procedure to ensure a barrier-free candidate experience through the selection process, in particular interviews and testing. The procedure ensures practices are aligned with human rights legislation and inclusive hiring practices.
- Launched the [Inclusion Toolkit](#), a resource designed to support small businesses on their journey toward integrating Indigenization, Inclusion, Diversity, Equity & Accessibility (IIDEA) into their daily operations. The Toolkit provides practical strategies, reflective questions and community-informed insights to help businesses foster more inclusive and welcoming environments for both employees and customers.
- Hosted an Equity Café for City staff focused on accessibility, with 15 attendees. Equity cafés are conversation-style sessions, facilitated by volunteer staff members, that are held virtually for staff that have completed foundational training in IIDEA.

Transportation

- Added more frequent service and increased access to employment areas via Kingston Transit route changes, including a night service route operating between midnight and 6 a.m. that connects Queen's University, Kingston General Hospital, downtown, and employment areas along Midland Avenue and Cataraqui Woods Drive.
- Conducted an education and encouragement campaign highlighting pedestrian safety reminders. The campaign focused on messaging about not passing stopped buses on approach to a pedestrian crossing and rules for drivers with respect to pedestrian crossings.
- Increased service frequency on multiple transit routes across the system, with additional early morning, late evening and weekend trips added. Transit access was improved in several neighbourhoods, including Cataraqui North, Strathcona Park, Rideau Heights and Greenwood Park. Route alterations also enhanced connections to inter-city transit hubs, including the train station and bus terminal.
- Continued the implementation of speed limit reductions in neighbourhoods with schools, with a designated posted limit of 40 kilometres per hour for the neighbourhood and speed limits further reduced to 30 kilometres per hour directly in front of schools on local roads. Speed reductions were accompanied by the installation of pavement markings reading 'school ahead' and 'slow'.

- Upgraded eight bus stop locations to transit stations, featuring increased turning radius within the shelter, vision strips on glass and edges, tactile warning surfaces, bariatric seating, and enhanced lighting.
- Upgraded seven bus stop locations with concrete accessibility pads.
- Purchased five new electric buses which included the Q'Straint Quantum automatic wheelchair securement system.
- Upgraded 77 transit buses with next stop displays. The updated displays include enhanced customer information with route number, destination, the upcoming four stops, and expected time of arrival. Displays are included for both rear and forward-facing passengers.
- Began review of the Accessible Taxi Program following Council direction to end the program partnership with the Kingston & Area Taxi Licensing Commission.
- Launched an information page regarding a review of micromobility regulations. Micromobility describes small, low-speed, relatively lightweight, human or electric-powered modes of travel including bicycles, e-bikes, e-scooters and low-speed vehicles. Engagement is planned for 2026 to assist in the development of a Micromobility Regulations Strategy to ensure people of all ages and abilities can use Kingston's streets, paths and trails safely and confidently.
- Launched an [Active Transportation Implementation Plan map](#) to inform the public of the completion status of projects identified in the plan.
- Advanced development of the Integrated Mobility Plan (IMP), including completion of existing conditions analysis, identification of long-range transportation 'Big Ideas', and early public engagement to inform future networks, policies, and investment priorities across walking, rolling, cycling, transit, and roads.
- Continued the rollout of accessible pedestrian signals at intersections across the city as part of new reconstruction, and upon request.
- Conducted the annual engagement on the accessibility of Kingston Transit services through open houses and a survey. The summary results of the survey are available on the [Get Involved Kingston project page](#).
- Initiated a system-wide review of Kingston Transit services. The goal of the review is to build a robust, reliable, user-friendly transit system that serves all of Kingston. The review will result in service guidelines that define service span, classifications, access and coverage, vehicle capacities, transit amenities and

performance indicators. The review includes investigation of expanding transit service to rural areas of Kingston.

- Continued to develop and refine snow clearing standards for bus stops. Using GIS software, snow clearing crews can access photos of bus stops in non-winter conditions to ensure the entire stop is cleared.

Design of Public Spaces

- Continued support to the Inclusive Play Project in its work towards the creation of Kingston's first highly inclusive playground. The City helped secure a grant of \$125,000 from the Government of Canada's Enabling Accessibility Fund. The City has also helped facilitate donations, with close to \$1.3 million committed to the project.
- Conducted a review of the accessibility of City playgrounds with a goal of providing recommendations to increase accessibility via park renovations and new park development over the next decade. Staff conducted engagements online and via drop-in sessions, in-event attendance and focus groups with persons with lived experience, healthcare clinicians, and community members and groups.

Phases of work included:

- Background research, policy context and best practices;
 - Scoring and ranking of current playground inventory;
 - Community engagement; and
 - Internal City engagement.
- Completed over 1,200 metres of sidewalk repair and 3,000 metres of sidewalk replacement. Over 30,000 metres of sidewalk were reviewed, with tripping hazards mitigated.
 - Conducted public engagement for construction or reconstruction of park features at Riverside Central Park, Purdy's Mill Park, Horsey Bay Parkette, Frontenac Street Parkette, Crerar Park, Everitt Park, and Cataragui West Community Park.
 - Completed pathway improvements in An Gorta Mor Park, including a more accessible bridge that can accommodate plowing in the winter and installation of an additional accessible bench.

- Repainted accessible parking spaces at Artillery Park and Kingston East Community Centre.
- Began reconstruction at Ronald Lavallee Memorial Kiwanis Park, featuring a new playground, shade structure, pathways and picnic area.
- Began construction of Creekside Park, featuring a looped pathway, seating, accessible picnic tables and new playground.
- Completed improvements at 100 Foot Park, including installation of widened pedestrian bridges and pathways, as well as rest area benches.
- Improved accessibility within the City's off-leash dog parks through installation of improved access gates, and benches.
- Completed 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.
- Initiated a comprehensive review of the City's Facility Accessibility Design Standards (FADS). FADS addresses accessibility requirements for the design and construction of new facilities, as well as the retrofit, alteration or addition to existing facilities owned, leased or operated by the City of Kingston. An internal steering committee worked with an outside consultant to rethink the document to ensure a high level of accessibility is attained in City facilities and spaces. The document has been renamed the Built Environment Accessible Design Standards (BEADS), with document completion targeted for June 2026.
- Held public information sessions regarding the reconstruction of Princess Street from Division Street to Albert Street. The project will see substantial infrastructure renewal both above and below ground and enhance safety and comfort for pedestrians and cyclists, including upgraded accessibility at road crossings and transit stops and infrastructure.
- Completed initial investigation, design scoping work and internal stakeholder consultation to inform the request for proposals for new and improved pedestrian, cycling and active travel infrastructure on Gore Road between Highway 15 and Greenwood Park Trail.
- Completed intersection upgrades at Montreal Street and John Counter Boulevard, including the construction of a multi-use pathway, and improved sidewalks, bus stops and pedestrian rest areas.

- Completed transportation improvements in the Truedell Road and Pembrige Crescent area, including new sidewalks, lighting upgrades, traffic calming and ramp improvements.
- Completed the construction of a multi-use pathway on Cataraqui Woods Drive between Centennial Drive and Gardiners Road that includes rest areas and improved lighting.
- Completed pedestrian improvements on Wise Street, Lancaster Street and McMahon Street, including the construction of sidewalks and pedestrian rest areas.
- Completed pedestrian, cycling, and intersection improvements along Bayridge Drive, including the addition of transit stations, sidewalks, cycle track, pedestrian crossings and associated lighting improvements.
- Installed improved signage for on-street accessible parking space metres to help reduce unauthorized parking.
- Began renovations on the Isabel Turner Library which include new universal washrooms, lower accessible book stacks, an accessible checkout desk and lighting upgrades.
- Installed an accessible service counter at City Hall for use by tour guides and the public.

Training

- 77% of staff completed training on the new Accessibility Standards Policy, representing over 1,600 employees. Completion of training is mandatory for all new hires and included as part of onboarding.
- 55% of staff completed Foundations of Equity, Diversity and Inclusion training, representing over 1,100 employees. Training focuses on understanding the importance of inclusion and knowing one's role in supporting inclusion. Specific training for City leaders (supervisors, managers and directors) has been conducted since 2024. 30 additional leaders completed the training in 2025.

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 Water Distribution Program to provide free bottled water to individuals in need. Throughout the summer months and when heat warnings are in effect, community partners were able to pick up bottled water from a main distribution site. The program helped mitigate health related illnesses during hot weather for those who may not have ready access to cooling.
- Supported the development of a new hospital complex for Kingston Health Sciences Centre through the commitment of up to 95 acres of undeveloped lands in the Clogg's Road Business Park Area near Highway 401.
- Supported the second annual Inclusive Fun Fair in partnership with the Inclusive Play Project and the Rotary Clubs of Kingston, Kingston-Frontenac, Cataraqui and Napanee. The event provided accessible, inclusive and family-friendly activities as part of a day of celebration and connection.
- Completed renovations on public washrooms at City Hall, including the installation of slip-resistant vinyl flooring.

Conclusion

2025 is the conclusion of the 2023 – 2025 Multi-Year Accessibility Plan. Throughout the year Accessibility Office staff engaged with City employees, members of the Municipal Accessibility Advisory Committee, and Kingston residents, including persons with disabilities and their caregivers in the creation of the [2026 – 2028 Multi-Year Accessibility Plan](#). Engagement was conducted in two phases: the first phase gathered data regarding the City's progress in increasing accessibility and reducing barriers to City goods, services and facilities. Information gathered from the first phase informed the creation of a draft plan, and its goals and objectives, which were further refined following a second round of engagement. City staff look forward to the challenge of implementing the goals contained in the 2026 – 2028 Multi-Year Accessibility Plan, and the opportunity to build upon previous successes in making Kingston more accessible.

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.