

2025 Accessibility Progress Report



General

The Accessible Canada Act (ACA), enacted in 2019, aims to make Canada free of barriers by January 1, 2040. It focuses on removing obstacles to jobs, buildings, and transportation. In 2021, the Government of British Columbia implemented the Accessible British Columbia Act (ABCA) to further increase accessibility for people with disabilities in British Columbia.

The City of Prince George supports the goals of these acts through several mechanisms. The Advisory Committee on Accessibility and Inclusion, established in the 1980's, receives public feedback on accessibility barriers and monitors progress on the [2023-2026 City of Prince George Accessibility Work Plan \(AWP\) which includes accessible transportation services.](#)

In addition, the City works with groups like the Rick Hansen Foundation to ensure everyone can interact and participate fully with the City's programs and services. This progress report demonstrates how the City of Prince George is progressing in increasing accessibility by providing updates on the progress we have made in the important areas described in the Accessible Canada Act and Accessible British Columbia Act.

How to provide feedback on this report

Please send your feedback on accessibility to our Supervisor of Civic Initiatives and Partnerships. You can send your feedback by email, phone, or mail using the contact information below.

To submit public feedback a service request can be submitted via the following options below;

- In person at the Service Centre- City Hall - 1st Floor, 1100 Patricia Boulevard
- By Email: 311@princegeorge.ca
- By Phone: 311 or 250-561-760

How to request alternate formats of this report

You can use the contact information listed below to ask us for a copy of our feedback process description, or our progress report in these alternate formats:

- Print
- Large print
- Braille
- Audio
- An electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities.

We will provide the format you ask for as soon as possible. Braille and audio formats may take up to forty-five (45) days. Print, large print and electronic formats may take up to fifteen (15) days.

Feedback

The City of Prince George has implemented a robust and integrated process for receiving public feedback on accessibility. The City uses Cityworks, a software program, to collect public feedback through service requests. These requests are sent to the relevant City division and may be acted on depending on what the request is and what resources are available. The feedback and data collected will help guide updates to the Accessibility Work Plan, which will be reviewed and updated at least once every three years.

To submit any public feedback on an accessibility issue that is a barrier to full and equal participation in society, a service request can be submitted via the contact information in the [Contact Us](#) section above.

In 2024, the City of Prince George received feedback on the following accessibility areas:

Accessibility Area	Number of feedback reports
Employment	0
Delivery of Services	10
The built environment	51
Information and communications	0
Transportation	3
Health	2
Education	3
Procurement	2

Feedback on accessibility is first submitted through a service request, which is then automatically sent to the relevant City division using an internal asset management system- Cityworks. These requests are then compiled into a centralized spreadsheet and reviewed by an internal working group comprised of City staff. The group discusses each request to determine the appropriate steps and possible implementation, if the request has not already been addressed.

Following this internal review, the compiled feedback is then shared with the City's Advisory Committee on Accessibility and Inclusion. This committee includes a cross-representation of individuals with disabilities and service providers familiar with accessibility issues. Together, City staff and committee members review the requests and progress on the Accessibility Work Plan (AWP) to provide recommendations to City Council through an annual report.

All feedback is recorded for consideration in future Accessibility Plans, which are updated at least every three years. Feedback is also reviewed in consultation with persons with disabilities, as outlined in the Consultations section.

Some examples of action taken or planned this year to address feedback received are:

- Extra accessible parking spaces and better signage have been added at City Hall for easier navigation.
- A new chair lift will be purchased for the Aquatic Centre in 2025.
- A portable stage lift has been bought specifically for the Civic Centre to help people in wheelchairs access the stage.

- Rick Hansen Foundation accessibility assessments and subsequent improvements have been completed at City Hall and the Two Rivers Art Gallery.
- A grant application is planned for 2025 to support the installation of a push button at a civic facility (a project prioritized by the Advisory Committee on Accessibility and Inclusion).
- There is a current capital project underway to renovate the building next to the Jumpstart court, which will then be open as a public washroom. The project is scheduled for completion by summer 2025.
- City staff work to remove graffiti on our parks and trails on an ongoing basis.
- The Transit Future Action Plan identifies expanding the transit network to service new areas. As new developments occur new routes can be introduced.
- BC Transit is reviewing an on-demand transit system. This option may be explored for rural areas.
- A project, transit training for older adults and youth, is underway for 2025.
- City staff have informed other organizations about issues relating to them.

The City is also tracking challenges in responding to feedback, and problems with the feedback process in the interest of transparency and improving the feedback process. Some examples of challenges responding to feedback are:

- Many of the requested improvements, particularly the installation of sidewalks and crosswalks, require long-term planning and alignment with other City infrastructure projects. This includes addressing utility poles, stormwater systems, and potential full road reconstruction.
- Several requests will likely take years to address due to the limited available funding for city-wide improvements.
- Some locations are not actually City jurisdiction, and the City has no control over how that site is managed. For example: Roads, sidewalks, or pathways located within private developments are the responsibility of property owners.
- Many requested improvements to buildings are limited by the current design and structure of the building. While we are committed to enhancing accessibility, we may not be able to make some changes due to the building's layout and structural limitations.
- Our City Parks division must balance various community needs, and providing

accessible trails or washrooms may compete with other projects, such as road maintenance or new development initiatives.

- Expanding public transportation routes requires funding for new infrastructure, additional buses, and operational costs.
- Prince George has 735 kilometers of roads and 200 kilometers of sidewalks to keep clear of snow. Routes are planned according to a priority system.
- Responding to biohazard (human waste) cleanup involves both responding to the incident and improving services and infrastructure. Key considerations include funding for new infrastructure or making changes to existing facilities, along with ongoing maintenance costs such as security and cleaning.

This year marked the first time the City integrated public feedback into its processes and created process to address accessibility-related service requests. This initiative included the establishment of an internal working group and oversight by the Advisory Committee on Accessibility and Inclusion. Most service requests were submitted during the spring and focused on roads and sidewalks, including requests for new sidewalk installations, repaving, widening, and adding curb cuts at various locations across the City.

Key Challenges in Managing Feedback

1. Limited integration of the app:
 - We were unable to incorporate the City of PG app into our feedback process (software limitation). As a result, residents relied on emailing 311@princegeorge.ca, phoning 311, or visiting the service center in person. Staff would then create service requests manually using Cityworks and flag it as accessibility related once created.
2. Potential incomplete categorization of some accessibility requests:
 - Accessibility-related requests may not have been flagged correctly if the caller did not explicitly identify them as such. These requests are still sent to the relevant division but may not have been reviewed by the internal working group or committee. This gap likely affected the inclusion of some requests for this report.
3. Complex and varied nature of requests:

- The diversity of requests made it challenging to organize and synthesize the requests for review, as people share information in different ways, making it challenging to streamline and standardize the data while maintaining the original intent and meaning.
4. Feedback timing and resident frustration:
- Service requests often spiked following social media posts encouraging residents to submit feedback. However, some residents expressed frustration with the official channels, emphasizing the need for the City to demonstrate responsiveness and action rather than ask for continued feedback on likely the same issues.
5. Limited ability to action
- Some requests were not city jurisdiction or posed significant capital spending. City staff have also reported difficulties in keeping up with the volume of incoming requests while ensuring meaningful and timely action. While ongoing accessibility requests highlight key areas for improvement, there is often uncertainty about how best to address certain complex or resource intensive issues that may require council approval. City staff are currently operating at capacity to address accessibility concerns. Any additional accessibility-related requests should be evaluated with consideration of the need for additional resources.

Consultations

The City works closely with the Advisory Committee on Accessibility and Inclusion to review feedback and progress on the Accessibility Work Plan (AWP) and provides annual recommendations to City Council based on these findings.

Consultations are held through ongoing structured, quarterly meetings of the Advisory Committee. These meetings provided a consistent forum for members to review progress, share lived experiences, and contribute recommendations related to the City's accessibility work. The Committee meets on the third Thursday of January, April, July, and October from 1:00 p.m. to 2:30 p.m.

Specific contributions to the progress report included:

- January Meeting: The Committee reviewed and provided input on the 2024

Annual Report and the draft 2025 Work Plan, offering reflections on ongoing barriers and progress made.

- April Meeting: A new Chair and Vice Chair were appointed, and an orientation session introduced new members to ongoing accessibility initiatives and reporting practices.
- July and October Meetings: Committee members reviewed Cityworks data and monitored the progress of items identified in the Work Plan. A representative from a relevant City division was present to provide technical responses and clarification as needed. These sessions supported transparency and informed future planning efforts.
- March Presentation to Council: The Chair presented the 2024 Work Plan and proposed 2025 Work Plan, developed with direct input from Committee discussions, ensuring alignment with the lived experiences and priorities of persons with disabilities
- If committee members wish to add something to committee agendas, submissions are sent to legislative services 9 calendar days prior to meeting.

This ongoing and structured consultation process ensures that the perspectives and feedback of people with disabilities are embedded in the development, implementation, and evaluation of accessibility efforts within the City of Prince George.

All committee meetings are conducted in accordance with provincial legislative requirements. Council Committees operate under individual Terms of Reference and the Committees, Commissions, and Boards Procedures Manual. The boardroom is accessible, and accommodations are provided to support full participation for individuals with hearing, visual, or other impairments. For example, Excel spreadsheets may be converted to Word documents to ensure a committee member with a visual impairment can review materials in advance of the meeting.

Advisory Committee on Accessibility and Inclusion

In the 1980's, Council established the Advisory Committee, the Special Needs Advisory Committee, today known as the Advisory Committee on Accessibility and

Inclusion. The Committee consists of up to nine (9) members appointed by Council, whose experience and qualifications align with the following targets:

- At least half of the members are persons with disabilities, those who support individuals with disabilities, or individuals with an interest and/or experience in relation to diversity and inclusion; and
- Reflects the diversity of persons in Prince George.

Areas of Accessibility

Under the Accessible Canada Act and Accessible BC Act, the City works to improve accessibility for persons with disabilities in different areas. In this section, we want to lay out the progress we've made in removing these barriers. If progress was not made, we would also like to record that to remain accountable to the people we serve. These areas aim to remove barriers that might prevent everyone, including persons with disabilities, from fully participating in society.

Employment

Accessibility in employment focuses on removing obstacles in jobs to support persons with disabilities. It highlights the need for accessible workplaces and inclusive employment practices to ensure that everyone can participate fully in the workforce.

Barrier 1: A need for consulting to help with removing barriers.

Progress update: Professional accessibility services were retained from a consultant who has "lived experience" as a quadriplegic following our RFHAC grant.

Delivery of Services

Accessibility in service delivery focuses on ensuring that services provided to the public are accessible to persons with disabilities. The goal is to create an inclusive environment where all individuals can fully participate and benefit from the services offered by the City of Prince George.

Barrier 1: The City of Prince George grants process wasn't fully accessible to everyone.

Progress update: The City started using a tool to make applying for grants easier for persons with disabilities. The website was made more accessible, and guides were published on how to use the grants process.

Barrier 2: Tax and utility payments are difficult to make for persons with disabilities.

Progress update: The City promoted use of the MyCity website which allows more people to pay their taxes accessibly.

The Built Environment

Accessibility in the built environment focuses on ensuring that physical spaces, such as buildings and public areas, are accessible to persons with disabilities. This involves removing barriers that might prevent people from accessing and getting around these spaces.

Barrier 1: Not enough information on which spaces need to be more accessible.

Progress update: The City continued to create lists and review sidewalks, trails, and ramps that need improvement. These items are placed on a map so that we can understand and plan to fix them.

Barrier 2: City facilities need accessibility updates.

Progress update: The City continued to improve accessibility in its spaces by installing signage, replacing lifts, adding stair safety strips, and upgrading universal washrooms. New accessibility assessments for 15 City buildings were shared with the Accessibility Committee.

Barrier 3: City facilities are not Rick Hansen Foundation Accessibility Certification (RHFAC) certified.

Progress update: Accessibility improvements planned and started for City Hall and Two Rivers Art Gallery.

Barrier 4: Housing is not accessible in Prince George.

Progress update: Planning has been started to improve housing accessibility based on the 2021 Housing Needs Report.

Barrier 5: The Official Community Plan could be more accessible.

Progress update: The draft Official Community Plan includes physical accessibility in planning for sidewalks, parks, and transit.

Barrier 6: It is difficult to see at night in parts of the City.

Progress update: Street lights are being replaced to improve night visibility.

Information and Communication

Accessibility in information and communication focuses on ensuring that all information and communication technologies and services are accessible to people with disabilities. This involves removing barriers that might prevent individuals from accessing and understanding information, whether those barriers are physical or technical.

Barrier 1: The CityofPG App wasn't fully accessible to persons with disabilities.

Progress update: The app was improved to meet accessibility standards.

Barrier 2: It is difficult for persons with disabilities to use and apply for City grants.

Progress update: The City website was updated to be more accessible and include guide videos.

Barrier 3: It is difficult for persons with disabilities to access the MyCity website for tax notices and utilities.

Progress update: The City improved access to the MyCity website.

Transportation

Accessibility in transportation focuses on ensuring that public transportation and infrastructure are accessible to everyone, including people with disabilities. The goal is to create an inclusive environment where all individuals can fully participate and benefit from the transportation services provided by the City of Prince George.

Barrier 1: A need for accessibility training for public transit staff.

Progress update: Training was given to Pacific Western Transit staff, focusing on accessibility and inclusion.

Barrier 2: There are not enough bus stops, making it difficult for persons with

disabilities to access bus routes.

Progress update: Improvements were made to existing bus stops across the City, new bus stops were added to route 96 with updated signs. More shelters are being installed for riders on bus routes.

Barrier 3: It is difficult for persons with disabilities to pay for transit passes.

Progress update: Transit BC started using an electronic fare card through the UMO app which allows anyone to pay for their fares online.

Health

Accessibility for health focuses on ensuring that health services and facilities are accessible to everyone, including people with disabilities. This involves removing barriers that might prevent individuals from accessing and using health services. While the City does not provide health services, it does work to enable and ensure access to health facilities and works with healthcare providers to reach their goals.

Barrier 1: Safe needle disposal is not accessible to everyone.

Progress update: The City started a pilot project to set up accessible safe needle disposal boxes.

Barrier 2: It may be unsafe for persons with disabilities to use facilities obstructed by biohazards (human waste).

Progress update: The City has been improving its ability to respond to reports of human waste.

Education

Accessibility for education focuses on ensuring that educational services and facilities are accessible to everyone, including people with disabilities. This involves removing barriers that might prevent individuals from accessing and benefiting from educational opportunities. The City doesn't always directly provide education but does work with education organizations to deliver services and meet their goals.

Barrier 1: A need for more accessibility training for employees.

Progress update: The Rick Hansen Foundation Accessibility Certified (RHFAC) grant awarded to the City funded training for City staff in accessibility awareness and

RHFAC accessibility ratings.

Barrier 2: A need for accessibility training for public transit staff.

Progress update: Training was given to Pacific Western Transit staff, focusing on accessibility and inclusion.

Procurement

Accessibility in procurement focuses on ensuring that the procurement processes are accessible to everyone, including persons with disabilities. Accessibility should be considered when purchasing goods and services and should allow persons with disabilities to participate in submitting bids or to allow staff with disabilities to evaluate.

No barriers were identified. If you are aware of barriers to procurement, please provide your feedback using the steps in the **providing feedback on this report** section.

Conclusion

The City of Prince George will continue to receive feedback and review its progress on its accessibility plan. We want to make sure that we meet the needs of persons with disabilities and work towards removing barriers to the best of our ability.

Another accessibility progress report will be published in 2026, and in the following year, 2027, we will be updating and publishing our next Accessibility Plan.

If you encounter an accessibility concern or barrier, we encourage you to follow our [feedback process](#) at the beginning of this report so that we have the opportunity to consider and address barriers when possible.