

**2026**

**Accessibility  
Progress  
Report**

**May 2026**



## Background

In 2021, the Government of British Columbia enacted the Accessible British Columbia Act, followed by the Accessible British Columbia Regulation, which designates municipalities as accessible organizations. As part of this regulation, municipalities are required to establish an Accessibility Committee, develop an Accessibility Plan, and implement a tool to receive public feedback.

### How to provide feedback

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

- In person at the Service Centre at City Hall, 1st Floor, 1100 Patricia Boulevard
- By email: [311@princegeorge.ca](mailto:311@princegeorge.ca)
- By phone: 311 or 250-561-7600

### How to request alternate formats of this report

You can contact the City 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 Collected from January to September, 2025

The City of Prince George has implemented a robust and integrated process for receiving continuous 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 obtained 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 feedback methods listed on page one.

In 2025, the City of Prince George received feedback on the following accessibility areas:

Accessibility Area	Number of feedback reports
Employment	0
Delivery of Services	2
The built environment	20
Information and communications	0
Transportation	0
Health	2
Education	3
Procurement	0

Feedback on accessibility is first submitted through a service request, which is then automatically sent to the relevant City division. 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 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.

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

- 1,987 metres of concrete sidewalk rehabilitated.
- 3,090 metres of asphalt sidewalk rehabilitated.
- 870 metres of new sidewalk constructed.
- 70 concrete accessibility let-downs (wheelchair ramps) installed.
- Several crosswalk installations throughout the City.
- Exterior accessibility upgrades were completed at City Hall & Two Rivers Art Gallery.
- Push-button doors are now installed at the Agriplex washrooms (north and northeast entrances) and at the CN Centre Suites family washroom.
- CN Centre suite washrooms now feature clear braille and wall signs, plus directional signage to help visitors find the family washroom quickly.
- The Jumpstart Multisport court was opened offering over 28,000 feet of court space designed to enable kids of all abilities to participate in casual play, sports, and para sports. The multi-sport court features a variety of inclusive amenities.
- Public feedback helped drive the Accessibility and Inclusion Committee's project selection, leading to a successful \$25,000 SPARC BC Accessibility Grant for push button installations at the Prince George Agriplex and improving year-round access to a high-use indoor facility. City staff will monitor ongoing maintenance costs as a result of this project.

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.

This year marked the second year the City integrated public feedback into its processes 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**

- Limited integration of the app:
  - In 2025, 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 then created service requests manually and flag it as accessibility related once created. In 2026, this issue has

been resolved.

- Potential incomplete categorization of some accessibility requests:
  - Accessibility-related requests may not have been flagged correctly if the person submitting 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.
- Limited ability to action
  - Some requests were not city jurisdiction or posed significant capital expenditures. 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 for the need for additional resources.
- Considerations for future accessibility analysis
  - Staff have identified that a potential high influx of service requests related to routine operations could skew accessibility data. Moving forward, staff will consider how best to distinguish between operational issues and systemic accessibility barriers to support meaningful analysis and prioritization.

## Consultations

The City works closely with the Advisory Committee on Accessibility and Inclusion to review feedback and progress on the Accessibility Work Plan 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.
- March presentation to Council: The Chair presented the 2024 Annual Report and proposed 2025 Work Plan, developed with direct input from Committee discussions, ensuring alignment with the lived experiences and priorities of persons with disabilities.
- 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.
- 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 Upcoming Work**

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.

**No barriers were identified.** If you are aware of barriers to employment, please follow our [feedback process](#) at the beginning of this report

## 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. Additional improvements to enhance accessibility include:

- Launching three new grant streams to address barriers and make funding more accessible for organizations.
- Developing a process for ongoing and annual review of all grant streams to ensure barriers are identified and mitigated as they arise.
- Modifying application and reporting forms to align with the level of funding provided, thereby reducing administrative burden.
- Hosting an annual Grants Tradeshow, bringing together community funders to provide in-person information to organizations seeking funding opportunities.

## 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 and streetlights that need improvement. Several cross walks and streetlight installations were completed

- Crosswalk on Queensway at Connaught has been upgraded with an overhead flashing beacon pedestrian activated system
- Crosswalk on Ospika at Pinewood has been upgraded with a rectangular rapid flashing beacon pedestrian activated system

- Crosswalks on 7th Ave at Quebec will be upgraded with a rectangular rapid flashing beacon pedestrian activated system
- A new signed & marked crosswalk was installed on Jarvis at 15th Ave Frontage
- A new signed & marked crosswalk will be installed on Vance at Wiebe
- Tabor Blvd Critical Street Light Replacement Project (between 1st and 15th Ave)
- 15th Avenue Street Light Replacement Project (between Central St W and Ospika Blvd)

**Barrier 2:** City facilities need accessibility updates.

**Progress update:** The City improved accessibility in its facilities through several completed upgrades.

- Automatic door operators were installed on the Agriplex washroom doors, as well as the north and northeast exterior doors. An automatic door operator was also installed in the CN Centre Suites family washroom.
- Washroom signage at the CN Centre Suites was updated to include braille and wall signs for the men's, women's, and family washrooms, along with directional signage for the family washroom. The remaining washroom facilities throughout the CN Centre also received updated wall signage.
- The Kin Centre, Elksentre, and Civic Centre washrooms received updated braille and wall signs. All new signage included pictogram identification to support accessibility and ease of use, while wall signs also feature braille.

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

**Progress update:** City Hall and the Two Rivers Art Gallery exterior accessibility improvements were completed in 2025. RHFAC grant agreement requirements are complete in full and include RHFAC plaques at City Hall and Two Rivers Art Gallery as well as public recognition through the online RHFAC registry.

**Barrier 4:** Housing is not accessible in Prince George.

**Progress update:** Planning work was initiated to improve housing accessibility based on the findings of the 2021 Housing Needs Report. While the City's housing strategy focused primarily on increasing housing supply, accessibility and adaptability considerations were incorporated into the process. A Request for Proposals (RFP)

was issued for pre-approved building plans, with requirements that the plans align with a range of City policies, including accessibility and adaptability objectives. Work on this portion of the strategy was advanced toward completion in mid-2026.

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

**Progress update:** The updated 2025 Official Community Plan includes physical accessibility in planning for sidewalks, parks, and transit.

## 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.

**No barriers were identified.** If you are aware of barriers to information and communication, please follow our [feedback process](#) at the beginning of this report

## 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:** There are not enough bus stops, making it difficult for persons with disabilities to access bus routes.

**Progress update:** Transit shelters are being added throughout the system along with upgraded lighting at key transfer and exchange points. Improvements to sidewalks and curb letdowns by bus stops are being added.

**Barrier 2:** It is difficult for seniors to access transit

**Progress update:** Transit worked with other departments and agencies to promote transit training for seniors.

## 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.

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

## 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 accessibility training for public transit staff.

**Progress update:** Training was given to Pacific Western Transit staff, focusing on accessibility and inclusion. Keolis Canada purchased Pacific Western Transportation and has taken over daily operations. Keolis provides training for new hires and training for existing operators. Safety is the top priority.

## 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 follow our [feedback process](#) at the beginning of this report

## Conclusion



## **Civic Facilities & Events**

### **Civic Initiatives and Partnerships**

1100 Patricia Blvd. **T** 250.561.7600  
Prince George, BC **F** 250.612.5605  
Canada, V2L 3V9 **PrinceGeorge.ca**

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 2027, and in addition we will be updating and publishing our next Accessibility Plan.

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