

Accessibility Work plan Actions Update

The Accessibility Work Plan Actions Update provides an update on action items within the 2023-2026 City Of Prince George Accessibility Work Plan.

| Project | Description | Update | Division | Main Contact |
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| Utilization of "Lived Experience" Consultants on various City Led Projects | To act as consultant to provide expert services regarding considerations as it relates to accessibility including universal design. | The RHFAC grant awarded to the City, funded training for City staff in accessibility awareness and RHFAC accessibility ratings. Additionally, the grant supports RHFAC ratings and funding for improvements at two City facilities. Professional accessibility services were retained from a consultant who has "lived experience" as a quadriplegic. | All divisions | Laurie K |
| Ongoing Improvements to Asset Inventory | The City continues to work on improving its asset inventory data to ensure its GIS is accurate. The geospatial data is an important component to spurring innovation of entrepreneurs and creates opportunity for initiatives to increase accessibility for everyone. | Our Sidewalk, Walkway & Paved Trails condition assessment contractor has completed the assessments this summer and we are awaiting the results. As part of the project, they are required to inventory the location and material (asphalt/concrete) of all of the wheelchair ramps that we currently have. We will have the results by the end of November and the inventory updated in the GIS by early next year. | Asset Management | Kristy B |
| 2023-2024 Downtown Community Sharps Box Pilot Project | <p>As part of efforts to enhance community safety, the City is working to provide needle disposal boxes at 3 locations in the downtown area, where a majority of improperly discarded needles are reported.</p> <p>Funded through the 2022-2023 UBCM Strengthening Communities' Services program, the City is working closely with community partners including Northern Health, the Downtown Business Improvement Association, and social service agencies and peers to guide the process for the strategic placement of locally manufactured sharps boxes. The boxes will provide 24/7 low barrier access to safe needle disposal for everyone in the community.</p> <p>Identified sites are assessed using a site criteria checklist for general accessibility considerations related to the built environment, however more detailed assessment may be required. Other site considerations are assessed such as social and overall perceptions of safety to ensure the project's success.</p> | As part of a phased approach, 1 out of 3 needle disposal boxes has been installed, currently located at 1563 2nd Avenue in the downtown area. Future installation sites will be determined based on insights from this first placement, with formalized efforts to consider factors such as accessibility through a site criteria checklist. | Civic Initiatives & Partnerships | Maria P |
| 2024 Grants Review | <p>Through grants and financial assistance, the City of Prince George invests significantly in the local not-for-profit (NFP) sector to help ensure the delivery of services for its residents, including recreation, arts and culture, social well-being, as well as environmental programs and other services.</p> <ul style="list-style-type: none"> • Every year an average of 70 to 100 non-profit groups receives direct funding support from the City of Prince George. • The City of Prince George website provides information on its grants including grant criteria and eligibility, contact information and access to the applications and/or application questions. Currently there are 4 Community Grants made available. • The City is currently undergoing a grants review and is in phase1/phase2. | <p>The City is currently in phase 2 of the grants review. Recent examples to improve accessibility include the following:</p> <ul style="list-style-type: none"> • Streamlined information on the Community Grants Website for clearer navigation and accessibility. • Implemented Grants Lifecycle Management (GLM) Software that reduces barriers to City Grants application completion. • Included an email subscription list option to ensure information related to City grants is more easily distributed and accessed. • Evaluated forms for accessibility to help ensure they are more user-friendly. • Offer drop-in sessions for individuals needing assistance with GLM account setup. • Created tutorial videos and materials to guide users through the application process. | Civic Initiatives & Partnerships | Sarah B |

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| City of PG App Update Accessibility Considerations | The City of PG App requires an update to address accessibility issues such as color contrast. | Improvements were completed-the primary improvement involved replacing the background photo with a solid blue backdrop, utilizing exclusively white text and icons to enhance contrast. | Communications | Julie R |
| Future Adaptive Housing Strategy | Driven by the 2021 Housing Needs Report the strategy will carry out an action plan to build housing that accommodates all residents regardless of their abilities. | The strategy is currently being finalized. | Economic Development | Deklan C |
| Official Community Plan Review | The OCP Review was publicly launched on September 18, 2023. Phase 2 includes engagement and setting community vision. The OCP once complete, will support the below outcomes. <ul style="list-style-type: none"> • Communicates a community's vision, goals, and objectives. • Outlines long-term development plans for a community. • Guides planning and land use management. | The draft OCP is being rewritten, with adoption anticipated in the last quarter of 2024. It includes a section on Social Health and Wellbeing, which aims to support a range of community health objectives through planning and land use policy considerations. Additionally, there are references to physical accessibility to transit, sidewalks, and parks in other relevant sections of the draft OCP. | Planning & Development | Kali H |
| Ongoing Civic Facilities Maintenance Requests and Project Delivery Replacements to Consider Accessibility | Recent accessibility improvement examples include; <ul style="list-style-type: none"> • Senior Activity Centre and Elder Citizens Recreation Association lifts replaced. • Bob Harkins replaced main stair treads replaced with visual contrasting nosing strips. • Aquatic Centre - Add door operator to universal washroom. • Kin 1 Lounge - Add door operator to south lounge entrance from Atrium. • Updated signage. | Recent accessibility improvement examples include the purchase in 2024 of a portable stage lift for the Civic Centre. In addition, the following improvements are scheduled to occur this Fall 2024 at City Hall: <ul style="list-style-type: none"> • Interior main stairs (basement to 5th floor) - new contrasting nosing strips and tactile pads • Exterior ramps - new contrasting tactile pads • Interior ramp - new contrasting strips • Emergency exit lights - upgrade to current green running man standard • Washroom doors - add automatic door opener to Universal washroom on 2nd floor by Council Chambers • Washroom grab bars - add missing grab bars in Universal washrooms and create a limited mobility stall in each standard washroom • Directional signs - new main entrance exterior sign and elevator directional sign | Project Delivery & Maintenance | Dale M |
| Upcoming Civic Facility Condition Assessments | Condition Assessments are undergone once every 5 years typically. Each year 5-10 buildings assessed for condition and the data uploaded to BUILDER asset management system. Civic Facilities contracts an engineering firm to score facility components. The list of scored components has been provided to the Accessibility Committee for review in the past. | 2024 Condition Assessments Completed The following 15 buildings have undergone condition assessments: <ol style="list-style-type: none"> 1. 18th Ave Yard Carpenter/Electrical Building 2. 18th Ave Yard Solid Waste Building 3. 3990 18th Ave Yard Administration Building 4. 4050 18th Ave Yard Shop Building 5. Connaught Youth Center 6. Exhibition Sports Centre (Gymnastics) Building 7. Kin Centre II Arena and Zamboni Pit 8. Kin Centre III Arena 9. PG Playhouse 10. Studio 2820 Gallery Building 11. Studio 2880 Gallery Building 12. Dagg Road Daycare 13. Abra-Kid-Abra Daycare 14. Malaspina Daycare 15. YMCA Park House Care and Learning Centre (Daycare) | Project Delivery & Maintenance | Dale M |
| City Staff Accessibility Awareness Training to Perform RHFAC Ratings on City Facilities | The Rick Hansen Foundation funding agreement provided RHFAC tuition grants for 3 staff. The RHFAC course provides a rating system to assess the accessibility the built environment in a building or trail system. | This training was complete in full in 2024. | Project Delivery & Maintenance | Laurie K |

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| Rick Hansen Foundation Accessibility Certification (RHFAC) ratings and funding for Improvements for three (3) City facilities | Rick Hansen Foundation will provide Rick Hansen Foundation Accessibility Certification (RHFAC) ratings for three City facilities and provide funding for accessibility improvements. | Accessibility improvements are underway at City Hall and the Two Rivers Art Gallery for completion in late Fall 2024. RHFAC final reporting and re-ratings in late 2024 will follow to fulfill the grant program requirements. | Project Delivery & Maintenance | Laurie K |
| MyCity Campaign | Upcoming campaign to raise awareness and educate public on how to access and use MyCity. | During Tax Time, we promoted the use of MyCity to improve accessibility to Tax and Utility accounts. This initiative is highlighted on our website, social media, Tax Notices, and inserts. By providing a centralized platform, we aim to ensure that all community members can easily access important information and services. | Service Centre | Santa D |
| 2021 to 2024 Street Light Project Upgrades | Many existing streetlights are fed directly from BC Hydro with no off switch. To bring up to IESNA Standard for lighting, regarding illumination levels, color etc. in 2021, 3000 streetlights were identified for upgrades. Examples that have been done include the below; <ul style="list-style-type: none"> • In 2021, phase 1, 1st avenue from Foothills to Tabor was completed for upgrades. • Tentatively, in 2024 Phase 2, Tabor from 1st Ave to 15th Ave. | Finalization of the design for Tabor from 1st Ave to 15th Ave in 2024, with construction planned for 2025. | Transportation & Technical Services | Chris V |
| Upcoming Sidewalk Condition Assessments | Planned upcoming sidewalk assessment in 2024. To include the collection of inventories of all sidewalk accessibility ramps to utilize in City GIS systems (PGmap, Cityworks etc.) This would provide data on where the ramps are located and how many more are being installed each year. | The condition assessment contractor completed the assessments in the summer of 2024, and results are pending. As part of the project, the contractor is required to inventory the location and materials (asphalt or concrete) of all existing wheelchair ramps. Results will be available by the end of November 2024, and the inventory will be updated in the GIS by early 2025. | Transportation & Technical Services | Chris V |
| Scenario Based Training for drivers to Create Safer Environments (through Pacific Western Transit) | Training for drivers is provided through Pacific Western Transit. Bus drivers receive training for scenario-based applications to help increase interpersonal skills including a focus on the creation of safer environments. | Pacific Western Transportation provides training for all new hires as well as re training to existing operators. Focus is on scenario-based applications with the focus on safe environments. | Transportation & Technical Services | Dave B |
| General Infrastructure Improvements to all City bus stops | Making ongoing improvements to all stops Citywide. In accordance with stop standards, assessed need, and guidelines provided in the Transit Future Action Plan. | New bus stops have been added to route 96 and updated flag signs have been added throughout the system. Additional shelters are being placed in locations that are not as desirable for advertising but useful for riders. | Transportation & Technical Services | Dave B |
| Upcoming Installation of Transit Smart Card (UMO) | UMO is an electronic fare card that allows you to pay your fare via mobile app and/or reloadable smart card. The payment methods increase access to transit by allowing items carried every day to be used to pay fare, removing barriers like pre-purchasing tickets and passes, or carrying exact change. | UMO is being used through out the Prince George transit system. By December 1, 2024, all existing fare products will be replaced by UMO. | Transportation & Technical Services | Dave B |
| Implementation of Electronic Fare System to expand fare payment options and Vendor Availability | Throughout the transition to UMO, in order to ensure individuals who may not have access to technology the option to buy a bus pass at a physical location, a full vendor network across the City is being explored. This includes the consideration of bringing on a couple new vendors downtown, including London Drugs and potentially the Canfor Leisure Pool. | The transit vendor list is changing along with UMO and currently, City Hall, UNBC, and London Drugs sell UMO cards. A majority of UMO users are access UMO through their app. | Transportation & Technical Services | Dave B |

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| Bus Exchange Planning to Increase Accessibility | <p>To provide amenities at bus stop exchange sites including the below examples;</p> <ul style="list-style-type: none"> • Identify suitable accessible locations. • Install adequate signage. • Install tactile features. • Improving lighting. • Ensuring full accessibility of bus platforms. • Providing adequate space for mobility device maneuverability. • Expanded seating and shelter space. • Evaluation for other options. | <p>The Pine Center Transit Exchange is being upgraded and two new shelters are being installed in October 2024. These shelters will be fully assessable.</p> <p>Spurceland Mall Transit Exchange will receive updates in early 2025. New shelters and increased signage will be added.</p> | Transportation & Technical Services | Dave B |
| 2024 Transit Education Program (supported through Pacific Western Transit) | <p>Provided through Pacific Western Transit. On a request basis, this program shows transit users how to use accessibility features. The Ride the Bus Program has been noted that it is not very well advertised. Efforts to better formalize the program and advertise to be undertaken in 2024.</p> | <p>Transit education is being worked on in 2024 and more work will be done in 2025.</p> | Transportation & Technical Services | Dave B |
| 2020 to Ongoing Pedestrian Crossing Upgrades | <p>Outcomes of the Pedestrian Crossing Strategy included 2020 capital improvements to traffic and pedestrian safety. Examples that have been done include the below;</p> <ul style="list-style-type: none"> • Dobmano Boulevard & St. Lawrence Ave -Traffic signalization improvements. • Gladstone Dr. -Intersection vehicle detection technology, permissive left turns, and pedestrian activated crosswalks. • Ospika & Davis -Pedestrian crossing upgrades to upgrade pedestrian activated rapid flashing signs. • Ospika & 1st Avenue- Rectangular Rapid Flashing Beacon (RRFB) Crosswalk. • Ospika & Davis Rd. and at Ospika Blvd. & 1st Ave. – Crosswalk improvements including Wheelchair Ramps. • Massey & Coyle/Foot- Crosswalk improvements. • Dobmano & Gladstone/St. Lawrence- Signalization improvements and Wheelchair Ramps. | <p>Outcomes of the Pedestrian Crossing Strategy</p> <p>The Pedestrian Crossing Strategy has led to several capital improvements focused on traffic and pedestrian safety. Below are some key projects for 2024:</p> <p>Completed crosswalk designs:</p> <ul style="list-style-type: none"> • 1st Ave at Zimmaro • North Nechako at Slate (Installation nearly complete.) <p>Finalizing crosswalk designs:</p> <ul style="list-style-type: none"> • 7th Ave at Quebec • 5th Ave at Watrous • Massey at Griffiths • 5th Ave at Alward • Ospika at Pinewood • Ospika at Andres • Queensway at Connaught • Queensway at Regents • Westwood at Pinewood • Westwood at Athlone (Installation pending.) | Transportation & Technical Services / Parks & Solid Waste / Capital Program Management Office | Chris V |