

# 2025 Accessibility feedback data



## Analysis report

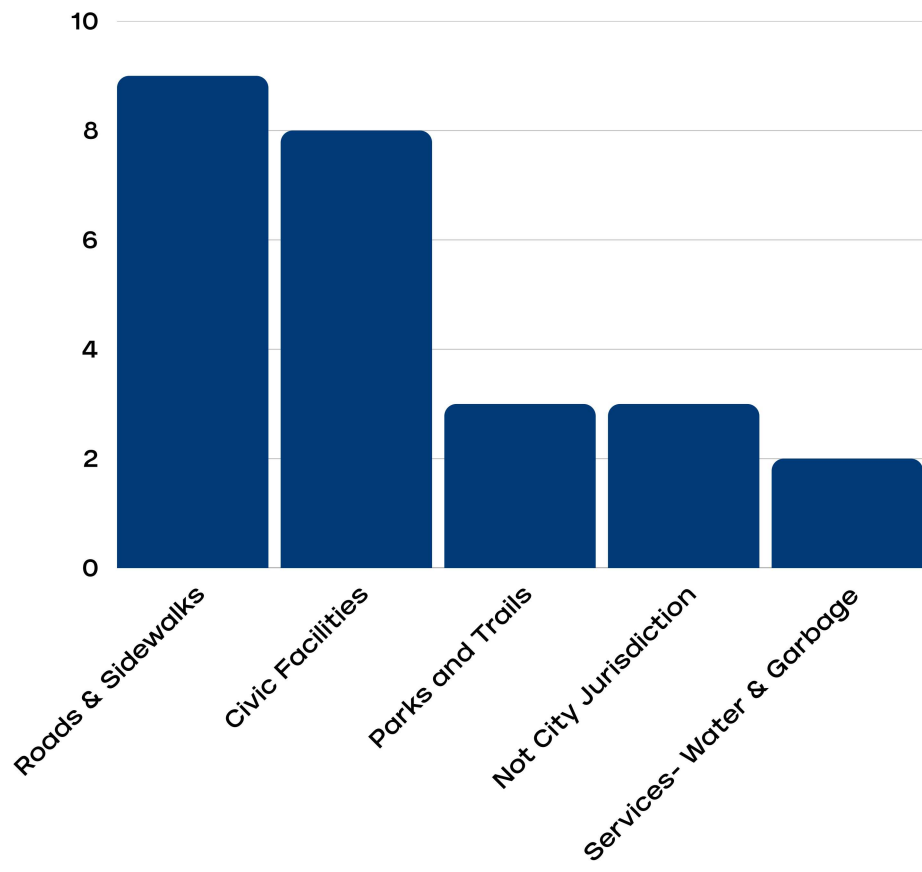
This report covers public feedback regarding the City of Prince George 2023-2026 Accessibility Work Plan. It identifies accessibility issues that limit full participation in society & provides an update on the progress made in addressing these barriers, as reported to the Advisory Committee on Accessibility and Inclusion.

**Date feedback collected:**  
November 2024 to December 2025

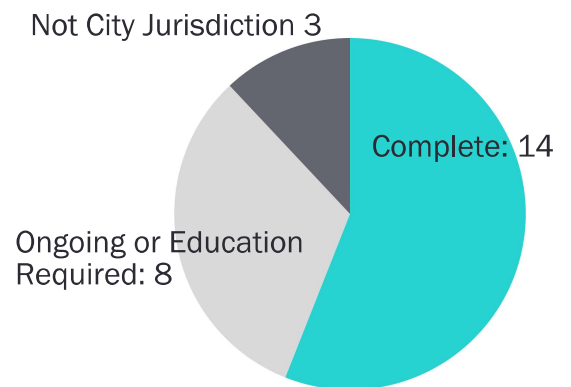
## Key metrics

<b>Total Service Requests</b> 25	<b>Category with the most requests</b> Roads & Sidewalks	<b>Months that received the most requests</b> April and October
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## Top service requests by category



## Action breakdown on the 25 service requests



Requests are sent to the appropriate division for review.

The response will depend on several factors, including the nature of the request and its potential impact on the City's budget and available resources.

# Background & method

In 2021, the Government of British Columbia enacted the Accessible British Columbia Act (ABCA), 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.

## Public feedback tool/process

The ABCA mandates that a process be established for gathering public feedback on the organization's accessibility plan and any barriers faced by individuals interacting with the organization. This feedback will inform the City of Prince George 2023-2026 Accessibility Work Plan (AWP), which will be updated at least once every three years.

To meet these requirements, public feedback is continuously collected. For the purposes of this report, feedback was gathered from November 2024 to December 2025, through the following methods:

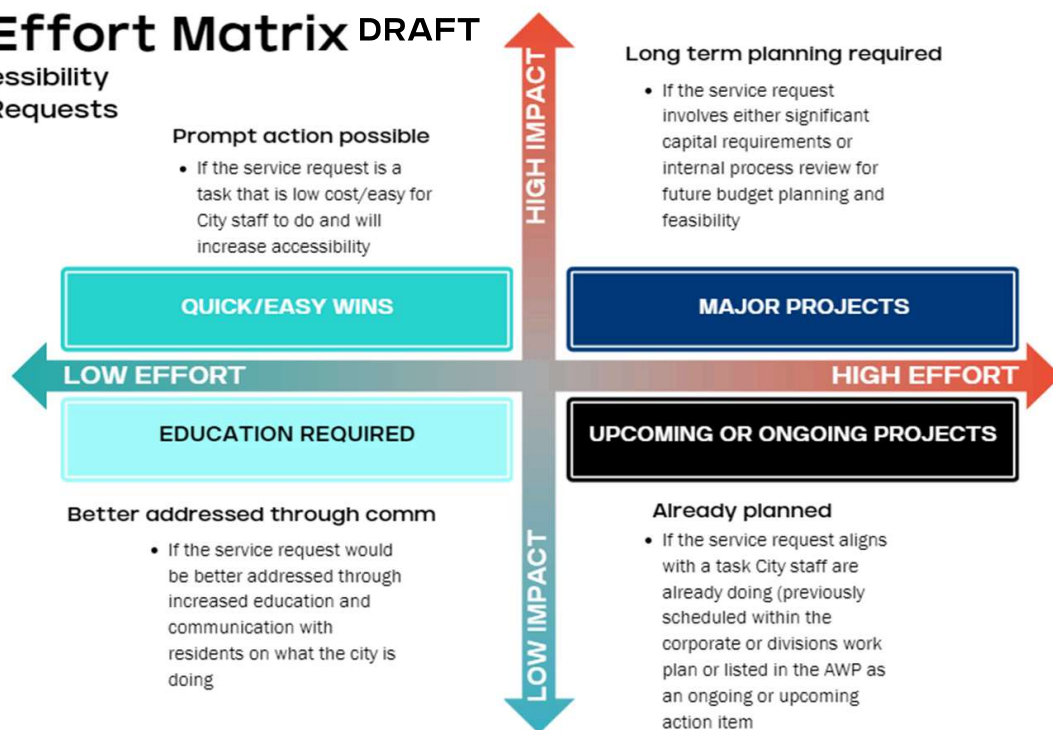
- In person at the Service Centre, City Hall (1st Floor, 1100 Patricia Boulevard)
- Via email at 311@princegeorge.ca
- By phone at 311 or 250-561-7600

Public feedback is managed as service requests through Cityworks, the City's asset management system. Accessibility-related concerns are manually entered by staff and flagged as accessibility-related once the service request is created, while feedback on the Accessibility Plan itself is categorized separately. Anyone interacting with or within the City of Prince George can submit a service request related to an accessibility issue. Each request is then automatically assigned to the appropriate division for follow-up, ensuring a streamlined and action-oriented response.

Service requests were synthesized and compiled into an Excel spreadsheet. To improve internal efficiencies, an internal working group meets regularly to review these requests and provide status updates, using an impact/effort matrix (see below) to categorize and prioritize concerns. The Accessibility and Inclusion Committee then analyzes the data and offers feedback to the relevant divisions, who attend meetings to listen to the feedback and address any questions.

## Impact/Effort Matrix DRAFT

To prioritize Accessibility Related Service Requests



# Roads & Sidewalks: 9 service requests

## Types of issues reported

### Sidewalks and Curbs

Most frequent issues included raised lips or gaps in sidewalks, rough or cracked surfaces, and lack of curb cuts in multiple locations. These conditions may force pedestrians and mobility device users into the roadway. Seniors and people using walkers or wheelchairs are particularly affected.

### Vegetation and Obstructions

Overgrown brush and tree overhangs, such as those on Carney Street, create barriers that may force pedestrians into unsafe areas.

### Lighting and Visibility

Dim streetlights contribute to safety concerns at night, impacting pedestrian safety.

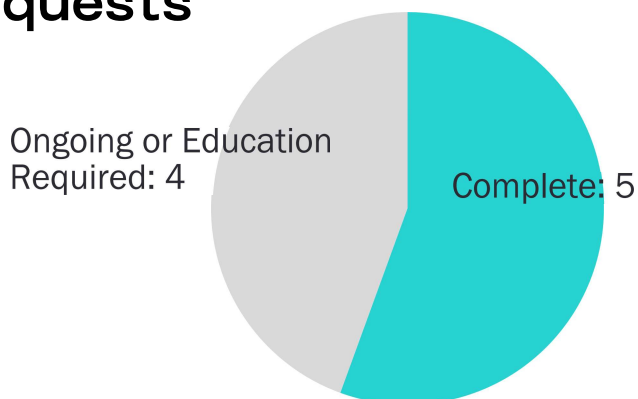
### Signage and Traffic Confusion

Misplaced or damaged signs can lead to improper parking and create risks for both drivers and pedestrians.

### Winter and Seasonal Hazards

Uncleared snow on sidewalks creates accessibility barriers, particularly for seniors and mobility device users. These seasonal issues often amplify other challenges, such as poor curb condition or uneven sidewalks.

## Action breakdown on the 9 service requests



## Highlight action

### 2025 Sidewalk Rehabilitation and Crosswalk Installations

- 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, at an average cost of approximately \$3,000 per ramp.
- Several crosswalk installations throughout the City.

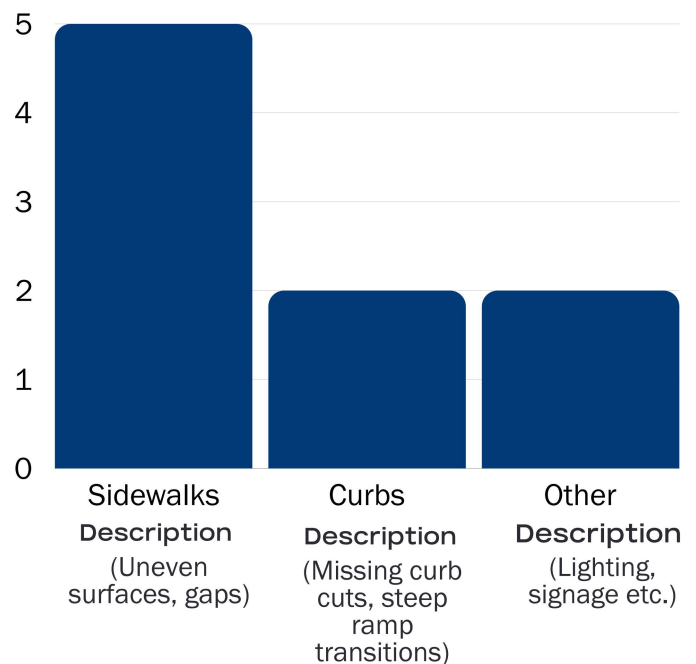
### Dollar Investment:

- \$1,575,000 invested in concrete and asphalt sidewalk rehabilitation.
- \$441,000 invested in new concrete sidewalk construction.
- \$481,279 invested in crosswalk installations.

## Trend locations

- Queensway (2 requests)

## Top requests



# Civic Facilities: 8 service requests

## Types of issues reported:

### Mobility Access

- Ramps and pathways in public facilities may be too steep or uneven, creating challenges for wheelchair users and others with mobility aids (e.g., City Hall and Kopar Arena). Lack of handrails or accessible routes limits safe movement within multi-level spaces. Some facilities have no accessible washroom options, restricting full participation at that location (e.g., Kopar Arena).

### Entry and Egress

- Push-button door systems are sometimes unreliable and require ongoing maintenance, reducing independent access for individuals with mobility or dexterity impairments (e.g., Senior Activity Centre on Brunswick Street).

### Facility and Event Accessibility- Parking

- Limited accessible parking during peak demand results in competition and potential exclusion (e.g., City Hall during council meetings or Kopar Arena during events).

### Safety and Wayfinding- Pedestrian Pathways

- Hazards such as litter on facility grounds may pose safety risks (e.g., Civic Centre). Walkways often lack high-contrast visual cues, making navigation difficult for seniors and individuals with low vision (e.g., CN Centre).

**Highlight action**

- City Hall & Two Rivers Art Gallery: Exterior accessibility upgrades are now completed.
- Door Operators: Push-button doors are now installed at the Agriplex washrooms (north and northeast entrances) and at the CN Centre Suites family washroom.
- Better Signage: Washrooms at the CN Centre Suites now feature clear braille and wall signs, plus directional signage to help visitors find the family washroom quickly.



Photo of Prince George City Hall

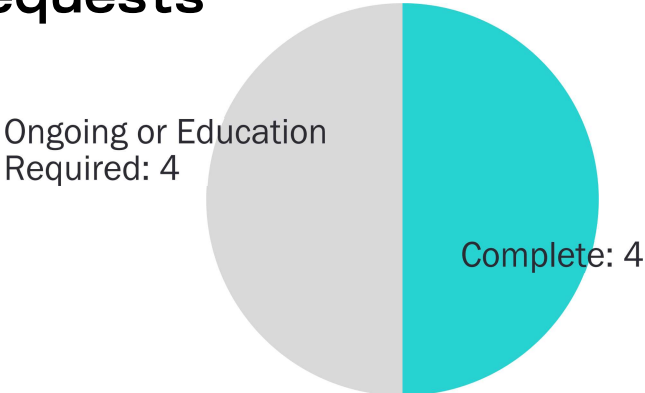
## Trend locations

- Kopar Memorial Arena (2 requests)
- City Hall (2 requests)

**Did you know?**

- The City owns several facilities, including some seniors' centers, and rents them to local non-profits at a reduced rate to help them serve the community.
- Looking ahead to 2026, the City will prioritize accessible organizations for operating funding through its Limited Duration 2-Year Operating Grant. This grant offers flexible, undesignated funding for up to two years to successful applicants—helping organizations focus on what matters most: delivering inclusive programs and services.

## Action breakdown on the 8 service requests



# Parks & Trails: 3 service requests

## Types of issues reported:

### Playground and Equipment Safety

- The accessibility swing at Duchess Park was reported as broken. Staff inspected and confirmed the lock works as designed.

### Surface Hazards

- Uneven tiles at the seniors' fitness park in Masich Place Stadium created a tripping hazard. The tiles were re-leveled to restore safety.

### Wayfinding and Visual Guidance

- The walking path at Ron Brent Park lacked a visual guide for seniors. Solid white lines were painted along the perimeter to improve navigation.

## Locations

- Duchess Park
- Masich Place Stadium
- Ron Brent Park

## Highlight action

### Opening of Jumpstart Multi Sport Court

- Over 28,000 feet the multi sport court is 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.

# City Services (water and garbage): 2 service requests

## Type of Issues reported:

- Water usage concern: Private business on Eastern Street reported unusually high water meter readings. Civic Operations staff investigated and found a continuously running toilet as the source.
- Garbage Cart damage: A cart on Latrobe Crescent was damaged by a bear. The lid was replaced by Civic Operations staff.

## Did you know?

- Hidden Water Waste: A single running toilet can waste hundreds of liters per day, often unnoticed by property owners.
- Cart Durability: Standard cart lids and locking mechanisms often fail against strong animals like bears, leading to repeated damage and costly replacements. Avoid leaving carts outside overnight. Place them curbside in the morning and bring them back in as soon as they're emptied.

# Not City Jurisdiction: 3 service requests

## Type of issues reported:

- Streetlight outage: Streetlight on Nicholson Street not working (BC Hydro).
- Tunnel flooding: Underpass between Carrie Jane Gray Park and Strathcona Park impassable due to mud and water (MOTT).
- Parking accessibility: Concerns about UNBC Residence Guest Parking for individuals with mobility challenges (UNBC).

## Highlight action

City staff have informed the appropriate parties about the issues and provided them with the necessary details for further action.

## Did you know?

The Federal government is responsible for major national infrastructure, like border roads and parts of the Trans-Canada Highway. The Provincial governments maintain highways and roads connecting cities, towns, and regional facilities. Municipal governments manage local streets, sidewalks, and infrastructure within cities and towns, including maintenance and road safety.

# Key challenges with Managing Public Feedback in 2025

In 2024, the City undertook a social media campaign to encourage residents to identify accessibility barriers. Through this initiative, key trends and areas of concern have been identified, and work is ongoing to address them. While there has been a reduction in accessibility-related service requests, no social media campaigns were conducted in 2025 to allow staff to focus on responding to existing feedback and managing overall service demands. This helped support a sustainable workload while ensuring accessibility concerns continued to be addressed. The below summarizes key challenges with managing public feedback.

## 1. Limited integration of the app:

- a. We are unable to incorporate the City of PG app into our feedback process (software limitation). As a result, residents rely on emailing 311@princegeorge.ca, phoning 311, or visiting the service center in person. Staff then create service requests manually and flag it as accessibility related once created.

## 2. Potential incomplete categorization of some accessibility requests:

- a. 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. Limited ability to action

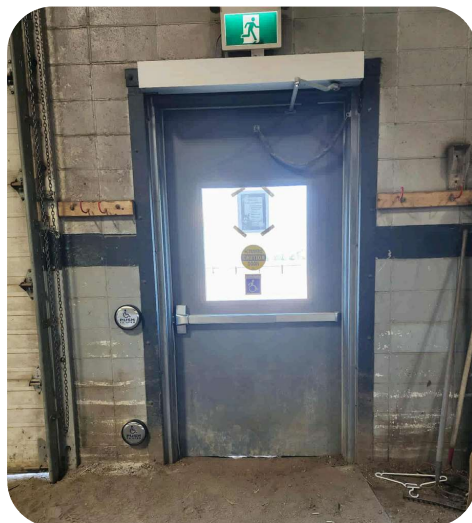
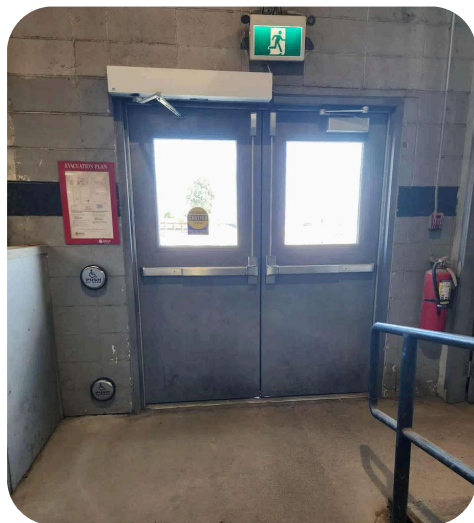
- a. Some requests were not city jurisdiction or posed significant capital expenditures. City staff have also reported difficulties in keeping up with the volume of incoming requests while ensuring meaningful and timely action. While ongoing accessibility requests highlight key areas for improvement, 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.

## 4. Considerations for Future Accessibility Analysis

- a. 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.

# Notable Achievement for 2025

Public feedback helped drive the Accessibility and Inclusion Committees' 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.



Photos obtained from the Prince George Horse Society Facebook Page

# Summary

In 2025, the City continued to incorporate public feedback into its service request process by using a formal mechanism to address accessibility-related requests. This work was supported by the internal working group and the Advisory Committee on Accessibility and Inclusion. A total of 25 requests were reviewed this year, compared to 67 in 2024, with most submissions occurring during spring and fall. Top priorities focused on improving pedestrian access (such as repairing sidewalks and adding curb cuts) along with facility accessibility upgrades, including fixing automatic doors, ensuring accessible washrooms, and installing handrails. These areas are consistent with the themes identified in last year's requests.

In 2026, City staff will meet with internal divisions to update the 2023–2026 Accessibility Work Plan for 2027. The updated plan will identify key priorities being advanced by staff to improve accessibility and will ensure continuity and alignment of accessibility efforts across the organization. The Internal City staff working group will continue to meet regularly, and the Accessibility and Inclusion Advisory Committee will continue to monitor public feedback and the plan and provide input to City staff. The Committee also plans to pursue additional grant funding for projects prioritized based on public feedback. However, it was noted that ongoing maintenance and lifecycle costs of accessibility improvements may exceed available grant funding, and this should be carefully considered when setting priorities for future projects.

## Path forward

To make Prince George more accessible, it is essential to hear from a wide range of community voices. Clear, detailed information—particularly regarding the location and nature of accessibility barriers—supports stronger analysis, informed prioritization. Accessibility concerns are evaluated using a combination of trend analysis, feasibility, staff capacity, and alignment with existing maintenance and capital programs. While some issues can be addressed through short-term operational improvements, others require a broader, more integrated approach to achieve sustainable and equitable accessibility outcomes.

While the current feedback mechanism represents progress toward improving accessibility, further work is needed to refine internal processes. Strengthening these processes will enhance the City's ability to identify, prioritize, and respond to accessibility concerns while balancing community needs with available resources. Moving forward, efforts will focus on improving internal coordination, strengthening communication with residents, and ensuring accessibility issues are addressed in a timely and effective manner.



Photo of the City of Prince Goerge Jumpstart Multi Sport Court