



2011 Annual Accessibility Plan

Table of Contents

Section 1: Municipal Jurisdiction(s) Participating in this Plan.....	1
Section 2: Other Organizations & Agencies Participating in this Plan.....	2
Section 3: Consultation Activities.....	3
Section 4: Plan Development Working Group	4
Section 5: Operational Review.....	15
Section 6: Decision-Making Review.....	19
Section 7: Targets and Actions.....	22
Section 8: Monitoring Progress.....	24



2011 Annual Accessibility Plan January 2011 – December 2011

Section 1: Municipal Jurisdiction(s) Participating in this Plan City of Pickering

Address:
Pickering Civic Complex
One The Esplanade
Pickering, ON L1V 6K7

Key Contact:
Prem Noronha-Waldriff
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The City of Pickering is Toronto's eastern neighbour and home to a growing community that blends business opportunities, cultural diversity and historical rural settings with a picturesque Lake Ontario waterfront.

The City of Pickering is committed to making Pickering an attractive place in which to live, work and invest. Within 22,652 hectares, the City of Pickering boasts top-quality municipal sports fields and recreation programs, quarter-million square foot recreation complex, 19th century interpretive museum, libraries, many community and neighbourhood parks, conservation areas, new waterfront facilities and hiking trails.

In 2008, Pickering's estimated population stood at 92,813. The Corporation of the City of Pickering employs 398 staff to meet the needs of its residents. The City of Pickering's main administration building is located at the Pickering Civic Complex, One The Esplanade in Pickering and can be reached at 1.866.683.2760 or TTY 420.1739. The Corporation also maintains satellite facilities for Library Services, Fire Services, Recreation Complex, Community Centres, Pickering Museum Village, and an Operations Centre.

The Corporation operates within five (5) departments headed by the Chief Administrative Officer (Office of the CAO) and they include:

Administration Department

- Customer Care Centre
- Human Resources Division
- Legal & Legislative Services Division

Office of Sustainability

- Marketing & Business Development
- City & Economic Development
- Sustainability
- Website

Corporate Services Department

- Finance & Taxation
- Accounting Services
- Supply & Services
- Information Technology
- Internal Audit

Operations & Emergency Services Department

- Culture & Recreation Division
- Operations & Facilities Division
- Fire Services Division
- Engineering Services Division
- Community Emergency Management Program

Planning & Development Department

- Planning
- Information & Support Services
- Development Control
- Building Services

Library Services are the responsibility of the Pickering Public Library Board, which is appointed by Pickering Council.

Section 2: Other Organizations & Agencies Participating in this Plan

None

Section 3: Consultation Activities

City of Pickering staff

- Completed a workbook to assess past initiatives, identify current barriers and action items to remove those barriers
- Input from working group was collected in September 2010

City of Pickering Accessibility Advisory Committee (PAAC)

- Completed review and discussion of the draft 2011 Annual Accessibility Plan at their committee meeting in September & November 2010 and provided comments.

Section 4: Plan Development Working Group (CORE Group)

Working Group Member	Department/Division Represented	Contact Telephone/TTY & Email
Marisa Carpino	Culture & Recreation	Phone: 905.420.4660 ext. 3223 mcarpino@cityofpickering.com
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Marg Wouters	Planning & Development	Phone: 905.420.4660 ext 2035 mwouters@cityofpickering.com
Lisa Harker	Legislative Services	Phone: 905.420.4611 ext. 2097 lharker@cityofpickering.com
Jennifer Parent	Human Resources	Phone: 905.420.4627 ext. 2160 jparent@cityofpickering.com
Judy Hodgson	Customer & Administrative Services	Phone: 905.420.4648 TTY: 420.1739 jhodgson@cityofpickering.com
Deputy Fire Chief Gord Ferguson	Fire Services Community Emergency Management Program	Phone: 905.839.9968 ext. 228 gferguson@cityofpickering.com
Fire Chief Bill Douglas	Fire Services	Phone: 905.839.9968 ext. 224 bdouglas@cityofpickering.com
Richard Holborn	Engineering Services	Phone: 905.420.4630 ext. 2049 rholborn@cityofpickering.com
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Jon Storms	Information Technology	Phone: 905.420.4660 ext. 2163 jstorms@cityofpickering.com
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Initiative:

Previous City of Pickering Annual Accessibility Plan's identified barriers and strategies with timelines to address these barriers.

Methods Used to Identify Barriers:

Methodology	Description	Status
Annual Accessibility Workbook issued to City in July 2010 to staff for their comments.	Information from each area regarding recent initiatives to remove barriers and strategies to remove existing barriers in the coming year.	Submissions were completed in September 2010 Responses were reviewed and included (where appropriate) into the 2011 Annual Accessibility Plan
The City of Pickering Accessibility Advisory Committee (AAC) consulted on the City's Accessibility Advisory Plan.	The AAC were provided an opportunity to review the 2011 Annual Accessibility Plan (draft) and make comments at their September & November 2010 advisory committee meeting.	Suggested changes were accommodated in the City's final 2011 Annual Accessibility Plan
CORE Plan Development Working Group Updates.	The Plan Development Working Group provided regular updates in 2010 to the 2010 Accessibility Plan. Existing and new barriers were discussed.	Updates of the 2010 Accessibility Plan are incorporated into this plan. Input collected for the 2011 Annual Accessibility Plan.

Barriers Identified & Status:

Items Outstanding from 2004/05 Accessibility Plan:

Barrier Type	Strategy for removal/prevention	Status
East Entrance to East Shore Community Centre is not accessible Physical	This will be accomplished with the proposed reconstruction of repair of parking lot.	Project has been rescheduled for 2012

Items Outstanding from 2005/06 Accessibility Plan:

Barrier Type	Strategy for removal/prevention	Status
Inadequate signage at the six key municipal facilities Communicational	Informational	Defer to 2011 Corporate approach will be employed.

Items Outstanding from 2006/07 Accessibility Plan:

Barrier Type	Strategies for removal or prevention	Status
Inaccessible Sidewalks Capital Works Project Physical	Waterfront Trail from Marksbury Road to Park Crescent - will have curb depressions installed for wheelchair and scooter access	Completed in 2010
Lack of Design standards in the Site Plan procedural manual to assist development review process. Communicational Policy/Practice	Finalize Site Plan Procedural Manual Chapter pertaining to Accessibility design standards	Completion of Final manual is ongoing and expected to be complete by December 2010

Items Outstanding from 2008 Accessibility Plan:

Barrier Type	Strategies for removal or prevention	Status
<p>Corporate promotional materials (print) may be difficult to read for the visually impaired</p> <p>Informational</p>	<p>To put corporate promotional materials on our website(s) – resident would need to have reading software</p>	<p>Communications Procedure in place – ADM 160-001-08 identifies Accessible Communication Standards – A new page has been developed on the City’s intranet providing an Accessibility Communications Checklist for staff reference</p> <p>Alternate formats for City documents are also available upon request through the City’s Customer Care Centre</p> <p>Browse aloud and information tags were added in 2009.</p> <p>Additional enhancements are under review.</p>
<p>Liverpool Road South Sidewalk Installation</p> <p>Physical</p>	<p>Install Curb Depressions</p>	<p>Deferred until 2011</p>
<p>Sheppard Avenue Sidewalk Installation</p> <p>Physical</p>	<p>Install Curb Depressions</p>	<p>Completed in 2010</p>
<p>Westshore Boulevard Sidewalk Improvements</p> <p>Physical</p>	<p>Install Curb Depressions</p>	<p>Deferred until 2011</p>

Pickering Recreation Complex (1867 Valley Farm Road):

Barrier Type	Strategies for removal or prevention	Status
Benches in members change rooms too high for patrons. Physical	Increase the height of benches in the members change rooms to better accommodate seniors/disabled who have trouble getting down to the low benches now – also make them wider.	Ongoing

Pickering Museum Village (2365 6th Concession):

Barrier Type	Strategies for removal or prevention	Status
Redman House: Main door and washrooms are not accessible. Physical	Install – power doors for entrance and washroom doors.	Will be considered against other budget priorities

Items Outstanding from the 2009 Annual Accessibility Plan:

Administration Department:

Barrier Type	Strategies for removal or prevention	Status
Making the City Website home page accessible Technological	Redesign website home page	Completed in August 2010. New website home page was launched containing enhanced Accessibility features.

Engineering Services:

Barrier Type	Strategies for removal or prevention	Status
Westshore Boulevard – Oklahoma Drive to Sunrise Avenue Road Reconstruction including new curbs Physical	Install Curb Depressions at intersections for sidewalk access	Deferred to 2011
Toy Avenue - Road Reconstruction including new concrete curbs & sidewalks Physical	Install Curb Depressions at intersections for sidewalk access	Completed in 2010
Wharf Street New Sidewalk Installation west of Liverpool Road Physical	Install Curb Depressions at intersections for sidewalk access	Deferred to 2011

Pickering Museum Village (2365 6th Concession):

Barrier Type	Strategies for removal or prevention	Status
Install 3 Power Doors as required. Physical	Install 3 Power Doors as required.	Not yet completed
Log Barn: No Access Ramp Physical	Install access ramp (built by MP&E)	Completed in 2010.
Walkway: Hill from Admin. Building to Village not accessible. Physical	Redesign walkway	Scheduled to be completed in 2010

West Shore Community Centre (1011-1015 Bayly Street):

Barrier Type	Strategies for removal or prevention	Status
Washrooms not accessible. Physical	Power doors for washrooms (2)	Major structural renovations required. Under review.

Pickering Public Library (One The Esplanade):

Barrier Type	Strategies for removal or prevention	Status
<p>Website is not compliant with the <i>Ontario Disabilities Act</i>.</p> <p>Website and catalog cannot be read by a print disabled person who has reading software on a computer.</p> <p>Policies/Procedures not compliant with the <i>Ontario Disabilities Act</i>.</p> <p>Technological</p>	<p>Redesign website</p>	<p>Bibliocommons, the new library catalogue, launches for the public on September 16th, 2010. This new catalogue can be used by a screen reader.</p> <p>The Library website will be redesigned in 2011 and it will incorporate the new AODA standards for communication which are still in draft format.</p> <p>The following Policies and Procedures have been developed to meet the requirements of the legislation including training.</p> <p>Policies: Accessible Customer Service Policy</p> <p>Procedures: Program Cancellations & Service Disruption Service Animals & Support Persons Training Communications Checklist Accessible Meetings</p>

Items Outstanding from the 2010 Annual Accessibility Plan:

Barrier Type	Strategies for removal or prevention	Status
Liverpool Road Sidewalk Installation Wharf Street to Annland Street Physical	Curb Depression	Deferred to 2011
Kingston Road at Walnut Lane Sidewalk Installation Physical	Curb Depression	To be completed in late 2010
Wharf Street west of Liverpool Road Sidewalk Installation Physical	Curb Depression	Deferred to 2011

All Facilities:

Barrier Type	Strategies for removal or prevention	Status
Proper Grab Bars are not installed in all accessible washrooms. Physical	By July 31 st 2010 install 30" by 30" L-Shaped Grab Bars in all accessible washroom stalls.	Fire Dept, libraries and arenas scheduled for 2011
Toilet paper and paper towel dispensers are too high. Physical	By July 31 st 2010 Install larger dispensers, at the proper heights, in all washrooms and accessible washroom stalls.	Fire Dept, libraries and arenas scheduled for 2011
Paper Towel dispensers difficult to use. Physical	By July 31 st 2010 Install 1 auto dispenser in each public washroom.	Ongoing, some have been completed
Soap dispensers difficult to use. Physical	By July 31 st 2010 Install 1 auto dispenser in each public washroom.	Ongoing, some have been completed
Disinfectant dispensers difficult to use. Physical	By July 31 st 2010 Install 1 auto dispenser at each public entrance area.	Completed

All Facilities:

Barrier Type	Strategies for removal or prevention	Status
Taps can be difficult to use. Physical	By July 31 st 2010 Install 1 lever style tap in each public washroom. By Dec 31 st 2009 review the possibility of installing one set of auto taps in each public washroom.	Will replace existing taps with lever style when existing taps wear out Ongoing
Some washroom counters are too low. Physical	By Dec 31 st 2009 Determine which counters require renovations. By July 31 st 2010 Renovate or install new counters as required in each public washroom.	Will be completed as funding allows
Most washrooms do not have an Angled Mirror for wheelchair/scooter users. Physical	By Dec 31 st 2009 Install 1 Angled Mirror in each public washroom. City Hall (4); Complex (8); Complex Arena (4) ESCC (6); WSCC (2); PCCC (2).	Ongoing

East Shore Community Centre (910 Liverpool Road):

Barrier Type	Strategies for removal or prevention	Status
Add 1 railing on the west side ramp. Physical	By July 31 st 2010 Add 1 railing on the west side ramp as part of the 2010 Parking Lot improvement project.	Deferred to 2011
There are no reserved Disabled Parking spaces on the east side of the Facility. Physical	By July 31 st 2010 Add the required parking spaces as part of the 2010 Parking Lot improvement project.	One Disabled Parking space installed on east side of facility

Don Beer Arena (940 Dillingham Road):

Barrier Type	Strategies for removal or prevention	Status
Rink 1: Entrance Lobby, Washrooms, Changeroom and 2nd Level are not accessible Physical	By December 2010 Design and Construct a major addition that will address the barriers in this area.	Under Construction in 2010

Pickering Recreation Complex (1867 Valley Farm Road):

Barrier Type	Strategies for removal or prevention	Status
Level 2 Public Washrooms are not accessible. Physical	Complete. Major Renovations have made these washrooms fully accessible.	Completed
2 Washroom Doors Family Changeroom are not Automated Physical	By December 2010 Install Auto Doors Openers similar to the one installed in the Greenwood Library.	Budget item not complete
Front (West Side) Entrance has limited space available for access. Physical	By December 2010 Remove 2 sets of existing doors and replace with a larger single sliding door. (Pending Budget Approvals.	Completed

West Shore Community Centre (1011-1015 Bayly Road):

Barrier Type	Strategies for removal or prevention	Status
Public Washrooms are not accessible. Physical	No Time Frame Has Been Set for this Item. Design and Construct a new front entrance in the alcove on North side of the building that includes an Accessible/Family style Washroom.	Ongoing

Mt. Zion Community Centre (4230 Sideline 6):

Barrier Type	Strategies for removal or prevention	Status
Front Entrance is not accessible. Physical	By July 2010 Install an automated front door and frame with entrance slabs and threshold.	Not done – Budgetary consideration
Two (2) Washrooms are not accessible. Physical	Design 2 accessible washrooms that adhere to the historical requirements of this building.	No Time Frame has been set for this item

Greenwood Library (3540 Westney Road):

Barrier Type	Strategies for removal or prevention	Status
Main Entrance doors are not automated. Physical	Physical	Greenwood Library has now been designated as a heritage building. Discussions are ongoing between staff and Heritage Pickering and staff and the Accessibility Advisory Committee to discuss this option.

Greenwood Community Centre (3540 Westney Road):

Barrier Type	Strategies for removal or prevention	Status
Most areas are not accessible. Physical	Major renovations, with significant costs would be required to address all accessibility issues	No Time Period has been set

Whitevale Library (405 Whitevale Road):

Barrier Type	Strategies for removal or prevention	Status
Most areas are not accessible. Physical	Major renovations, with significant costs would be required to address all accessibility issues in this facility.	No Time Period has been set.

Claremont Community Centre (4941 Old Brock Road):

Barrier Type	Strategies for removal or prevention	Status
There are no usable Disabled Parking Spaces. Physical	Pending 2010 Budget Approvals Include Parking Spaces with appropriate curb cuts and ramps as part of the 2010 Parking Lot Improvements.	Ongoing

Progress Club House (680 Front Road):

Barrier Type	Strategies for removal or prevention	Status
Main entrance is not wheelchair accessible. Physical	Construct a wooden ramp leading to the main entrance	Completed
Washroom fixtures do not meet accessible standards Physical	Install new tapes, toilet and paper dispensers.	Incomplete
Washroom door is not accessible Physical	Install auto door opener.	Incomplete
Main Entrance door is not accessible Physical	Install auto door opener.	Completed

Section 5: Operational Review

5.1 Administration Department

The Administration Department is responsible to ensure that the Corporation is operating with administrative effectiveness and providing an accountable and responsive government.

The work teams include:

- Customer Care Centre
- Human Resources Division
- Legal & Legislative Services Division

Operational Review:

Review Date	Review Methodology	Status
August 2010	Staff Review and physical inspection	Complete

List of Barriers Identified:

Barrier	Barrier Type	Strategies for removal or prevention
None	n/a	n/a

5.2 Office of Sustainability

The Office of Sustainability is responsible for managing the City's sustainability initiatives and business development.

The work teams include:

- Marketing & Business Development
- City & Economic Development
- Sustainability
- Website

Operational Review:

Review Date	Review Methodology	Status
August 2010	Staff Review	Completed

List of Barriers Identified:

Barrier	Barrier Type	Strategies for removal or prevention
None	n/a	n/a

5.3 Corporate Services Department

The Corporate Services Department is responsible for managing the financial affairs of the Corporation, including Taxation, Accounting, Supply & Services, and Information Technology.

The work teams include:

- Finance & Taxation
- Accounting Services
- Supply & Services
- Information Technology
- Internal Audit

Review Date	Review Methodology	Status
August 2010	Staff Review	Completed

List of Barriers Identified:

Barrier	Barrier Type	Strategies for removal or prevention
None	n/a	n/a

5.4 Operations & Emergency Services Department

The Operations & Emergency Services Department administrates and coordinates the efforts of the operational services division to ensure efficient and responsive delivery of the services of the following work teams:

Operations & Emergency Services Department

- Culture & Recreation Division
- Operations & Facilities Division
- Fire Services Division
- Engineering Services Division
- Community Emergency Management Program

Operational Review:

Review Date	Review Methodology	Status
August 2010	Staff Review	Completed

List of Barriers Identified:

Barrier	Barrier Type	Strategies for removal or prevention
Altona Road from Sheppard Avenue to Strouds Lane installation of multi use trail and sidewalk	Physical	Curb depressions
Brock Road from Rossland Road to grade separation installation of multi use trail	Physical	Curb depressions
Bayly Street from Liverpool Road to Go Station entrance sidewalk installation	Physical	Curb depressions
Fairport Road intersection at Finch Avenue sidewalk infill	Physical	Curb depressions

Facilities:

Barrier	Barrier Type	Strategies for removal or prevention
Washrooms at Millennium Square inaccessible	Physical	Reposition washroom grab bar and install power doors

*Please Note: 2011 capital funds for facility accessibility upgrades will be applied to deferred projects from 2008 -10

5.5 Planning & Development

The Planning & Development Department participates in numerous activities respecting land use policy, site planning, community development, and building construction.

The work teams include:

- Planning
- Information & Support Services
- Development Control
- Building Services

Operational Review:

Review Date	Review Methodology	Status
August 2010	Staff Review	Completed

List of Barriers Identified:

Barrier	Barrier Type	Strategies for removal or prevention
None	n/a	n/a

5.6 Pickering Public Library

Provides library services, programs and resources to the community at various facility locations, which include Pickering Public Library, and Claremont, Greenwood, Petticoat Creek, Whitevale Branches.

Operational Review:

Review Date	Review Methodology	Status
August 2010	Staff Inspection	Complete

List of Barriers Identified:

Barrier	Barrier Type	Strategies for removal or prevention
Motor on revolving doors at Central Library keeps breaking down. These doors were designed to revolve automatically for easy access and to slow down for children and people with mobility issues.	Physical	Replace front doors

Section 6: Decision-Making Review

6.1 Administration Department

The Administration Department is responsible to ensure that the Corporation is operating with administrative effectiveness and providing an accountable and responsive government.

The work teams include:

- Customer Care Centre
- Human Resources Division
- Legal & Legislative Services Division

Operational Review:

Review Date	Review Methodology	Status
August 2010	Staff Review	Completed

List of Barriers Identified:

Barrier	Barrier Type	Strategies for removal or prevention
None	n/a	n/a

6.2 Office of Sustainability

The Office of Sustainability is responsible for managing the City's sustainability initiatives and Business Development.

The work teams include:

- Marketing & Business Development
- City & Economic Development
- Sustainability
- Website

Operational Review:

Review Date	Review Methodology	Status
August 2010	Staff Review	Completed

List of Barriers Identified:

Barrier	Barrier Type	Strategies for removal or prevention
None	n/a	n/a

6.3 Corporate Services Department

The Corporate Services Department is responsible for managing the financial affairs of the Corporation, including Taxation, Accounting, Supply & Services, and Information Technology.

The work teams include:

- Finance & Taxation
- Accounting Services
- Supply & Services
- Information Technology
- Internal Audit

Operational Review:

Review Date	Review Methodology	Status
August 2010	Staff Review	Complete

List of Barriers Identified:

Barrier	Barrier Type	Strategies for removal or prevention
None	n/a	n/a

6.4 Operations & Emergency Services Department

The Operations & Emergency Services Department administrates and coordinates the efforts of the operational services division to ensure efficient and responsive delivery of the services of the following work teams:

Operations & Emergency Services Department

- Culture & Recreation Division
- Operations & Facilities Division
- Fire Services Division
- Engineering Services Division
- Community Emergency Management Program

Operational Review:

Review Date	Review Methodology	Status
August 2010	Staff Review	Complete

List of Barriers Identified:

Barrier	Barrier Type	Strategies for removal or prevention
None	n/a	n/a

6.5 Planning & Development

The Planning & Development Department participates in numerous activities respecting land use policy, site planning, community development, and building construction.

The work teams include:

- Planning
- Information & Support Services
- Development Control
- Building Services

Operational Review:

Review Date	Review Methodology	Status
August 2010	Staff Review	Complete

List of Barriers Identified:

Barrier	Barrier Type	Strategies for removal or prevention
None	n/a	n/a

6.6 Library Services

Provides library services, programs and resources to the community at various facility locations, which include Pickering Public Library, and Claremont, Greenwood, Petticoat Creek, Whitevale Branches.

Operational Review:

Review Date	Review Methodology	Status
August 2010	Staff Review	Complete

List of Barriers Identified:

Barrier	Barrier Type	Strategies for removal or prevention
None	n/a	n/a

Section 7: Targets and Actions

7.1 Administration Department

The Administration Department is responsible to ensure that the Corporation is operating with administrative effectiveness and providing an accountable and responsive government.

The work teams include:

- Customer & Administrative Services
- Human Resources
- Legal & Legislative Services Division

Barrier	Action	Resources	Costs	Target
None				
Total Cost				

7.2 Office of Sustainability

The Office of Sustainability is responsible for managing the City's sustainability initiatives and business development.

The work teams include:

- Marketing & Business Development
- City & Economic Development
- Sustainability
- Website

Barrier	Action	Resources	Costs	Target
None				
Total Cost				

7.3 Corporate Services Department

The Corporate Services Department is responsible for managing the financial affairs of the Corporation, including Taxation, Accounting, Supply & Services, and Information Technology.

The work teams include:

- Finance & Taxation
- Accounting Services
- Supply & Services
- Information Technology
- Internal Audit

Barrier	Action	Resources	Costs	Target
None				
Total Cost				

7.4 Operations & Emergency Services Department

The Operations & Emergency Services Department administrates and coordinates the efforts of the operational services division to ensure efficient and responsive delivery of the services of the following work teams (Division's):

Operations & Emergency Services Department

- Culture & Recreation Division
- Operations & Facilities Division
- Fire Services Division
- Engineering Services Division
- Community Emergency Management Program

Barrier	Action	Resources	Costs	Target
Altona Road from Sheppard Avenue to Strouds Lane installation of multi use trail and sidewalk Physical	Trail & Sidewalk installation	Capital	\$105,000	Scheduled for 2011
Brock Road from Rossland Road to grade separation installation of multi use trail Physical	Trail Installation	Capital	\$300,000	Scheduled for 2011
Bayly Street from Liverpool Road to Go Station entrance sidewalk installation Physical	Sidewalk Installation	Capital	\$25,000	Completion prior to 2011
Fairport Road intersection at Finch Avenue sidewalk infill Physical	Sidewalk Infill	Capital	\$10,000	Completion prior to 2011
Inaccessible washrooms at Millennium Square	Reposition grab bar & install power doors	Capital		Completion in 2012
Total Cost			\$440,000	

7.5 Planning & Development

The Planning & Development Department participates in numerous activities respecting land use policy, site planning, community development, and building construction.

The work teams (Division's) include:

- Planning
- Information & Support Services
- Development Control
- Building Services

Barrier	Action	Resources	Costs	Target
None				
Total Cost				

7.6 Library Services

Provides library services, programs and resources to the community at various facility locations, which include Pickering Public Library, and Claremont, Greenwood, Petticoat Creek, Whitevale Branches.

Barrier	Action	Resources	Costs	Target
Revolving doors at the Central Library do not operate properly, for children or people with mobility issues.	Replace front doors with a different type of operation.	Funds obtained in our 2010 budget.	\$100,000	Fall 2010
Total Cost			\$100,000	

Please Note: All capital funding items are pending budget approval.

Section 8: Monitoring Progress

The core group of the plan development working group will provide a status report every second month to review progress of the plan. Follow up will be conducted with any staff or contacts that have a role in the implementation of the plan. Updates of the plan will be presented to the AAC on a bi-monthly basis.