



Planning and Development Services

Environmental Scan

The Planning and Development Services Department provides accessibility at public meetings by identifying and removing barriers where possible to remove and/or reduce physical, architectural, information and communication barriers. In addition, the Department ensures information and communication barriers are minimized through the wide array of publications and web application services that we provide.

Our Customers

The Planning Department customers and partnerships include Regional Council, the residents of York Region, Regional and area municipal politicians, other Regional departments, area municipalities, development industry, businesses of York Region, public agencies (such as school boards, health and safety organizations and conservation authorities) and human service providers.

Accessibility Statement

The Planning and Development Services Department will commit to serving all of our customers to the best of our ability, taking into consideration their accessibility needs and our ability to address those needs. Where a barrier can be removed with existing resources - we plan to do so. When a barrier is identified that requires the co-operation of resources of another corporate department (i.e. Clerks Office, Property Services, etc.) we will work in partnership to minimize and/or eliminate barriers to access.

Accessibility Achievements – 2003 / 2004 Public Information for the Plan

Barrier Identified¹	Barrier Type²	Disability Type³	How the barrier was addressed⁴
Accommodation of people who are deaf, deafened, or hard of hearing at public meetings	Communicational	Sensory	• Use of sound system(s) • Projecting speaking voice load and clearly • Writing down information for visual impact
Legibility of static maps	Informational	Sensory	• Annotation of cartographic products produced in most legible and largest font possible • Avoided the colours red and green on the same map, in consideration of people with colour blindness
Access to maps and information	Physical	Physical	• Interactive maps and information available on the website e.g. York Explorer
Accessibility of services	Physical	Physical	• Included accessibility policies as part of the Regional Official Plan, i.e. promoting transit and accessibility
Meeting notification and location selections	Communicational/ Physical	Physical	• include notification of public meetings on website in compliance with ODA requirements • developed a list of accessibility criteria, held meetings at transit accessible locations, accessible buildings and provided special need requirements at various meetings
Ease of access to Information on Website	Technological/ Informational	Physical/ Sensory	• YorkAtlas icons, buttons and links, have alternate scroll over option to allow text to speech functionality • Maps created in Adobe Acrobat 6.0 can be downloaded with features such as intelligent navigation, text to speech and improved keyboard navigation without the need of a mouse
Regional Official Plan policies related to accessible urban design	Policy	Other	• Commenced review and revision of Regional Official Plan policies that guide area municipalities in ensuring accessible urban design, to be continued in 2005

¹ Give a description of the barrier and indicate where the barrier was found. For example: was the barrier in a program, service, by-law, policy, practice or facility?

² Indicate the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

³ Indicate the type(s) of disability affected by the barrier (physical, sensory, cognitive or other).

⁴ Describe the action taken to identify, remove or prevent the barrier.

Barrier Identification for 2005

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing ⁵ (When will this be completed)
Regional Official Plan format and website	Review format and method of delivery to ensure compliance	2005/
Public meeting notification practises and location selections	Continue to review location lists for public meetings and delivery of progress	2005/
Accessibility information to be published in York Region's Visitors Guide	Premier Ranked Tourism Infrastructure Audit 2005 will gather information on accessibility of tourism attractions	2005/

⁵The timing for addressing a barrier does not necessarily have to be set within 2005. The nature of the action may be *phased in* over a number of months or years depending on the resources and priorities of the Department.

Barriers That Will Be Addressed for 2005

Barrier identified ⁶	Barrier type ⁷	What will be gained by removing or preventing this barrier? ⁸	Means to prevent/remove the barrier ⁹	Indicators of success ¹⁰	Timing (When will this be completed?) ¹¹
Regional Official Plan format and website	Policy	To ensure accessible urban design	Review format and method of delivery to ensure compliance	Accessible urban design	2005/2006
Public meeting notification practises and location selections	Informational Physical	Provide services and facilities that are more accessible	Continue to review location lists for public meetings and delivery of progress	Improved Customer Service	2005/2006
Premier Ranked Tourism Infrastructure Audit 2005 will gather information on accessibility of tourism attractions	Physical Informational	Central source of information on accessibility of tourism related businesses	Publish accessibility information in York Region's Visitors Guide	Central source of information	2005

⁶Indicate where the barrier was found. For example: was it in a program, service, by-law, policy, practice, or facility?

⁷Indicate the type(s) of barrier (physical, architectural, informational, communication, attitudinal, technological, policy/practice).

⁸Indicate how accessibility will be enhanced by removing or preventing this barrier.

⁹Describe what action will be taken to remove and/or prevent the barrier.

¹⁰Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other

measure(s) that will be used to determine whether or not the department was successful in removing and/or preventing this barrier.

¹¹ The timing for addressing a barrier does not necessarily have to be set within 2005; the nature of the action may be *phased in* over a number of months or years depending on the resources and priorities of the Department.