

york.ca Update and Demonstration

Presentation to: York Region Accessibility Advisory Committee

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Agenda

1. The redesigned **york.ca**
2. Web Design and Layout
3. Content
4. Key Features
5. Website Accessibility
6. Demonstration
7. Next Steps

USABLE
PROFESSIONAL
Honest APPEALING
ENGAGING *Confident*
Approachable FRIENDLY
WELL-INFORMED *Reliable*
POSITIVE *Helpful* ACCESSIBLE
Innovative
INTERESTING
ACCOUNTABLE

The redesigned **york.ca**

- Designed with the users (our constituents) in mind from start to finish
 - Consultations and interviews with members of the public
 - Usability and accessibility testing
- Service-focused instead of department-driven
- 13,000 pages to less than 400 content pages
 - 6,500 moved to archive area
- Duplicated content has been removed
- Content is optimized for search engines

Web Design and Layout

- Clean and uncluttered look and feel established for the entire website
- Clear and easy to use website navigation
- Information can be accessed in several different ways
- Achieved through 100+ stakeholder consultation and testing sessions
- AODA compliant
 - All content meets or exceeds WCAG 2.0 Level A compliance
 - Continue to work towards Level AA compliance

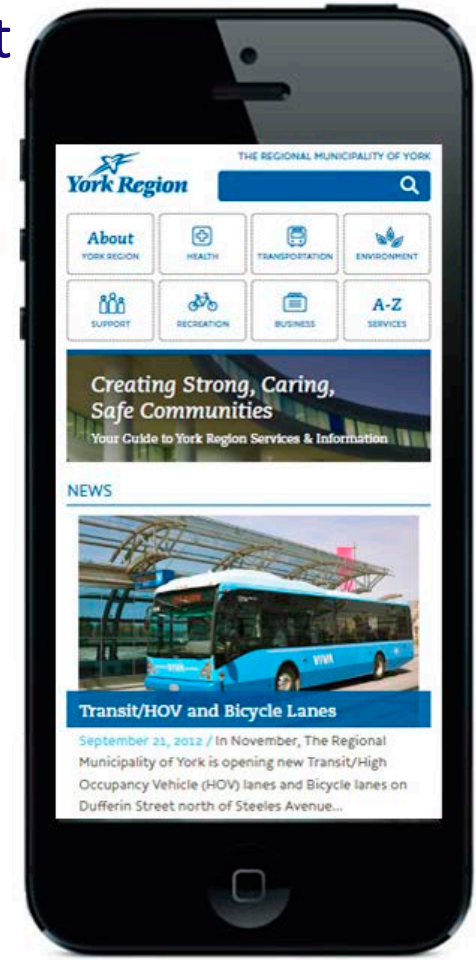
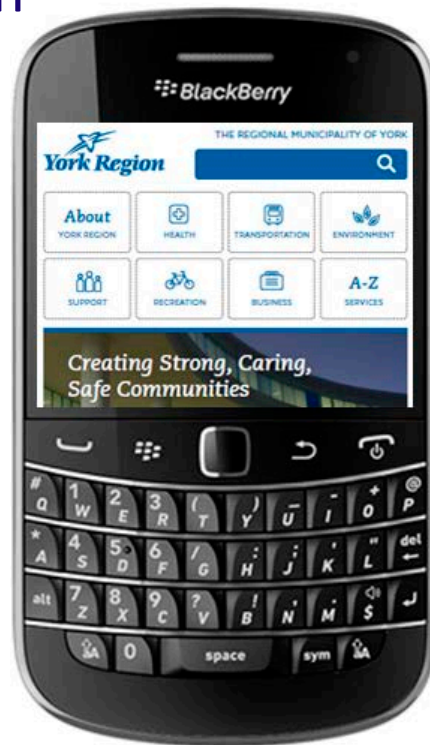


Content

- Focus: Regional services and legislated content
- Content written in **concise** easy to understand **plain language**
- Assigned key words to all resources to aid search
- Removed all duplicated resources, broken links and out-of-date content

Key Features

- Industry-leading web content management software
- Powerful search function
- Responsive design
- Accessibility features
- Social media integration
- Maps/GIS
- Online forms
- Analytics



Website Accessibility

Website accessibility falls under Section 14 of the IASR Information and Communications standard.

Internet websites and web content are to conform with the Web Content Accessibility Guidelines (WCAG) 2.0

- January 1, 2014 for Level A
- January 1, 2021 for Level AA

Principle 1: **Perceivable**

York.ca:

- Uses plain language
- Posts content written around a Grade 6 level
- Provides text alternatives (alt tags) for non-text content
- Uses HTML that is recognized by assistive technologies
- Offers contact information for accessible versions or communication supports if required
- Offers users contrast and font enhancing tools

Principle 2: **Operable**

York.ca is now easier to navigate and operate.

The new website:

- Uses powerful search function
- Makes all functionality available from a keyboard
- Refrains from using content that could cause seizures

Principle 3: **Understandable**

Content on York.ca is now organized by service, rather than by department.

The layout of the new website:

- Reflects a user-focused design
- Houses content where it makes sense
- Allows content to appear and operate in predictable ways
- Helps users find what they are looking for
 - The most commonly accessed information is displayed prominently on the website homepage

Principle 4: **Robust**

York.ca is reliable and can be viewed using a variety of different technologies, including assistive technologies.

The new website:

- Uses a responsive design that adjusts the website for easy viewing on any device
- Uses industry-leading web content management software

Website Demonstration

Next Steps (Post-launch)

- Collect feedback via surveys and usability testing
- Continue to make our website easier to use for all of our constituents.

