



TERMS OF REFERENCE

**For City of Richmond Hill Official Plan Update
Public Consultation Services**

Issued: TBD

TABLE OF CONTENTS

Table of Contents

PART 1 – OBJECTIVES, DELIVERABLES AND SCOPE OF WORK 3

1.1 Introduction.....	3
1.2 Location and Context.....	3
1.3 Background and Overview.....	4
1.4 Scope of Work.....	5
1.4.1 Project Expectations and Purpose	5
1.4.2 Scope of Work	6
1.5 Summary of Deliverables.....	9
1.5.1 Work Plan and Timeline.....	9
1.5.2 The Consultation Strategy	9
1.5.3 Communication Materials and Web Content	9
1.5.4 Timing.....	9
2.1 Entering into a Contract for the Provision of Deliverables	12
2.2 Specifications	13
2.2.1 Format.....	13
2.2.2 Images/Illustrations.....	13
2.2.3 Maps and Related Data	13
2.2.4 Hardcopies	14
2.3 Reporting Requirements and Administration.....	14
2.4 The Consultant	14
2.5 Qualifications	15
2.6 Timing.....	15
2.7 Disbursement of Fees.....	15
2.8 Budget.....	16
2.9 AODA Obligations.....	16

PART 1 – OBJECTIVES, DELIVERABLES AND SCOPE OF WORK

1.1 Introduction

The City of Richmond Hill is seeking to retain qualified Consultant(s) to assist with the public consultation process required for the updating of the City's Official Plan. This consultation process will be co-ordinated with other active studies the City is undertaking that will inform updates to the Official Plan. The Official Plan update process will culminate in a comprehensive municipally initiated Official Plan Amendment that will set the new vision for city planning and update policies and mapping of the Official Plan in conformity with Provincial and Regional planning policy.

1.2 Location and Context

The City of Richmond Hill is located in the south-central York Region, adjacent to Vaughan, King, Aurora, Whitchurch-Stouffville, and Markham. It is bounded by Bathurst Street to the west, Highway 404 to the east, Bloomington Road to the north, and Hwy 7 to the south. The City contains both urban and rural areas. City planning must conform with the Region of York Official Plan, as well as various provincial plans.

Council adopted the City's Official Plan in 2010. The Plan was appealed for failure to make a decision by the Region in 2011. Through various Ontario Municipal Board decisions, the majority of the Official Plan has been in effect since 2012. The Planning Act requires a review of Official Plan's within 10 years of its approval and 5 years thereafter.

There are several planning initiatives underway or recently concluded at the Regional and Provincial levels. The City's Official Plan is required to be updated to confirm with any updates to Regional and Provincial Plans.

The Planning Act requires that updates to the Official Plan are undertaken in consultation with the public.

The objectives of the Official Plan update public consultation process are to:

- Address all public consultation requirements of the Planning Act (e.g. issue notices, hold public meetings, and at least one public open house);
- Address all public consultation requirements of the Region of York Official Plan (e.g. consult with the public in a timely manner, provide sufficient information about proposed amendments for the public to understand what is being proposed and engage using multiple methods in order to receive a broad spectrum of feedback; engage with relevant First Nation and Metis communities; and ensure that meetings and materials are accessible for people with disabilities);
- Address all public consultation requirements of the City of Richmond Hill Official Plan (e.g. foster transparency and participation with the public by encouraging the

involvement of residents, businesses, stakeholders and other levels of government in the planning process; actively facilitate public participation in the planning process by designing public participation programs that increase public knowledge of the planning process and by providing the opportunity to participate to those who wish to exercise their right to do so; use a variety of communication methods including newspaper notices, surveys, open houses, public meetings, website postings, charrettes and workshops, among others);

- Minimize consultation fatigue by co-ordinating consultation events with related projects that are underway (e.g. Transportation Master Plan Update, Affordable Housing Strategy, and Comprehensive Zoning By-law); and
- Receive meaningful feedback from the public and stakeholders to inform decision making related to updates to the Official Plan.

1.3 Background and Overview

The Growth Plan and the Provincial Policy Statement direct that municipalities undertake a “municipal comprehensive review” (“MCR”). The intent of the MCR is to comprehensively analyze the efficacy of the Official Plan over the long term, taking into consideration provincial planning policy direction, as well as practical matters within the local context related to social, environmental, economic, physical and financial matters that impact or are impacted by land use policy decisions. Presently, the City is undertaking many studies and initiatives within the next couple of years that contribute to the work that is needed to complete an Official Plan Update. These include the Richmond Hill Centre Secondary Plan, the Comprehensive Zoning By-law, the Community Energy and Emissions Plan, Transportation Master Plan (TMP), the Urban Master Environmental Services Plans (UMESP), the Affordable Housing Strategy, Sustainability Metrics update, and an update to the Development Charges By-law (DC By-law). All of these aforementioned studies and plans inform and implement the policies of the Official Plan. The Official Plan Update process overall is explained in staff report SRPRS.19.053 (see October 2, 2019 Committee of the Whole).

The Official Plan Update is anticipated to take 2 years, starting in late fall 2019 and concluding in summer of 2021. At the conclusion of the Official Plan update project, Council will be able to adopt an amendment to the Official Plan that will address all matters of conformity with respect to Provincial and Regional policy, and will ensure that the Official Plan provides a clear vision for planning and development to 2041. Ultimately, the updated Official Plan will provide guidance for the public to understand the City’s growth and development vision and will facilitate new development that is compliant with the Official Plan to occur in an expeditious manner.

While the overall Official Plan update is expected to conclude in the summer of 2021, staff are also preparing for a hearing with respect to the Yonge and Bernard Key Development Area Secondary Plan and implementing zoning by-law scheduled for June 2020. A key point

of contention with the Secondary Plan and Zoning By-law, for both the landowners and Council themselves, is the restriction on height and density that is established in the current in effect 2010 Official Plan. As such, the ability to amend of the Secondary Plan is intrinsically linked to the Official Plan update, wherein height and density may be revisited on a city-wide scale. Prior to finalizing the Yonge and Bernard KDA Secondary Plan and implementing by-law for the endorsement of Council, several broader planning questions need to be analysed and answered at a city-wide scale, which can best be undertaken through the Official Plan update process. As such, staff recommend beginning the public consultation process with preliminary open house meeting(s) in November, which can then be followed by public workshop(s), conducted by the same objective consultant, that are more specific to the Yonge and Bernard KDA. This will enable staff to be in a position to bring forward a recommendation report for endorsement by Council in March of 2020, with time to prepare for the June 2020 hearing on the KDA specifically.

Related City Initiatives

The City is also undertaking several initiatives that will inform and/or be carried out concurrently with the Official Plan update. These initiatives include:

- Urban Master Environmental Servicing Plan update
- Transportation, Pedestrian, and Cycling Master Plan update
- Affordable Housing Strategy
- Sustainability Metrics update
- Community Energy and Emissions Plan
- Comprehensive Zoning By-law (which includes a mid-rise and tall building typologies study)
- Parking Strategy Update
- Stratification and Public Easement Study
- Richmond Hill Centre Secondary Plan

1.4 Scope of Work

1.4.1 Project Expectations and Purpose

The consultant will provide public engagement expertise that is unique to land use planning and the Official Plan update process in particular. The consultant will deliver services that align with the objectives stated above and offer the City innovative solutions and deliverables to support the goal of updating the Official Plan in an open, transparent, and participatory manner.

The purpose of public engagement is to identify interests and objectives among the public and stakeholders, to ensure that there is a common understanding of the purpose and effect of updating the Official Plan, and to, ultimately, inform the update of the Official Plan in a manner that addresses multiple interests in the best possible manner.

1.4.2 Scope of Work

The Consultant will be responsible for coordinating and facilitating all public consultation meetings.

The Consultant will attend Council meetings as directed by staff, and attend regular meetings, as set out in the approved work plan, with City staff throughout the course of the project.

The Consultant work plan will identify key dates for consultation with the public and stakeholders. The Consultant will be mindful of the many related City initiatives that are being undertaken, and how these initiatives relate and inform the update to the Official Plan. Where possible, the work plan shall find opportunities for co-ordinating consultation to minimize fatigue and allow for greater collaboration among the related initiatives.

Deliverable: Consultation Plan

The Consultant is expected to prepare and deliver a comprehensive consultation plan that connects the public/stakeholder engagement components of the OP update with the other land use planning related initiatives (i.e. Transportation Master Plan, Community Energy and Emissions Plan, Affordable Housing Strategy, Comprehensive Zoning By-law, etc.) to reduce consultation fatigue among the public and stakeholders.

Elements of the Plan should include:

- Meetings with the Project Manager, Project Leads for related initiatives, and the broader update Project Team/Committees
- A Stakeholder Consultation Process with the following parties:
 - City Staff/Departments
 - Region of York, Provincial and adjacent municipality staff
 - External Agencies, including school boards, utility providers, transit authorities, Toronto and Region Conservation Authority;
 - Stakeholders, including the First Nations and Metis communities; development community (BILD); environmental interest community; not for profit organizations; City of Richmond Hill Youth Action Committee; business community; (depending on complexity, Consultants may need to attend subsequent meetings to provide facilitation expertise)
- Issuance of various public on-line surveys throughout process to obtain views from a broad spectrum of interested parties on various issues and aspects of the Official Plan update, including post open house surveys
- Council Task Force meeting(s) to provide overview of public consultation process and report back on what has been learned through the public engagement process
- Public Open House/Workshop Sessions (approximately 11 to 14 two-hour evening sessions)

- Statutory Public Open House – to present and receive feedback regarding proposed changes to the official plan (Draft OPA)
- Statutory Council Public Meeting regarding Draft OPA

NOTE: The Consultant shall be responsible for the scheduling of meetings and the preparation of agendas, presentation materials and meeting minutes (noted in the first four bullets). Prior to the scheduling of meetings, the Consultant shall confer with the Project Manager. Where it is deemed appropriate, expedient/efficient, meetings and surveys may address the Official Plan update as well as other related projects.

Deliverable: Branding

Create a brand for the OP Update, including a logo.

Deliverable: Web-page

Prepare and update a web-page for the Official Plan update, inclusive of info-graphics, texts and photographs, that:

- explains the official plan process and how it relates to other City initiatives;
- is updated regularly to advise the public of status and engage them in events; and
- seeks feedback on matters as the update process continues;

Deliverable: Prepare a Social Media Strategy

Working with communications staff, identify social media platforms to promote the Official Plan update and engage the public.

Prepare social media posts/videos as appropriate.

Deliverable: On-line Surveys

Working with staff, prepare meaningful on-line surveys for the public to respond to various matters related to the Official Plan update, inclusive of photos, info-graphics, and mapping. Provide summary memos outlining results and trends from each survey and provide recommendations in terms of next steps, including possible changes to the Official Plan.

Note: where appropriate, survey questions and responses can also address related City initiatives, (i.e. CEEP, TMP, Affordable Housing Strategy, Comprehensive Zoning By-law)

Deliverable: Stakeholder Meetings

Working with staff, develop stake-holder specific agendas.

The consultant will facilitate initial meetings with stakeholders to establish preliminary understanding of level of engagement/interests and next steps for City staff to undertake, the number and duration of meetings is subject to detailed consultation plan established by the consultant.

In particular, the consultant will need to develop a strategy for obtaining input from the business and development communities regarding how the official plan can be utilized to increase the local job supply.

Prepare meeting minutes within 1 week of meetings.

NOTE: depending on complexity, Consultants may need to attend subsequent meetings to provide facilitation expertise. Where appropriate, stakeholder meeting agendas may include discussion items related to other City initiatives, (i.e. CEEP, TMP, Affordable Housing Strategy, Comprehensive Zoning By-law, Sustainability Metrics Update)

Deliverable: Public Workshops/Charettes/Open Houses

Perform facilitated public sessions (approximately 11 - 14) to address common thematic and geographic specific elements of the sub-projects of the Official Plan update, including a workshop that is specific to the Yonge and Bernard KDA as early as December 2019

Prepare presentation materials including power point presentations and display boards to inform participants on the issues being addressed, and possible means to address them

Prepare materials to solicit feedback from the public, may include on-line and/or paper surveys, worksheets/books, activities, etc.

Provide summary memos of each consultation event outlining lessons learned, common themes, and providing recommendations regarding next steps and policy and/or mapping changes to consider as part of the Official Plan update (within 1 week of each session).

Deliverable: Engagement Database

Throughout the engagement process, there is a need to ensure that all feedback is properly compiled, logged, and analyzed. Working with City staff, the Consultant will provide guidance and tools to ensure that there is a comprehensive, searchable, and responsive database of all feedback received, whether through surveys, letters, workshops, etc.

Deliverable: Consultation Summary Report

Based on the above noted work and the review of correspondence received from the public, the consultant will prepare a Consultation Summary Report, which will provide key directions to inform the finalization of updates to the Official Plan.

The recommendations will include:

- A clear articulation of the vision and principles of the Official Plan based on the consultation process;
- Key findings from the public consultation process related to focal areas of the Official Plan update concerning:
 - Urban Structure
 - Height and density regime
 - Transportation and servicing
 - Affordable Housing
 - Climate Change
 - Implementation tools
 - Technical policy updates

- Mapping updates; and
- Any other matters that may not have been identified at the outset of the OP update but that have come to light through the consultation process.

1.5 Summary of Deliverables

1.5.1 Work Plan and Timeline

The Consultant will be responsible for working with staff to prepare a more refined finalized work plan and timeline prior to commencing the project. The Consultant will need to adhere to a schedule that would deliver the Consultation Summary Report and supporting information to the City prior to the draft OPA coming to council for adoption (Q2 2021).

1.5.2 The Consultation Strategy

As noted above, the consultation strategy is comprised of the following deliverables:

- Consultation Plan
- Branding (including an Official Plan logo)
- Web-Page (content and updates)
- Social Media Strategy (along with draft posts and videos, as appropriate)
- On-line Surveys (along with summary memo of survey findings)
- Stakeholder Meetings (facilitation, along with agendas and meeting minutes)
- Workshops/Open Houses/Charrettes (leadership, along with presentation and engagement material, and summary memo)
- Engagement Database
- Consultation Summary Report

1.5.3 Communication Materials and Web Content

The Consultant will be responsible for leading public and stakeholder engagement and for providing any communication material as part of the stakeholder engagement process, which will include meeting invitations, presentations and display boards, public survey material, and content in support of a dedicated project on the City's website. All materials provided by the Consultant must comply with AODA standards and the City's web content guidelines.

1.5.4 Timing

The required scope of work can be broken down into three Stages:

1.5.4.1 Stage 1: Visioning and Urban Structure (Q3 2019 to Q1 2020)

This Stage will be an introductory phase of the Official Plan update, setting parameters for the review and establishing the Vision, and Urban Structure from which to develop more detailed planning questions and discussion. The Official Plan's Guiding Principles will also be addressed during this stage.

This stage will also involve discussion regarding possible changes to the Yonge and Bernard KDA Secondary Plan and implementing zoning by-law.

Furthermore, this stage will set the groundwork for developing the engagement database, in collaboration with City staff, that will be populated throughout the duration of the Official Plan update process.

1.5.4.2 Stage 2: Accommodating Growth (Q2 2020 – Q4 2020)

This stage will build on the research and analysis undertaken by staff and what has been learned to date from the public, agency, and stakeholder consultations. Consultation will identify areas of focus for the updating of the Official Plan and consider options for how specific issues could be addressed. Key areas for discussion will include:

Built form - This will involve discussions regarding height and density within centres and corridors, and even within neighbourhoods and employment areas. Built form is linked with the Region's Major Transit Station Area work as directed by the Growth Plan. This also is linked with the TMP and UMESP updates as many stakeholders will want to know what the implications of increased density will be with respect to infrastructure capacity. Stakeholders will need to see visual images/models and real life examples of different built form possibilities. The Comprehensive Zoning By-law team's work regarding building typologies will also relate to this stage of the consultation process.

Public Streets/Connections – This is highly linked with the Transportation Master Plan update. Stakeholders will need to see visual images/models and real life examples of street configurations that may be possible. The consultant will work closely with the TMP team to co-ordinate consultation strategy at this stage.

Climate Change – Required by the Province through provincial plans as well as the Planning Act, climate change adaptation and mitigation needs to be considered as part of the Official Plan update. This is highly linked with the CEEP work that is also underway, as such the consultant will also work with the CEEP team in finalizing the engagement strategy in this regard.

Affordable Housing – Required by the Planning Act, providing a policy and regulatory framework to increase the supply of affordable housing will be considered as part of the Official Plan update. This is highly linked with the City's Affordable Housing Strategy (AHS), as such the consultant will also work with the AHS team in finalizing the engagement strategy in this regard.

Secondary Plan Areas – Specific geographic areas are identified in the 2010 Official to be subject to a Secondary Plan. As part of the OP update, the engagement strategy will include geographic specific meetings/surveys to address secondary plan level policy and mapping for the Official Plan update.

1.5.4.3 Stage 3: Proposed Policy and Mapping Changes (Q1 2021 – Q2 2021)

During this phase of the project, the stakeholders and public will be able to review proposed policy changes and respond accordingly. A strategy is required to be able to collect and analyse feedback received, which is likely to be largely in written form. At this stage the more formalized public consultation process will be utilized: Release of proposed changes (via notice and website), Statutory Open House, Statutory Council Public Meeting, (opportunity to receive formal public comments), Committee of the Whole meeting (for recommendation to adopt), and Council meeting (formal adoption). The Consultant's Consultation Summary Report will provide an overview of the engagement process, the feedback received, and key recommendations to inform the finalization of the updates to the Official Plan.

PART 2 – ADDITIONAL REQUIREMENTS

2.1 Entering into a Contract for the Provision of Deliverables

2.1.1 Notice of Selection

Within ten (10) days of the date of the written notification of selection by the City, the respondent will be expected to provide the City with the following documentation:

(a) City Standard Certificate of Insurance forms, naming the City and any indemnified parties as additional insured, evidencing the following coverage:

- commercial general liability insurance in the amount of at least \$2,000,000 or other amount naming the City of Richmond Hill as additional insured;
- professional liability insurance in the amount of at least \$5,000,000 or other amount;

Note: Only the insurance certificates in the City's format and signed and stamped by the insurance company will be accepted; and

- as more specifically set out in the Form of Contract attached as Appendix C;

(b) a current letter or certificate of clearance from the Workplace Safety and Insurance Board (WSIB), stating that the respondent is in good standing with the WSIB, or alternatively, evidence in a form satisfactory to the City that the respondent does not require WSIB;

(c) an executed Contract in the form attached as Appendix C.

The Consultant will prepare the following documentation to be attached to the Contract:

- **Schedule of Prices:** This Schedule would identify all staff members involved in this project along with their title, hourly rate and estimated time working on each stage of the project. This schedule will also acknowledge the maximum fee for the project in total.
- **Schedule of Critical Deliverables and Timeline:** This schedule will identify key deliverables of the project, targeted dates that they are due to staff for review and comment, and targeted dates that they will be finalized for public consumption.
- **Detailed Work Plan:** This Workplan will include:
 - The Consultants understanding of the scope of work,
 - An overview of the project team, their area(s) of expertise and role within the project, a description of staff availability and back-up strategy should staff not be available to complete the project. (Staff CVs may be appended as well)

- A detailed description of the Project approach, work plan, and deliverables, and a Gantt chart illustrating the work plan over the 24-month timeline envisioned for this project, starting in October 2019.

2.2 Specifications

The aforementioned deliverables/products are to be provided in both hardcopy form and digital form, where applicable. The Consultant(s) will be required to follow the specifications outlined below:

2.2.1 Format

All reports and presentation materials (including display boards) will be supplied in hard copy and in a format compatible with Microsoft Office Suite (Word, Excel, Access, Power Point).

All Studies and Reports, including background, recommendation and final reports will be provided by the Consultant(s) to the Planning and Regulatory Services Department in PDF format and shall include unbroken links to image/illustration files or embedded image/illustration files. A searchable/indexed and AODA compliant PDF of Draft and Final Reports and Studies will be prepared by the Consultant(s) and will be provided to the Planning and Regulatory Services Department for posting on the City's website. Final copies will be in a read-write format that is compatible with City software.

2.2.2 Images/Illustrations

All images or illustrations will be reproducible in colour format. All images or illustrations prepared as part of this project will be provided to the Planning and Regulatory Services Department at project completion in both their original format and as a high-resolution (300 dpi) TIFF image in a separate folder on a CD/DVD or USB stick.

2.2.3 Maps and Related Data

All maps prepared as part of this project will be provided to the Planning and Regulatory Services Department in both their original format and as ArcGIS and Adobe Illustrator compatible files in a separate folder on a CD/DVD or USB stick.

All spatial data (tabular and geographic based data) will be provided in shape file format and must be georeferenced to UTM NAD 83, Zone 17N. If Autocad files are submitted these must be geo-referenced to UTM NAD83, Zone 17N and accompanied with a copy in shape file format (*.mxd). All submitted spatial files will be reviewed by the GIS Planning section.

Standalone tables will be supplied in a format compatible with Microsoft SQL server, Oracle, DBF, or MS Access. Tables in Microsoft excel format will be accepted if they are approved by the Project Manager.

2.2.4 Hardcopies

The Consultant(s) will provide the Planning and Regulatory Services Department with a total of five (5) colour and bound copies of all Draft and Final Reports.

2.3 Reporting Requirements and Administration

The Consultant(s) will report to the Planning and Regulatory Services Department.

City staff will be responsible for:

- Providing departmental information and support to the Consultant as it respects their individual mandates
- Establishing Staff Working Groups and broader Technical Advisory Teams; and identifying and contacting stakeholders that will need to be consulted in this process
- Ensuring the Consultant attends necessary meetings regarding the Official Plan update and related projects.
- Organizing and attending meetings with the Consultant to discuss status updates and to provide input on policy development
- Preparing mailings/communications for community consultation meetings
- Reviewing and commenting on draft and final versions of all materials arising from this work.

2.4 The Consultant

The term "Consultant" in the Terms of Reference also means "Consulting Team" and includes any combination of individuals, firms, companies or corporations party under the accepted contract. The Consultant will appoint a senior professional in the Lead Firm as the Consultant Team Leader, who will be the City's main contact and who will be responsible for the coordination of all consulting resources retained under the accepted contract. The Consultant Team Leader and Lead Firm will be responsible for invoicing the City and the disbursement of fees to the Sub-Consultants. Any subsequent changes or substitutions to the consulting team will require the written approval of the City of Richmond Hill.

All consultants/project team members must declare that they have no conflict of interest while undertaking this project. Conflict of interest in relation to the performance of the contractual obligations contemplated in this terms of reference could arise where the individual's other commitments, relationships or financial interests (i) could, or could be seen to, exercise an improper influence over the objective, unbiased, and impartial exercise of its independent judgement, or (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations. Should there be a conflict of interest or perceived conflict of interest, this should be declared and details of the conflict and how it could be mitigated should be provided to the City.

2.5 Qualifications

The Consultant will bring multi-disciplinary expertise and experience to the project. The following areas of expertise are expected:

- Project management
- Public consultation design and delivery
- Stakeholder management and facilitation
- Land Use Planning (Official Plan Reviews)
- Communications planning and management
- Meaningful social media utilization (including preparation of video media)
- Public engagement surveys (including on-line and paper)
- Public open house and workshop leadership
- Oral Presentation delivery to the public and council
- Research and policy development
- Report writing
- Data management

2.6 Timing

The targeted completion of the study is approximately twenty-four months from the date of Contract execution. It is expected a public hearing regarding the Draft Official Plan update will be held in Q1-2021, with a recommendation to Council for adoption in Q2-2021. Prior to commencing work on the project, the Consultant will submit for the approval of the Project Team a finalized work plan, which will assign the final dates to the completion of various milestone tasks on the timeline. No chargeable work shall commence prior to the approval of the finalized work plan and the City of Richmond Hill shall not be responsible for any costs associated with its finalization. The Consultant will be required to provide a set hourly fee for any members of the project.

2.7 Disbursement of Fees

As noted above, the Consultant will be required to submit a payment schedule prior to commencing the project.

Invoices will be required to contain the following minimum information:

- Description and explanation of work undertaken in each invoice time period;
- Personnel employed and hours expended by the hourly rate;
- Disbursements;
- Total fee for each invoice;

- Budget expended to-date and remaining budget; and
- Percentage of work and extent of phase or partial phase completed.

2.8 Budget

The upset budget for scope of this work is \$200,000, (does not include taxes). This includes all of the work undertaken by the Consultant, including the production of the deliverables required by this Terms of Reference.

The Consultant shall not exceed the budget or undertake any work that would cause the budget to be exceeded without written permission from the City of Richmond Hill. Such permission shall be required for any phase or component of the study, as set out in the approved work plan.

2.9 AODA Obligations

In accordance with the City's obligations pursuant to Section 6 of Ontario Regulation 429/07, Accessibility Standards for Customer Service made under the *Accessibility for Ontarians with Disabilities Act, 2005*, the Supplier will be required to ensure that all its employees, agents, volunteers, or others for whom at law it is responsible, receive training in relation to the provision of those applicable Deliverables to persons with disabilities.

Appendix 1 – Preliminary List of Resources

The following information and material is available to the Respondent:

- [Richmond Hill Strategic Plan \(April, 2016\)](#)
- [Richmond Hill Official Plan \(July, 2010\)](#)
- [SocioEconomic Study 2019](#)
- [Ward Profiles](#)
- [Yonge and Bernard KDA background information and status information](#)
- Staff Report SRPRS.19.153 – Official Plan Update

Additional material to be made available:

- Official Plan Update Work Plan
- 2010 Official Plan Consultation work plan and consultation materials
- Comprehensive Zoning By-law Work Plan
- Transportation Master Plan Work Plan
- Affordable Housing Strategy Work Plan
- Sustainability Metrics Update Work Plan
- Yonge and Bernard KDA Work Plan
- Richmond Hill Centre Secondary Plan Work Plan
- Community Energy and Emissions Plan Work Plan
- GIS Mapping
- 3D Modelling of existing City and some future development scenarios
- City of Richmond Hill Web content guidelines