



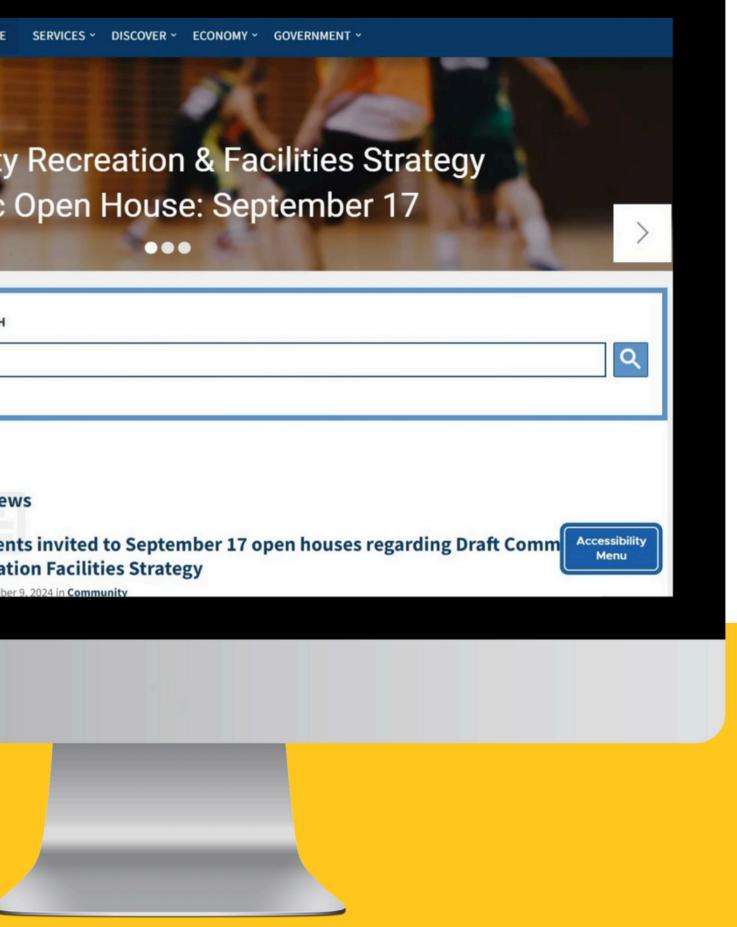
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Where We started

* () ¥	HOME SERVICES ~ D
Haldimand County CO	mmunity Recrea Public Open H
myHC \$ Pay ☑ Apply / Register	C SEARCH Events
Connect Connect Report / Request Cearn Manage my Taxes Elections	Residents invited to

Your organization is not in compliance with the accessible websites requirements under Section 14 of the Integrated Accessibility Standards Regulation (IASR).



Ministry of Seniors and Accessibility, 2022

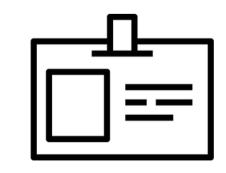
What We heard



On a scale of 1-5 (5 being the best), how would you rate the usability of our current website?



Residents



Staff







CEC-05-2024, Attachment 3

1. Poor navigation

2. Frustrating search

3. Inaccurate information



Timeline



Redesign behind the scenes.

By the numbers

www.haldimandcounty.ca

390

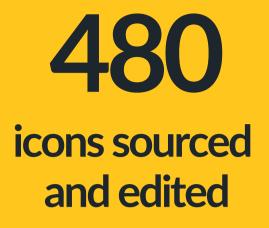
content pages re-written

78% pdf documents

moved to html

30 content editors trained

75 pdf documents remediated





bylaws set up as content pages

4() policies set up as content pages

65 online forms created

Businesses added to directory



Bringing it together

(Q)

www.haldimandcounty.ca

Integrations

- eCommerce
- eScribe/Council Calendar
- Search
- Analytics
- Maps
- Business directory
- News and events

Collaboration

- Pre-design sessions
- Sitemap testing
- Content meetings
- Project Working Team
- Steering Committee
- Page review one-on-ones
- Divisional consultations

Redesign behind the scenes.

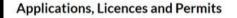
Design

- Homepages
- Interior pages
- Templates
- Icons
- Branding
- Fonts

Standardization

- Writing
- Page style
- Document management
- Content process
- Forms
- PDFs

Designed for use



A

108

Burn Permits

Find common applications, licences and permits required by Haldimand County, Each may have its own application process and associated fees.

Building Permits Learn how to apply for building

View the requirements for open-ai permits, when they're required, and burning, which properties are what you need to get started. eligible and how to apply for a permit.



nlication deadline

Job Opportunities Find information on how to purchase a new or renewed dog licence, the current fees and

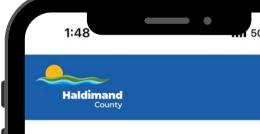
Lottery Licences Browse current job openings and find information on student jobs. volunteer firefighters and working

Busines	s Licences
Apply fo	or and renew business
licences	for taxis, mobile food,
racing n	while entertainment and

racing salvage yards.

2

Learn the requirements for running a lottery, which organizations are eligible, and how to apply.



Paying Your Property Taxes

We charge property taxes in four instalments each year, with several different methods to pay. Find out more about how your property tax rate is calculated.

On this page

· Ways to pay

I Want To

ernment & Adminis

Applications, Licences a

 Burn Permits Commissioner of Oat

Lottery Licences

Marriages Lice

Search the site..

Contact Us

Haldimand County

Cavuga, Ontario

53 Thorburn Street So

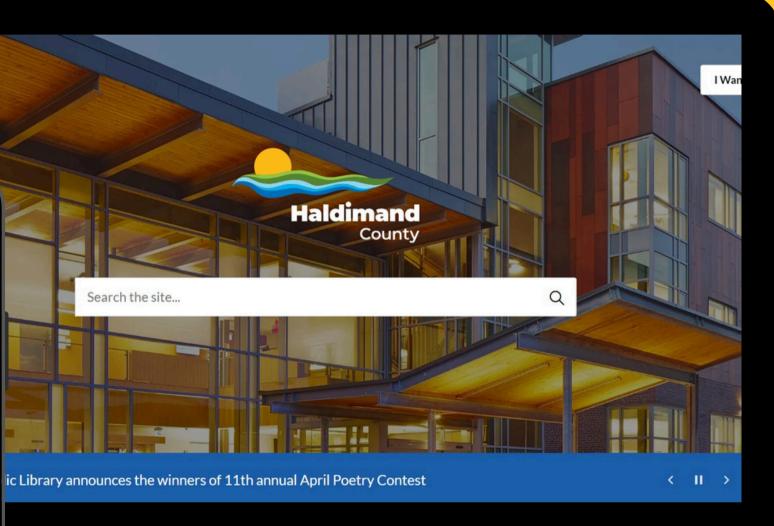
View Full Menu

- Getting your bill
- Due dates
- Billing types
- Late payments
- Insufficient funds

Ways to pay

We offer five convenient ways for you to pay

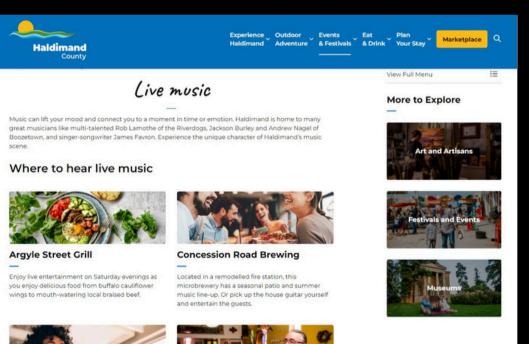
haldimandcounty-008-ca.govstack.com



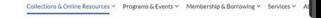




Tourism Haldimand



Library



Collections & Online Resources

Haldimand County

Your library card gives you access to an extensive inventory of materials and resources. Browse our collections and find your next favourite read, learn a new skill, catch up on the latest news, and so much more.





Catalogue Search Search our online catalogue of library materials, place holds, and check out items to be picked up at a local branch. All Digital Services Browse all of our digital services including digital catalogues, online learning a frequently-accessed web resources.













Haldimand County Public Library

Children's Programs

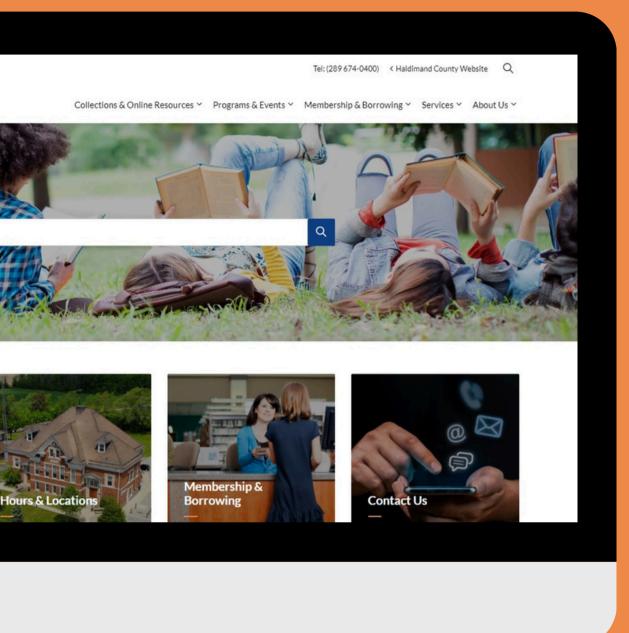
We offer a variety of fun and engaging programming for children aged 0 to [12]. With a mix of learning and play, our programs are enjoyed by children and caregivers alike.

🖬 View our Program and Event Calendar

Browse children's programs

haldimandcounty-008-ca.govstack.com

www.haldimandlibrary.ca



Demo



www.haldimandcounty.ca

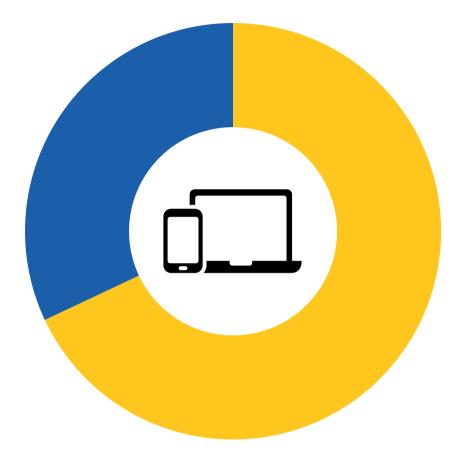
Mobile 1st

In general:

- mobile
- 70-90% view on • Haldimand around 70-75%

What we'll look at

- Design
- Navigation
- Search
- Accessibile



Guiding Principles

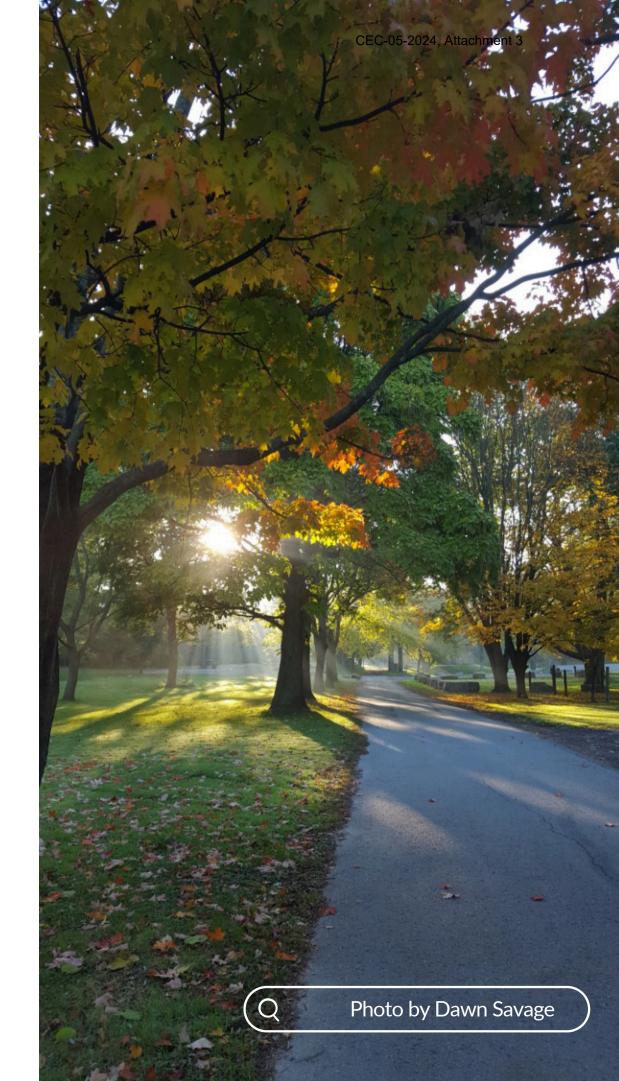






Our website visitors come first We are consistent with our brand

Our site is always improving









Consistency

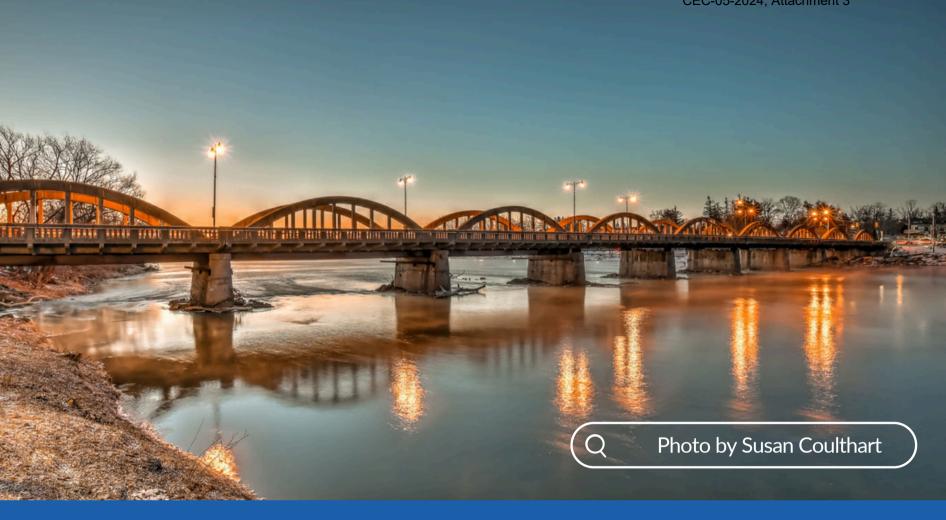
Trust



Standards



Continuous Improvement

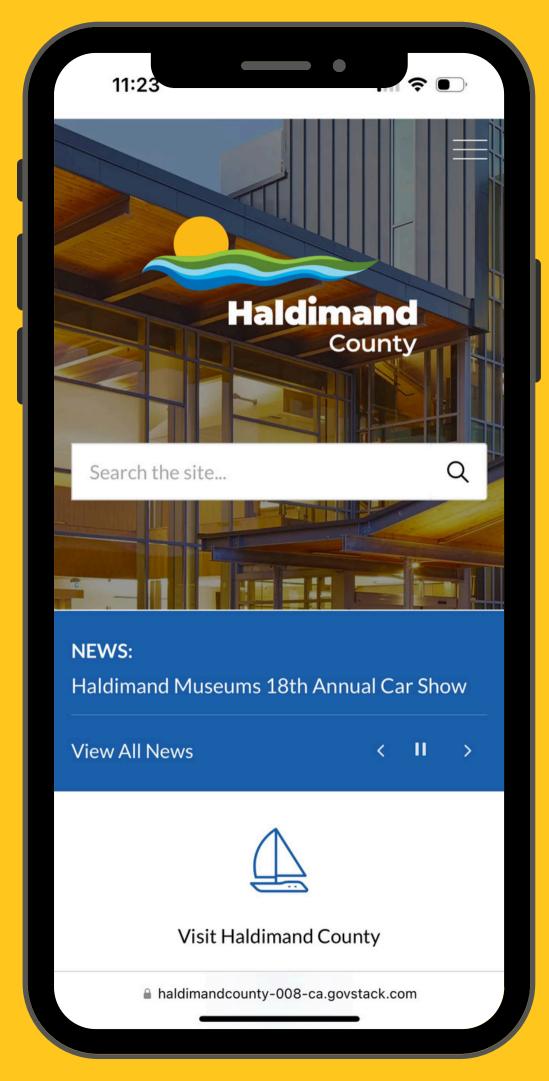


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Roles & Responsibilities > Training **Content process** Audits and maintenance



The new haldimandcounty.ca

Thank you.

SEPTEMBER 2024 | PRESENTATION

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