



Memo

To: Board of Directors
From: Josselyn Quine
Date: July 10, 2025
Subject: ADA Compliance on District Website

I had a meeting with Streamline regarding our document accessibility on our website, stating there have been numerous lawsuits because of non-ADA Compliance, 305 in June, in California alone. Streamline has created a program called DocAccess. DocAccess converts all PDF documents into an accessible transcript for people with disabilities, especially those who are blind, low vision, or have motor impairments who rely on assistive technology. Also, it will translate any document, with 150 languages to choose from. If someone is still having trouble understanding the transcribed document, there is also a live visual interpreter who is available 24/7.

This program will transcribe all documents, new, old, handwritten, maps, graphs and charts if it is a viewable document. Our website allows us to select which files are viewable to the public. If a document is not viewable, DocAccess will not count those as our item count. The hidden documents will remain on our website for District staff to access but will not be available for the public.

Streamline's cost is \$0.04 per page compared to others, charging upwards of \$7.00 per page. On our website we currently have 9,922 pages that are not in compliance with ADA laws. The cost to convert these pages is a monthly cost of \$400 for 10,000 pages. With the continual addition of documents to our website, it would be recommended to increase the document coverage to 20,000 pages for \$800 per month. They do offer annual billing, which allows for discounts. 2-year agreement is 20% off (\$1,920 - \$3,840), 3-year agreement is 30% off (\$4,320 - \$8,640).

DocAccess provides indemnification against ADA-related claims or lawsuits resulting from inaccessible documents served through their system, covering up to \$50,000 in any state-imposed fines, emergency remediation, or associated legal costs. A sample agreement and FAQ are attached.



Accessible Document Service Proposal

Transform Your PDFs into Fully Accessible, Searchable, and Translatable Documents

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Executive Summary

Crestline Village Water District faces a critical deadline for PDF accessibility compliance. Using the DocAccess tool to evaluate **1,570** document files totalling **10,128** pages, **Crestline Village Water District** has identified **1,570 PDFs** **totaling 10,128 pages** across its web properties that can—and need to be—served in an accessible format. Traditional remediation of these documents would cost approximately **\$70,896** or could take **43 weeks** of dedicated staff time.

DocAccess offers an immediate, cost-effective solution at just \$800 per month — that's **86%** less than traditional remediation in the first year alone, with instant deployment and ongoing compliance.

The Accessibility Challenge

Under the Americans with Disabilities Act (ADA) and recent Department of Justice guidelines, all public-facing digital content must be accessible to people with disabilities. This includes:

- ✓ Meeting WCAG 2.1 AA standards for all PDF documents
- ✓ Providing equal access to information for all users
- ✓ Avoiding costly lawsuits and compliance penalties
- ✓ Serving your community's **15-20%** of residents with disabilities
- ✓ **Enhancing access for Crestline Village Water District's diverse community—where a notable portion of residents speak languages other than English at home—ensures all customers can understand vital water service information and supports equitable service delivery (U.S. Census Bureau, 2022 ACS 5-Year Estimates).**

The DocAccess Solution

DocAccess transforms your existing PDFs into fully accessible documents without changing your files or website structure. Our cloud-based solution provides:

Instant Accessibility

Automatic conversion to screen-reader compatible HTML with proper semantic structure and WCAG 2.1 AA compliance.

150+ Language Translation

Real-time translation powered by Google Translate, prioritizing languages spoken in your service area.

AI-Powered Search & Q&A

Users can search within documents and ask questions in plain language, getting instant answers in their preferred language.

Live Visual Interpretation

24/7 access to professional interpreters via Aira for users who need additional assistance - included at no extra cost.



Mobile Optimization

Responsive design ensures perfect viewing on all devices, from smartphones to desktop computers.



Smart Image Description

AI-generated comprehensive alt-text for all images, charts, maps, and diagrams following WCAG best practices.

Technical Excellence & Compliance



DocAccess is built on industry-leading standards and partnerships:

- ✓ Full WCAG 2.1 AA compliance verified by VeraPDF validation
- ✓ Section 508 and ADA Title II & III compliance
- ✓ ISO 14289 (PDF/UA) standard adherence
- ✓ Tested with all major screen readers (JAWS, NVDA, VoiceOver)
- ✓ Regular audits by accessibility experts
- ✓ Continuous improvement through user feedback

Simple Implementation Process

1

Quick Installation (15 minutes)

Add one line of code to your website - similar to Google Analytics. Works with any CMS or platform.

2

Automatic Processing (24 hours)

DocAccess scans and processes all your PDFs, creating accessible versions without touching your original files.

3

Go Live & Stay Compliant

Your PDFs are now fully accessible. New documents are processed automatically. Full dashboard for monitoring.

Investment & Value

Recommended Plan: Pro

\$800/month

For 20,000 active PDF pages

Just 4.00 cents per page

What's Included:

- ✓ Unlimited document views and downloads
- ✓ Automatic processing of new documents

✓ All accessibility features (translation, Q&A, live assistance)

✓ Compliance monitoring dashboard

✓ Regular accuracy reviews by experts

✓ No setup fees or hidden costs

✓ Flexibility to change plans anytime

Cost Comparison:

Traditional PDF remediation: **\$70,896** (one-time)

DocAccess solution: **\$800** per month

You save \$61,296 in the first year alone!

Frequently Asked Questions

Do I need to remediate my existing PDFs?

No. DocAccess creates fully compliant alternative formats that satisfy ADA requirements. Your original PDFs remain unchanged while we provide accessible versions to users who need them.

How quickly can we be compliant?

Most organizations are fully operational within 24-48 hours of installing the DocAccess code. Complex documents may take slightly longer for our quality review process.

What about documents on external sites we link to?

DocAccess uniquely handles external PDFs you link to, ensuring your users have an accessible experience even with third-party documents.

Is this solution legally compliant?

Yes. DocAccess meets all federal ADA requirements and state-specific regulations. We offer up to \$50,000 in indemnification coverage for added protection.

Service Agreement

This Software as a Service Agreement ("Agreement") is entered into on **August 1, 2025**, between Streamline Software Incorporated ("Provider") and **Crestline Village Water District** ("Customer").

Services Provided

DocAccess is a subscription-based accessibility solution that includes:

- Automated document accessibility compliance
- Real-time translation to 150+ languages
- AI-powered search and Q&A functionality
- 24/7 live visual interpretation services
- Compliance monitoring and reporting
- \$10,000 indemnification for any ADA-related issues

Terms

- **Subscription:** Pro Plan - 20,000 pages
- **Fee:** \$9,600 per year (\$800 per month)
- **Billing Cycle:** Every year, beginning August 2025
- **Payment Terms:** Net 45
- **Contract Term:** 1-year commitment - enjoy our price lock guarantee for the duration of the contract term.

This Agreement incorporates the DocAccess Terms of Service available at docaccess.com/terms-of-service

Streamline Software, Inc.

Crestline Village Water District

Mac Clemmens

Name: Mac Clemmens

Title: CEO

Date: August 1, 2025

Name: Josselyn Quine

Title: Administrator

Date: August 1, 2025

W-9 available at getstreamline.com/w9 | Fed Tax ID: 26-3341975

DocAccess Proposal Summary for Crestline Village Water District

Meeting Purpose:

To explore DocAccess, a cost-effective tool to make the district's website documents ADA-compliant in line with California state requirements.



Why This Matters








- **Legal Requirement:** ADA compliance for public-facing documents is mandated in California. Non-compliance creates legal risk, especially from “drive-by” lawsuits targeting inaccessible PDFs.
 - **Current Risk:** The District has ~9,920 pages of documents that are not yet ADA compliant, with an indefinite retention policy and ~15 documents added per board meeting.
 - **Manual Remediation Is Unfeasible:** At market rates (~\$7/page), full remediation would cost over **\$69,000** — and would still require staff time and accessibility expertise.
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Recommended Solution: DocAccess by Streamline

- **Plan:** 20,000 document plan at **\$800/month** (\$9,600/year)
 - **Why This Plan:** Accommodates the current 9,920 pages and supports future document growth
 - **Already Installed:** DocAccess is already active on the website for demonstration/testing
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Features Included




-  **Automatic Accessibility:** Converts existing and new PDFs into ADA-compliant HTML instantly
-  **Screen Reader Compatibility:** Meets WCAG 2.1 AA standards

-  **Language Translation:** Supports 150+ languages, ideal for diverse communities
-  **Live Disability Support:** 24/7 visual interpretation via Aira included
-  **AI-Generated Alt Text:** For maps, charts, and images
-  **Mobile-Friendly Design:** Optimized for viewing across all devices
-  **Search & Q&A Function:** Lets users search or ask plain-language questions inside documents
-  **Automatic Updates:** New uploads are made compliant without any additional effort
-  **Dashboard Access:** View document status and accessibility metrics in real time




Cost Comparison

Option	First-Year Cost	Ongoing Effort	Accessibility Level
Traditional Manual Remediation	~\$69,000	High staff burden	Inconsistent
DocAccess (Recommended)	\$9,600/year	Minimal effort	Full ADA/WCAG compliance

Legal Assurance

-  Meets all federal and state ADA laws (WCAG 2.1 AA, Section 508, Title II & III)
-  Includes **up to \$50,000 in indemnification** against ADA-related lawsuits, fines, or emergency remediation
-  Backed by accessibility audits and compliance monitoring

Implementation Timeline

-  **Already Installed for Testing**
-  All current and future documents automatically processed
-  Admin dashboard access will be activated once the account is created