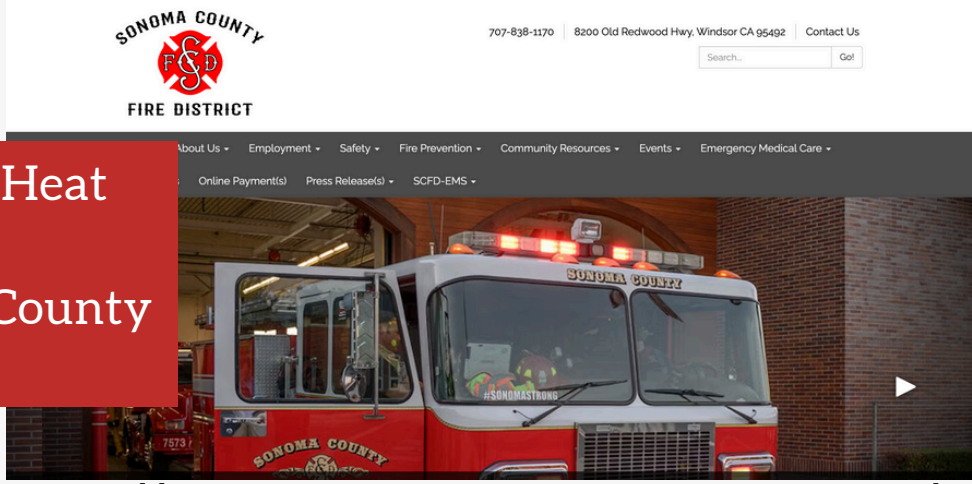
CASE STUDY

Streamline Turns up the Heat with Efficiency and Accessibility to Sonoma County Fire District



https://sonomacountyfd.specialdistrict.org/

THE NEED FOR A MODERN SOLUTION

While the library had an existing website, it was outdated and lacked sufficient information. With evolving state requirements for website postings and the need for better community engagement, Jennifer realized they needed a more efficient digital platform.

She was tech-savvy but lacked backend development experience, making it difficult to manage an evolving digital presence. In 2016, the Genoa Public Library District decided to adopt Streamline, an all-in-one website management solution.

CHALLENGES

The Fire District's previous website had significant limitations:

- **Complex Content Management:** Adding or modifying content was time-intensive and inefficient.
- **ADA Compliance Issues:** The district risked non-compliance with ADA and Section 508 standards.
- **Limited Functionality:** Essential features like online forms and digital payment options were unavailable.

These shortcomings hindered operations, increased the workload on staff, and posed potential legal liabilities.

THE STREAMLINE SOLUTION

Sonoma County Fire District implemented Streamline to address these issues head-on. The platform delivered:

- **User-Friendly Content Management:** With drag-and-drop functionality, tasks that previously took several minutes could now be completed in seconds.
- **Compliance Made Simple:** Streamline ensured the website met ADA and Section 508 standards, reducing legal risks.
- **Enhanced Features:** Online forms for tasks like complaints allowed constituents to attach photos and provided faster routing to inspectors. Additionally, an online payment system eliminated the need for manual check processing.
- **Emergency Communication Tools:** The district now uses the website to share timely updates, such as red flag warnings and road closures, directly with the community.

AT A GLANCE

1. **Increased Efficiency:** Staff now spend less time on website management, allowing them to focus on core district operations.
2. **Improved Accessibility:** Constituents have an easier time navigating the website and accessing essential services.
3. **Streamlined Processes:** Online tools for forms and payments reduced delays and improved service delivery.
4. **Enhanced Public Communication:** The platform supports clear, concise communication during emergencies and day-to-day operations.

"Streamline makes you feel confident that you're able to get information out to your constituents in a clear and concise way. It's a no-brainer for any district looking to stay compliant while saving time and improving communication."

Heidi Flowers
Sonoma County Fire District