

# The Hard Part of Accessibility

Tips and Tricks for Making Fully Accessible PDFs



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# Today's Agenda

- 1 Why it matters
- 2 Legal Foundations
- 3 DIY Document Remediation
- 4 Automated Document Remediation
- 5 Accessibility Dashboard Improvements

Note: Slides will be emailed to all participants

# Why PDF Accessibility Matters for Special Districts

Providing accessible public documents isn't just a legal requirement (under the Americans with Disabilities Act); it's a **core part of serving your entire community**. Here's how accessible PDFs benefit your special district:

- **Inclusivity:** Ensure everyone, regardless of disability, can access information about district services, meetings, and finances.
- **Transparency:** Build trust with your constituents by making documents easy to read for everyone.
- **Compliance:** Reduce the risk of legal complaints and demonstrate a commitment to equal access.
- **Improved User Experience:** Accessible documents are often easier for *all* users to navigate, not just those with disabilities.
- **Reputation:** Position your special district as a leader in community engagement and inclusivity.

# Legal foundations for website accessibility

## WCAG 2.1 AA Guidelines

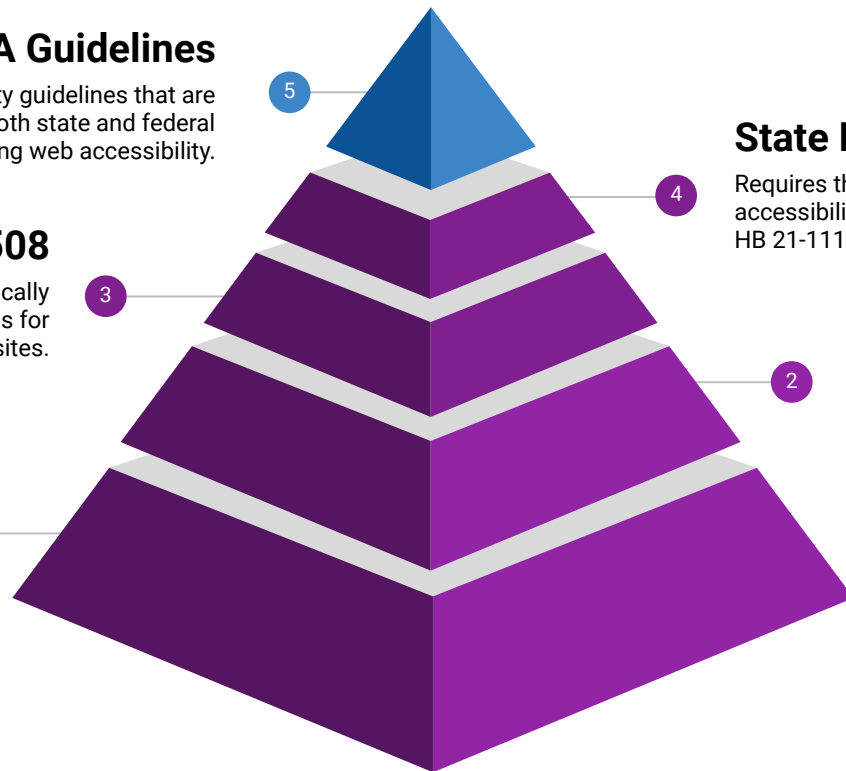
The international web accessibility guidelines that are referenced (directly and indirectly) by both state and federal laws regarding web accessibility.

## Section 508

A law referenced by the ADA that more specifically outlines how to meet accessibility standards for electronic content, including websites.

## ADA Compliance

The Americans with Disabilities Act protects the rights of people with disabilities. It's broad reach extends to websites, but doesn't reference web accessibility specifically.



## State Laws

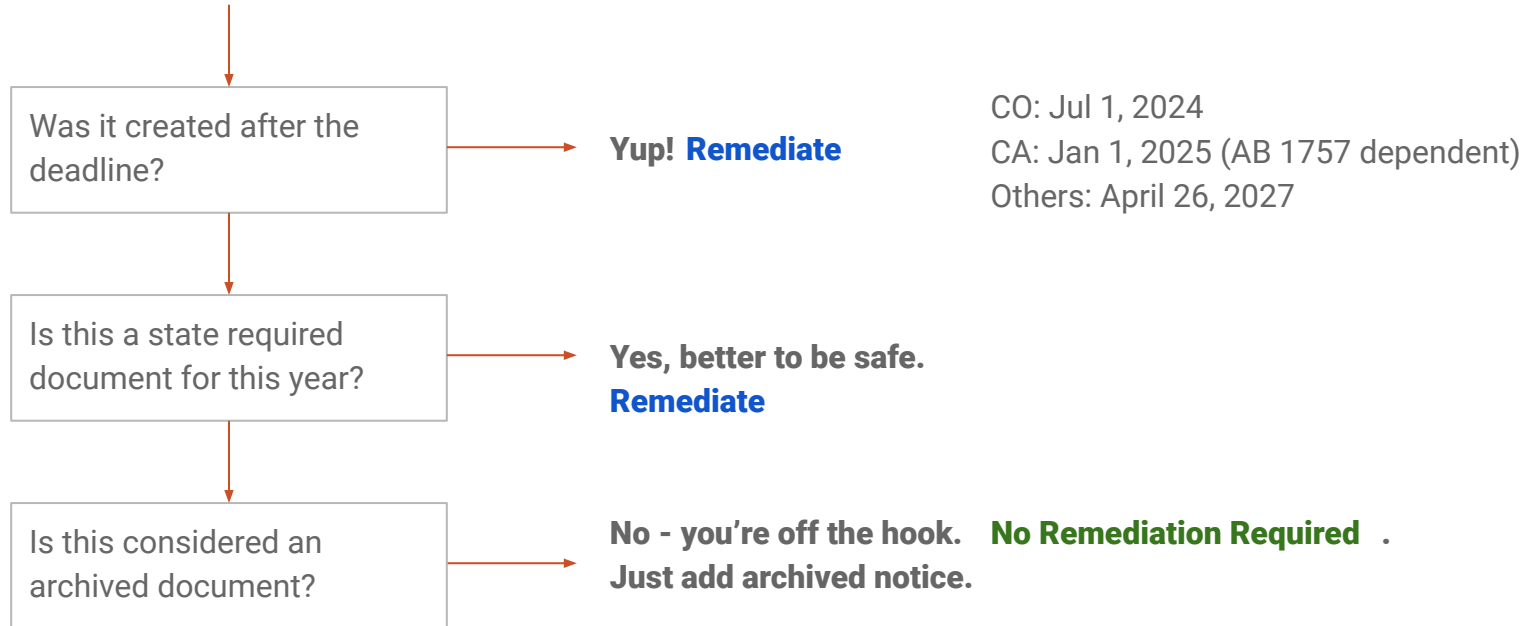
Requires that state agencies comply with accessibility guidelines. Examples include HB 21-1110 in Colorado or AB 434 in California.

## DOJ 28 CFR Part 35

**New guidance released** June 24, 2024 explaining how special districts must comply and how the Department of Justice will enforce website accessibility. [Full rule](#)

# To remediate or not to remediate?

That is the question!



[Archived Content as Defined by DOJ](#)

# Prioritizing Document Remediation

Start by making your most important and frequently accessed documents accessible. Here's a suggested order:

1. **Upcoming Meeting Agendas:** Ensure community members can participate fully in district decision-making.
2. **Most Recent Meeting Minutes:** Provide a record of district actions that everyone can understand.
3. **Financial Documents (Budgets, Audits):** Transparency in finances is key to public trust.
4. **Public Notices and Announcements:** Reach the widest possible audience with important information.
5. **Frequently Requested Forms:** Make it easy for everyone to interact with your district.

# Remediation Options

- **Do It Yourself (DIY)**

Tools like CommonLook PDF or Adobe Acrobat empower you to remediate documents in-house.



- **Automated Remediation**

Our platform offers a convenient built-in tool to send PDFs for remediation at a flat rate per page.

# DIY: Manually Remediating PDFs

## Remediating PDFs: Adobe Acrobat vs. CommonLook PDF

- While Adobe Acrobat has some accessibility features, it does not test your document against the full suit of WCAG requirements.

CHECKPOINT			
General	Displays tags and physical representation of PDF	Yes	Yes
	Displays physical view for reference	Yes	Yes
	Split text runs	Yes	Yes
	Physical view and Tags tree display together	Yes	Yes
	Physical view and Tags tree selection synchronized	Use "Show tag from Selection"	Yes
	Display only untagged Elements in a separate view	No	Yes
	Multiple selection modes (Exact, Text Only, Images Only, Tags Only, etc.)	No	Yes
	Selection reordering (Logical/Physical)	No	Yes
	Level up tags	No	Yes
	Level up children of tags	No	Yes
	Change tag order up/down	No	Yes
	Unlimited Undo/Redo for all operations	No	Yes
	Automatically calculate bounding boxes for Figures, Formulas and Tables	No	Yes
	Support for Named Destinations	Yes	Yes

[View Full Comparison »](#)



# Common PDF Remediation Tasks

**Making PDFs accessible typically involves these key steps:**

1. **Tagging:** Adding tags to define the structure of the document (headings, paragraphs, lists, tables) so assistive technology can interpret it.
2. **Reading Order:** Ensuring the content flows in a logical order for screen readers.
3. **Alternative Text for Images:** Providing text descriptions of images so people who cannot see them understand their content.
4. **Hyperlinks:** Making sure links have descriptive text (not just "click here").
5. **Tables:** Adding proper table headers and data structure.
6. **Forms:** Ensuring forms are interactive and usable with assistive technology.
7. **Color Contrast:** Checking that text and background colors have sufficient contrast for people with low vision.

# Other Resources for DIY Remediation

- **The Accessibility Guy**: This is a great YouTube channel with a focus on not only how to remediate your documents, but also create accessible documents going forward. He has two videos going into detail on creating accessible agendas that utilize Streamline to verify!
- **Allyant Self-Paced Training**: This course provides in-depth tutorials on Allyant's CommonLook PDF software as well as their CommonLook Office software. The course not only teaches you how to utilize the tools effectively but also emphasizes the importance of ensuring that all actions are carried out in an accessible manner.



Part 1: [Make a simple agenda fully compliant](#)

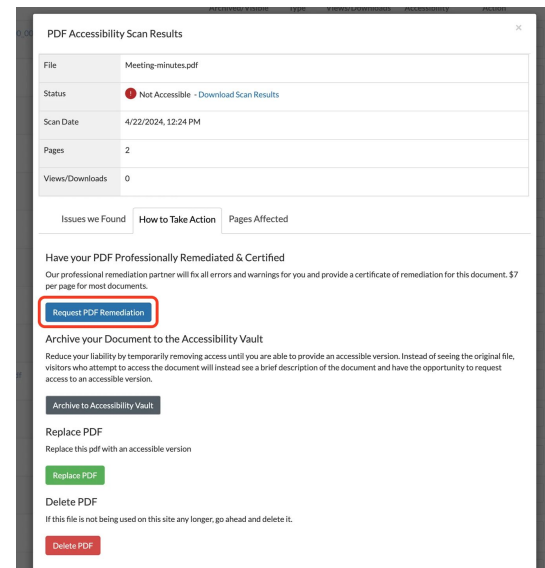
Part 2: [Make a more complex document fully compliant](#)

# Automated Remediation for Streamline Customers

- To make things convenient, Streamline has partnered with Allyant to offer automated PDF remediation directly on our platform at a flat rate per page. When you request automated remediation, Allyant will fix all errors and warnings for you and provide a certificate of remediation for the document.

## Submitting a PDF for Remediation

- Requesting a document to be remediated is easy! After selecting the inaccessible PDF, click the button to request remediation and it will be sent off and remediated in 7-10 business days. When the accessible version is ready, it will automatically replace the old version on your site!



# New Accessibility Dashboard Demonstration

Meet Your New and Improved

# Accessibility Dashboard

 In-app PDF Scanning, Archiving & Remediation Services

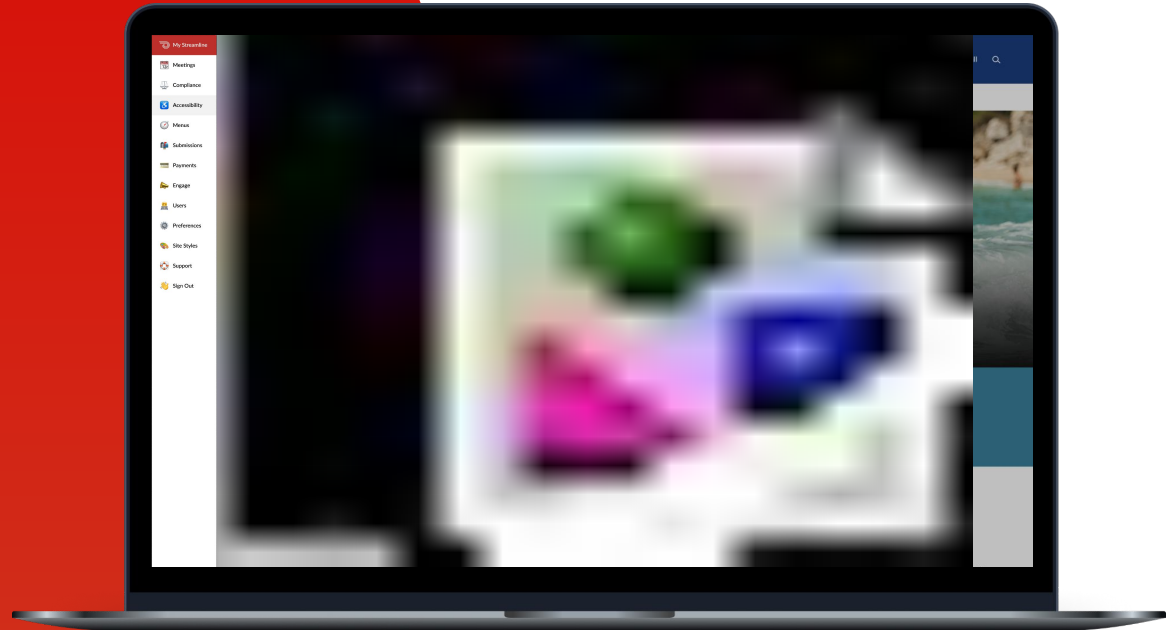
 Accessibility Policy

 Automatic Monthly Reporting

 On-page Accessibility Assistant

 ADA Support Ticketing System

 \$10,000 indemnification



# The PDF Problem

We knew it would cost districts time and money (and a bit of sanity!) to tackle their PDFs *so we made it easy and cost effective.*

## The *old* way of doing things:

1. Find all PDFs on your website
2. Export them to a 3rd party, paid PDF scanner to see which ones are inaccessible
3. Remediate the PDFs (or delete them entirely from your website)
  - Manually via Adobe Acrobat Pro
  - Find a 3rd party remediation service (\$7-\$25/page)
4. Find the pages where those PDFs were located
5. Upload the remediated PDFs to your website
6. Track/document all of this ^

...but don't worry—we've got you covered!



## Built-in PDF remediation services and archiving for all files on your site 🙌

 View which PDFs are not accessible

 Request a PDF remediation on the spot

 Manage and archive all PDFs on your site

 Only \$7/page if you want professional remediation





### PDF Accessibility Scan Results

This file has been removed from public view. [Manage Visibility Settings](#)

File	Agenda 1 copy.pdf
Status	<span>Not Accessible</span> <a href="#">Download Scan Results</a>
Scan Date	4/4/2024, 12:34 PM
Pages	2
Views/Downloads	0

Issues we Found

How to Take Action

Pages Affected

File Requests

Have your PDF Professionally Remediated & Certified

Our professional remediation partner will fix all errors and warnings for you and provide a certificate of remediation for this document. \$7 per page for most documents.

[Request PDF Remediation](#)

Replace PDF

Replace this pdf with an accessible version

[Replace PDF](#)

Delete PDF

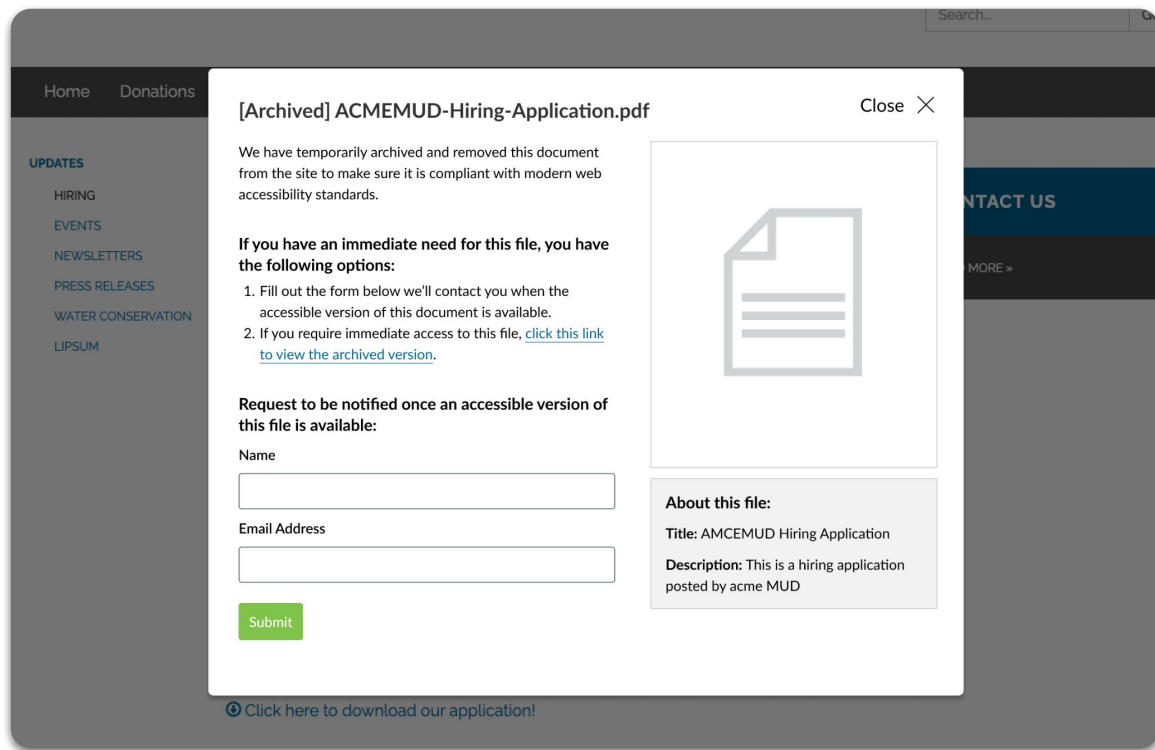
If this file is not being used on this site any longer, go ahead and delete it.

[Delete PDF](#)

**Easily view  
which PDFs are  
not accessible  
so that you can  
take action right  
on the spot** 🚨



Quickly vault  
archived PDFs and  
allow users to request  
them as needed 



# Let us handle reported issues with our support ticketing system



## Reported Issues

This is the spot where you can see the publicly reported accessibility issues for your site. Streamline support will always take the first pass at solving these. If we have questions for you, we'll reach out to your website accessibility officer.

Issues  
1

### Issue Status

### Instances

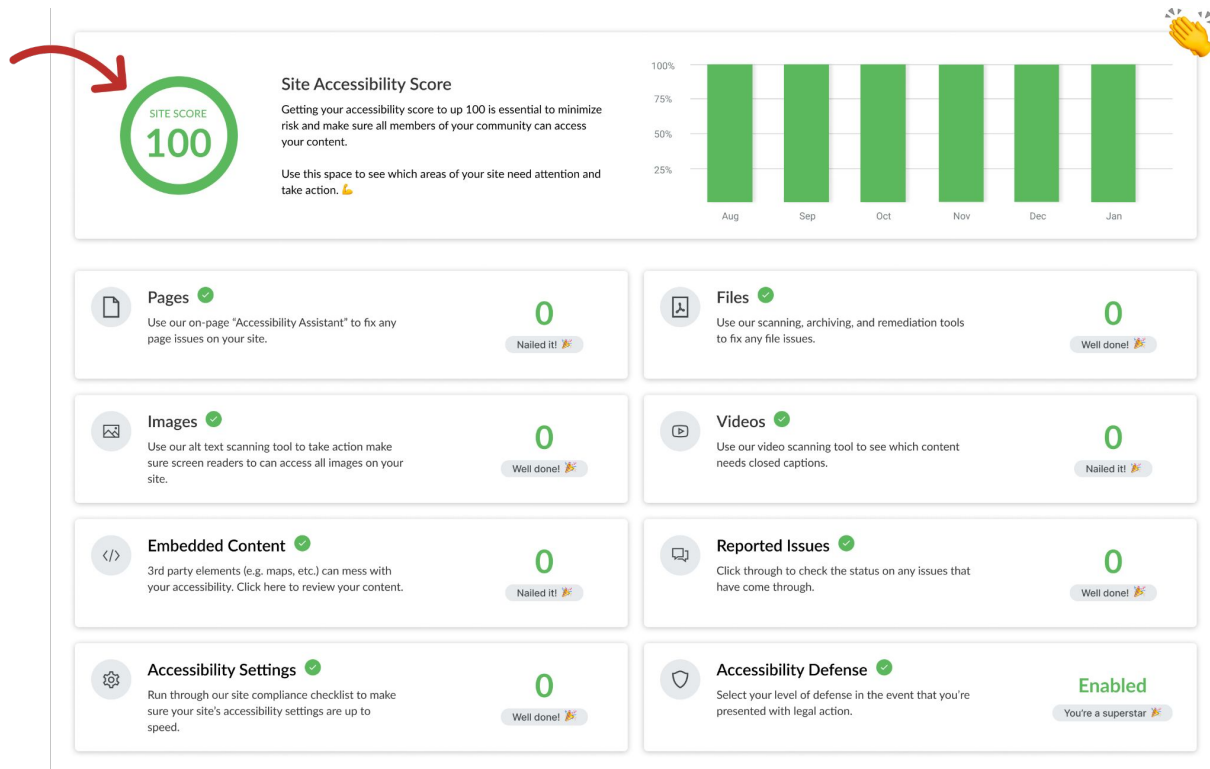
● Resolved	0
● Require Review	0

### Reported Issue Details

Date Received	4/9/2024 - 6:04 PM
Status	✓ Resolved
First Name	Maria
Last Name	Lara
Email	mariaerlara@gmail.com
Phone	
Affected Page(s)	<a href="https://mariatest-co.specialdistrict.org/election-information">https://mariatest-co.specialdistrict.org/election-information</a>
Issue	Image missing alt-text
Details	An image on the page does not have alternative text. Streamline Staff has resolved these issues by creating a table on the elections page and changing the "Click Here" title on the homepage to reflect the content. Additionally, staff added more appropriate Alt Text. For more information on the steps taken please view this Scribe: <a href="https://scribehow.com/shared/Create_Election_Updates_Schedule_for_Special_District_Website_e1-Z_30aRCqlqVsA5QxExg">https://scribehow.com/shared/Create_Election_Updates_Schedule_for_Special_District_Website_e1-Z_30aRCqlqVsA5QxExg</a>

### Additional Details:

This issue has been marked as addressable by Streamline Support. This issue is managed in our support portal. Key updates about this issue will be automatically forwarded to your inbox. Once it has been resolved, we'll notify the person that originally reported it and mark as resolved here.



**Stay free from risk  
with a 360 degree  
overview of your  
web accessibility** *100*

# Special thanks to our BETA testers

**Val Endyk**, Cherry Creek Basin Water Quality Authority

**Randy Mitchell**, Willows Water District

**Sarah Villa**, Silver Creek Water and Sanitation District

**Angel Dee Manning**, Indian Hills Fire Protection District

**Virpi Mattson**, Cimarron Hills Fire Protection District

**Jan Walker**, Bear Creek Water and Sanitation District

**Lane Melott**, Advance HOA

**Noel Nail**, Icenogle Seaver Pogue P.C.

**Kate Innes**, Public Alliance

**Tracy Hartle**, Pleasant View Fire Protection District

**Heidi Plummer**, Stonegate Village Metropolitan District

**Kay Zarbock**, Morgan County Quality Water District

**Kerry Grimes**, Mountain View Fire Protection District

**Interested in exploring our new  
solution to PDFs?**

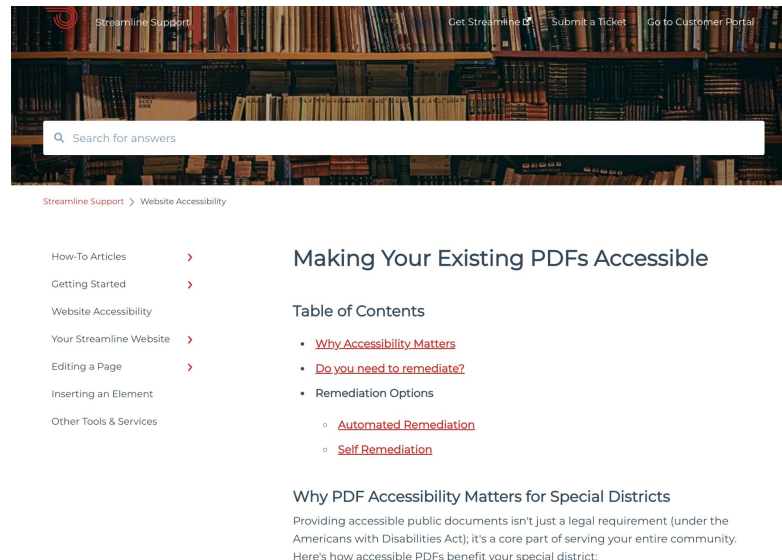
Contact [maria@getstreamline.com](mailto:maria@getstreamline.com) to  
join our alpha/beta testing group!

**We're trying to  
solve the PDF  
problem, but  
need your help!**

# Knowledge Base Article on PDF Remediation

Be sure to check out Streamline's knowledge base article that summarizes the content in this presentation.

- Article can be found at:  
<https://support.getstreamline.com/making-public-facing-your-pdfs-accessible>
- This article will be updated with new information and advice as it becomes available.



The screenshot shows the Streamline Support website interface. At the top, there's a navigation bar with links: 'Streamline Support', 'Get Streamline', 'Submit a Ticket', and 'Go to Customer Portal'. Below this is a search bar with the placeholder text 'Search for answers'. The main content area is titled 'Making Your Existing PDFs Accessible'. On the left, there's a sidebar menu with links: 'How-To Articles', 'Getting Started', 'Website Accessibility', 'Your Streamline Website', 'Editing a Page', 'Inserting an Element', and 'Other Tools & Services'. The main content area has a 'Table of Contents' section with links: 'Why Accessibility Matters', 'Do you need to remediate?', 'Remediation Options', 'Automated Remediation', and 'Self Remediation'. Below this is a section titled 'Why PDF Accessibility Matters for Special Districts' with a paragraph of text.

Streamline Support > Website Accessibility

How-To Articles >  
Getting Started >  
Website Accessibility  
Your Streamline Website >  
Editing a Page >  
Inserting an Element  
Other Tools & Services

## Making Your Existing PDFs Accessible

### Table of Contents

- [Why Accessibility Matters](#)
- [Do you need to remediate?](#)
- Remediation Options
  - [Automated Remediation](#)
  - [Self Remediation](#)

### Why PDF Accessibility Matters for Special Districts

Providing accessible public documents isn't just a legal requirement (under the Americans with Disabilities Act); it's a core part of serving your entire community. Here's how accessible PDFs benefit your special district:

# DOJ's Small Entity Implementation Guide

Be sure to check out the Department of Justice's Small Entity Compliance guide

- Article can be found at:  
<https://www.ada.gov/resources/small-entity-compliance-guide/>
- The "Archived Content" section is helpful in defining common exceptions.  
<https://www.ada.gov/resources/small-entity-compliance-guide/#1-archived-web-content>

## 1. Archived web content

State and local governments' websites often include a lot of content that is not currently used. This information may be outdated, not needed, or repeated somewhere else. Sometimes, this information is archived on the website.

- Your state or local government's web content that meets **all four** of the following points would not need to meet WCAG 2.1, Level AA:

1. The content was created before the date your government must comply with this rule, or reproduces paper documents or the contents of other physical media (audiotapes, film negatives, and CD-ROMs for example) that were created before your government must comply with this rule, **AND**
2. The content is kept only for reference, research, or recordkeeping, **AND**
3. The content is kept in a special area for archived content, **AND**
4. The content has not been changed since it was archived.

- **Example:** A water quality report from 1998 that a state has stored only for research purposes in an "archive" section of its website and has not updated would fall under the exception. The exception would also apply to handwritten research notes or photos that go with the 1998 water quality report that the state scans and posts to its website in the archive section.

 **The exception does not apply unless all four points are present. If any point is missing, the exception does not apply.** +

 **What the exception does not change** +





**Contact us!**  
*We're here to help!*



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[mac@getstreamline.com](mailto:mac@getstreamline.com)



Melissa Oakes  
[moakes@spencerfane.com](mailto:moakes@spencerfane.com)