

# STREAMLINE WEEKLY WORKSHOPS

## WILL BEGIN SOON!

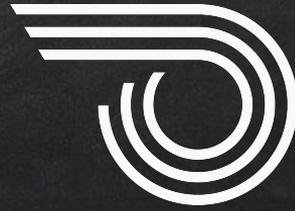
Please acquaint yourself with the Zoom toolbar while we wait for additional attendees to join.

**Use Q&A for questions or if you are having a problem.**  
Use chat if you just want to say hi!



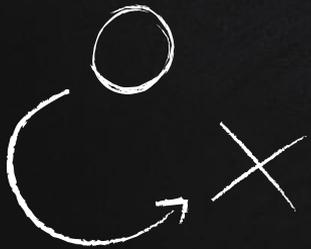
↑  
Set audio preferences

↑  
Use Q&A button to ask questions anytime



# STREAMLINE WEEKLY WORKSHOPS

# FAQ PAGES





HELLO!

I'm Chris

head of customer happiness at Streamline

(and that's Luke!)







## WHY HAVE AN FAQ PAGE?

- ✘ Save time and energy by not having to answer simple questions over and over
- ✘ For your public website: helps the public address common issues and gain a sense of trust that you understand their needs
- ✘ For your private site (Portal): helps keep employees informed and reduce onboarding / training time
- ✘ Give yourself more time to focus on the “bigger picture”



## TWO APPROACHES TO FAQ PAGES

### ESSENTIAL

Use text formatting to write up a list of questions and answers on a page (easy to implement, but less flexible / customizable)

### CLASSIC

Create each question / answer as its own page, and then tease each of those pages on to an FAQ landing page (more time to implement, but much more flexible)

(there are technically more approaches than this)

(accordions, anchor links, and pop-ups are not supported)



# EXAMPLE

## Basic info FAQ (essential)

### ASP FAQ



Highlands Recreation District

#### What are the hours for ASP?

Hours and schedule follow the Highlands Elementary School Schedule and Calendar. The program closes at 6 p.m. During all school breaks, we offer full day care from 7:30 a.m. to 6:00 p.m.

#### Do residents have priority for enrollment?

Highlands residents enrollment period occurs first, once this period closes we open enrollment to non residents of the Highlands. Non residents are charged 10% higher fees.

#### Do you offer camps during Highlands Elementary School breaks?

Yes, for an additional fee, we offer camps during Summer, Fall and Spring breaks.

#### How will you find my child on the first day of School?

On the first day of school your child's kindergarten teacher will walk them outside upon school dismissal and physically hand off your child to ASP Staff at the kindergarten playground. The teachers have a list of all kids who will be attending our program and we have a list as well. Once all the children on our list are accounted for and signed in, we begin to eat lunch. After the first day and going forward, we will have ASP staff waiting by the Kindergarten classrooms as they are dismissed. All ASP staff will be wearing black shirts that say "ASP STAFF" on the back.



# EXAMPLE

## PRA request FAQs (essential)

### FAQ

## Requesting records from YOLO 911 Frequency Asked Questions



### 1. What is a public records request?

According to California Government Code §6250, a public record includes:

"Public records" includes any writing containing information relating to the conduct of the public's business prepared, owned, used, or retained by any state or local agency regardless of physical form or characteristics.

It is important to note that the California Public Records Act does not require a government agency to create a public record where none exists. This is especially true when it comes data found in computer systems.

### 2. Why do I need to fill out a form?

To streamline the public records request process, YECA has created a standard form. Using this form will make sure that the YECA Records Custodian understands what information you are requesting, the purpose of your request, what your contact information is and so that YECA has a documented history of the request.



# EXAMPLE

## Major initiative FAQs (essential)

### FAQ's



**SOUTHWESTERN  
POLK COUNTY  
RURAL FIRE DISTRICT**

Frequently asked questions — and answers — about the proposed regionalization of fire and emergency medical services within the areas of Polk and Yamhill Counties currently represented by Sheridan Fire District, SW Polk Fire District and West Valley Fire District.

#### **Background**

The three agencies have entered into a pilot regionalization of their fire and emergency medical services. An Intergovernmental Agreement (IGA) between the three agencies started on July 1, 2019; the service agreement includes regionalized administrative and operational functions. The following questions and answers provide details about the proposed regionalization • What is changing? • When will the change go into effect? • Why are the three fire agencies considering regionalization? • Are these the first fire and emergency medical services to consider regionalization? • Whose idea was it to consolidate? • Will this regionalization of fire and emergency medical services affect my annual tax payment? • Will operating costs for the consolidated fire and emergency medical services be shared? • Who will be in charge of the consolidated department? • What impact will the regionalization have on fire and emergency medical services to the area citizens? • Will fire and emergency medical staff physically relocate? • Will current fire and emergency medical service programs continue? • Will there be any changes to police services?

#### **What is changing?**

The three agencies have entered into a pilot regionalization of their fire and emergency medical service delivery systems. Phase I of the regionalization involves only administrative and operational functions. All current career and volunteer members will remain connected to their current district, and all current bargaining agreements will remain in place. Phase I of the regionalization includes cost sharing for the administration team. Restructuring administrative functions by reducing redundancy and exploring



# EXAMPLE

## Basic info FAQ (classic)

### FAQ's

## Cayucos Sanitary District Frequently Asked Questions

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### Billing

Why do I get a separate bill for water, sewer, and trash?

[READ MORE »](#)

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### SANITARY DISTRICT FEES

What does a "Sewer User Fee" pay for?

[READ MORE »](#)

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### SEWER WILL-SERVES

What is a "Sewer Will-Serve" letter? When do I have to request one from the District?

[READ MORE »](#)

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### SEWER CONNECTIONS AND EMERGENCIES

Who do I call in the event of a sewer emergency?

[READ MORE »](#)



# EXAMPLE

## Basic info FAQ (classic)

### Service Requests

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**Q: What is a landing page?**

A: You can learn more about landing pages from this video!

[READ MORE >](#)

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**Q: How do I add a te**

A: Learn more about teas

[READ MORE >](#)

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**Q: How do I get help**

A: Check out our knowled

[READ MORE >](#)

---

**Q: How would I reor**

A: Every page on your Stre  
which are "mini" versions of  
parent page. These provid  
across your site.

[READ MORE >](#)

### Service Requests

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**Q: What is a landing page?**

**Q: How do I add a teaser**

**Q: How do I get help with**

**Q: How would I reorganiz**

#### Service Requests

- Q: What is a landing page?
- Q: How do I add a teaser to a page?
- Q: How do I get help with displaying teasers?
- Q: How would I reorganize teasers?

[READ MORE >](#)

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#### Existing Customers

- Q: How do I add a teaser to a page?
- Q: What is a landing page?
- Q: How would I reorganize teasers?

[READ MORE >](#)

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#### Billing

- Q: How would I reorganize teasers?
- Q: How do I add a teaser to a page?
- Q: What is a landing page?

[READ MORE >](#)



# EXAMPLE

## Basic info FAQ (hybrid)

### FAQs



ALPINE FIRE  
PROTECTION  
DISTRICT

- [How do I know when to call 911?](#)
- [What are ways I can stay updated in case of an emergency?](#)
- [What do I do if I have a snake on my property?](#)
- [I'm locked out of my vehicle, what do I do?](#)
- [How can I request an incident report?](#)
- [How do I apply for a burn permit?](#)
- [I am concerned about weeds and overgrown brush, what can I do?](#)
- [Are there any discounts for wood chipping?](#)
- [I want to make a donation to the fire department, how do I do that?](#)
- [Why is my power out?](#)
- [Does the fire station provide sandbags?](#)
- [How many firefighters are on an engine?](#)
- [What does the schedule for a firefighter look like?](#)
- [How do I become a firefighter?](#)
- [Why do firetrucks go on medical aid calls when there is already an ambulance sent as well?](#)
- [I would love to come and tour the station, how can I schedule that?](#)
- [How much does a Board of Director get paid?](#)
- [I want to get involved and volunteer, are there any opportunities?](#)
- [Who services fire extinguishers?](#)
- [Does the fire station do car seat checks?](#)
- [Does the fire station offer any CPR classes?](#)
- [Still have questions?](#)



TEXT FORMATTING



PAGES



TEASERS



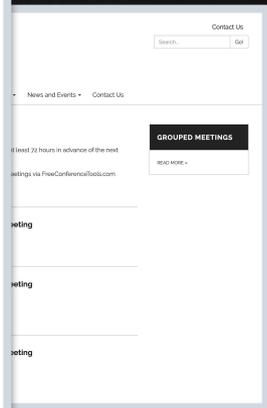
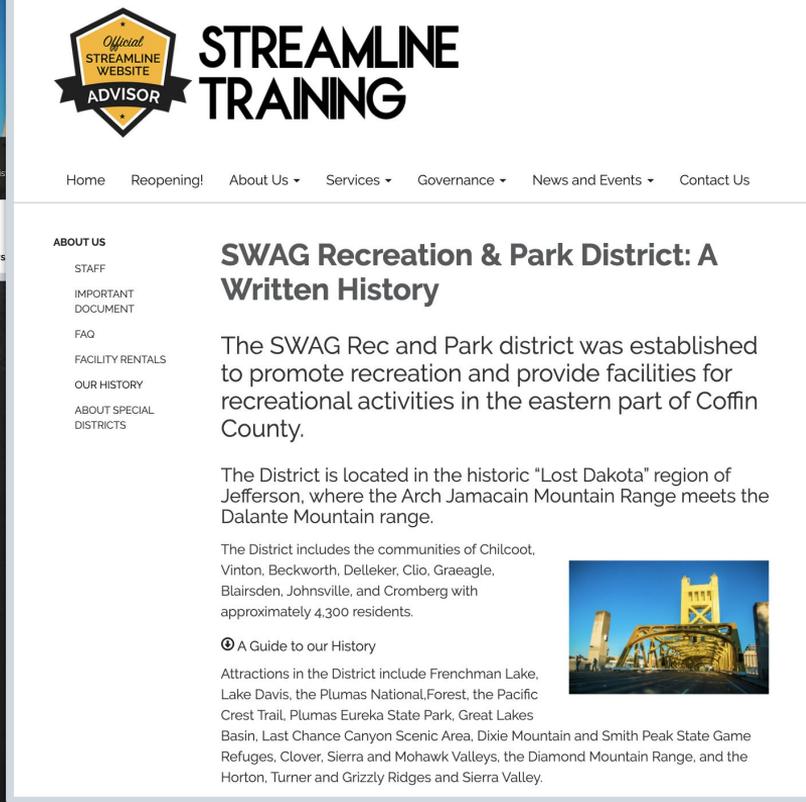
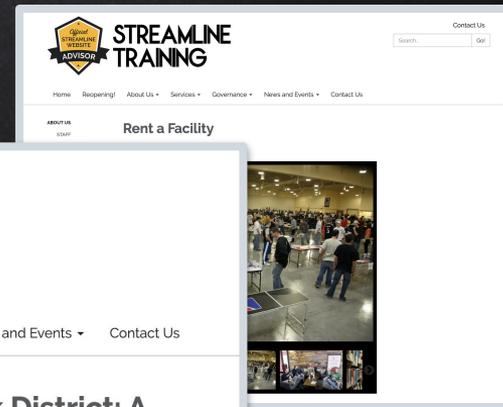
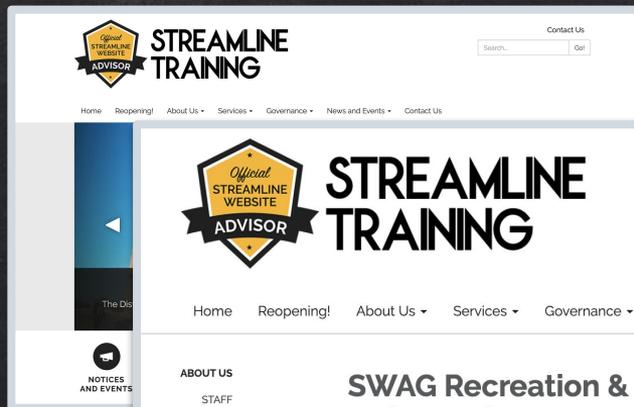
LANDING PAGES





# PAGES

Any individual page  
on your site





# TEASERS

Customizable links to pages on your site that you can place in various “zones”

**SWAG RECREATION & PARK DISTRICT: A WRITTEN HISTORY**

The District includes the communities of Chilcoot, Vinton, Beckworth, Delleker, Clio, Graeagle, Blairsdon, Johnsville, and Cromberg with approximately 4,300 residents.

[READ MORE >](#)



**Original STREAMLINE WEBSITE ADVISOR** **STREAMLINE TRAINING**

Home Reopening! About Us Services Governance News and Events Contact Us

**ABOUT US**

- STAFF
- IMPORTANT DOCUMENT
- TAG
- FACILITY RENTALS
- OUR HISTORY
- ABOUT SPECIAL DISTRICTS

## SWAG Recreation & Park District: A Written History

The SWAG Rec and Park district was established to promote recreation and provide facilities for recreational activities in the eastern part of Coffin County.

The District is located in the historic "Lost Dakota" region of Jefferson, where the Arch, Jaramaicain Mountain Range meets the Dalante Mountain range.

The District includes the communities of Chilcoot, Vinton, Beckworth, Delleker, Clio, Graeagle, Blairsdon, Johnsville, and Cromberg with approximately 4,300 residents.

[A Guide to our History](#)

Attractions in the District include Frenchman Lake, Lake Davis, the Plumas National Forest, the Pacific Crest Trail, Plumas Euroka State Park, Great Lakes Basin, Last Chance Canyon Scenic Area, Dixie Mountain and Smith Peak State Game Refuges, Clover, Sierra and Mohawk Valleys, the Diamond Mountain Range, and the Horton, Turner and Grizzly Ridges and Sierra Valley.



# LANDING PAGES

Pages designed to  
tease a series of other,  
related pages *in the  
Main Body Zone*

## FORMS

TROUBLE  
REPORT  
TRAINING  
DOCUMENTS  
SAFETY &  
EXPOSURE  
FORMS  
APPARATUS  
CHECK LISTS  
APPARATUS  
INSURANCE  
DOCUMENTS

## Forms

Training, Safety, and Apparatus documents are available here. All documents are printable and can also be found at Station 201.



### Training Documents

Training Report forms, Training Request forms, and Daily Observation Reports can be found here.

[READ MORE »](#)



### Safety and Exposure Forms

In case of accident or injury, the forms below can be helpful to document the incident. All Safety documentation should be submitted to FLSO Saalsaa and he and Chief Miller should be notified immediately.

[READ MORE »](#)



### Trouble Report

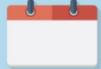
COMPLETE THIS FORM TO BE SUBMITTED TO DC FERGUSON »



### Expense Reimbursement

Please complete the below form and submit documentation related to the reimbursement you are requesting.

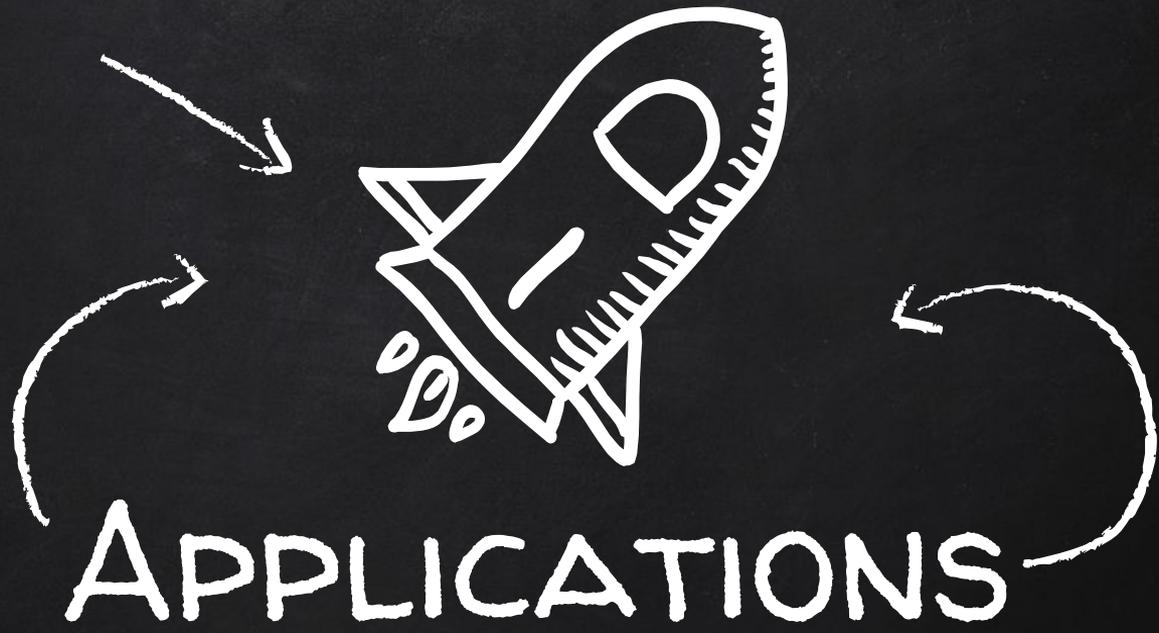
[READ MORE »](#)



## PERSONNEL CALENDAR OF EVENTS

Upcoming drills,  
Volunteer Business  
Meetings, and standby  
events.

[READ MORE »](#)





# CREATE AN ESSENTIAL FAQ PAGE

Using a single page of questions and answers



# CREATE A CLASSIC FAQ PAGE

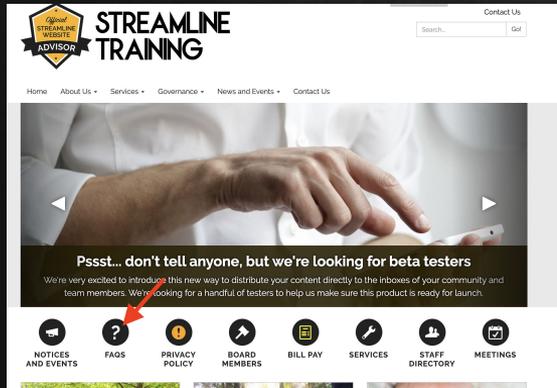
Using a single page for each question/answer pair, and teasing each page on a landing page



# WHERE SHOULD MY FAQ PAGE GO?

## Quicklinks

You can add a teaser to your FAQ page in your Quicklinks bar for easy access



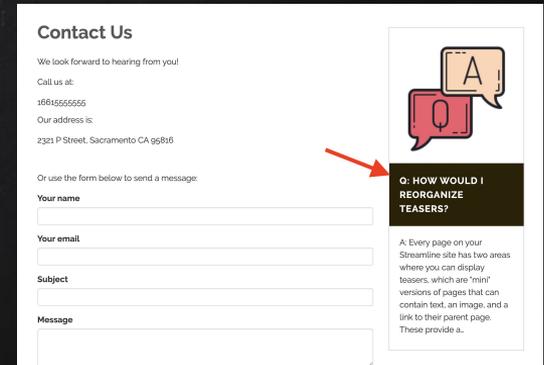
## Menu

Your FAQ page can be added to any part of your menu for high visibility



## Everywhere (if classic)

If each question/answer pair is its own page, that page can be teased anywhere it is relevant





THANKS!

Any questions?

You can find me at  
[chris@getstreamline.com](mailto:chris@getstreamline.com)