

Minutes

RTA External & Stakeholder Relations & Advocacy Committee

9:05 a.m. May 2, 2023

Committee Members: Joyce (Chair), Moss (Vice), Koomar, McCall

Other Board Members: Lucas, Weiss

Not present: Biasiotta, Pellot, Welch

Staff: Birdsong Terry, Burney, Capek, Catalusci, Caver, Dangelo, Davidson, Dimmick, Fields, Fleig, Freilich, Garofoli, Gautam, Jenkins, Jones, Kirkland, Lath, Laule, Marquit Renwald, Miller, Miranda, Reynolds, Schipper, Steiner, Sutula, Talley, Walker-Minor, Woodford, Young

Public: Durbin, Loh

The meeting was called to order at 9:05 a.m. Four (4) committee members were present.

RideRTA.com website update

Joshua Miranda, Director of Management Information Services made the presentation. His department is in continuous review of systems and services. During the review of RTA.com they identified limitations of the existing platform, request for new functionality and they established a need for change. They began to execute the work, establish priorities to create a plan, develop a timeline and ran a soft launch to solicit feedback and now they are planning a cut over to the platform so they can deploy the new technology.

A soft launch allowed internal staff and board members with early notification beginning in February. The current site is standard with lots of buttons and has become difficult to navigate. He showed a screen caption of the new site. There are fewer icons and it's easier to navigate and language text next to the images.

The new site will provide:

- Improved Accessibility
- Keyboard Navigation Control
- Font size and type change
- Clickable menu instead hover function and larger click targets
- Meet Web Content Accessibility Guidelines (WCAG) Standards
- Cleaner Content presentation
- Improved multilingual accessibility through the use of translation tools
- Increased Accessible Rich Internet Applications (ARIA) Standards Compliance
- Periodic review using Web Accessibility Evaluation Tool encourages continuous improvement

Web Accessibility Health Score and Ongoing Enhancement

This test verifies web accessibility including federal and international standards which includes people with disabilities. We received a 100% health score on the new site. There was 267 automated test run against the platform. Users will know that we are in compliance by the WCAG badge at the bottom of the RTA page. The Internet site is undergoing continuous improvement. If you have an idea or request the Web Team can be reached directly at webmaster@gcrta.org.

Mayor Weiss asked for clarification on the translation features. Mr. Miranda said there are tools that exist in the different browsers that allow you to select a primary and secondary language. There are hundreds

of languages available. Ms. McCall asked if these improvements apply to the paratransit scheduling site. Mr. Miranda said that is a different system that is under review. There is no action needed on this item.

The meeting was adjourned at 9:12 a.m.



Rajan D. Gautam
Secretary/Treasurer



Theresa A. Burrage
Executive Assistant