

New Caltrain Website

Joint Powers Board
April 7, 2022
Agenda Item #5n



Current Website

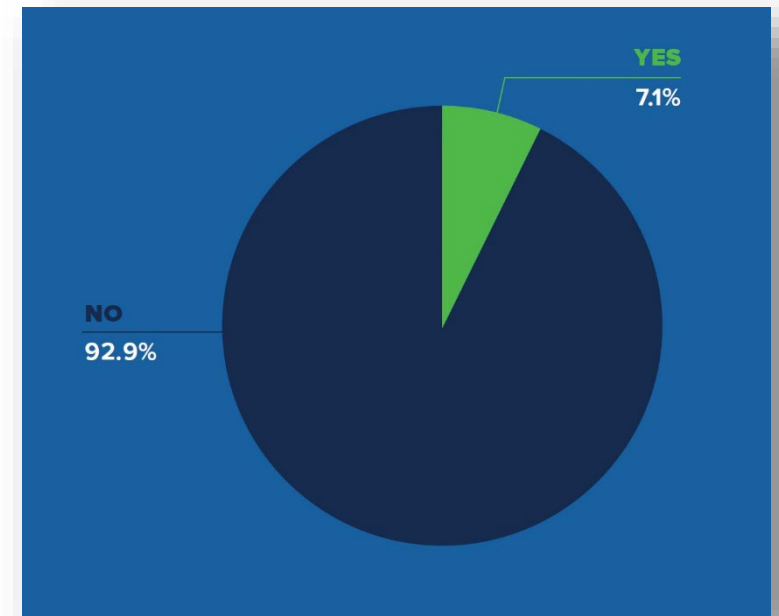
Current site launched in 2010 (ancient in technology time)

Partially mobile optimized

Content Management System for Staff (bugs, customized, obsolete)

Obsolete & Outdated security (outdated infrastructure/hosting)

Are you proud of the District websites?



Timeline: New Website

Dec 2020

Contractors Onboard ---- Expert Transit Website Developer

2021

Staff and External Input (such as CAC, user feedback)

Built site, migrated and updated content

2022

Training: Internal Staff new system

Final Theming/Design Updates

April 19: Launch

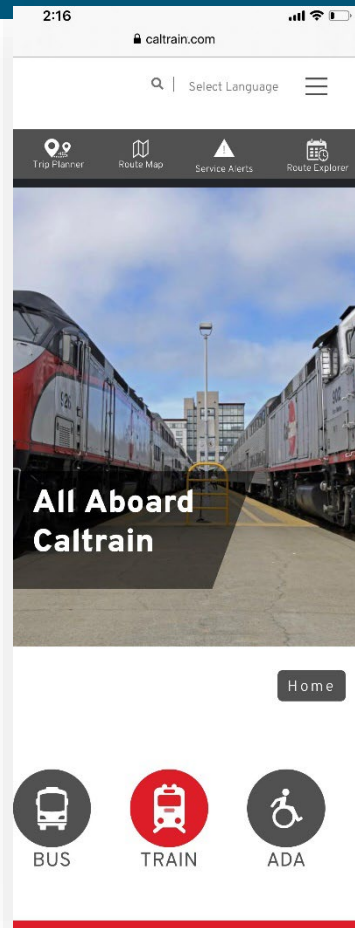
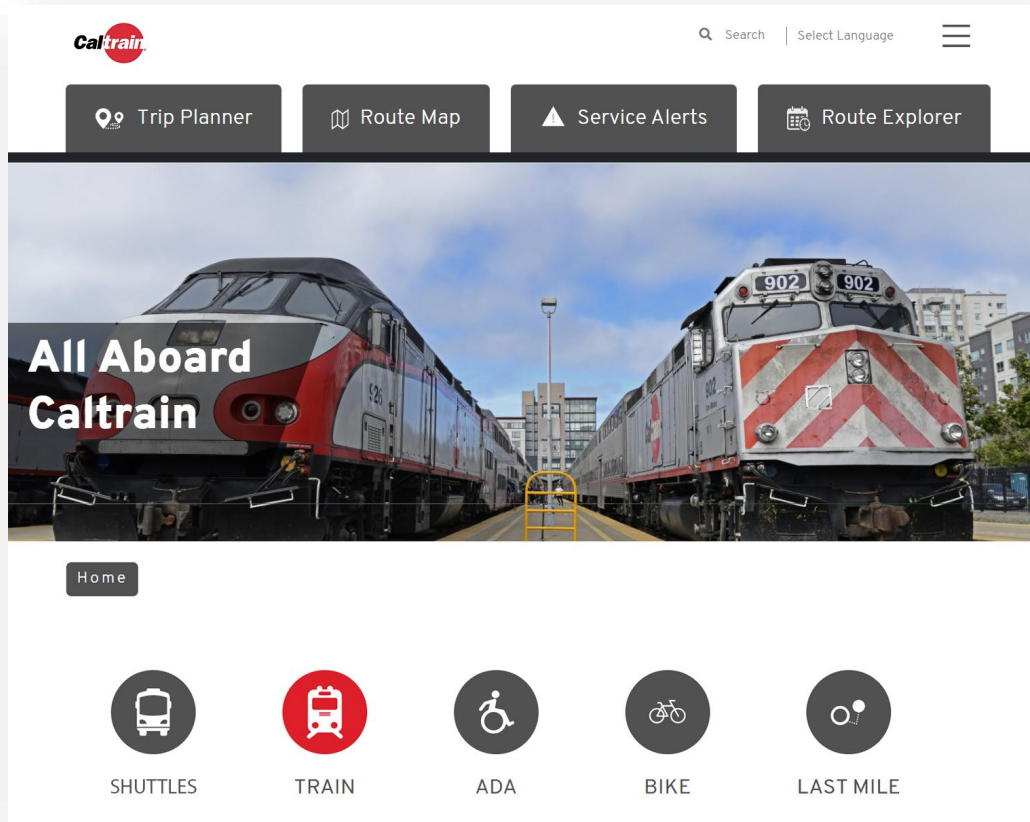


FivePaths

New Website Improvements

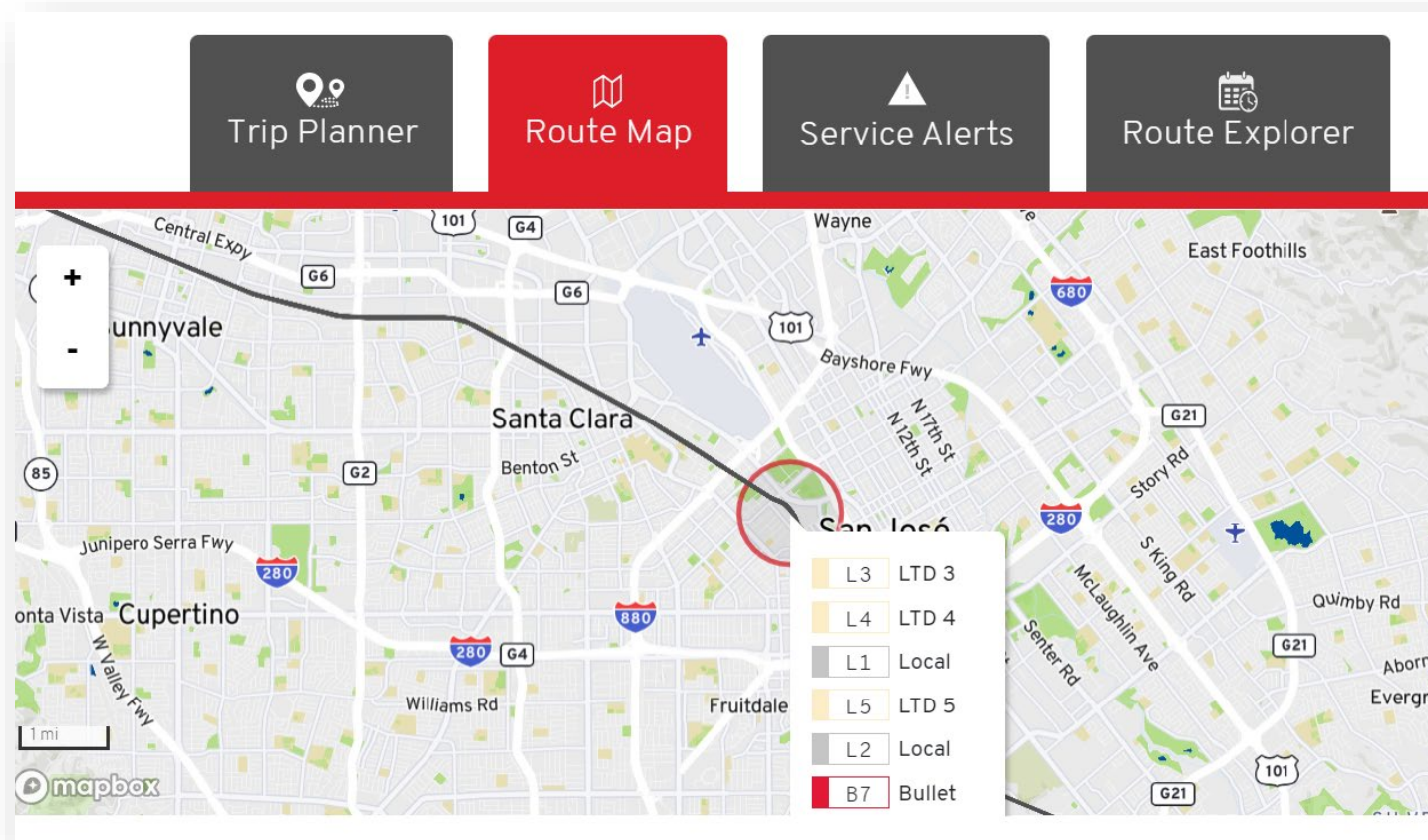
- Trip Planning, Maps
- Improved Customer Experience
- Dynamic Events and Meetings Calendar
- Mobile Optimized
- Modern Content System (Drupal)
- Improved User Interface (staff)
- Increased 3rd Party Integration Flexibility (Bonfire, Social Media, etc.)
- Increased Security and Stability

New Website



- ## Additional Rider-Facing Improvements
- Deeply Integrated GTFS
 - Live train maps
 - Route Finding
 - Improved customer alerts

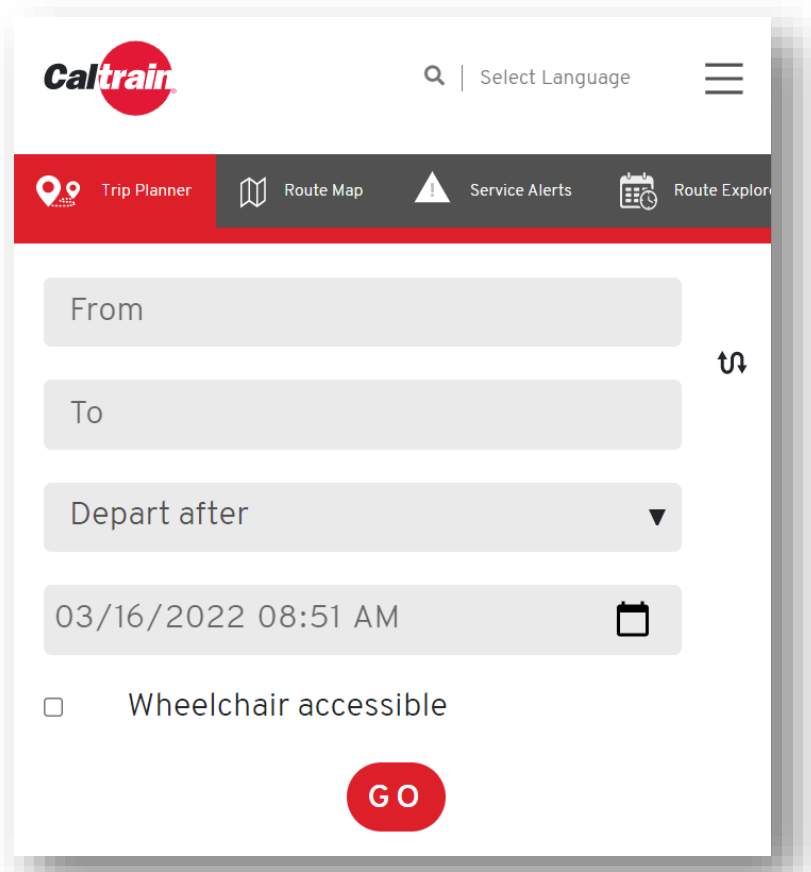
Maps and Trip Planning



Additional Rider-Facing Improvements

- Live train maps
- Display train location
- Explore Routes

Trip Planner



The screenshot shows the Caltrain Trip Planner interface. At the top left is the Caltrain logo. To its right is a search icon and the text "Select Language". A hamburger menu icon is in the top right. Below this is a navigation bar with four items: "Trip Planner" (selected, with a location pin icon), "Route Map" (with a map icon), "Service Alerts" (with a warning triangle icon), and "Route Explorer" (with a calendar icon). The main form has four input fields: "From" (with a location pin icon), "To" (with a location pin icon), "Depart after" (with a dropdown arrow), and a date/time field showing "03/16/2022 08:51 AM" with a calendar icon. Below the date field is a checkbox labeled "Wheelchair accessible". At the bottom center is a red "GO" button.

Additional Rider-Facing Improvements

- Route Finding
 - System agnostic
 - Entire Bay Area

Questions?

Jeremy Lipps

Manager, Digital Communications
lippsj@samtrans.com

FOR MORE INFORMATION

WWW.CALTRAIN.COM

