

# CASE STUDY

## Modernizing Transit Access: AISN's Accessible Website Redesign for DRPT

To meet Virginia's website modernization standards and better serve the public, DRPT needed to replace its outdated Umbraco-based content management system with a more accessible, maintainable platform. AIS Network built a new website from the ground up, implementing a modern design aligned with DRPT's branding and migrating the site to a secure, Commonwealth-approved hosting environment. The project included transitioning to a new CMS aligned with platforms commonly used by Virginia agencies, allowing DRPT staff to manage and update content easily. The new site enhances navigation, accessibility, and performance while meeting WCAG 2.2 Level-AA standards. AISN provides hosting, security, and maintenance to keep the site operational, secure, and compliant.

## Client

The Virginia Department of Rail and Public Transportation supports and strengthens rail, public transit, and commuter services across the Commonwealth. Overseeing a six year, \$4.7 billion portfolio, DRPT manages public transportation, commuter assistance, and congestion management programs that serve nearly 127 million riders using VA's 40 transit providers.

## Challenge

DRPT recognized the need to modernize its public website to align with evolving digital standards and expectations of the Commonwealth. The legacy site—built on the Umbraco CMS and hosted in an AWS environment—no longer reflected Virginia's preferred platforms or long-term technology direction. To meet goals around accessibility, security, usability, and performance, the new site needed to support vulnerability scanning and remediation, comply with ADA/WCAG 2.2 Level-AA accessibility guidelines, and adhere to statewide design and governance best practices. A key challenge was executing a seamless, time-sensitive migration to a Commonwealth-compliant hosting environment without disrupting public access to essential resources such as grant program details, performance metrics, and commuter assistance tools. An equally important objective was to consolidate DRPT's web presence onto a modern, user-friendly platform that would simplify content management, reduce training demands, and support a more cohesive, sustainable digital experience.

## Solution

Collaborating closely with DRPT's stakeholders, AISN built a modern, WordPress-based website that reflects the agency's updated branding and enhances user engagement through a clean, responsive design with dynamic visuals. The migration from Umbraco to WordPress delivered a more intuitive and maintainable platform, enabling multilingual content support, improved search functionality, and streamlined access to grant program resources — making critical information easier to find. The new platform achieves ADA/WCAG 2.2 Level-AA compliance through features such as optimized color contrast, accessible typography, and structured content layouts. The new CMS allows staff to manage and publish content efficiently without technical assistance. Hosted in a Commonwealth-compliant environment, the site is supported by continuous security monitoring, regular vulnerability scanning, and proactive updates to ensure sustained performance, accessibility, and compliance. Today, the platform offers a user-friendly, secure, and accessible experience for Virginians seeking essential rail and public transit information.

## Results

The redesigned DRPT website has significantly improved user experience, accessibility, and operational efficiency for both the public and agency staff, providing a reliable platform for Virginians to access essential rail and public transit information. In its first year, the site attracted more than 133,000 active users and logged over 160,000 sessions. Users can now easily find critical information, plan trips, and engage with DRPT programs, while staff benefit from a streamlined CMS that enables faster, more efficient updates. The platform also maintains a 93 Lighthouse accessibility score, demonstrating compliance with Commonwealth and federal standards. With AISN's support, DRPT is now positioned to sustain a secure, high-performing, and accessible digital presence that serves all Virginians.

