



# SURFACE TRANSPORTATION BOARD

21st Century Integrated Digital Experience Act, Public Law 115-336

December 2021 Report

# 21st Century Integrated Digital Experience Act

## Report to Congress on Modernizing Agency Websites and Digital Services

As required by sections 3(b)(2) and 3(d) of Public Law 115-336,<sup>1</sup> the 21st Century Integrated Digital Experience Act (21st Century IDEA), this report provides information with respect to the websites and digital services operated by the Surface Transportation Board (STB or Board) that have been prioritized for modernization as well as a targeted completion schedule and associated cost estimates.

The STB has one main website, [www.stb.gov](http://www.stb.gov), through which all public STB digital information and services are made available. When necessary, in support of the Board's environmental review process, a third-party contractor may create a Board-sponsored website for a particular project requiring review under the National Environmental Policy Act (NEPA). At this time, the Board has two such websites, [www.uintabasinrailwayeis.com](http://www.uintabasinrailwayeis.com) and [www.newenglandtransraileis.com](http://www.newenglandtransraileis.com). The contractor-maintained websites are accessible during a project's NEPA review process.

As previously reported, the Board launched a redesigned website in November 2019. During 2021, the Board's website improvement efforts focused on completing the conversion of the website from an on-premise infrastructure to an industry standard use of cloud-based services, as well as on improving website performance and usability, strengthening its cybersecurity posture, and completing migration of public facing data out of its legacy system in Lotus Notes. By migrating out of the legacy environment, the STB can ensure that new tools used and/or developed are intuitive and secure.

The Board's ongoing modernization efforts include:

- Expanding the use of managed data services over a secure, highly redundant, and high-capacity fiber optic telecommunications platform to support disaster recovery and contingency planning as well as increased traffic resulting from modernization efforts and increased telework.
- A partnership with General Services Administration's Centers of Excellence, through which the Board has initiated the development of an Enterprise Data Platform with corresponding governance.
- Continuing to migrate and update additional static content and provide content support. In addition, the STB will continue the integration of its Appian-based case management system with its website.
- Ensuring website accessibility to individuals with disabilities, in accordance with section 508 of the Rehabilitation Act of 1973 (section 508). The Board's website team

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<sup>1</sup> 1132 Stat. 5025-5028

identified certain accessibility issues and has completed work to remediate the bulk of these issues. In addition, the Board is working to complete further section 508 website related enhancements in Fiscal Year 2022.

- Ensuring that use of the website on common mobile devices is seamless, easily navigable, and section 508 compliant. While the website has an improved appearance on mobile devices, with all website data available, enhancing usability on mobile devices is expected to be ongoing. As enhancements are made to the website, corresponding design changes will be made to the mobile interface.
- Integrating the third-party managed environmental websites, noted above, into the STB website architecture. The target completion date to integrate third-party managed environmental websites is September 30, 2022. The estimated cost of this action item is \$115,000.00.

The Board's website modernization and improvement efforts align with the goals of the 21st Century IDEA. The Board's progress in meeting those goals is outlined below:

#### Section 3(a)(1)

The Board is working to ensure that the website is section 508 compliant, as noted above.

#### Section 3(a)(2)

The STB's website is consistent in appearance across pages. The Board has created a design standard to ensure that any future changes to the website continue to be consistent in appearance.

#### Section 3(a)(3)

The STB's current website does not overlap with its legacy website. The legacy STB website has been taken offline and all functionality from it is available on the current site

#### Section 3(a)(4)

The STB's website contains two search features; one searches the website and one searches STB records. These search functions are more robust than what had been available on the Board's legacy website, and the Board is continuing to refine and improve these search tools.

#### Section 3(a)(5)

Access to the STB's website is provided through an industry standard secure connection. The Board has completed the process of migrating to cloud-based services.

#### Section 3(a)(6)

The STB's website is designed around user needs, seeking to make Board decisions, filings, reports, data, and other information accessible and easy to find. Feedback is logged and is used to continuously improve website functionality. The Board relies on Google Analytics to track items such as traffic to pages, browsers used, and paths used to access website content

so that the STB can perform data-driven analysis to guide development decisions.

Section 3(a)(7)

The Board strives to provide users an enhanced digital experience through an improved electronic filing process, payments through Pay.gov, and electronic service of documents.

Section 3(a)(8)

As noted above, the website is accessible on common mobile devices, and the Board intends to continue to improve its mobile compatibility going forward.

Section 4(d)

The Board provides forms related to serving the public in a digital format.

Thank you for the opportunity to provide this status report. If you have any questions, please contact me or Rachel Campbell, the Board's Managing Director, at 202-245-0357.

Sincerely,

A handwritten signature in cursive script that reads "Martin J. Oberman".

Martin Oberman  
Chairman