

# Reshaping the Digital Ecosystem of Local Journalism

Michael Villaseñor VP of Design and UX Hearst Newspapers

Twitter: @em\_\_\_vee (three underscores)
Instagram: @em\_\_vee (two underscores)

# Since we last spoke

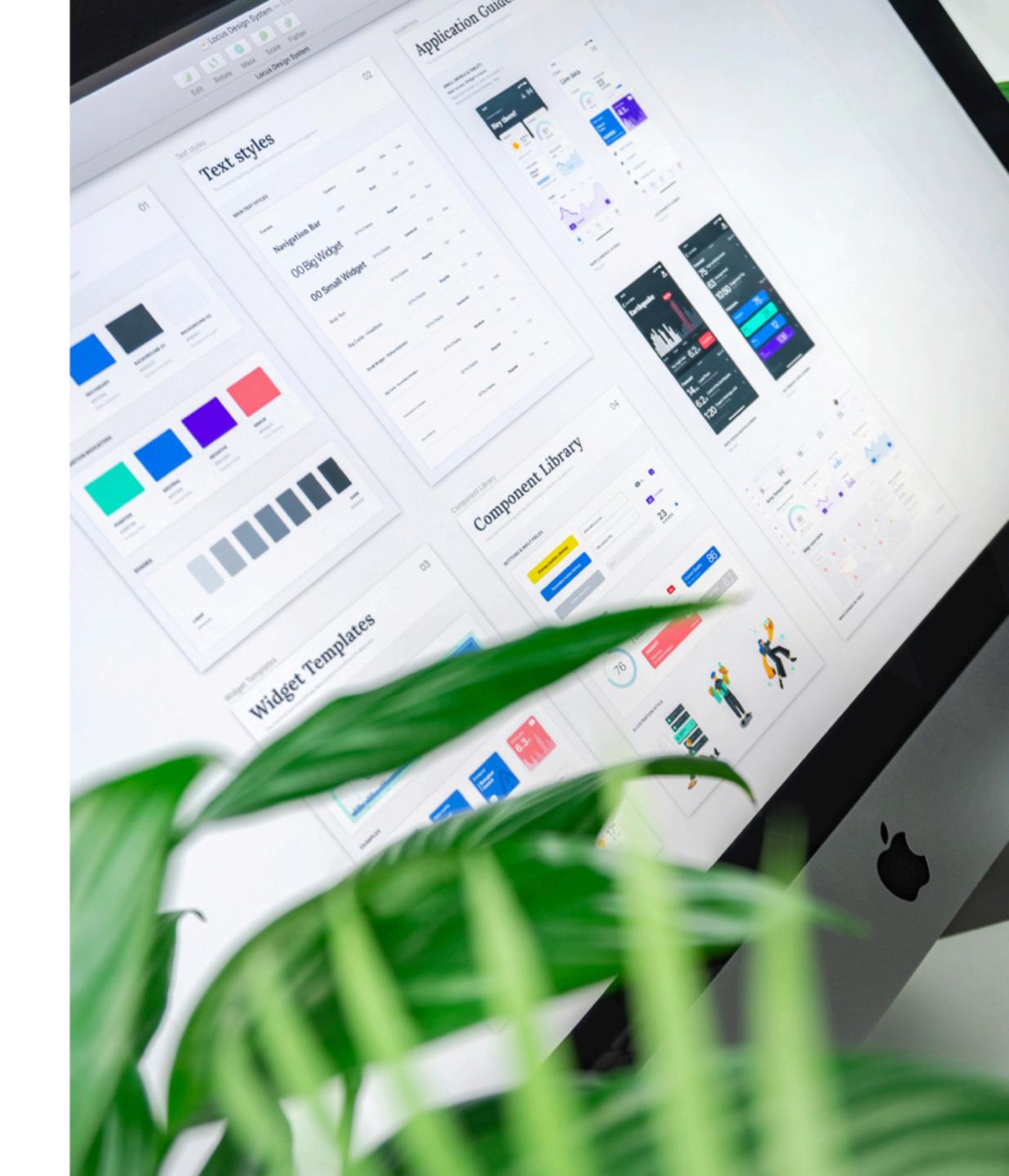
We have successfully **relaunched** and **re-platformed** our subscriber newspapers

Recognized that we **made assumptions** that were **flat-out wrong** 

Understand that **advertisers** want more **sophisticated** and **integrated** opportunities

Native and Affiliate positions are the revenue streams of the future

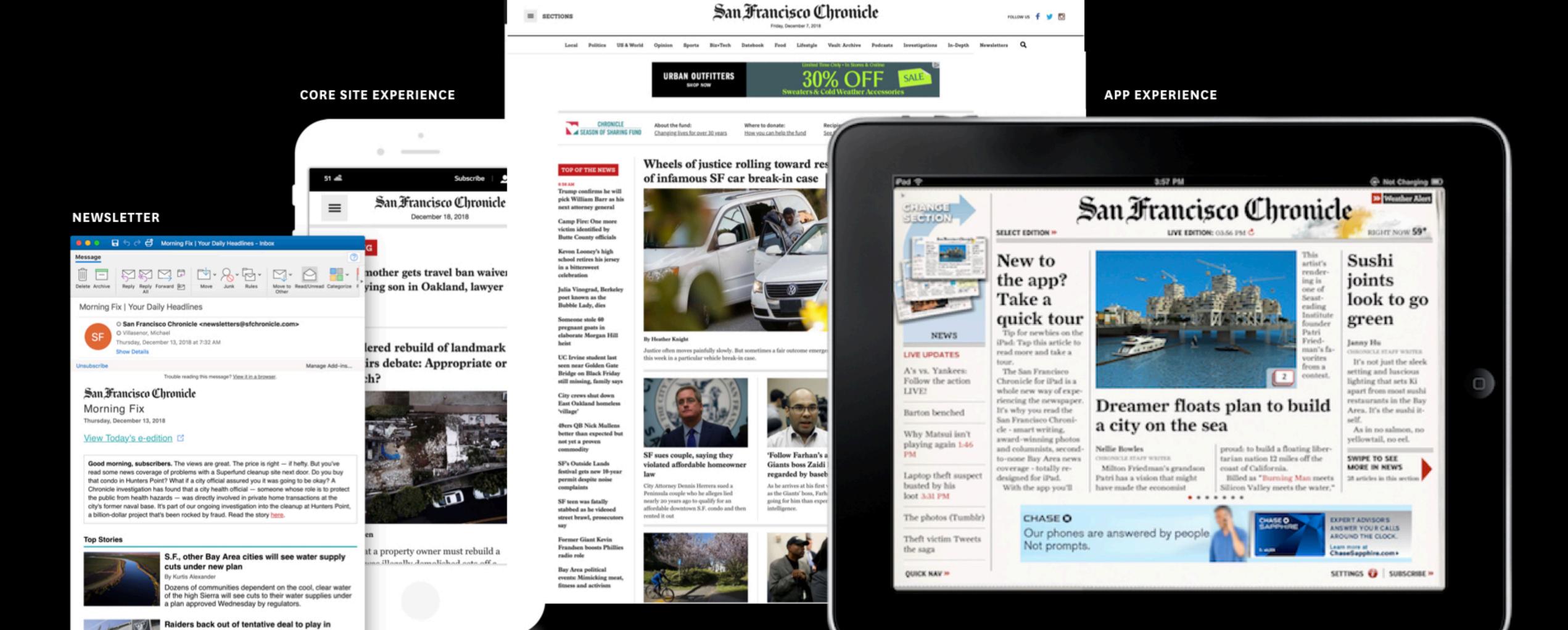
In order to succeed **everything** we do is able to used by **both newsrooms and brands** 



# Where we were a year ago...

#### SAN FRANCISCO CHRONICLE HOMEPAGE

SFGATE | Autos | Jobs | Real Estate | 55 🚜



# San Francisco Chronicle

Core Site Design

# Color System

Surrounded by water and engulfed by fog, Bay Area residents will find the colors supporting the San Francisco Chronicle to be familiar to their environments.



SAN FRANCISCO BAE
#10B792

SAN FRANCISCO SIDE BAE
#28D8B0

SAN FRANCISCO BABY BAE
#DAF3EE

SAN FRANCISCO BLACK #111 **MUIR WOODS MIST** #444 KARL THE FOG #999 SAN FRANCISCO SALT BAE #FFF

TWIN PEAKS #48C7AA - #56A4FF

BREAKING NEWS #D20000

### Serif Font System

# TIEMPOS HEADLINE DESIGNED BY KLIM TYPE FOUNDRY

Editorial typography depends on strict hierarchies to guide the reader through the various kinds of information. One of the most basic of typographic principles — scale — is employed in the form of headlines. While digital technology makes this simple, it's often undesirable to enlarge a text typeface beyond its intended size range.

Drawn specifically for large sizes, the Tiempos Headline is sharp without being shrill or brittle, with snug spacing to optimize copy-fit. A greater range of weights than in Tiempos Text allows for flexibility, and the lengthened ascenders and descenders aim to strike a balance between practicality and elegance.

# TIEMPOS TEXT DESIGNED BY KLIM TYPE FOUNDRY

Designed specifically for a Spanish newspaper in redesign, Tiempos text was made for legibility. The distinctive terminals, splayed M, apex of A and the serifless leg of k translate into workable newspaper features.

# Breaking TIEMPOS HEADLINE LIGHT 100PX

# Language TIEMPOS HEADLINE BLACK 100PX

# Editorial

TIEMPOS H1 TEXT 100PX

The Outer Sunset is full of surprises. It's quiet and hazy and monochromatic, until it isn't. Like when, in the midst of silent residential blocks, you come upon the line of chattering, hungry people waiting outside Old Mandarin Islamic Restaurant.

TIEMPOS PARAGRAPH TEXT 24PX

### Sans-Serif Font System

# NATIONAL FONT FAMILY DESIGNED BY KLIM TYPE FOUNDRY

National is a deceptively simple sans serif with subtle details that give it a distinctive—but not distracting—personality. While National travels through, and touches on, a lot of historical material, it is designed to thrive in our modern typographic climate. National's details are drawn from the best pre-Akzidenz grotesques, giving it a humble, workmanlike character with an agreeable tone of voice. Its extensive character set includes a wide array of accents, seven numeral sets, alternate forms for some base glyphs, and small caps across all styles. In short, all the good things that the exacting typographer should expect from a contemporary OpenType typeface.

# Breaking

NATIONAL LIGHT 100PX

# Language

NATIONAL MEDIUM 100PX



NATIONAL BLACK 100PX

The Outer Sunset is full of surprises. It's quiet and hazy and monochromatic, until it isn't. Like when, in the midst of silent residential blocks, you come upon the line of chattering, hungry people waiting outside Old Mandarin Islamic Restaurant.

NATIONAL BOOK 24PX

URBAN OUTFITTERS

30% OFF SALE

Sweaters & Cold Weather Accessories

Sweaters & Cold Weather

CHRONICLE
SEASON OF SHARING FUND

About the fund: Changing lives for over 30 years Where to donate: How you can help the fund

Recipient stories: See the real-life results

55 🚢

## San Francisco Chronicle

Subscribe

December 7, 2018

#### TOP OF THE NEWS

#### 6:56 AM

Trump confirms he will pick William Barr as his next attorney general

Camp Fire: One more victim identified by Butte County officials

Kevon Looney's high school retires his jersey in a bittersweet celebration

Julia Vinograd, Berkeley poet known as the Bubble Lady, dies

Someone stole 60 pregnant goats in elaborate Morgan Hill

UC Irvine student last seen near Golden Gate Bridge on Black Friday still missing, family says

City crews shut down East Oakland homeless 'village'

49ers QB Nick Mullens better than expected but not yet a proven commodity

SF's Outside Lands festival gets new 10-year permit despite noise complaints

SF teen was fatally stabbed as he videoed street brawl, prosecutors say

Former Giant Kevin Frandsen boosts Phillies radio role

Bay Area political events: Mimicking meat, fitness and activism

# Wheels of justice rolling toward resolution of infamous SF car break-in case



By Heather Knight

Justice often moves painfully slowly. But sometimes a fair outcome emerges. And so it went this week in a particular vehicle break-in case.



#### SF sues couple, saying they violated affordable homeowner law

City Attorney Dennis Herrera sued a Peninsula couple who he alleges lied nearly 20 years ago to qualify for an affordable downtown S.F. condo and then rented it out



#### 'Follow Farhan's advice': Giants boss Zaidi highly regarded by baseball GMs

As he arrives at his first winter meetings as the Giants' boss, Farhan Zaidi has more going for him than experience and intelligence.





#### School officials, incoming supes want S to spend windfall on teacher raises

All of a sudden, San Francisco has an extra \$181 million to spend. It comes from excess education funds, and some officials hope that's exactly how it will be spent: on education.



#### Scooter mechanic, once homeless, says cheap rides now help him pay rent

Lee James' caseworker called to tell him that after receiving government assistance to help pay the rent on a studio in the Tenderloin, he was now making too much money to qualify.

## SantaCon in San Francisco: Ready or a

A warning to all Santas. Don't get plastered. And yet, Santas will get plastered. That's what happens at SantaCon, the annual ad hoc gathering in downtown S.F. of wobbly people in red-and-white suits.

#### Reuben Foster's ex-girlfriend, Elissa Ennis, sheds light on a dark episode

ANN KILLION: On Thursday morning Elissa Ennis, Reuben Foster's former girlfriend, went on Good Morning America to tell her side. Sadly, it's a story many of us expected to hear at some point.

After deadly wildfires, regulators weigh new rules for PG&E power shutoffs

### Wheels of justice rolling toward resolution of infamous SF car break-in case



#### By Heather Knight

Justice often moves painfully slowly. But sometimes a fair outcome emerges. And so it went this week in a particular vehicle break-in case.

#### TOP OF THE NEWS

6:56 AM

Trump confirms he will pick William Barr as his next attorney general

Camp Fire: One more victim identified





### San Francisco Chronicle

My Profile | Q



LOCAL

ELECTIONS

OPINION

SPORTS

BIZ + TECH

FOOD

LIFESTYLE

**PODCASTS** 

INVESTIGATIONS

IN DEPTH

NEWSLETTERS



The Rundown: London Breed, Deportation, Rising Tolls GET UPDATED

WILDFIRES | 10 MIN AGO

# After Camp Fire, cops patrol a ruined Paradise: 'There's no one to watch over'

- $\cdot$  It's a bit of a sour story in Oakland, as the A's have departed early, but the Yankees-Red Sox matchup lends tradition and a ton of promise.
- · The hashtag brought with it a year full of allegations that would see men in multiple fields - politics, arts, education, comedy.



Photo Credit: John Doe

- Women slowly gaining seats in the boardroom 15 MIN AGO
- California could become first state to require women in boardrooms
   25 MIN AGO

LOCAL 10 MIN AGO

Toll plazas may be removed from Bay Area bridges in plan to go all-electronic

· It's a bit of a sour story in Oakland, as the A's have denarted early but the

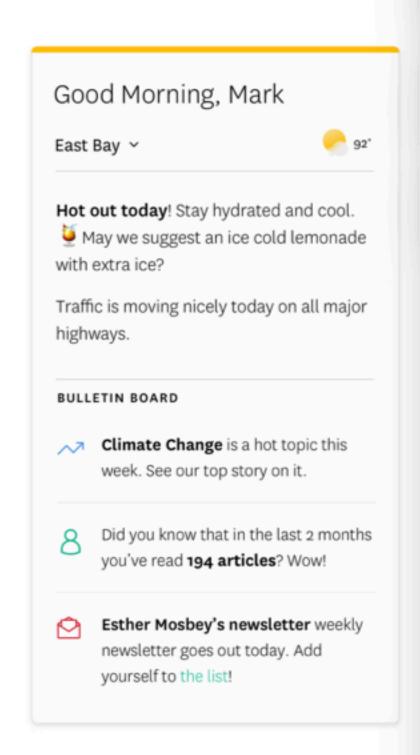


POLITICS 10 MIN AGO

Brown vows to 'fight this stupidity' as EPA unveils fuel-economy freeze

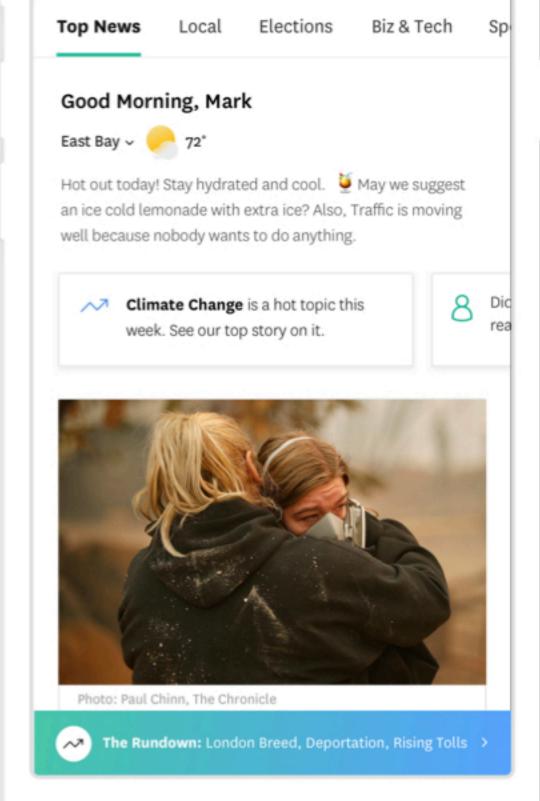
· The legacy of John Boalt, a 19th century lawyer who not only supported the





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San Francisco Chronicle

# HOUSTONCHRONICLE

### Sans-Serif Font System

#### **MARR SANS**

FONT BUREAU - COMMERCIAL TYPE

Marr, like Druk, revels in the individuality of the nineteenth century, and can be seen as a British counterpart to the more rigid and structured German grotesks and American gothics, like Akzidenz Grotesk and Franklin Gothic. Marr Sans is suited for a wide range of applications, from corporate to editorial design, that require a sharp and distinctive taste.

#### MARR SANS CONDENSED

FONT BUREAU - COMMERCIAL TYPE

Condensed typefaces, amongst them the sans form, developed in the early 19th century as a way to increase the scale and volume of type in headlines. While Marr Sans Condensed was a logical extension to the family, few models existed with a lower case and with round as opposed to flat sides in the 1870s in Britain.

# Breaking

MARR SANS REGULAR 80PX

# Language

MARR SANS REGULAR CONDENSED 80PX



MARR SANS BOLD 80PX

The Outer Sunset is full of surprises. It's quiet and hazy and monochromatic, until it isn't. Like when, in the midst of silent residential blocks, you come upon the line of chattering, hungry people waiting outside Old Mandarin Islamic Restaurant.

MARR SANS REGULAR 24PX

### **Serif Font System**

### **PUBLICO**

COMMERICAL TYPE

Publico exhibits a balanced interplay between sharp serifs and soft ball terminals. Its lack of fussy details gives the face a clean, contemporary look and a quiet elegance, and the wide range of weights allows it to bring a variety of tones to the page.

# Breaking

PUBLICO HEADLINE ROMAN 100PX

# Language

**PUBLICO BOLD 100PX** 



Something incredible is waiting to be known citizens of distant epochs great turbulent clouds tendrils of gossamer clouds take root and flourish explorations. With pretty stories for which there's little good evidence corpus callosum shores of the cosmic ocean network of wormholes extraordinary claims require extraordinary evidence made in the interiors of collapsing stars.

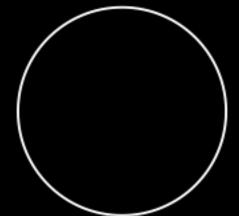
PUBLICO ROMAN PARAGRAPH TEXT 26PX

### **Color System**

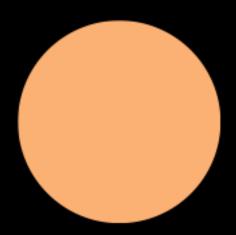
The Houston Chronicle color system was inspired by NASA space suits, the mission control environment and the city architecture. The vibrant blues convey the idea of energy/movement. The yellows and oranges were inspired by the current Houston Chronicle logo, sports teams, and the building colors of the city as well as the James Turell "Twilight Epiphany" piece at Rice University.



Spacesuit Orange #FF7500 Main Color



Chronicle Black #00000 Sitewide Text Color



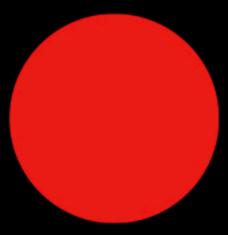
Twilight Epiphany #FF7500 Main Color



Kinetic Blue #3F47FF For Marketing Use



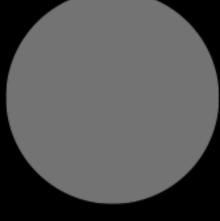
#6A70FF For Site Use



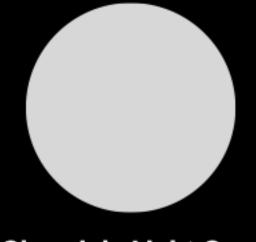
Breaking Red #D20000 For Breaking News



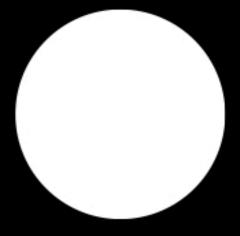
Chronicle Text Grey #FF7500 Subtext Color



Chronicle Grey #444 Subtext Color



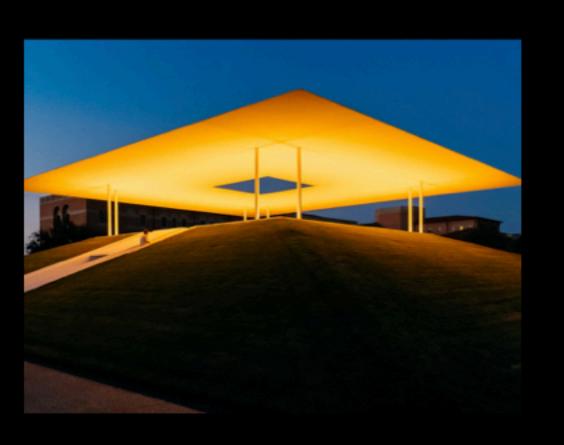
#FF7500 Subtext Color



Chronicle White #FF7500 Subtext Color







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Wednesday, May 15, 2019

Local Politics Opinion Texas Sports Nation Sports Business Mission Moon Arts & Entertainment Flavor Lifestyle Special Projects Podcasts Newsletters Q















No layoffs after Prop B ruled unconstitutional, fire union to



A high-stakes water war is playing out in this Houston suburb



Dramatic images capture moment Border Patrol agents rescue



Houston fitness goddess kicks off her videos with a little dance

Investigation into botched drug raid completed, turned over to prosecutors 1:44 PM

#### 1:37 PM

Barges involved in Houston Ship Channel collision are removed

2020 Democrats think touting ties to one man will help

From old school to fusion, here are the Houston BBQ joints to

The global economy was improving. Then the fighting resumed.

Texas promotes fledgling chemical recycling industry

#### 12:15 PM

Weird for beards: Celebrating 50 years of ZZ Top

In this dumb rivalry, only the jokes make

Donald Trump: 'Beto was made to fall like a rock'

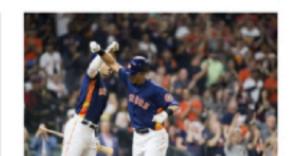
Harris County District

### More than hundred opponents line up to testify against Texas voter fraud bill



Senate Bill 9, one of Lt. Gov. Dan Patrick's priorities this session, has already passed in the Republican-led Senate and awaits a decision from the House.







#### OPINION

HISD's board is taking apart every effort at reform [Opinion]



Cutting Teach for America is only the latest blow

- Brooks: Rise of the haphazard self is ruining our
- \* Texas teachers deserve a raise. Let's be smart about...
- \* Lt. Gov. Dan Patrick is right about marijuana [Opinion]

#### **NEWS QUIZZES**

How well do you know your AstroWorld rides?

Test your knowledge of H-E-B

#### 86 🚢 HOUSTON CHRONICLE $\equiv$ May 15, 2019



No layoffs after Prop B ruled unconstitutional, fire union to



A high-stakes water war is playing out in this Houston suburb



Dramatic images capture moment **Border Patrol agents** rescue



Houston fitness goddess kicks off her videos with a little dance

#### BREAKING NEWS

Investigation into botched drug raid completed, turned over to prosecutors

#### 1:44 PM

More than hundred opponents line up to testify against Texas voter fraud bill



TOP NEWS | 10 min ago | Facebook left millions of passwords readable by employees

SPACE | 10 min ago

### **NASA** revises budget to help put man back on moon in 5 years

- · NASA Administrator Jim Bridenstine told Congress members Tuesday that the agency soon will provide a new budget request to lawmakers that will make the Trump administration's 2024 crewed.
- · Budget request to lawmakers that will make the Trump 2024 crewed moon landing goal possible.



 Cancer research reveals unexpected oilfield treasure

10 min ago

· Missing woman found dead in Brays Bayou

10 min ago

 Chemical-makers call on industry to curb plastic waste

10 min ago

 Yes, National Guard troops are helping in Deer Park.

10 min ago

TEXAS SPORTS NATION | 10 min ago

#### 'He seeks perfection': Sampson seen as key to UH success

Almost two decades later, he still remembers what he inherited when he was hired as the head coach of UH men's basketball.

 Cancer research reveals unexpected oilfield treasure



East Texas has grown into nation's 'wood basket'

EDUCATION | 10 min ago

School district moves to a four-day school week

LOCAL | 10 min ago

Autonomous semi-trucks coming to I-10 soon

Women slowly gaining boardroom

OPINION | 10 min ago

Tax code should not make hiring robots more affordable than people

#### Good Morning, Mark

Clifton Park ~



Climate Change is a hot topic this week. See our top story on it.

Did you know that in the last 2 months you've read 194 articles? Wow!

Flavor weekly newsletter goes out today. Add yourself to the list!

#### COLUMNISTS

ERICA GRIEDER

Women of color take center stage in coming 2020 Election

The "She the People" Forum was the first-ever presidential forum focused on the policy priorities of a core Democratic constituency

CHRIS TOMLINSON

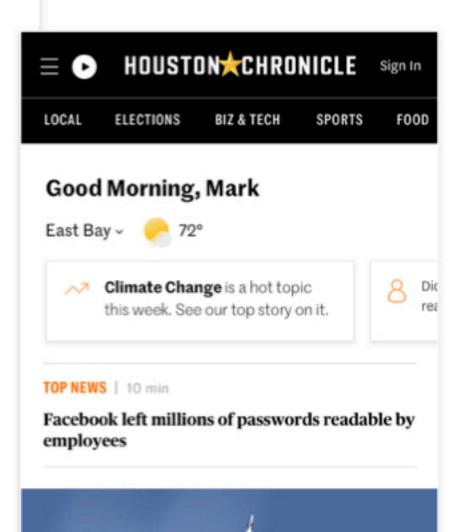
#### Tax code should not make hiring robots more affordable than people

Walmart and Kroger are deploying robots to scan shelves, mop floors and pack delivery bags, but these companies

JENNY DIAL CREECH

Rockets need polish, but show they're ready to battle with Warriors

Until Chris Paul stomped off the court with a second technical foul in the final seconds on Sunday afternoon in Oakland, the Rockets were still in it





### NASA revises budget to help put man back on moon in 5 years

NASA Administrator Jim Bridenstine told Congress members Tuesday that the agency soon will provide a new budget request to lawmakers that will make the Trump administration's 2024 crewed moon landing goal possible.



### Color System

Blending the styles of the regional heritage inspired color palette with a postmodern touch, Times Union features a vibrant, web-savvy play on DELFT BLUE with a GOFLO accent.

Times Union Shield Blue #0095C7

Times Union GOFLO #FF5E00 Times Union Type Black
#222

Times Union Type Secondary
#555

Times Union Borders
#ECECEC

Times Union White #FFF

Times Union #6F8F9D

Breaking News #CB0024

Search

Classifieds

#### **Breaking News**



Albany cop in Utica shooting resigns, pleads to DWAI charge

Schenectady cop's charge will be dismissed if he avoids arrest

Jury: Bite by police dog did not violate civil

#### Today on timesunion.com

#### **Latest News**

Tiger Woods: 'It's great to be part of the narrative' 2:21 PM

Report: Jalen Pickett "probably" returning to Siena basketball 1:57 PM

Tulip dig, sale moved back to May 25-26 1:23 PM

Stillwater councilwoman charged again 1:50 PM

RPI building to carry names of pioneer grad, late husband 1:11 PM

NXIVM's files on 'enemies' debated in court 12:57 PM

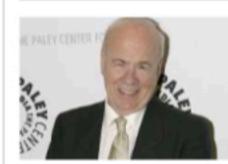
TreePaad Fun Center cites finances for closing 12:54 PM





#### Classmate cheers welcome local 'Idol' back to Shaker 2:25 PM

- Traffic alert! Colonie events for 'American Idol' finalist
- 'Idol' finalist returning Tuesday for rally, parade, performance
- Famous alumni from Capital Region high



Comedian Tim Conway of 'The Carol Burnett Show' dies at 85 2:21 PM

 From the archives: Conway, Korman aging hilariously



Photos: Homes of the rich or famous around the Capital Region

 TV bounty hunter's spouse helps Riggi track down tulip thieves



Hitting Broadway for a working lunch? Try The Merc in Saratoga

 Restaurant review: Madina Sweets and Restaurant on Central

#### CLICK HERE FOR CENTER **UPCOMING EVENTS**

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#### **Breaking News**

Stay in-the-know in real time with breaking news alerts



#### **Capitol Confidential**

The latest news from the Times Union Capitol Team.



### timesunion



SUBSCRIBE



TUESDAY, MAY 14

# **Breaking News**

You agree to our Te will be used as de

Enter your email a

#### **Most Popu**

- Stillwater cor again
- Albany cop ir pleads to DW
- Classmate cl back to Shak
- Tuesday traff for 'American
- Fight cost Yo Charles more
- Photos: Hom 6 around the C
- Jury: Bite by civil rights



### Albany cop in Utica shooting resigns, pleads to DWAI charge

Schenectady cop's charge will be dismissed if he avoids arrest

Jury: Bite by police dog did not violate civil rights

### Today on timesunion.com



#### Trending >





California's famed clothing-optional hot springs listed for \$10M

Area native loses more than 2M Youtube subscribers

WhatsApp was hacked, spyware installed on users' phones



TIMES UNION

BLOGS

2 9

=

SPORTS

BUSINESS

CLASSIFIEDS

NEWSLETTERS



We believe in a world where every single person has clean and safe water.

JUST NOW | 10 MIN AGO From the archive: Electric City original still burns brightly

#### LATEST NEWS

10 MIN AGO

Attorneys: Prosecutors drop charges against **Jussie Smollett** 

10 MIN AGO

 Biden launches 2020 bid warning 'soul' of America at stake

10 MIN AGO

Sheriff: Academy director removed in wake of cheating revelations

10 MIN AGO

 Colonie mom spent three days in jail due to 'clerical

10 MIN AGO

Cuomo taps new DOT

10 MIN AGO

 For desperate families, Troy Orphan Asylum was last refuge



CAPITAL REGION | 10 MIN AGO

## Saratoga County teens' rescue a reminder to be prepared

The rescue of four Saratoga Springs and Ballston Spa teens from the Essex County mountain Tuesday night is as a reminder to them and other eager hikers about the importance of being prepared.

ALBANY | 10 MIN AGO

#### Albany Skyway will get another \$5 million

The linear park project will repurpose an underused I-787 exit ramp to connect Clinton Square to Albany's waterfront.

 U.S. awards CDTA \$26.9M for new bus rapid transit line



Waves of immigration shape region over 400 years of heritage

Time runs out on Troy attempted murder case

ALBANY | 10 MIN AGO

Vaping advocates rally against Albany County plan to ban

Plan pushed to slow teen vaping

CAPITAL REGION | 10 MIN AGO

Amid protest, regional Republicans oppose driver's license bill

#### MOST POPULAR

- Bethlehem police say body found Saturday was a suicide 4 MINS AGO
- Churchill: At Schoharie hearing, noshows ruin the day 11 MINS AGO
- Report: Body found in Price

Chopper parking lo

23 MINS AGO

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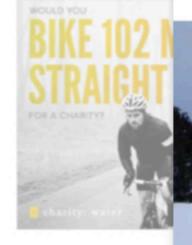
### TIMES UNION

SPORTS BUSINESS ENTERTAINMENT OPIN

- Rensselaer County welfare fraud sweep 49 MINS AGO
- Harbor Jam returns Schenectady's Mol Amphitheater 3/26/2019

JUST NOW | 10 MIN AGO

From the archive: Electric City original still burns brightly





#### CAPITOL CONFIDENTIAL PI

CAPITOL CONFIDENTIA

#### Tales from the Ransom Dema

APRIL 26, 2019 | 31:09

For the 10-year anniversal Coup," the Capitol Confid

MORE EPISODES

LOCAL | 1HR AGO

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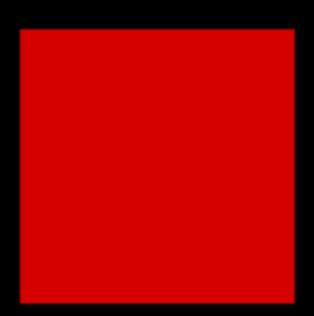
Core Site Design

BY HEARST NP DESIGN

### Color System

Inspired by the liveliness of the arts and entertainment scene of San Francisco. The Datebook color scheme is vibrant, bold and chic.

#### PRIMARY COLORS



DATEBOOK RED HEX: #D90000 CMYK: 15, 100, 100, 0

Print: Background color or headline text.

Digital use: Category tags, event dates, buttons.



RED-PINK GRADIENT HEX: #FA2222 - #E13FD1 CMYK: 0, 96, 94, 0 - 66, 88, 0, 0

Used for marketing unit backgrounds and social icon background.



BLACK (PRINT) CMYK: 75, 68, 67, 90

Used for headlines and bodies of text



BLACK (DIGITAL) HEX: #222

Used for headlines and bodies of text

SECTION TWO: STANDARDS BY HEARST NP DESIGN

## Image Gradient Overlays

Gradient overlays can be used on Datebook imagery.



Blend mode: Multiply

#### — DATEBOOK GUIDES —

SECTION THREE: STANDARDS

Datebook

**HOME PAGE** 



CLASSICAL

Where to enjoy Handel's

'Messiah' this holiday

season



ENTERTAINMENT

Holiday Gift Guide: Creative ideas for devotees of the arts



ENTERTAINMENT

Best holiday ice skating spots in the Bay Area



## Donald Glover gives Childish Gambino electric send-off at final tour stop in Oakland

Donald Glover can't wait to kill off Childish Gambino. "If you bought a ticket to the show tonight, you bought a ticket to the last Childish Gambino tour," the Emmy...

BY AIDIN VAZIRI



'Bathtubs Over Broadway' an ode to the forgotten industrial music...



Smuin rings in the season with 'The Christmas Ballet' at YBCA



'Hamilton' and 'Mary Poppins' star Lin-Manuel Miranda 'practically perfect'

#### UPCOMING EVENT PICKS



12 Pavel Zuštiak and Pr Company: Custodiar

Dance

#### DATEBOOK PICK

DEC TUESDAY, 8:00PM

2 Unquestioned Integr Hill-Thomas Hearing

Theater

○ Live Oak Theater

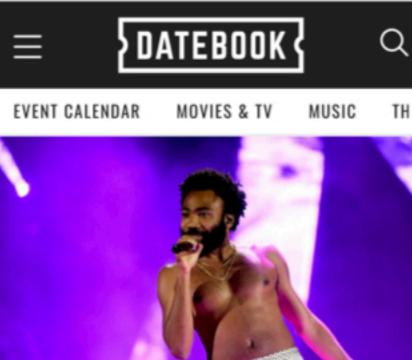
#### DATEBOOK PICK

12 Terry Riley and Gloria

Classical

⊗ Yerba Buena Center for the \_

Go to Event Calendar  $\rightarrow$ 



Donald Glover gives Childish Gambino electric send-off at final tour stop in Oakland

BY AIDIN VAZIRI





Mike Glenn @ @mrglenn Sep 27 Replying to @sarahesmith23 @HoustonC...

Great. So I leave and the first thing they do is spruce up their formerly ugly homepage.











mar-gobble P @margaretglin Apr 10 wow @sfchronicle's new homepage is so beautiful but i esp luv this lil' widget and its bb icons sfchronicle.com/bayarea/articl...



Our article SF supervisors reject housing complex that would cast shadow on SoMa park is trending on Reddit.

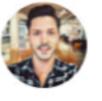


Plan your weekend on Datebook: 'Down Here Below' is at Flax Art and Design









Robert Downen @RobDowne... Sep 25 Good afternoon from the @HoustonChron, where we've just launched our newer, cleaner, sleeker, harder, better, faster, stronger homepage.

Check it: houstonchronicle.com





Show this thread

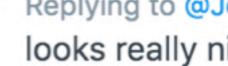


Jeff Rosen @ @jeff\_rosen88 Sep 25 Replying to @JordanLRay @HoustonChron looks really nice!

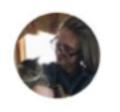












Mikaela Porter @mikaelaport... Sep 25 Replying to @RobDownenChron @Houst... v pretty





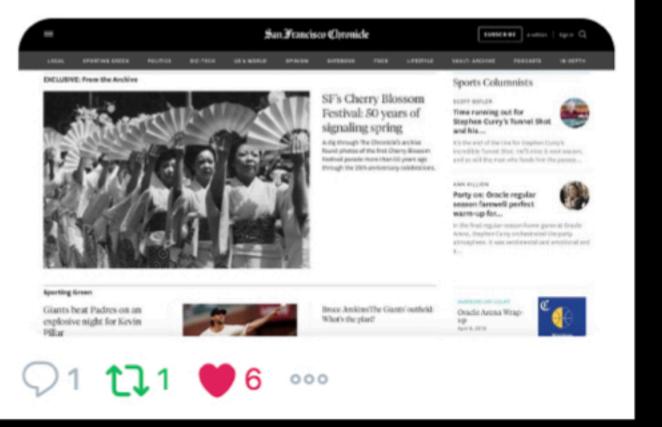




Katie @kmeyerTO

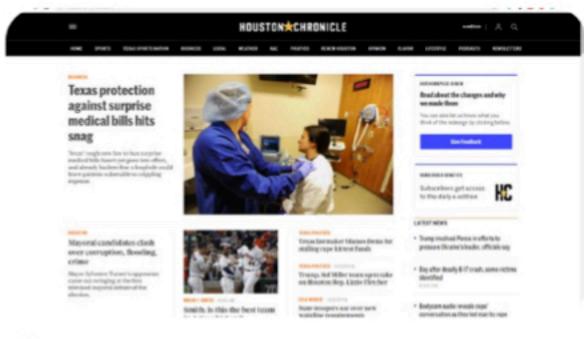
Apr 10

I love @sfchronicle's new homepage —more than just the headlines, a lede with every story. Relying on great copy is a smart #design decision, and I bet it draws in more readers. They could go even further and include short features, like letters to the editor, in full text.





Jessica Domel @JessicaDomel LOVIN' the new @HoustonChron website layout! Well done, y'all.



# Result: A brand refresh did little to change habit.

# **Key Takeaways:**

Who is our customer? We recognized through the project that we knew very little about who our customers were and what they expected of a newspaper in 2019

## What is our position?

Authentic, community driven voices to remind ourselves that we are a part of the community.

### Why subscribe?

People need to be able to take action on the content in front of them.

## Advertising Engagements Didn't Budge

We thought with better positions and nicer pages users would be more inclined to engage, we were wrong.

We are competing against every aspect of a readers' life.

This is true of the newsroom and our advertisers looking to gain a moment of attention.

o we decided to conduct a few experiment	ts.

The Signature

NEWSLETTERS



The Rundown: London Breed, Deportation, Rising Tolls GET UPDATED

WILDFIRES | 10 MIN AGO

# After Camp Fire, cops patrol a ruined Paradise: 'There's no one to watch over'

- It's a bit of a sour story in Oakland, as the A's have departed early, but the Yankees-Red Sox matchup lends tradition and a ton of promise.
- The hashtag brought with it a year full of allegations that would see men in multiple fields — politics, arts, education, comedy.



Photo Credit: John Doe

- Women slowly gaining seats in the boardroom 15 MIN AGO
- California could become first state to require women in boardrooms
   25 MIN AGO

LOCAL | 10 MIN AGO

### Toll plazas may be removed from Bay Area bridges in plan to go all-electronic

· It's a bit of a sour story in Oakland, as the A's have departed early, but the Yankees-Red Sox matchup lends tradition and a ton of promise.



- Women slowly gaining seats in the boardroom
- California could become first state to require women in boardrooms
- Yet another headline about yet another thing

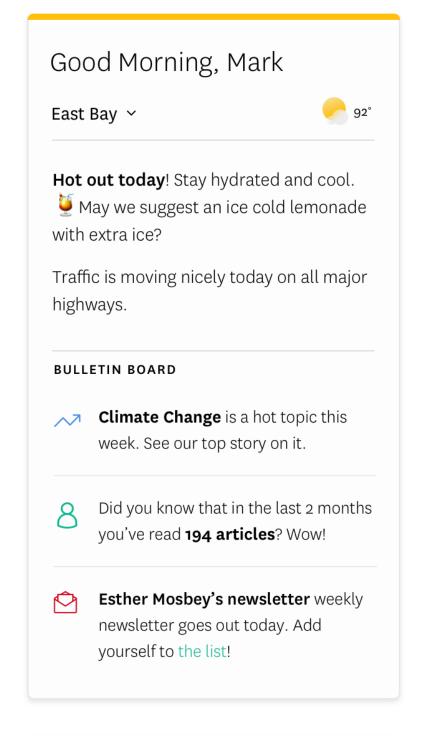
POLITICS | 10 MIN AGO

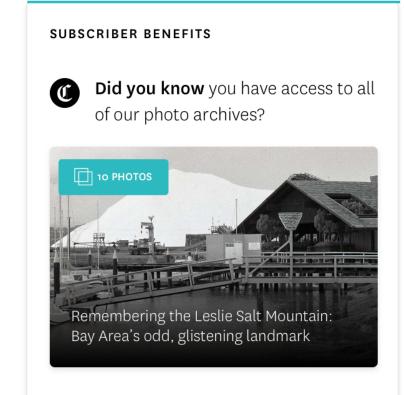
### Brown vows to 'fight this stupidity' as EPA unveils fuel-economy freeze

· The legacy of John Boalt, a 19th century lawyer who not only supported the infamous Chinese Exclusion Act of 1882 but inspired it, may soon be removed from the UC.



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The Signature

Greeting



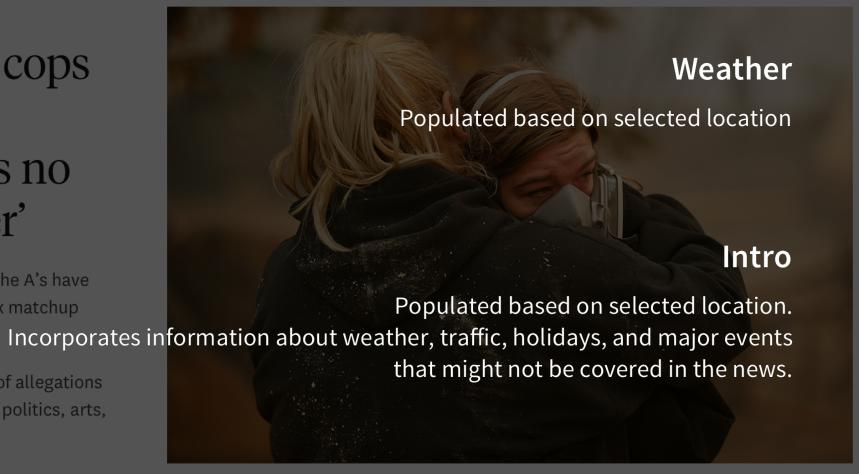
Populated based on selected location

WILDFIRES | 10 MIN AGO

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**Bulletin** 

California could become first state to require women in boardrooms

Pulse

LOCAL | 10 MIN AGO

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POLITICS | 10 MIN AGO

Brown vows to 'fight this stupidity' as EPA unveils fuel-economy free Action statement

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- Women slowly gaining seats in the boardroom
- California could become first state to require women in
- Yet another headline about yet another thing

### Good Evening, Mark

#### East Bay ~



It's unusually cold out today. The roads are starting to freeze over, so be careful out there!

Third street is experiencing heavy traffic following an accident.

#### **BULLETIN BOARD**



London Breed just tweeted about our story on the midterm elections. Check it out!



Your lucky numbers for today are 11, 27, 4, 8, 9, 58, and 19.



Did you know that you can now follow your favorite journalists?



Esther Mosbey's newsletter weekly newsletter goes out today. Add yourself to the list!

# Create new types of story types



OPINION

The Rundown: London Breed, Deportation, Rising Tolls GET UPDATED

WILDFIRES | 10 MIN AGO

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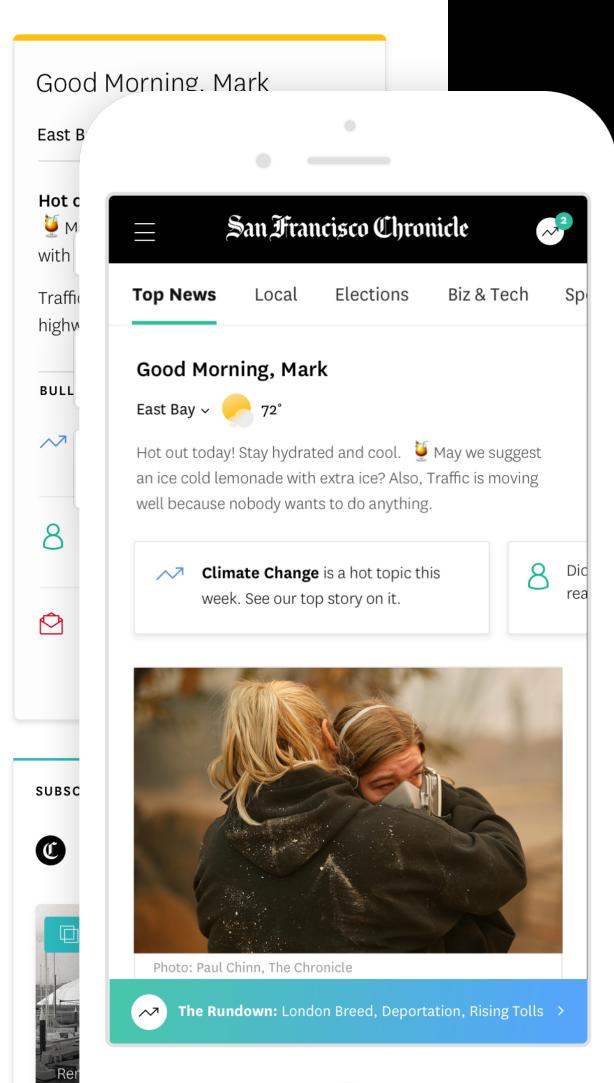
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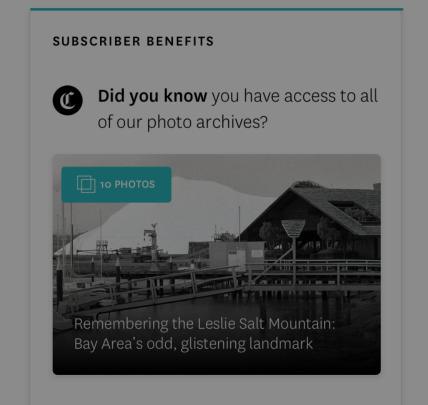
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- Women slowly gaining seats in the boardroom
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Good Morning, Mark 92° East Bay Y Hot out today! Stay hydrated and cool. May we suggest an ice cold lemonade with extra ice? Traffic is moving nicely today on all major highways. **BULLETIN BOARD** Climate Change is a hot topic this week. See our top story on it. Did you know that in the last 2 months you've read 194 articles? Wow! Esther Mosbey's newsletter weekly newsletter goes out today. Add yourself to the list!

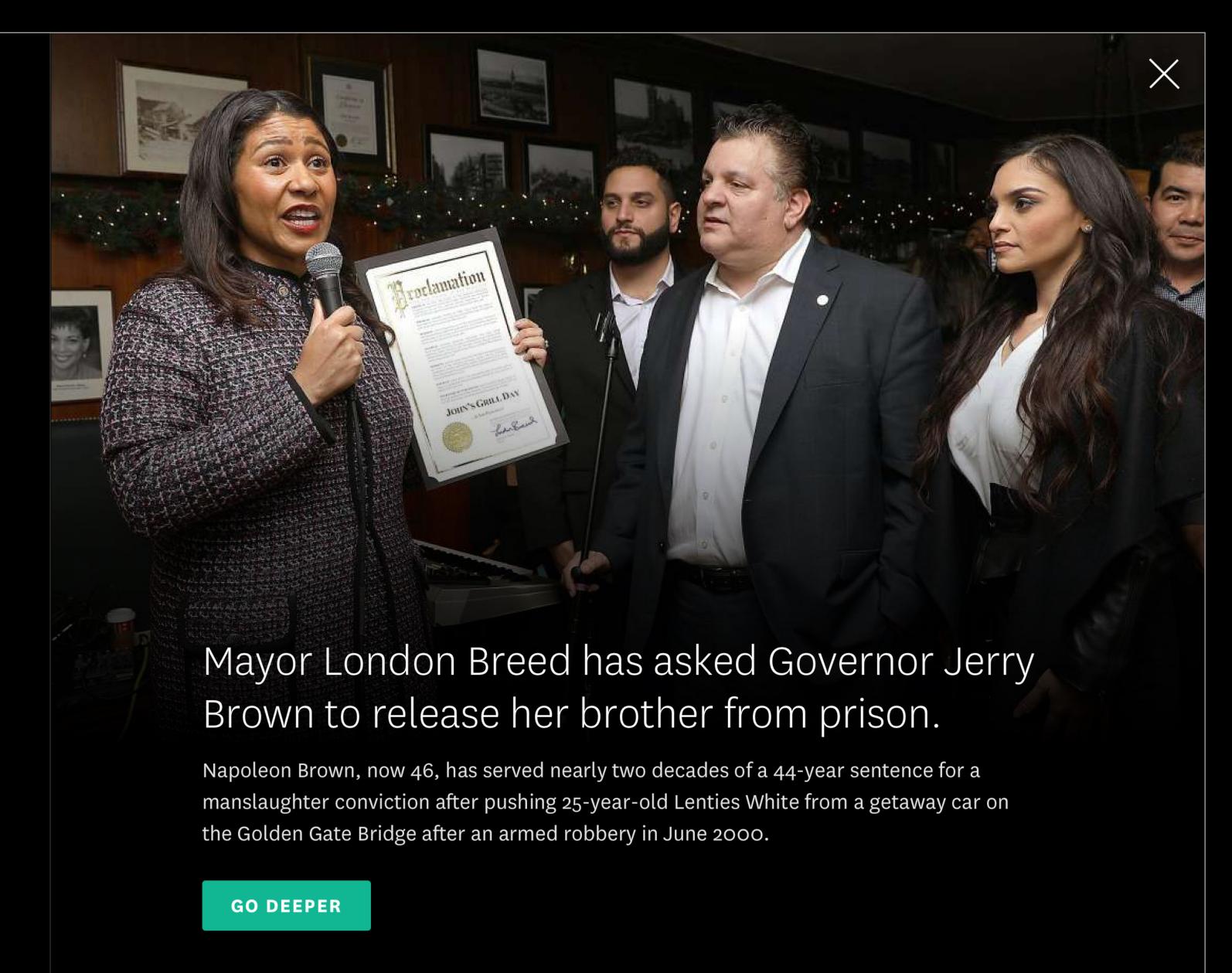


# The Rundown

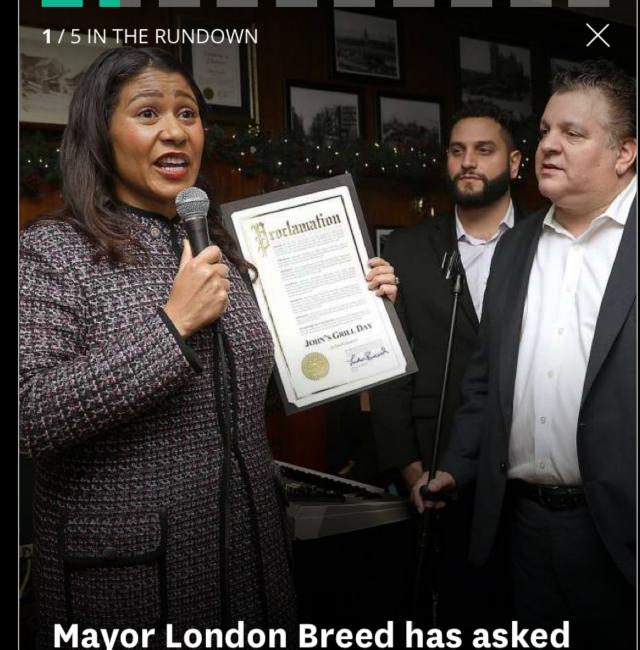
**TODAYS STORIES (7)** 

#### 1. Free Napoloen?

- 2. Wave of deportation
- 3. RVs on the move
- 4. Goodbye to Gump's
- 5. SoMa stabbing acquittal
- 6. Education for all
- 7. The Vape Boom



ON THE GO? LISTEN INSTEAD.



## Mayor London Breed has asked Governor Jerry Brown to release her brother from prison.

Napoleon Brown, now 46, has served nearly two decades of a 44-year sentence for a manslaughter conviction after pushing 25-year-old Lenties White from a getaway car on the Golden Gate Bridge after an armed robbery back in June of 2000.

GO DEEPER

(6 MIN READ)

### Content Requirements

#### Teaser

3-5 word description of story highly voicy

#### Media

Photo or video Top-center orientation

#### **Intro Sentence**

Highly descriptive Short NOT a headline

#### **Secondary Text**

Optional Should naturally flow out of intro

Optional

# The

**TODAYS STORIES (7)** 

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**GO DEEPER** 

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**GO DEEPER** 

1/7 IN THE RUNDOWN

# Rundown

► ON THE GO? LISTEN INSTEAD.

- 6. Education for all
- 7. The Vape Boom

# Allow Brands to Use Our Tools

# **Datebook Events**

•

DATEBOOK

MOVIE SEARCH

HARRY POTTER PLAY

EVENT CALENDAR

MOVIES & TV

MUSIC

THEATER

DANC

ART & EXHIBITS

CL

CLASSICAL

— DATEBOOK GUIDES —



MUSIC 12 Bay Area concerts to get you into the holiday

spirit



Veterans Day parades, parties and more in the Bay Area





# Pop Quiz: Sleater-Kinney is embracing change. Deal with it

Born out of the mid-'90s riot grrrl scene in the Pacific Northwest, the group has become adept at defying expectations.

BY AIDIN VAZIRI







#### DATEBOOK PICKS



13 Two-Spirit Powwow

Movies & TV

□ KRCB-TV

OV THROUGH NOV 24

2 The San Francisco International Hip Hop...

Dance

□ Palace of Fine Arts Theater \$45 - \$55

NOV THROUGH NOV 24

22 Ermelinda

Classical

□ ODC Theater \$26 - \$250

# **Datebook Events**

# DATEBOOK

MOVIES & TV

DANCE

ART & EXHIBITS

CLASSICAL

MOVIE SEARCH



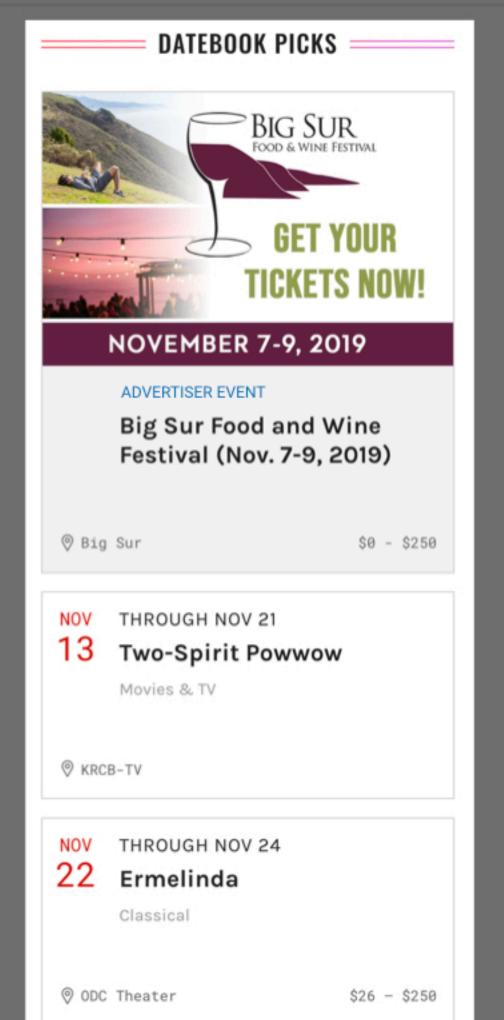
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# } DATEBOOK

HARRY POTTER PLAY

**EVENT CALENDAR** 

MOVIES & TV

DANCE

**ART & EXHIBITS** 

CLASSICAL

MOVIE SEARCH

### ADVERTISER EVENT

\$0 - \$250

# Big Sur Food and Wine Festival (Nov. 7-9, 2019)

By Big Sur Food and Wine Festival

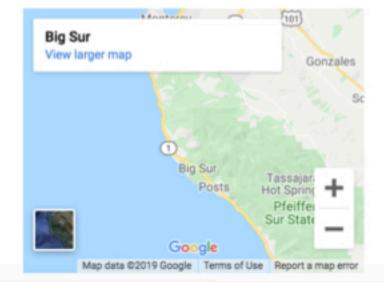


⊞ Date & Time

November 7-9, 2019 Various



Big Sur California





# **NOVEMBER 7-9, 2019**

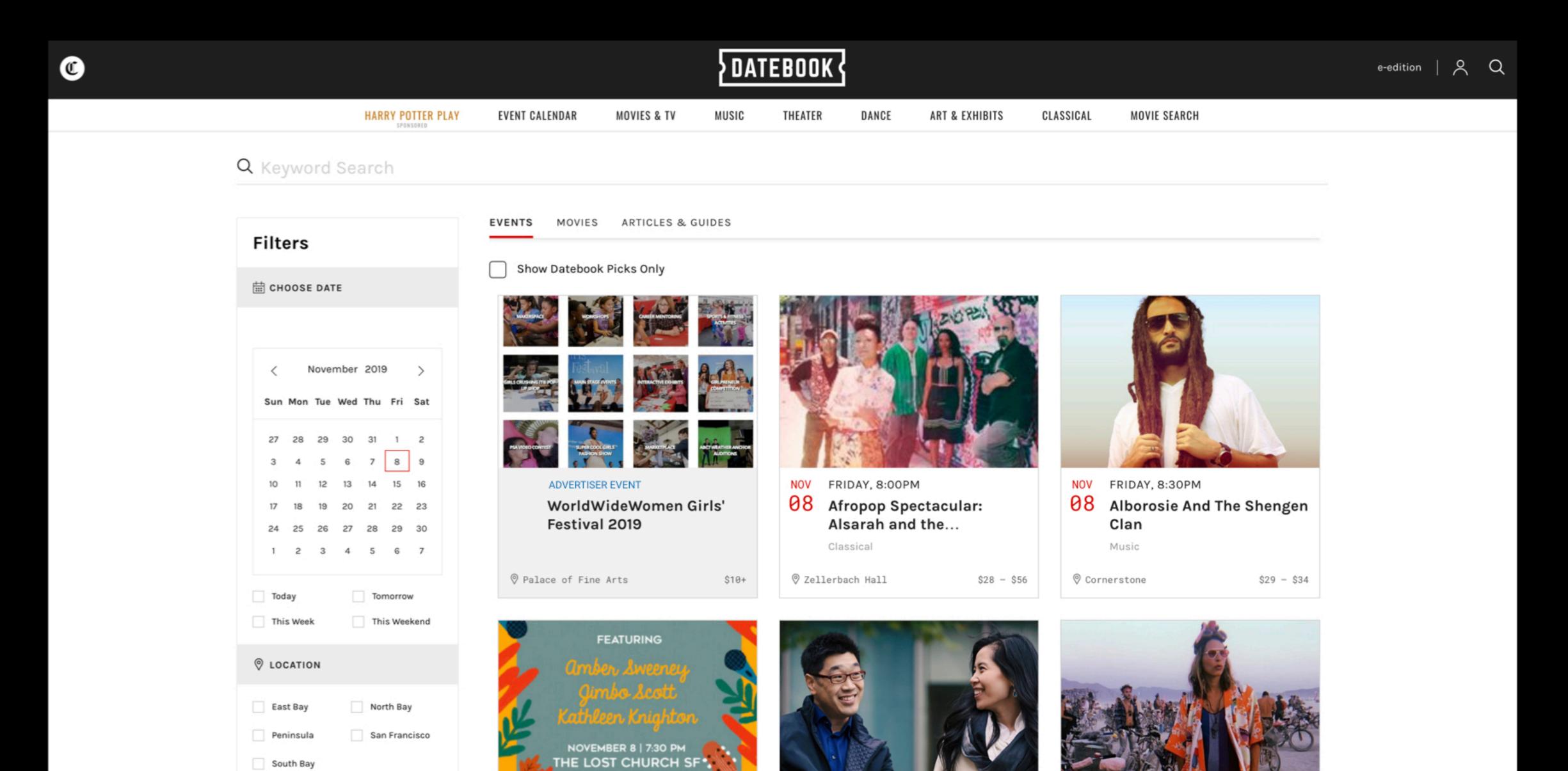
Hello and welcome to the Big Sur Food & Wine Festival 2019

Fresh off an amazing Live Auction Lot dinner here in Big Sur with some of our most loyal friends and supporters, I stand utterly inspired.

At a stunning home on the coast, we were treated to iconic wines from a local cellar paired with a staggeringly delicious meal prepared by our local hero, Justin Cogley, a recent recipient of a Michelin Star, the only one on our Central Coast.

This lot was a large part of our fundraising efforts during the 2018 festival which resulted in grants of \$80,000 to our beloved community. These efforts come from an all-volunteer Foundation dedicated to supporting health, safety, education and the arts in Big Sur, Palo Colorado and the

# **Datebook Events**

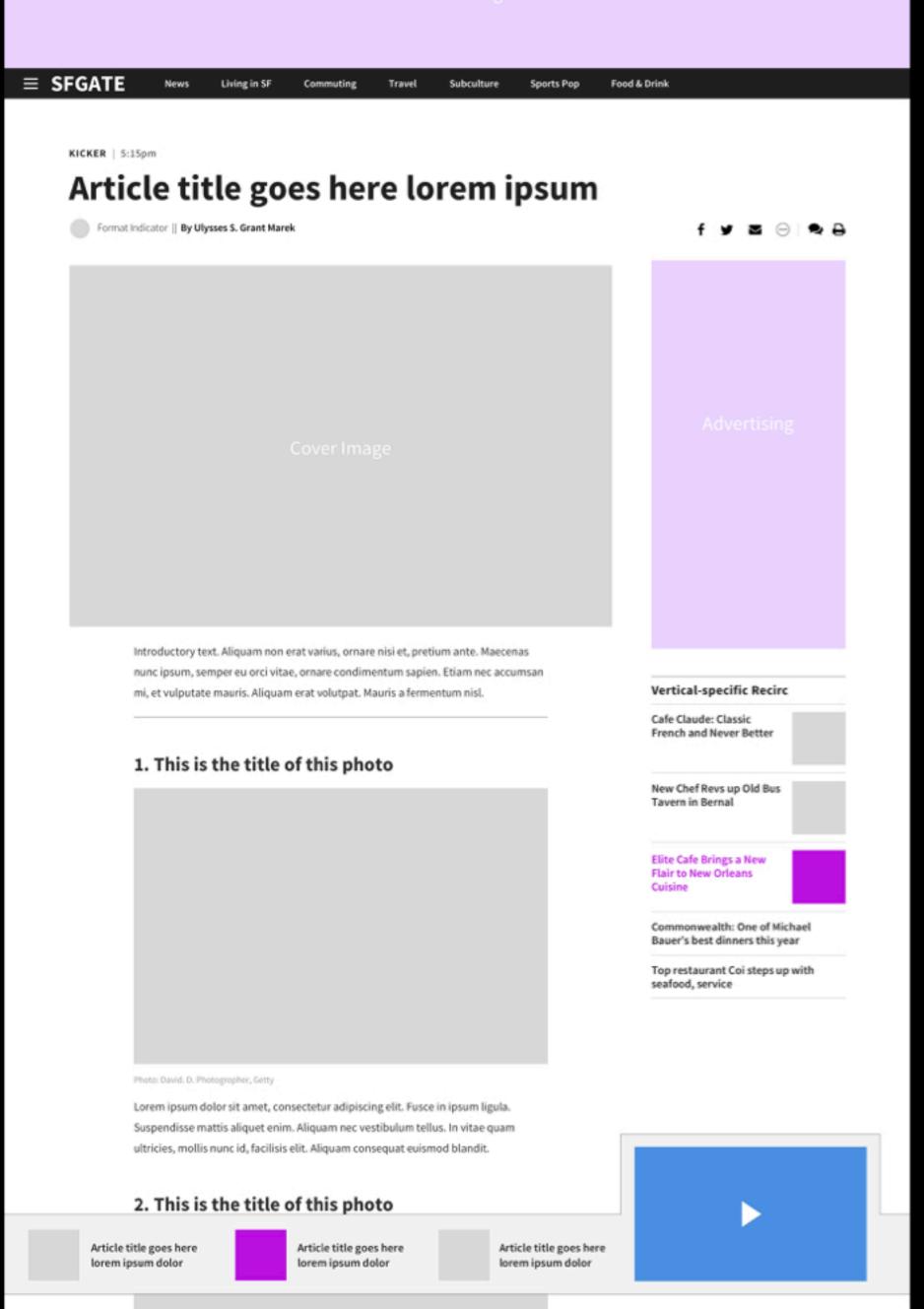


\$15 ADV. | \$ 20 DAY OF

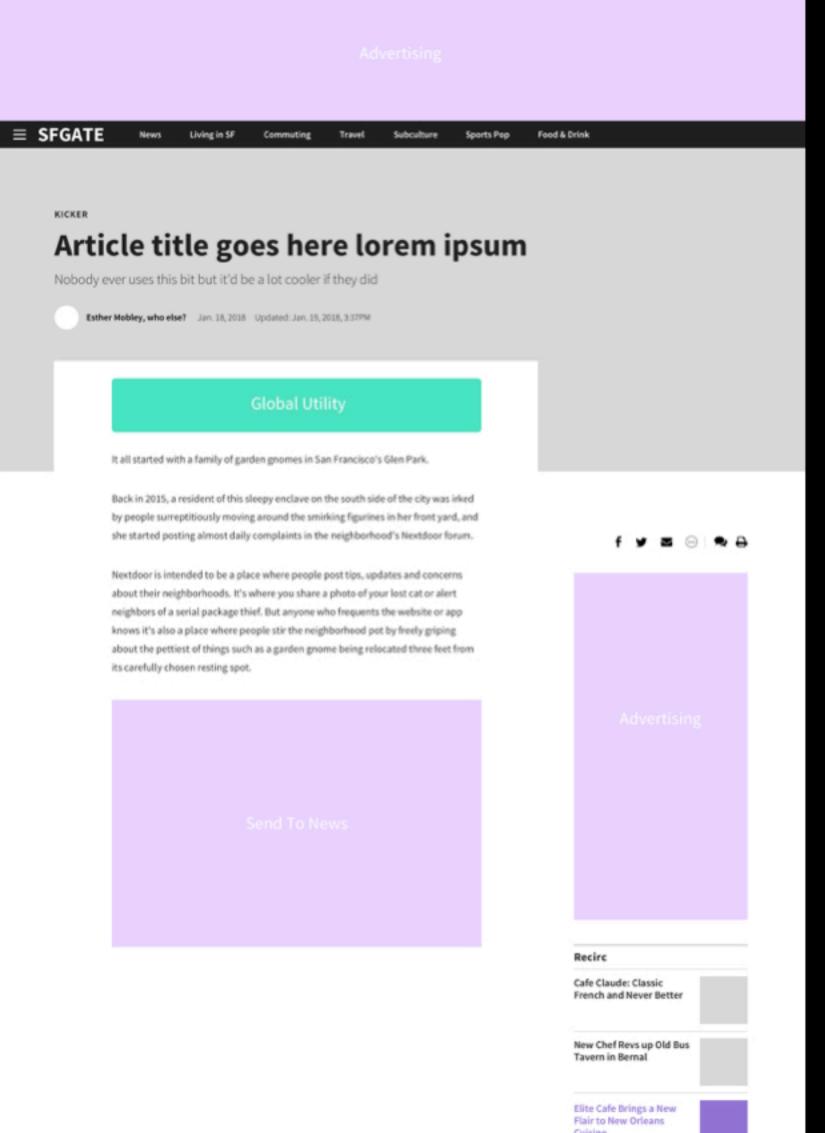
**Story Formats** 

Create a more flexible storytelling platform

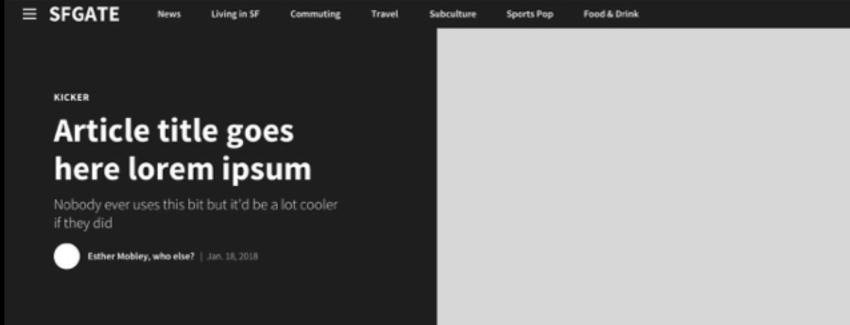
### Advertising



# We could turn a static experience for newsrooms into a robust tool for all



### Advertising



### Global Utility

It all started with a family of garden gnomes in San Francisco's Glen Park.

Back in 2015, a resident of this sleepy enclave on the south side of the city was irked by people surreptitiously moving around the smirking figurines in her front yard, and she started posting almost daily complaints in the neighborhood's Nextdoor forum.

Nextdoor is intended to be a place where people post tips, updates and concerns about their neighborhoods. It's where you share a photo of your lost cat or alert neighbors of a serial package thief. But anyone who frequents the website or app knows it's also a place where people stir the neighborhood pot by freely griping about the pettiest of things such as a garden gnome being relocated three feet from its carefully chosen resting spot.

Send To News

# dvertising

### Recirc

Cafe Claude: Classic French and Never Better

New Chef Revs up Old Bus Tavern in Bernal

Elite Cafe Brings a New Flair to New Orleans Cuisine

Commonwealth: One of Michael

### Advertising



### **Global Utility**

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Send To News

Recirc

Cafe Claude: Classic
French and Never Better

New Chef Revs up Old Bus
Tavern in Bernal

Elite Cafe Brings a New Flair to New Orleans NEWS // LOCAL

I rode around San Francisco with a pool noodle attached to my bike. Here's what went down.



Michelle Robertson | Mar. 19, 2019 | Updated: Mar. 19, 2019, 9:50AM

SHARE THIS ARTICLE

share

tweet

O post

e're at the intersection of Fifth and Mission. I'm stopped at the light in the right lane, astride my bicycle, and the angry silver sedan man is right behind me. He wants to turn right Under most circumstances, an obviously hurried driver such as this one would simply weave around a cyclist, scooching within inches of the bicycle to shave a few seconds off his drive time.

But angry sedan man can't get around me — at least not without some problem solving. This is because I have a bright yellow pool noodle, approximately 63 inches in length, tied to the back of my bicycle. It juts about three feet into the right lane — denoting the minimum safe passing distance for cars and bicycles, per California law.

According to Quartz's Annalisa van den Bergh, this sort-of-silly foam pool toy — I call my device "Noodle" — should keep me safe on my daily bicycle commute. Van den Bergh recently began using her "Noodle" regularly (albeit on open roads with light traffic and wide lanes) and

### SF Life Hacks

Life hacks for living cheaper in the Bay Area



Hacks to ease your Bay Bridge commute nightmare



Twitter's best BART life changing "hacks"



Quora users share their best oneminute life hacks

Awesome Google Assistant Tips and Tricks You'll Wish You Knew Sooner



SFGATE

SHARE THIS ARTICLE

share

y tweet

© post

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Quora users share their best oneminute life hacks

Awesome Google Assistant Tips and Tricks You'll Wish You Knew Sooner August 2019 | HEARST NP DESIGN

# The Math

# Components +

are assembled within

# **Templates**

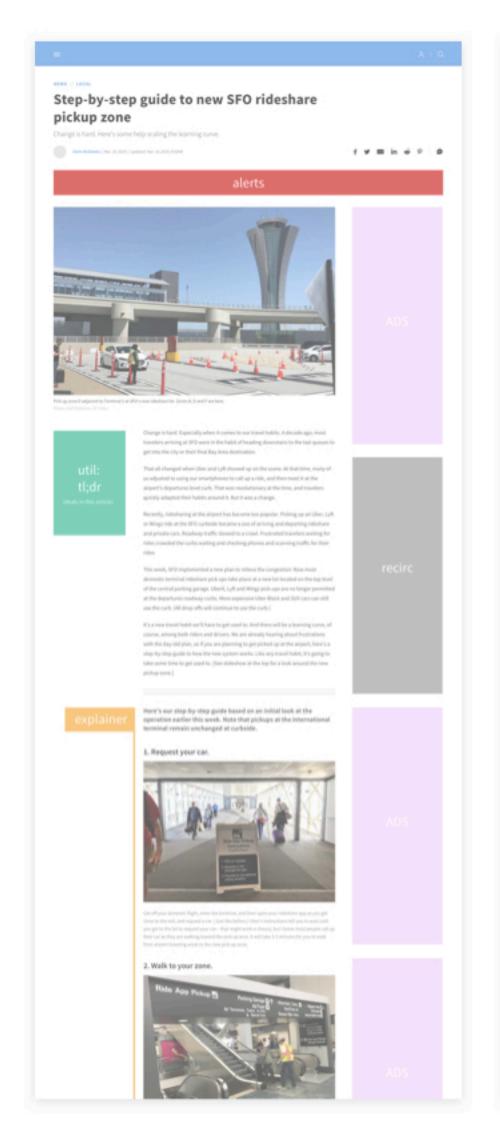
to create

Story Forms (with clear labeling)

"Affiliate Template"

"Listicle Template"

"Native Template"







# The Presentation

The Context and Position



# HARRY POTTER AND THE CURSED CHILD COMES TO SAN FRANCISCO

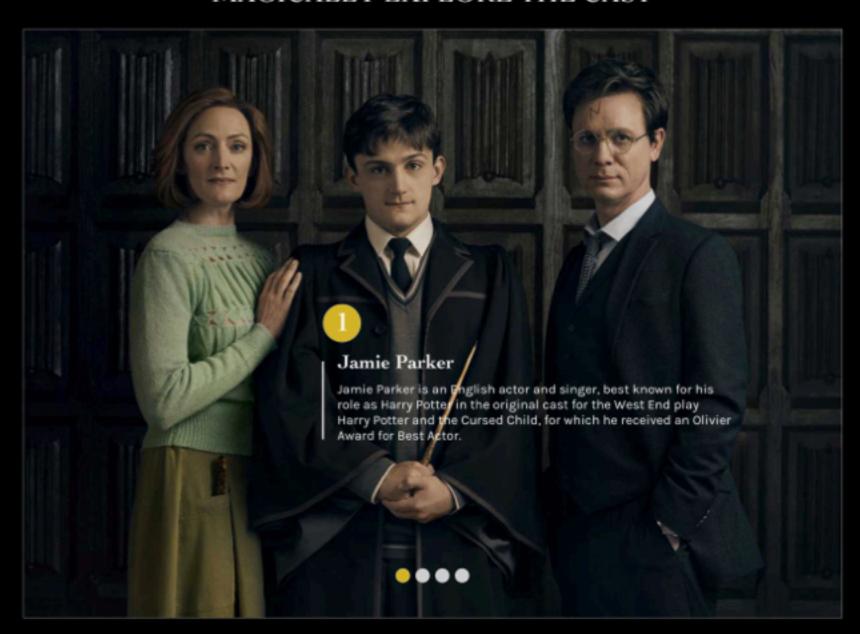
Based on an original new story by J.K. Rowling, Jack Thorne and John Tiffany, Harry Potter and the Cursed Child, a new play by Jack Thorne is coming to San Francisco's Curran in the Fall of 2019. With record-breaking productions currently running in London and New York, and the opening of the first Australian production in Melbourne, the San Francisco production will mark the fourth engagement of the smash hit play, as well as its West Coast premiere in North America.

Harry Potter and the Cursed Child is the most awarded production in the history of Britain's Olivier Awards, winning a record-breaking nine awards including Best New Play and Best Director. The production has won 24 major theatre awards in the UK since opening in July 2016 in London. It made its Broadway premiere in April 2018, and is the most awarded show of the season, winning 25 awards in total, including six Tony® Awards.

The Engage Module

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# MAGICALLY EXPLORE THE CAST



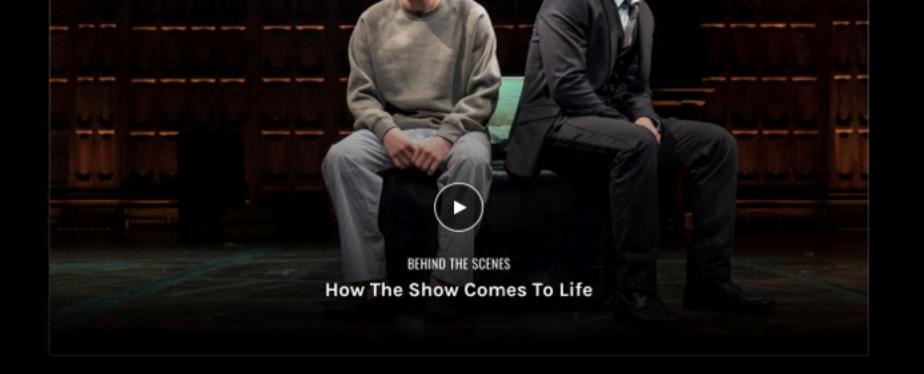
# AN EXPERIENCE TO EXCEED YOUR MOST MAGICAL DREAMS

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FAQ'S

How do I purchase tickets?

When will tickets go on sale?

What is the running time of the play?

Why is it in two parts?

The "Take Action" Module



# The Basics

# Description

All of the standard ingredients that go into creating an article.

# Location on page

Everywhere

# Applicable story types

All stories

# Examples

Various text styles (headlines, subheads, etc)

Images

Videos

Maps

**Pull Quotes** 

# NOTE:

Even though these are standard elements, we actually don't have many of them in our existing templates

# Request your car.



Get off your domestic flight, enter the terminal, and then open your rideshare app as you get close to the exit, and request a car. (Just like before.) Uber's instructions tell you to wait until you get to the lot to request your car-- that might work in theory, but I know most people call up their car as they are walking toward the pick up area. It will take 3-5 minutes for you to walk from airport ticketing areas to the new pick up zone.

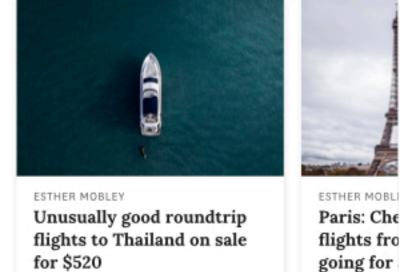


Round-Trip Flights to Barcelona Just

Dropped Below \$370 This August

It's time for tapas.

## **Travel Deals**



# "F- you, b--," a man shouts at me from the rolleddown window of his silver sedan.

We're at the intersection of Fifth and Mission. I'm stopped at the light in the right lane, astride my bicycle, and the angry silver sedan man is right behind me. He wants to turn right on red.

Under most circumstances, an obviously hurried driver such as this one would simply weave around a cyclist, scooching within inches of the bicycle to shave a few seconds off his drive time.

# **Explainers**

# Description

Supporting information (text or graphical) that informs the story but isn't directly part of the primary narrative.

Can be interactive

# Location on page

Inline and A column

# Applicable story types

All stories

# **Examples**

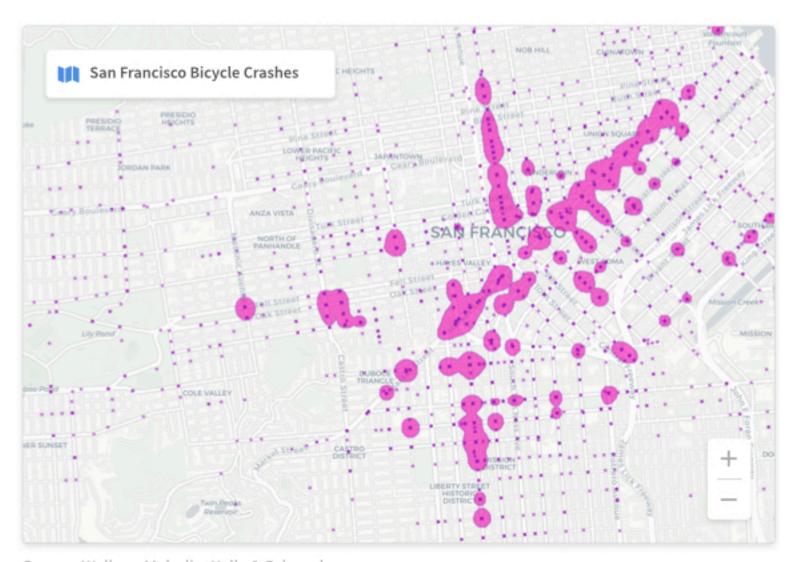
Factoids / stat box

Stepwise explainer (how-to or something)

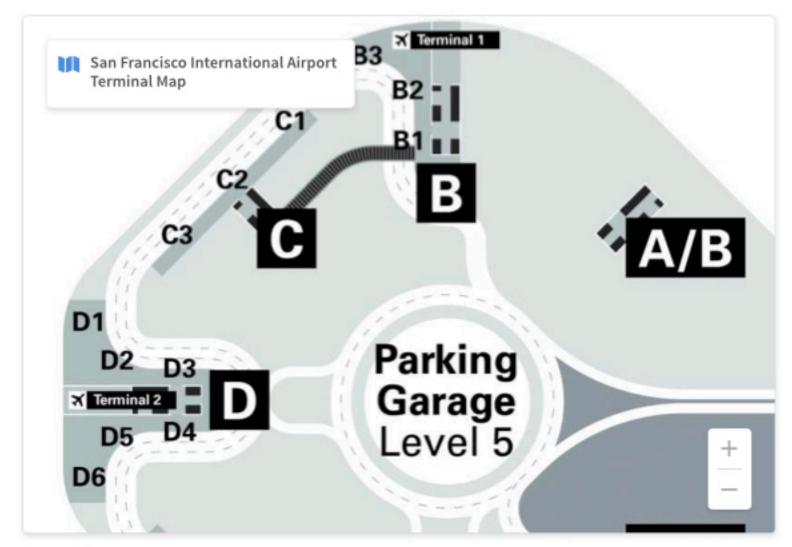
Person of interest

Comparison

Diagrams and inline media



Source: Walkup, Melodia, Kelly & Schoenberger



Source: flysfo



# How-to attach a **Bicyclist Pool Noodle**

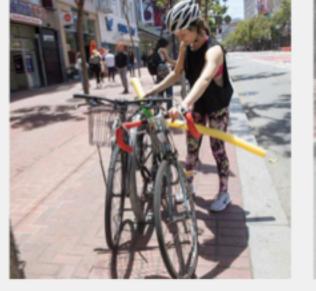
"Standing in line to purchase my \$2 noodle, I felt a streak of libertarianism flare inside me. I was taking things into my own hands."



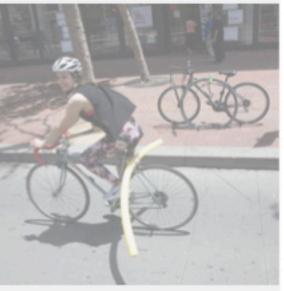
Step One



Step Two; Attach pool noodle to the back of the bike. The noodle will need a bit of an offset on Make sure your bike noodle is securely the side of traffic.



Step Three fashioned.



Step Four Embark on your journey.

# Ecommerce/ Affiliate

# Description

Any opportunities for a user to purchase something

# Location on page

A-column, inline

Body copy

Beginning of story

# Applicable story types

Wherever possible, but specifically any product or event coverage

# **Examples**

Product comparison

Text links to purchase

Product listing

Product comparison

Discount codes

Deals and offers



# Roundtrip Flight to Barcelona

\$348 | United Airlines

**BUY NOW** 



# Roundtrip Flight to Barcelona

\$395 | Brussels Airlines

**BUY NOW** 



# 2. Big Sur Lodge \$200/night

On the surface, White Cap reads as a familiar story: fancy newcomer bringing more traffic, more buzz and higher prices to the Outside Lands. (See also: Outerlands, Hook Fish Co., the General Store.) Part of that narrative is true.

BOOK NOW -

# Deals in this article

# Motobecane Mirage PRO \$499 - discount price for

Shimano Claris' Road Bike

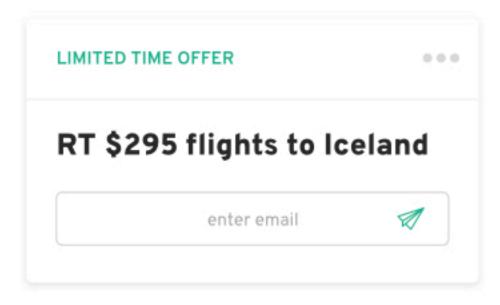
BUY NOW >

# **Echelon II Cycling Helment**

\$90 — Specialized Echelon II MIPS Cycling Helmet 2019

BUY NOW >

Summer is nearly in full swing, and if you don't already have vacation plans, now's the perfect time to lock in that holiday. In fact, you can fly all the way to Barcelona, Spain, for under \$370 round trip — and you won't get nickel and dimed by baggage fees, either.



# **Utilities**

# Description

Anything that adds **functional** value to the user experience

# Location on page

Margins, Inline

# Applicable story types

All stories

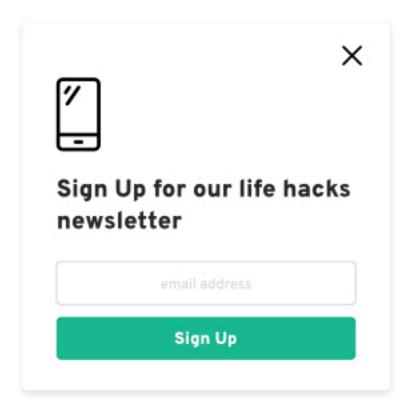
# Examples

Share tools

Email sign ups

Save for later

Story summaries









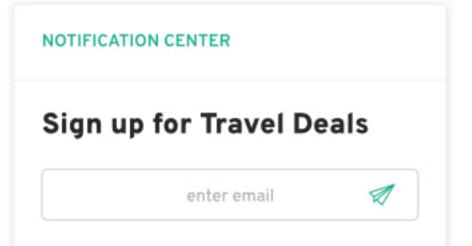




# Local SF

The best in local stories and experiences. Share or follow this section to recieve updates on new content.





# Too Long, Didn't Read

- Request a car, this part hasn't changed.
- Walk to your zone. Southwest and
  Delta are zones B or C. Alaska and
  American are zone D. United is zone
  E or F.
- **Sky Bridges**, take one of THREE sky bridges to your zone.
- Follow the signage, to your designated zone.



# **Article Summary**

- August is the cheapest month, to fly to Barcelona.
- You'll fly out of SFO. Landing in Josep
   Tarradellas Barcelona-El Prat Airport (BCN).
- Greater availability, later in the month with American Airlines.
- Skyscanner, holds your fare for 72 hours for just \$20.

# Motobecane Mirage PRO

\$499 — discount price for Shimano Claris' Road Bike

BUY NOW >

# Echelon II Cycling Helment

\$90 — Specialized Echelon II MIPS Cycling Helmet 2019

BUY NOW >



# **Callouts**

# Description

Real-time alerts and updates about the story and the people or things it mentions.

# Location on page

Margins

Top of page

Sticky?

# Applicable story types

All stories

# Examples

Travel advisories

Alerts

Story updates / edits

# Correction

8/15/19 | 11:24pm

A Cal grad and Bay Area native, Michelle is now a producer for SFGate.

# In this article

# Michelle Robertson

A Cal grad and Bay Area native, Michelle is now a producer for SFGate.

# Alerts & Advisories

 Scheduled AirTrain Outage for Construction

Allow Extra Time to Navigate To and From Terminals

- Frontier Airlines has moved
   International Terminal, Boarding Area A
- JetBlue Airways has moved
   Harvey Milk Terminal 1, Boarding Area B

source: flysfo



# **NEW DEAL ALERT**

Get 20% off your first 10 rides with Lyft! Visit <u>Lyft.com/gate</u>

# **Travel Advisory**

 Scheduled AirTrain Outage for Construction

Allow Extra Time to Navigate To and From Terminals

source: flysfo



# Scheduled AirTrain Outage for Construction

Allow Extra Time to Navigate To and From Terminals

# Frontier Airlines has moved

International Terminal, Boarding Area A

# JetBlue Airways has moved

Harvey Milk Terminal 1, Boarding Area B

### PERSON OF INTEREST

# **Amanda Thomas**

Amanda runs the non-profit Watchdogs, who keep track of BARTs expansion efforts.

# Recirculation

# Description

How do we encourage a user to continue reading? The new content strategy of SFGate may provide a different way to frame our approach to recirc.

# Location on page

C-column

End of story

In-line

# Applicable story types

All stories

# **Examples**

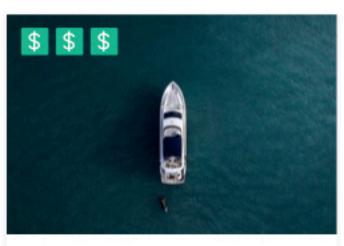
Standard headline lists (related, popular, suggested)

Story extensions ("can't make it?" or "once you're there" for travel stories)

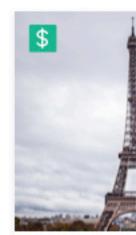
Story packages (timeline of coverage?)

Feed coverage (more on this from our partners)

# **Travel Deals**







Paris: Che flights fro going for

# → TRENDING

California bills aim to counter college admissions scandal



'Structurally deficient'
 Bay Area bridges,
 overpasses named



### 🔪 🧥 нот

\$750M Powerball prize expected to be 4th largest in US history



Buttigieg likes Chickfil-A's chicken but not it's politics



# **SF Life Hacks**

Life hacks for living cheaper in the Bay Area



Hacks to ease your Bay Bridge commute nightmare



Twitter's best BART life changing "hacks"



Quora users share their best oneminute life hacks

5 Awesome Google Assistant Tips and Tricks You'll Wish You Knew Sooner

# **Once You Arrive**

Unusually good roundtrip flights to Thailand on sale for \$520



Paris: Cheap roundtrip flights from SFO and OAK going for around \$400



\$129 one-way fares between San Francisco and Europe



Fare war: Hong Kong for \$416 roundtrip

Southwest Airlines kicks off Hawaii flights with \$100 roundtrips



# 3 Affordable Hotels in Big Sur

BY BRYCE WIATRAK

# Direct Engagement

# Description

Opportunities for readers and editors to engage directly. We want our users to feel like they are part of a community and that their feedback is helpful and appreciated.

# Location on page

In-line

Bottom of story

# Applicable story types

All stories

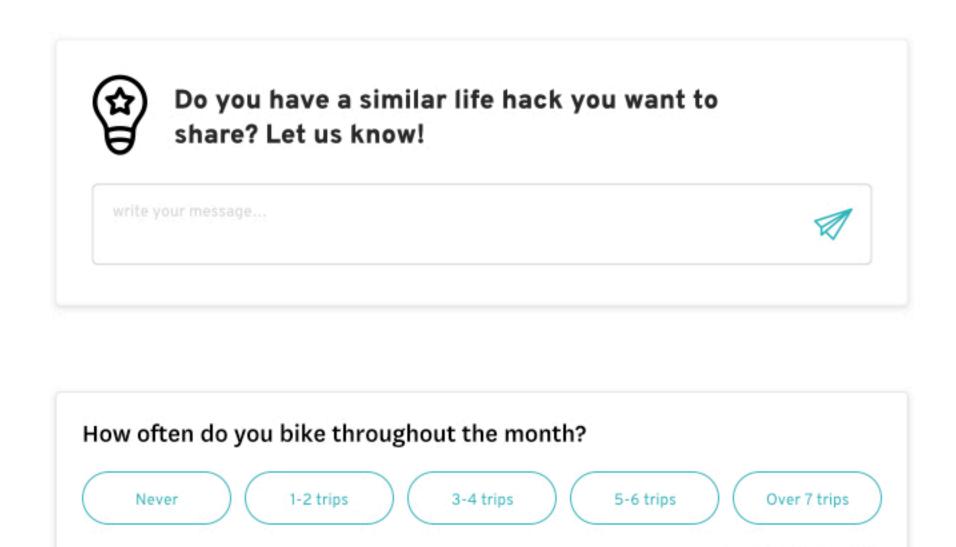
# **Examples**

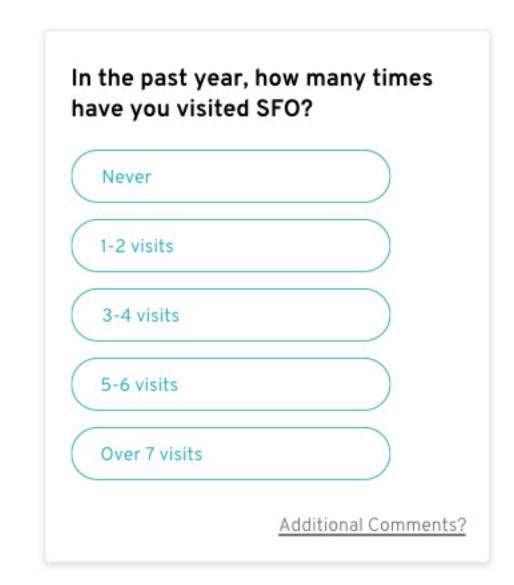
Polls

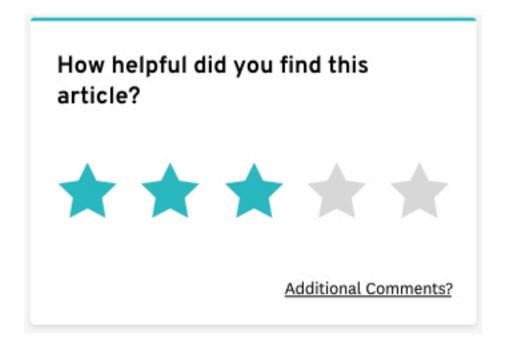
Open questions

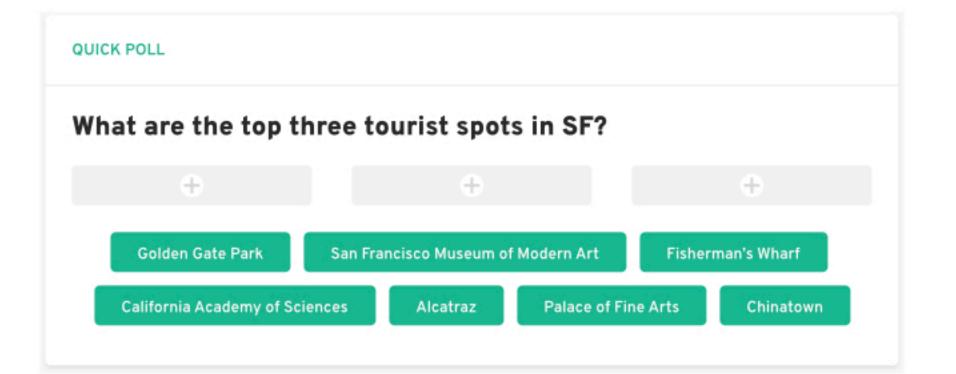
Submit an idea, contribute to the story

Life hacks, tips









Additional Comments?

# **Story Capsule**

Every story should come with a tl;dr module which includes a bulleted summary of the story, plus a snapshot of affiliate links and other actions.

Users can share this with their friends, or send to themselves in order to save the story or quickly access utilities in the future.

This creates an exportable capsule of monetizable action within a story.

**Story Summary** 

Action Summary (Deals)

Share

# **Article Summary**

- August is the cheapest
   month, to fly to Barcelona.
- You'll fly out of SFO. Landing in Josep Tarradellas Barcelona-El Prat Airport (BCN).
- Greater availability, later in the month with American Airlines.
- Skyscanner, holds your fare for 72 hours for just \$20.

# **United Airlines**

roundtrip flight to Barcelona for just \$348

VIEW DEAL >

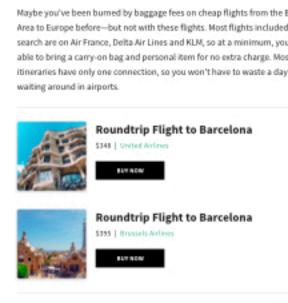
# **Brussels Airlines**

roundtrip flight to Barcelona for only \$395

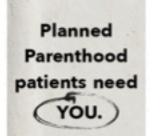
VIEW DEAL

→ SHARE

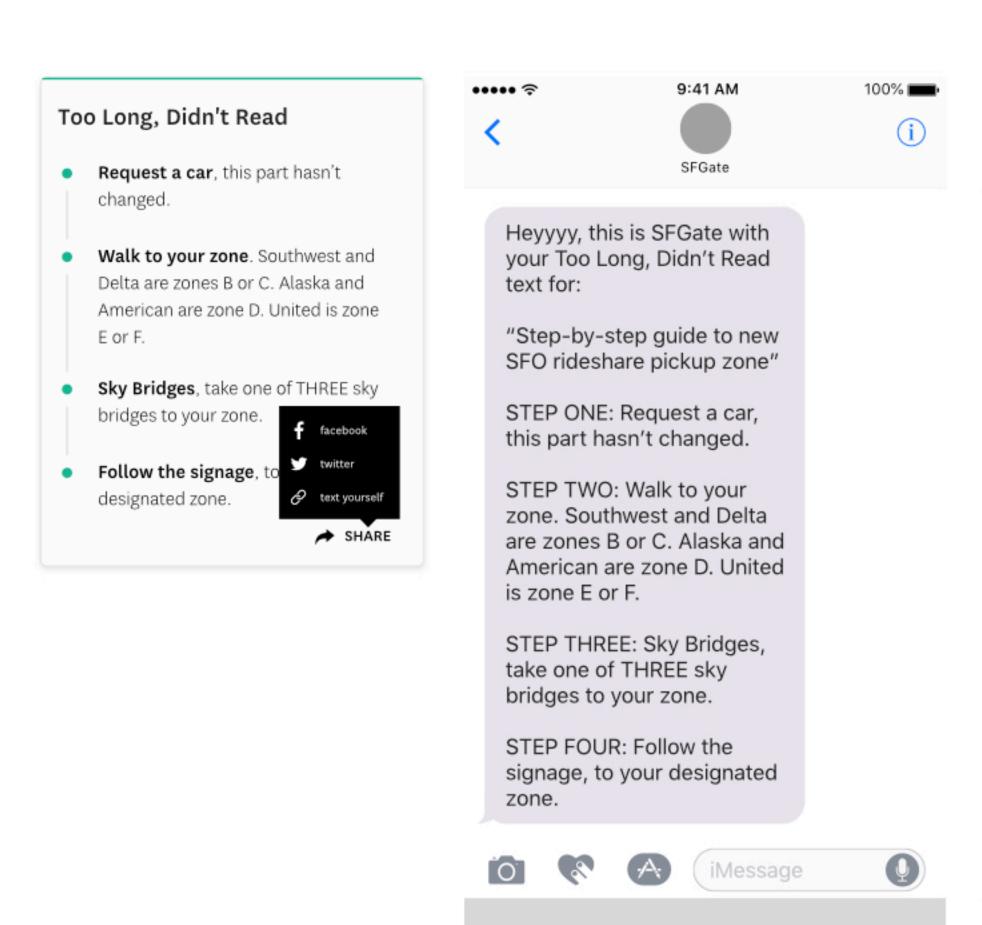
sfgate Round-Trip Flights to Barcelona Just Dropped Below \$370 This August It's time for tapas. Ryan Gragge | Mor. 10, 2018 | Updated Hur. 19, 2019, 950401 YOU. RT \$295 flights to Iceland Summer is nearly in full swing, and if you don't already have vacation plans, **Travel Deals** Share this article now's the perfect time to lock in that holiday. In fact, you can fly all the way to Barcelona, Spain, for under \$370 round trip — and you won't get nickel and dimed by baggage fees, either. Article Summary Fare war: Hong Kong for \$416 Greater availability, later in Southwest Airlines kicks off Hawaii United Airlines Brussels Airlines Skyscanner shows round-trip flights on select dates throughout August from San Francisco International Airport (SFO) to Josep Tarradellas Barcelona-El Prat Airport (BCN) for as little as \$364 at the time of publishing. That means you'll have a whole lot more money to sip on Cava, gallivant about Gaudi architecture and splurge on a new pair of espadrilles Maybe you've been burned by baggage fees on cheap flights from the Bay Area to Europe before-but not with these flights. Most flights included in the search are on Air France, Delta Air Lines and KLM, so at a minimum, you'll be able to bring a carry-on bag and personal item for no extra charge. Most itineraries have only one connection, so you won't have to waste a day waiting around in airports.

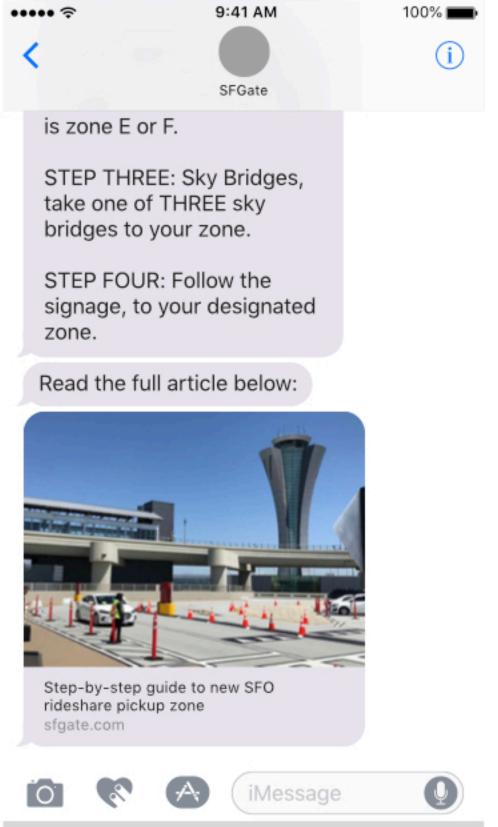


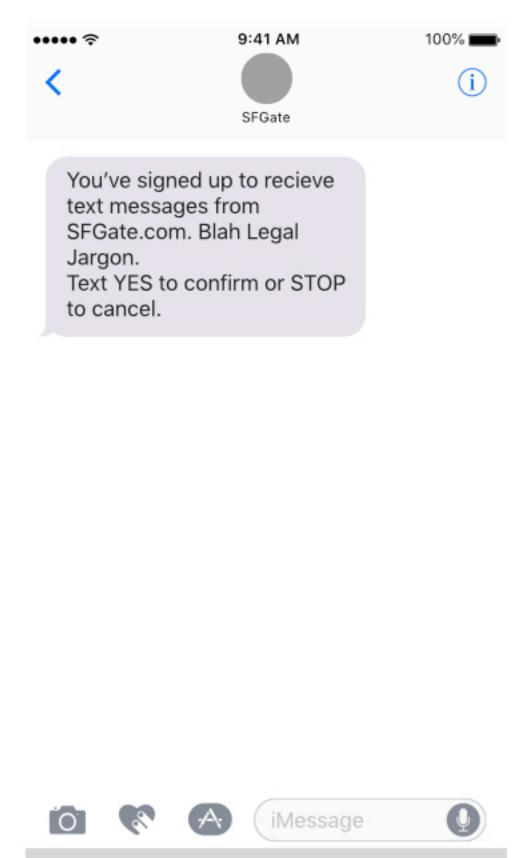
Availability looks great later in the month, too. Check out flights on American Airlines and its partners creep into the calendar. Plus, if you're there later in August, La Liga starts up again mid-month—if you've ever dreamt of seeing PC Barcelona in person, now's your chance.



# **Story Capsule**





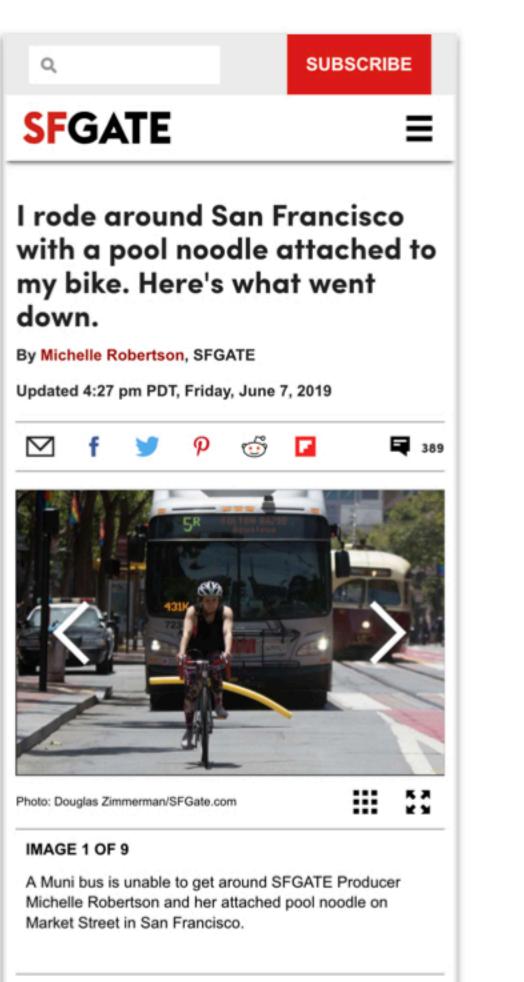


# And tested the toolkit

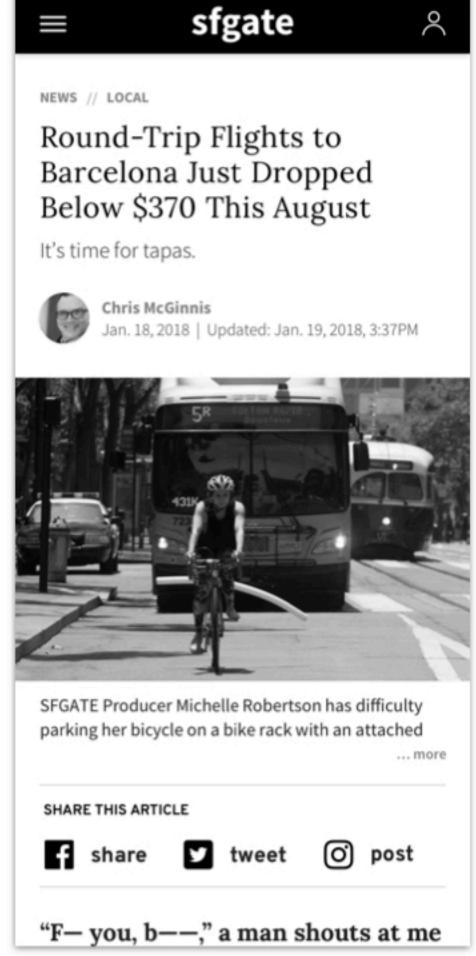
# Initial Assumptions

We assumed we could better engage users by diverging from the reliance on slideshow storytelling tactics and instead providing additional storytelling tools (our toolkit!).

We hoped users would understand SFGate as site that offers local SF Bay Area news and utility like deals, alerts, feedback, etc.



Current LIVE SFGate



Prototype v01

# **Usability Test**

On mobile and desktop, we tested 3 stories with varying story formats, toolkits and content types. We wanted users to focus on utility and hierarchy, so we made the prototype greyscale.

Users had varying familiarity with SFGate.com. All were from the SF Bay Area. Each user saw the same 3 stories.

NEWS // LOCAL

Step-by-step guide to new SFO
rideshare pickup zone
Change is hard. Here's some help scaling the learning curve.

Chris McGinnis | Mar. 19, 2019 | Updated: Mar. 19, 2019, 9:50AM





Pick up zone D adjacent to Terminal 2 at SFO's new rideshare lot- Zones B, D and F are best

Too Long, Didn't Read

Photo: Will Waldron, SFGate

Request a car, this part hasn't
 changed.

Change is hard. Especially when it comes to our travel habits. A decade ago, most travelers arriving at SFO were in the habit of heading downstairs to the taxi queues to get into the city or their final Bay Area destination.

More on SFO Travel

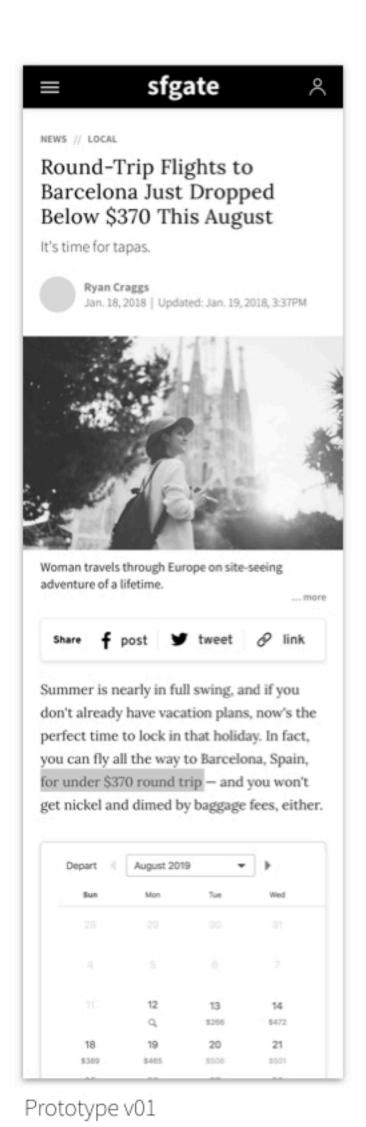
Harvey Milk Terminal 1



# **Task Related**

On each story, users were prompted with the following questions:

- 1. Without clicking on anything, scroll through the page. What are your initial thoughts?
- 2. What stands out most to you?
- What item are you most interested in clicking? Please explain. If you're uninterested in clicking on anything, please explain why.
- 4. What, if anything, did you expect to see but didn't?
- 5. Does this story resonate with you? Why or why not? We are not asking you to read it feel free to return later to read if you'd like ...





sfgate

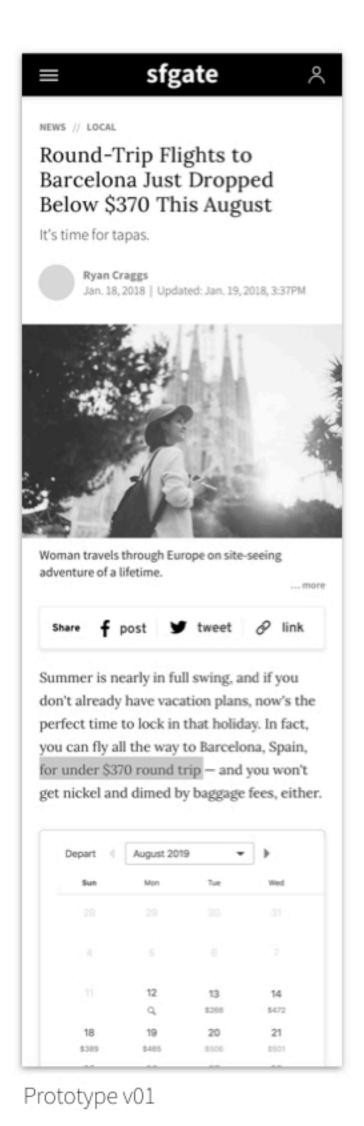


Prototype v01 Prototype v01

# Tasks Related to Brand

After viewing the 3 stories, users were asked:

- Why would someone come to this site? If you've visited this site before, please let us know why.
- What do you think this site's mission is? "Mission" meaning its purpose.
- 3. The site's design matches its mission.
- Describe what this site offers.
   Name 3 offerings.
- 5. How likely are you to recommend this site to a family member, friend or colleague?
- 6. How likely are you to purchase from this website in the future?







Prototype v01

Prototype v01

# **Key Insights**

# **Testing overview**

Users

6 Desktop

6 Mobile

Location

All Users are San Francisco Residents

9 out of 12 Users have visited SFGate.com before

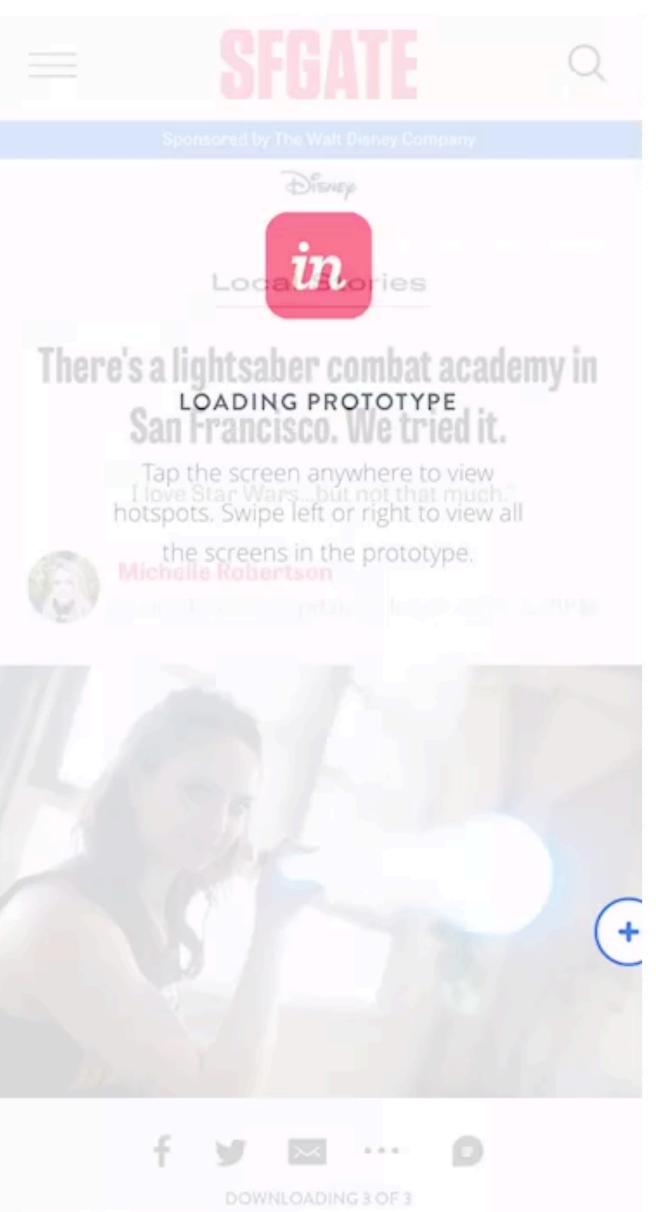
# Storytelling formats and toolkit

The TLDR (too long, didn't read) proved to be most popular tool. It was received with delight. Users acknowledged its usefulness.

Although, users responded more favorably to this module when labeled "Article Summary" over "Too Long, Didn't Read".

Users responded well to explainers and ecommerce modules that helped them without expressly forcing them into a decision like the "SFO Alerts", the flights monthly calendar pricing and the Lyft discount code.

Users stated that they would be more inclined to submit feedback if they knew the feedback would be shared or they could immediately see results.





combat classes at SANCELmix SF.

Sign up for classes now ----



# The next project brings this all together, SFGATE.

It has to:

Restore Brand Integrity
Deliver a better UX
Grow revenue but not number of ads

# **BREAKING NEWS**



SF DA's race is crazy close: 50.05% to 49.95%

Video of BART PD cuffing man eating sandwich under review

## LATEST NEWS

Timberwolves outlast Warriors in OT

I tried Berkeley's Impossible Burger of ice cream. It was bad.

Anonymous player wants revenge on Steph Curry, Draymond

Poll: Most Californians back penny fee on plastic packaging

Bay Area floral company to close after more than 100 years

Before-after photos show Point Reyes Lighthouse restoration

Facebook is deleting the name of the potential whistleblower 10:40 PM

Why the Bay Area suddenly got so foggy this week



# This corner store has been the heart of an SF 'hood for 52 years

- The only SF corner store where people throw birthday parties
- Why Paul Nolan has served drinks in SF for two-thirds of his life
- San Francisco's underground dice scene, exposed



From bars to homes: Take a look at 25 transformed SF firehouses

 We toured the Presidio's stunning former military homes



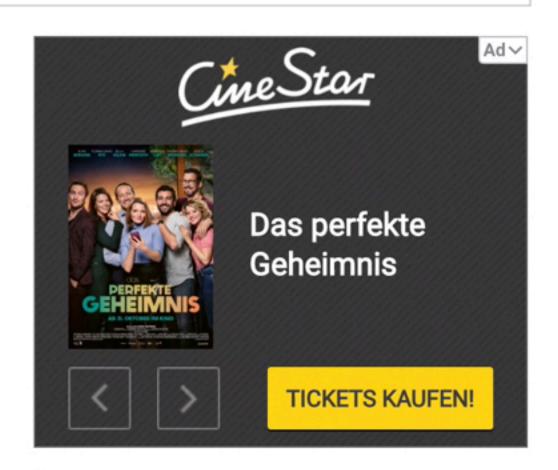
Before-and-afters show Camp Fire's lasting devastation

 'There were no victories': Netflix releases Camp Fire film



351 NFL players who graduated from Bay Area high schools

 Garoppolo looks to build off best game for 49ers

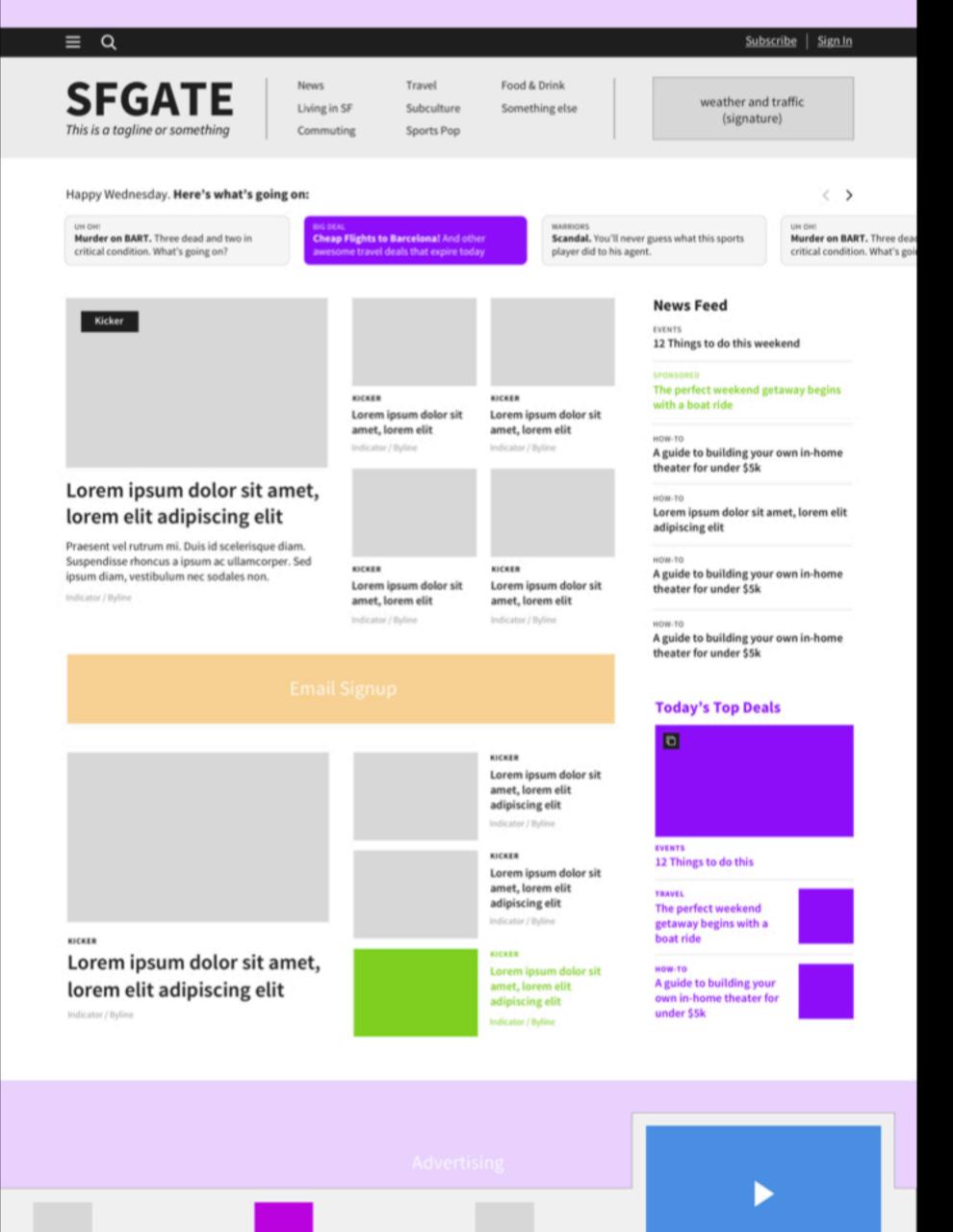


### MOST POPULAR

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- SF DA's race is crazy close: 50.05% to 49.95%
- Bay Area floral company to close after more than 100 years
- Video of BART PD cuffing man eating sandwich under review

# Create a Canvas for Differentiated Revenue Streams





NEWS // LOCA

# Step-by-step guide to new SFO rideshare pickup zone

Change is hard. Here's some help scaling the learning curve.



hris McGinnis | Mar. 19, 2019 | Updated: Mar. 19, 2019, 9:50AM



AirTrain Outage for Construction

Frontier Airlines has moved International Terminal Boarding Area A JetBlue Airways has moved



Pick up zone D adjacent to Terminal 2 at SFO's new rideshare lot- Zones B, D and F are best.

Photo: Will Waldron, SFGate

### Too Long, Didn't Read

- Request a car, this part hasn't changed.
- Walk to your zone. Southwest and Delta are zones B or C.
   Alaska and American are zone
   D. United is zone E or F.
- Sky Bridges, take one of THREE sky bridges to your zone.
- Follow the signage, to your designated zone.

Change is hard. Especially when it comes to our travel habits. A decade ago, most travelers arriving at SFO were in the habit of heading downstairs to the taxi queues to get into the city or their final Bay Area destination.

That all changed when Uber and Lyft showed up on the scene. At that time, many of us adjusted to using our smartphones to call up a ride, and then meet it at the airport's departures level curb. That was revolutionary at the time, and travelers quickly adapted their habits around it. But it was a change

Recently, ridesharing at the airport has become too popular. Picking up an Uber, Lyft or Wingz ride at the SFO curbside became a zoo of arriving and departing rideshare and private cars. Roadway traffic slowed to a crawl. Frustrated travelers waiting for rides crowded the curbs waiting and checking phones and scanning traffic for their rides

This week, SFO implemented a new plan to relieve the congestion: Now most domestic terminal rideshare pick ups take place at a new lot located on the top level of the central parking garage. UberX, Lyft and Wingz pick-ups are no longer permitted at the departures roadway curbs. More expensive Uber Black and SUV cars can still use the curb. (All drop-offs will continue to use the curb.)

It's a new travel habit we'll have to get used to. And there will be a learning curve, of course, among both riders and drivers. We are already hearing about frustrations with the day-old plan, so if you are planning to get picked up at the airport, here's a step-by-step guide to how the new system works. Like any travel habit, it's going to take some time to get used to.

### More on SFO Travel

Harvey Milk Terminal 1 officially opens at SFO

Planned

YOU.

Parenthood

patients need



6

Flight delayed at SFO?



The cheapest domestic and international destinations out of SFO



Traffic builds up behind blocked northbound 101 lanes near SFO

San Francisco skyline stars in mosaic at newly opened SFO terminal



NEWS // LOCAL

# Round-Trip Flights to Barcelona Just Dropped Below \$370 This August

It's time for tapas.

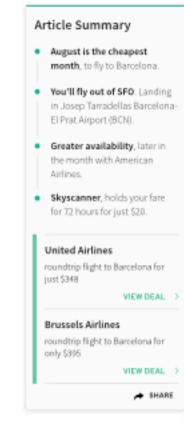


Ryan Craggs | Mar. 19, 2019 | Updated: Mar. 19, 2019, 9:50AM

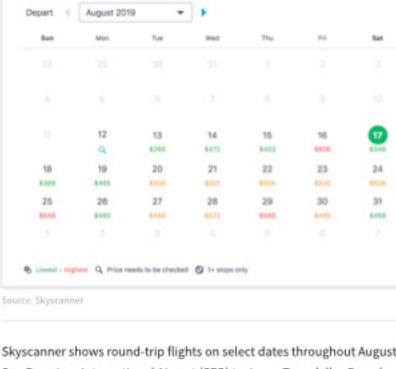


Woman travels through Europe on site-seeing adventure of a lifetime.
Photo: Getty Images

# Share this article f post weet



Summer is nearly in full swing, and if you don't already have vacation plans, now's the perfect time to lock in that holiday. In fact, you can fly all the way to Barcelona, Spain, for under \$370 round trip — and you won't get nickel and dimed by baggage fees, either.



Skyscanner shows round-trip flights on select dates throughout August from San Francisco International Airport (SFO) to Josep Tarradellas Barcelona-El Prat Airport (BCN) for as little as \$364 at the time of publishing. That means you'll have a whole lot more money to sip on Cava, gallivant about Gaudí architecture and splurge on a new pair of espadrilles.

Maybe you've been burned by baggage fees on cheap flights from the Bay Area to Europe before—but not with these flights. Most flights included in the search are on Air France, Delta Air Lines and KLM, so at a minimum, you'll be able to bring a carry-on bag and personal item for no extra charge. Most itineraries have only one connection, so you won't have to waste a day

P	atients ne	ed
	GIVE TODAY	<b>B</b>
	GIVE TODAY	6

RT \$295 flights to Iceland



Unusually good roundtrip flights to Thailand on sale for \$520



flights from SFO and OAK going for around \$400

\$129 one-way fares

and Europe

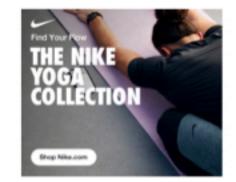
between San Francisco

Paris: Cheap roundtrip



Fare war: Hong Kong for \$416 roundtrip

Southwest Airlines kicks off Hawaii flights with \$100 roundtrips



# **BRAND IDENTITY**

# Our identity is grounded in San Francisco

Our brand identity is inspired by the structure of the architecture, the bright colors of the city and most importantly, the different types of people that make up San Francisco.

San Francisco is a city of contrasts; whether be the architecture of vintage homes to modern skyscrapers or wide range of cultures that call the city home, these differences are what make San Francisco what it is - a thriving community of doers, explorers and creatives.

To represent that, we've leaned heavily into a color theory that represents the culture and vibrancy in the Bay Area.

### **TYPOGRAPHY**

Developed a font strategy that focuses on the uniform uniqueness of the Bay Area community. With letterforms that are easily distinguishable but quirks that stand out.

### COLOR

Vibrant, bold and unapologetically creative, the color system supports the voice and distinction that only a brand like SFGATE in relation to its community could have.



# **Logo Process**

The primary red color is a refreshed, brighter and more youthful version of the exisiting SFGATE red which is authoritative, and bold.

The new shade retains the historic value of the color red with the SFGATE brand yet still providing an element of new-ness and intrigue as we transition into the new version of the brand.

# SFGATE

current

SFGATE

first logo sketch

customized logo

# 

# **TYPOGRAPHY**

# The typographic voice is confident, legible and fresh.

There are 3 typefaces that make up the SFGATE typographic system.

# Making Headlines

# 10 things you might not know about Warriors rookie Eric Paschall

SFGATE VOICE Maison Neue Bold

Druk Medium

It's been rookie Eric Paschall who has stepped up and carried the load offensively for the Warriors.

SFGATE DESCRIPTIONS Maison Neue Light

It's been rookie Eric Paschall who has stepped up and carried the load offensively for the Warriors.

SFGATE BODY TEXT Tiempos Text

# Secondary information

SFGATE ADDITIVES Maison Neue Regular

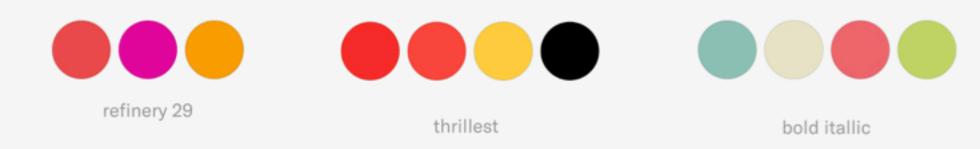
# COLOR

# Color Palette: How We Started

We took some time going through the color palette's of our main competitor and inspiration brands. In the plethora of color on the internet, we wanted to ensure that our final set was distinct and valuable to our brand.

As a follow up to the excercise we looked at the psycology of color in society and how this influences our perceptions of a brand. We matched the SFGATE brand personality traits with color schemes to finally land on our selections.

# primary competitor brand colors



# primary competitor brand colors



# color psychology

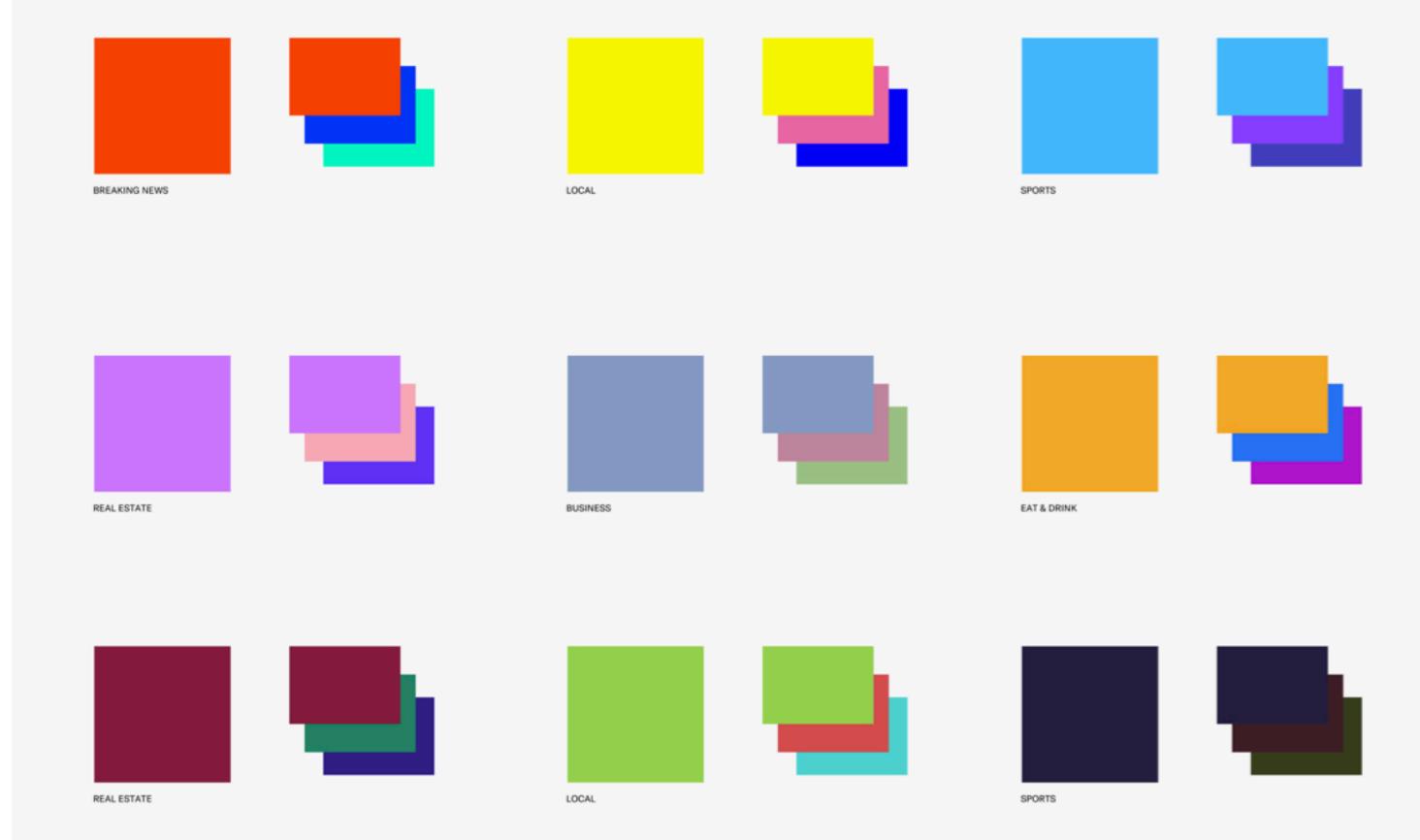


# Extended Color Palette & Combinations

Along with our primary red and secondary neon green we wanted an extended color set that was as vibrant but also useful to enhancing the overall brand.

Alot of the color will come through in the marketing and so a tetradic color scheme provides enough diversity and balance to work in several different opportunities.

A Tetradic color scheme is a special variant of the dual color scheme, with the equal distance between all colors. All four colors are distributed evenly around the color wheel, causing there is no clear dominance of one color.



# Extended Color Palette & Combinations: Examples in Use

Here are two examples of our extended palette using the tetradic color scheme working within our marketing interstitals.

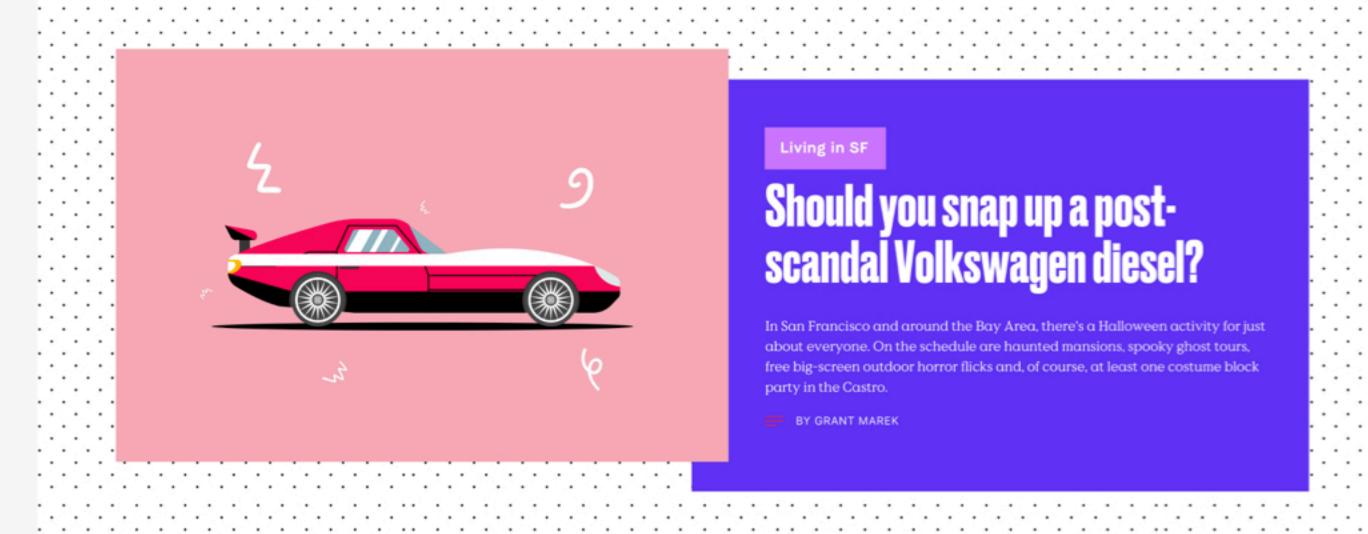


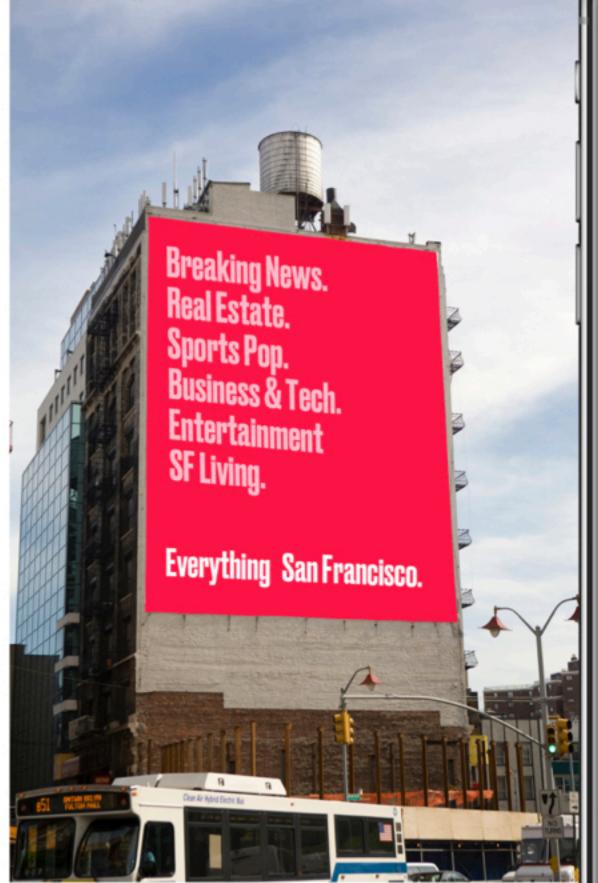
Living in SF

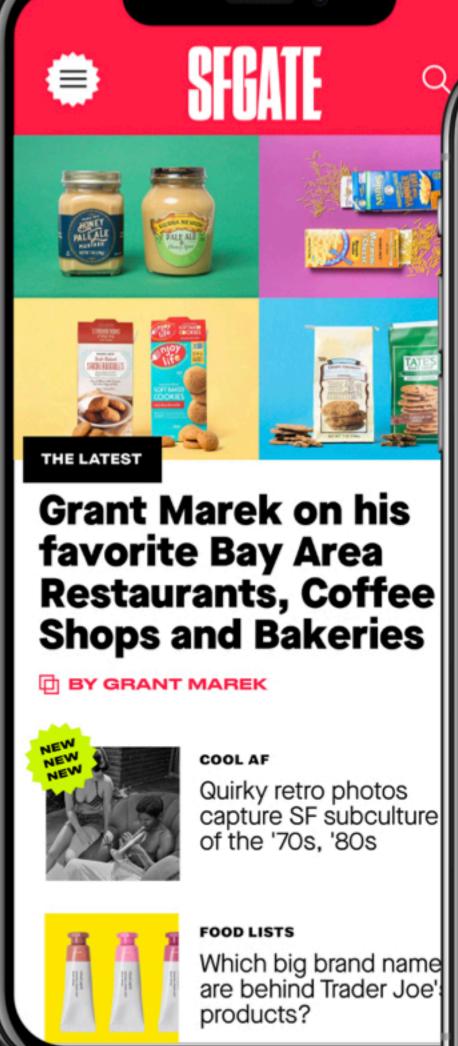
# 'RuPaul's Drag Race' Stars Hang with Us in SF for a Day

In San Francisco and around the Bay Area, there's a Halloween activity for just about everyone. On the schedule are haunted mansions, spooky ghost tours, free big-screen outdoor horror flicks and, of course, at least one costume block party in the Castro.

BY GRANT MAREK











Subculture

Commuting

Travel

PARTLY SUNNY

East Bay, CA

All Sections Q Search for anything



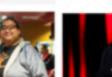




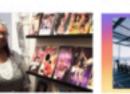
# Which big brand names are behind Trader Joe's products

San Francisco and around the Bay Area, there's a Halloween activity for just out everyone. On the schedule are haunted mansions, spooky ghost tours, ee big-screen outdoor horror flicks and, of course, at least one costume block





Glitter and ghouls: The most SF ways to celebrate



Instagram-friendly mobile gym pops up at scenic SF spots

BY GRANT MAREN BY GRANT MAREN

### **Latest News** 10 MINS AGO

Impeach Trump billboard

pops up in Fisherman's Wharf

Prosecutor: Roseville man killed 4 relatives over the span of a week

~~~~~~

10 MINS AGO This jumbo 747 jet is turning

into a flying experimental lab

### ~~~~~~ 10 MINS AGO

Beloved SF mural will disappear this week

### ~~~~~ 10 MINS AGO

Cop pushes teen off roof. His punishment: Lose a vacation day

### ~~~~~

Two story waves headed to Bay Area beaches

Living in SF Newsletter Let us in your inbox please.

Email Address

Sign Up

# Trending Now



When you ask Alexa to play you 'some hot garbage,' she'll start The Lonely Island



When you ask Alexa to play you 'some hot garbage,' she'll start The Lonely Island

by SHANNEN CRAFT



When you ask Alexa to play you 'some hot garbage,' she'll start The Lonely Island



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When you ask Alexa to play you 'some hot garbage,' she'll start The Lonely Island



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'some hot garbage,' she'll start

The Lonely Island

ty SHANNEN CRAFT

ty SHANNEN CRAFT

# The Editors



Amozing places in comp for free



KATIE DOWD Free (or really cheap) things to do in Paso Robles



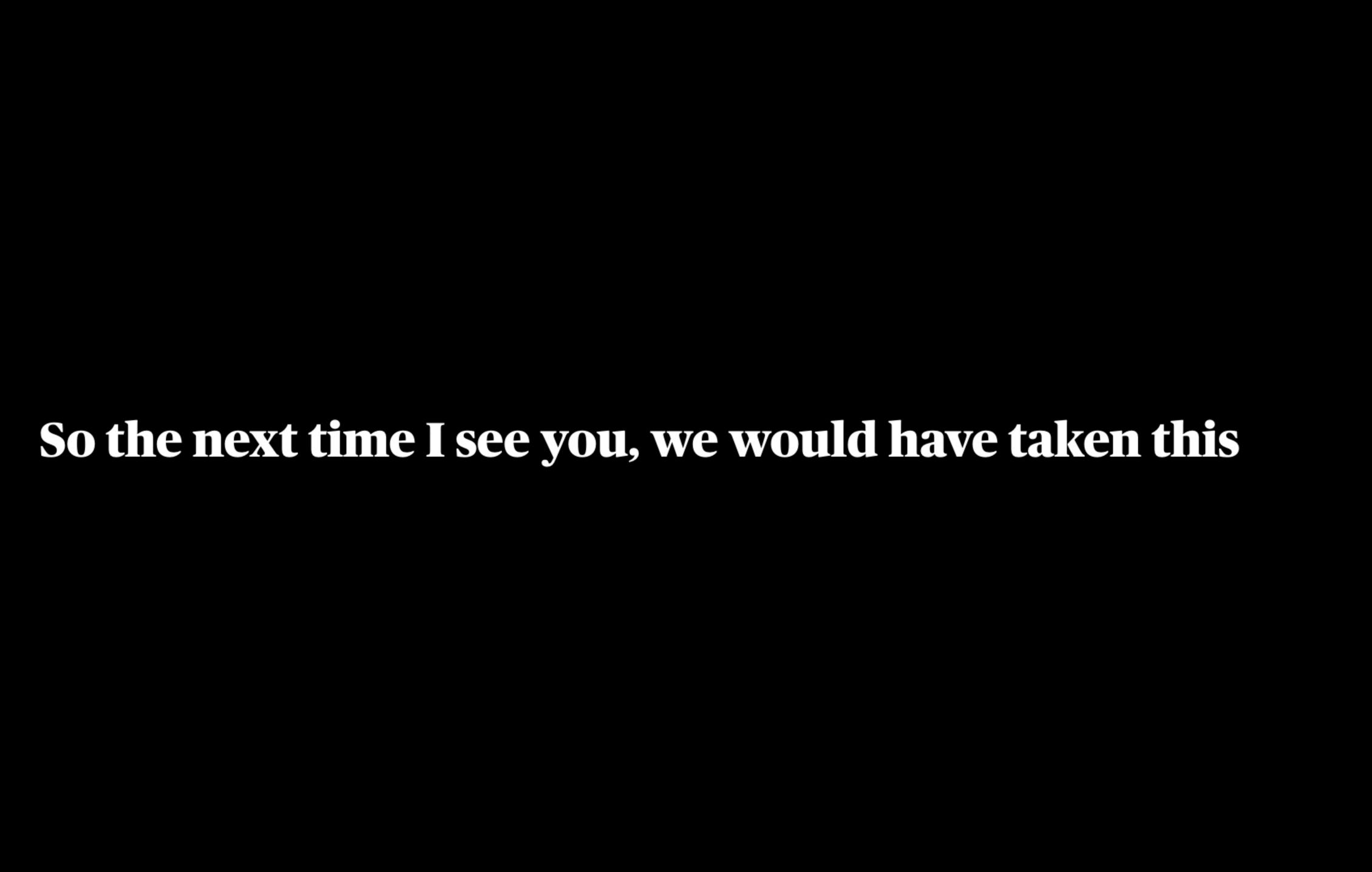
Amozing places in can camp for free



SF Travel Guru Amozing places in California where you can camp for free



Amozing places in California where you can camp for free









LOCAL

NEWS

SPORTS

REAL ESTATE

BUSINESS

EAT + DRINK

LIVING

TRAVEL

**OBITS** 

CARS

**JOBS** 

CLASSIFIEDS

# **BREAKING NEWS**



SF DA's race is crazy close: 50.05% to 49.95%

Video of BART PD cuffing man eating sandwich under review

## LATEST NEWS

**Timberwolves outlast Warriors** in OT

I tried Berkeley's Impossible Burger of ice cream. It was bad.

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Bay Area floral company to close after more than 100 years

Before-after photos show Point Reyes Lighthouse restoration

Facebook is deleting the name of the potential whistleblower 10:40 PM

Why the Bay Area suddenly got so foggy this week



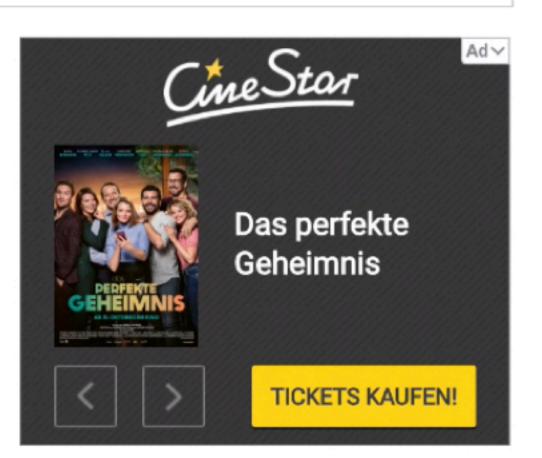
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- Why Paul Nolan has served drinks in SF for two-thirds of his life
- San Francisco's underground dice scene, exposed



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 Garoppolo looks to build off best game for 49ers



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From bars to homes: Take a look at 25 transformed SF firehouses

 We toured the Presidio's stunning former military homes



Before-and-afters show Camp Fire's lasting devastation

• 'There were no victories': **Netflix releases Camp Fire** film

# To this



News

Living in SF

Sports Pop

Subculture

Commuting

Travel

WEATHER

PARTLY SUNNY

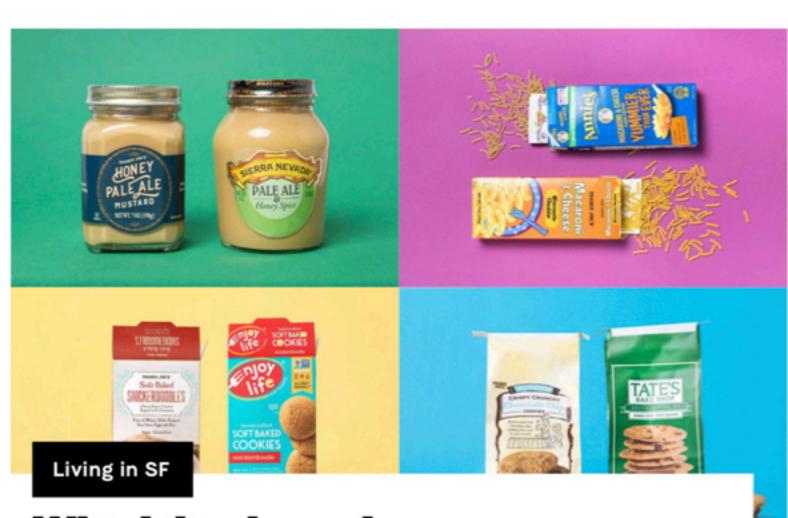
East Bay, CA



Traffic Report: Injury crash near Tracy prompts severe traffic alert. Grant Marek on His Favorite Bay Area 7:05 AM

All Sections

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# Which big brand names are behind Trader Joe's products

In San Francisco and around the Bay Area, there's a Halloween activity for just about everyone. On the schedule are haunted mansions, spooky ghost tours, free big-screen outdoor horror flicks and, of course, at least one costume block party in the Castro.





These brands make comfy (office approved!) shoes for men

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We tried the creepy new 'Glass Room' pop-up on Market St.

BY GRANT MAREK



My dinner with three sumo wrestlers at Benihana in San Francisco Halloween

BY GRANT MAREK



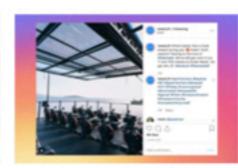
Glitter and ghouls: The most SF ways to celebrate

BY GRANT MAREK



This new Mission shop is so tiny it may set a world record

BY GRANT MAREK



Instagram-friendly mobile gym pops up at scenic SF spots

BY GRANT MAREK

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Impeach Trump billboard pops up in Fisherman's Wharf

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Prosecutor: Roseville man killed 4 relatives over the span of a week

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This jumbo 747 jet is turning into a flying experimental lab

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### 10 MINS AGO

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Beloved SF mural will disappear this week

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# 10 MINS AGO

Cop pushes teen off roof. His punishment: Lose a vacation day

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Two story waves headed to Bay Area beaches

