

CARB Website Survey Final Results

1. How often do you visit our site?			
Several times a day		116	12%
Every day		138	14%
A couple times a week		322	34%
A couple times a month		228	24%
Once a month		60	6%
Less than monthly		71	7%
Other, please specify		23	2%
Total		958	100%

2. What types of information are you looking for when you visit our site? (You may choose more than one category.)			
Laws and Regulations		690	72%
Climate Change News		240	25%
Agendas or Meetings		509	53%
Publications or Reports		516	54%
Health Effects Information		166	17%
Enforcement Information		276	29%
Research Reports/Proposals		337	35%
Air Quality Information		361	38%
Databases		272	28%
Other, please specify		144	15%

The following specific topics were mentioned as information being sought:

Administrative	1
Air quality & freight transportation planning	1
Air quality models CHAPIS	1
AltFuels, info on	1
APCDs and AQMDs, links to	1
ASD info	1
ATCM & Emission Inventory	1
BACT/LAER	1
BACTs, Approved	1
BEV Incentives	1

Bio Fuel Regulations and Funding Opportunities	1
Business programs solutions and incentives	1
Car sales	1
CARB Stage II Executive Orders	1
Carl Moyer Program info	2
CB3	1
CEQA information	1
certification info	2
Chairman's seminars job postings vbb general info	1
Chairman's Series Upcoming Educational Opportunity	1
Changes that apply to trucking	1
Changes to laws governing small engine & const equipment	1
Consumer and Commercial Product Survey	1
Contact information	6
Development of commerce through market mechanism	1
Diesel Emission	1
Diesel powered pumps gensets regulations for wwtp	1
Diesel retrofit verification	1
Directories to staff and sources	1
Electric Vehicle charging	1
EMISSIONS CERTIFICATION	1
Emissions Research	1
Employee contact information	1
Employment	9
Employment information district contact information	1
Engine Certification Retrofit Verification	1
Environmental justice	1
Executive Order Listings (vehicles & engines)	1
Executive Orders and VR info	1
Executive orders for transit engines	1
Executive Orders for Vapor Recovery Systems	1
Fleet related issues	1
Forklift emissions both LSI & CI & Ports / Cargo	1
Forms	1
Forms, print and download	1
Fuel regulations, any information	2
Funding opportunities	1
Goods Movement	1
Grant applications	1

Grant info	5
Grant Opportunities	1
Grants for Bio-Diesel Retailers	1
Grants for school buses	1
Greener fuels and how to use them in autos	1
Guidelines	1
Heavy duty diesel smoke testing info	1
Historical Air Quality Information Weather info	1
Hydrogen assisted cars, Look for grants for	1
Hydrogen fuel	1
Indoor air quality fact sheets	1
Indoor Air Toxics, Information/publications on	1
Information on new laws pertaining to smog rules	1
Meeting proceedings and presentations	1
Motorcycle manufactures, info on	1
Municipality compliance Reg 20221	1
Network/server status	1
New diesel control strategies	1
News about staff	1
Occasional view of site for general information	1
Official APA notices and rulemaking information	1
Personnel info holidays and who is my ASD rep	1
Portable Equipment information	1
Presentations and webcasts	1
Presentations on coming gasoline dispensing regs	1
Presentations, planned	1
press releases	3
Procedures and guidance	1
Program Background	1
Program Content	1
Program Home Pages for Overviews	1
Program information	1
Programs	1
Programs Glossary Admin	1
Recent changes to laws and regulations	1
Recent Promotions Chairman's Seminars	1
Regs & Proposed Changes	1
Regulatory development info	1
Reports and publications	1
Retrofit guidelines	1
Rule development news and info	1
Rulemaking and upcoming regulations	1
School Bus related	1
School Bus Replacement Carl Moyer program	1

SIP Planning Information	1
Specially green vehicles (hybrid electric)	1
Staff responsibilities by topic	1
To find out how this apply to my small business	1
To help districts/public searching for info	1
To see what rights of mine are being taken away	1
Training and Compliance Assistance info	1
Transit Agency database updates verified traps	1
Transportation	1
TRU CARB Info	1
TRU info	1
Validity of cost estimates to comply with regs	1
Vapor Recovery - Exec Orders letters pre-EVR	1
Vapor Recovery of Gasoline	1
Vapor recovery program	1
Vapor Recovery Requirements	1
Vehicle certification information	1
Vehicle development	1
Verifications	1
Verified Devices	1
Waiting for positive news on lowering emissions.	1
Webcast info	2
webcasts- archives would be nice	1
Zero Emission Vehicle Mandate	2

3. How often are you able to locate the information you need from our website?			
Every time I visit		154	16%
Very rarely		23	2%
Most of the time		613	65%
Some of the time		157	17%
Never		2	0%
Total		949	100%

4. Do you feel confident that the information you do find is up-to-date and accurate?			
Yes		796	85%
No		140	15%
Total		936	100%

1	Some information is old for instance dated in 2005. But otherwise it is fine.
2	Every page needs to have a last updated (at the bottom in small light grey font). Up to date (regs) as long as one knows where to look. This usually requires
3	some familiarity with a rulemaking items status.
4	Sometimes hard to tell what is the most current information.
5	And your contact people especially _____ go out of their way to be helpful; really refreshing for Government.
6	When the information is not current dates on the webpage usually alert me that fact.
7	The results (using the ARB Search Engine) do not appear to be arranged in any particular order of importance relevance date etc; therefore it is difficult to know how many of the resultant pages one should look at.
8	Thing do not have a release date .
9	Most of the time.
10	As confident as one can feel when getting information from a web page that isn't clearly marked to show when it was last updated.
11	It is hard to tell what is the most current version or if there are other versions of the document.
12	Some pages are some aren't.
13	Most of the time.
14	I always find information outdated on our web. Also I receive many complaints from the public that our web site is difficult to navigate .
15	Some of the websites are not up-to-date.
16	While many of the program areas are updated regularly there are too many instances of pages that are out of date.
17	It is often very difficult to determine which document is the most recent.
18	Some items are current and some are not.
19	There are some severely outdated pages on our website. For example our strategic plan is six years old and yet only the draft strikeout and underline document is posted.
20	Sometimes posting of Executive Orders lag.
21	I'm not sure. When I'm taking calls from public and trying to answer their questions or direct them to someone who can help them I can only assume the info is current.
22	Not really decided.
23	There are dates on everything and they are clearly marked final or draft.
24	Many times the information is vague and unclear so that details have to be interpreted or on occasion it is completely inaccurate (according to the relevant H&SC).
25	Although the lack of inclusion of suitable references with the files, and poor file naming doesn't help to keep track of things when reviewing how the regulations have evolved!
26	Not too many issues on infrastructure development for RE distribution at retail level.

27	Original information is not annotated to inform users that it has been updated/corrected. If one is not on one of the listservs one never knows.
28	Wish all departments would post job openings at the EDD site in addition to their own sites. It simply makes more sense for those unable to de-tangle the state system.
29	The CARB website is huge and appears to be organized in an ad-hoc fashion. Different programs often organize their web content in different ways. I am an environmental professional so I can and am obligated to navigate my way through the maze I suspect... (comment cut off)
30	As of this survey the in-use Off-Road Diesel regulation page has not been updated since February 16th and does not mention the extremely important workshops taking place in the next few days, despite the BILLIONS of dollars and TENS OF THOUSANDS of jobs.
31	IT DOES TAKE SOME TIME TO FIND BECAUSE THE SITE IS NOT USER FRIENDLY.
32	Sometimes I see links to ARB web pages that are clearly out of date.
33	But the news advisory that I just received previous to this (newsrel -- Media Advisory: GHG Ruling) was already over by the time the email popped up in my email Perhaps a quicker notification for time sensitive information
34	It appears that some programs update more frequently than others
35	Very important to my job as a smog technician .
36	After I have found it. When I find it, it seems like the information should have been updated by then. I seem to think that in 6 months items change due to regulations.
37	And your listservs are an extra-added benefit!
38	Not always - however the last time the site was updated is always listed & that does help
39	Too many choices not designed for simplicity.
40	Summary and effects to new regulations would be helpful.
41	When I find it its reliable.
42	There are usually so many rumors of changes in current laws it's difficult to trust the information on the data base.
43	I do find most of the info there most of the time, but very frequently I find that links may take me to outdated info, especially if I have a certain part bookmarked. May be easier if there was a link for off-road/Moyer etc. to access directly from the AR.
44	I am often disappointed that the scheduled Hearings/Meetings are not distant enough for me to schedule and attend and not much going on in the San Diego area?
45	There are sometimes multiple ways to get to same information and even though it is same information there may be different documents that make me wonder which is the most up to date one to use?
46	Some information seems out-of-date.
47	I am never sure if what I find is the latest regulation or a version that has been superseded.

48	The Reducing pollution from small engines fact sheet is quite out of date. When I first found it I had hoped to find information on the latest and greatest small engines available in California but instead the sheet was dated April 1998. Hasn't a...(comment cut-off)
49	I find that ARB does a good job of updating though I also know that if I want information about OAL approval of a regulation I need to deal with OAL or regulatory personnel at ARB rather than depend on the web site as there is a small lag.
50	When I am able to find what I'm looking for yes it's accurate and up to date. But the real issue is finding what I'm seeking.
51	You guys do a good job. Keep it up I like the fresh air.
52	It's difficult to get to the most current info especially for recently passed regulations or regulations in-process. Performing a search always turns up old outdated data which must be sorted through to establish what is current.
53	Many documents do not include the date it was generated which makes it difficult to determine whether you are looking at the most current version
54	It is sometimes difficult to find complete copies of the latest proposed regulations . I would like to see clean complete copies as well as mark up or changes so that the entire text of how a rule would read if adopted could be in one document.
55	You do a wonderful job of providing information.
56	The CA ARB is doing great things and I am very confident in the abilities of the ARB staff to promote the improvement of air quality assist with fuel concerns and guide the federal government.
57	You are way better than most!
58	I don't know if this is law yet or just a proposal.
59	My biggest problem - searches never seem bring up the latest revisions of documents first. I still haven't found the most current verification procedure on line - I had to call ARB personnel directly.
60	I hope so !!
61	Usually.
62	Very difficult to access pdf files you should use only html files. It's the language of the internet.
63	I would really appreciate posting of past webcasts on climate change workshops . I try to tape them myself but can't always. I know the public would value this too.
64	Even if it is not current I am able to use it to check other information.
65	Mostly. As of posting. But it may lag a bit what is happening regulatory speaking.
66	There is a normal delay in regards to regulations . Finding information is sometimes difficult.
67	Sometimes I do not find up-to-date information but usually the information is labeled with a date which helps me sort it out.
68	Sometimes
69	I was looking for the newly adopted diesel atcm and couldn't find it. And I really searched. Information is not integrated!! with other pages.

70	I've been keeping track of climate change developments over the past several months. The details of the technical group meetings are not published on the website well in advance. I have already missed a technical group meeting.
71	Search capability leaves much to be desired.
72	Some of the information specifically the fact sheets seem to be rather old.
73	It may be dated but always has a date
74	Mostly, agendas and meetings so I assume they are accurate.
75	I think you are doing a great service to the fuels community.
76	As long as there is a date on when posted!!
77	Your staff reports have too many inaccuracies and assumptions not verifiable with sources cited, for example, that there are 30000 Tier 2 & 3 used off road vehicles for sale on 2 websites.
78	Meeting information may be months old and is still up on sites.
79	I do not feel confident that the document I found is the latest one on the topic published on the website.
80	When I can find the information it appears to be up-to-date.
81	I fear that elderly and disabled will never drive again.
82	I have found discrepancies in versions of regulations posted on ARB's website with those posted on the Districts websites.
83	From time to time need to speak with technical contacts for clarification and understanding of rationale behind ATCMs .
84	Sometimes it is a little difficult to find webcast info for the Chairman's series .
85	Most of the time. The organization is a little scattered.
86	ARB's website is the model for excellent bureaucratic notification and dissemination of information.
87	Generally
88	Layout sucks! Laws rules and rulemakings are buried and inaccessible site design is horrible! worst in state government
89	The compliance training courses pages could be more up to date. The main page is updated frequently but the individual course page dates tend to be behind especially if changes to the class dates have been made.
90	I do not feel that CARB is being misleading or deceptive there are so many documents out there that I never can be sure if I have all of them on a given topic and if the most recent issue date means that the document contains the most stringent regulation...
91	I wanted updates on Bike to Work Week and your site has not updated it in two years!
92	Factual info yes, speculations/bias, no.
93	What I can find is accurate it's just HARD to find.
94	While up to date and accurate the information is buried within massive amounts of verbiage and not easy to dig out.
95	However some of the listed content is not updated or posted until well after the meeting or event occurred.
96	I just don't feel confident it's complete. Related information is often in a division of ARB that I don't know about so I don't look there.

97	I know that there are errors in the algorithms used to compute federal and state exceedance values. Plus important historical air quality monitoring sites are missing.
98	Not Really sure but I have to assume so. I make a lot of calls to ARB for most things. I find that is the best way to know.
99	Some of it is outdated and some contains errors.
100	Some of the databases I use are not up-to-date.
101	Sometimes the technical information is too hard to understand.
102	I visit your site mostly for updates on progress in The Hydrogen Highway .
103	Generally, yes. My difficulty is often in navigating to what I need more quickly. The site is so deep and extensive.
104	However it seems that information on pending or new regulations could be updated more often
105	I feel confident that it's accurate not that it's up-to-date.
106	Some legacy info often mixed in with newer without a distinct separation (physical) PERP info on registration holders is often out-of date or inaccurate.
107	I feel fairly confident although I don't believe the attainment status details are up to date and that would be very useful.
108	For the most part. Sometimes I wonder how up to date some of the postings are.
109	There is no information about the UCI study on cardiovascular effects in people.
110	When I find it yes.
111	Most of the time, although event calendar isn't always up to date and some program websites aren't as up to date as others.
112	If there is a date the info is usually old.
113	The last revised dates (some as old as 2004) give me some concern. Also, I looked for a link to the diesel risk reduction plan on the diesel activities page and couldn't find it. People less familiar with the programs likely find the mass of information.
114	For instance I was looking for the rules that have been developed for implementing the Pavley Bill and could only find materials prepared for the discussion surrounding the bill several years ago! Not only could I not find what I was looking for separate...
115	Not perfect but better than most websites.
116	I am not always able to find draft rule text.
117	sometimes
118	There should be an accessible historic (1990 to present) data base of the emission results (each type CO NOX etc) from each engine type (or devise i.e. conversion kit) that you have tested and certified so we can do our own emission calculations for.
119	Network/server status is not updated promptly.
120	Its very hard to find ARB guidelines on the web Esp. for regional offices
121	I have found organizational charts to be outdated.
122	Primarily trying to watch climate related work particularly related to energy issues. Because things are split b/w CARB and CPUC/CEC it's confusing. It would be nice if the CARB calendar covered all of the workshops and meetings on the topic

	irrespective.
123	Exception: cost estimates for compliance are artificially low. Why????
124	Not in all cases, but the majority of the time I feel confident.
125	Varies greatly - some sites are kept up-to-date others aren't.
126	Regulatory information and sample spreadsheet calculator online calculators most helpful.
127	The information is up-to-date but CARB staff should post presentation and information for workshop and workgroup at least 2 weeks before the meeting date.
128	Mostly, yes. However older information is difficult to tell if it still valid or has been superseded.
129	Much of the information is difficult to find.
130	I find that I get e-mails 5 days after the workshop date, what is up with that?
131	No, which makes me send an email to an ARB person on a related document with no response (rather frustrating).
132	I would include information about the pre-conversion right (see http://en.wikipedia.org/wiki/Electric_vehicle_conversion) and baset trailers (http://en.wikipedia.org/wiki/Baset_trailer)
133	The search feature does not bring up docs that I am looking for; even though I know they exist and contain the search words used.
134	Yes, but finding it is another story.
135	Most things are dated clearly.
136	In using the search tool the lists are not in chronological order and at times I have not referenced the latest release.
137	Some pages appear to not have been updated for a long time which makes me wonder if I've got the latest information.
138	In some recent years ozone data in AQMIS was incomplete but it looks like it has been corrected
139	Can't find anything that directly pertains to Diesel to Natural Gas retrofitting of existing in service off road engines.
140	Accurate and very useful - just hard/cumbersome to find.
141	Many times certain regs are already in effect however there are no dates written in the narrative as to say how long its been enforced.
142	Yes and No. We have so much information that some pages have not been updated for years. Most of the ones I visit seem to be current.
143	Yes & No. I have found several things that have not been updated in years.
144	It helps that the date of posting is listed on the pages.
145	Would like to read a few pages not a novel. Most do not have the time to read page after page. Please simplify.
146	I would like to think that the information that is being provided is factual.
147	Not in any case.
148	Dates of reports or when data is collected is always included.
149	The CARB personnel in Vapor Recovery are very sharp and helpful.
150	Most of the information is dated.

151	Like the email this came out with regarding extension of AGST . What regs changed because their all old dates?
152	The information is usually up-to-date but I have difficulty finding the information quite often.
153	I assume the information is up to date and accurate I haven't found an instance where it wasn't.
154	Sometimes there are significant delays in getting information loaded.
155	I am looking at biodiesel information and government actions/taxation leanings so every bit is golden.

5. Do you subscribe to any listservs for our website/regulatory information?			
Yes		768	81%
No		92	10%
No, I don't know what these are		67	7%
No, I don't know how to sign up		13	1%
No, I would rather receive information in some other format (specify below)		1	0%
Other, please specify		4	0%
Total		945	100%

6. Which of the following best describes you? (You can choose more than one.)			
Academic Researcher		46	5%
Environmental Consultant		160	17%
Citizen		99	10%
College Student		11	1%
Student (specify grade level below)		1	0%
Regulated Business Professional		389	41%
Other, please specify*		364	38%

*Note: Approximately 10% of the "other category, were government workers.

7. Are you able to easily locate a person to contact about information on our website?			
Yes		707	79%
No		185	21%
Total		892	100%

8. How would you rate the following features on our website?						
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Poor	Fair	Good	Very Good	Excellent	N/A
a. Navigation (it's easy to find what I'm looking for)	76 8%	204 22%	320 34%	268 28%	74 8%	3 0%
b. Search features (these yield the most relevant information quickly)	111 12%	209 23%	304 33%	213 23%	55 6%	31 3%
c. Visual presentation	26 3%	133 14%	350 38%	315 34%	96 10%	10 1%
d. Clarity (easy to understand)	37 4%	152 16%	308 33%	322 35%	104 11%	5 1%
e. Complete (covers most aspects of the topic you're interested in)	34 4%	127 14%	296 32%	340 37%	116 13%	8 1%
f. Calendars and meeting information is easy to find	34 4%	101 11%	247 27%	298 32%	165 18%	73 8%
g. Webcasts	31 4%	87 10%	216 25%	213 25%	112 13%	206 24%

8a. How would you rate the following features on our website? Navigation (it's easy to find what I'm looking for)

Poor	Fair	Good	Very Good	Excellent	N/A
76	204	320	268	74	3
8%	22%	34%	28%	8%	0%

1	Most items (links) in the site map are listed alphabetically by ARB-specific program name rather than by primary subject matter. Example: On Road Heavy Duty Vehicle Program is listed under O for On; this would be better listed under V for Vehicle or H ...
2	I HAD TO ADD SPECIFIC PAGES TO MY FAVORITES TO BE ABLE TO FIND THEM ON SUBSEQUENT VISITS.
3	Not always clear content labels.
4	Frequently too many layers.
5	Sometimes I have a little difficulty, but most often I can find the information for which I am searching.
6	Looking for engine emissions level standards customers have to meet for Ports and inter-modal yards , and am having trouble finding the standards to meet.
7	I am very experienced at conducting internet research and ARB's Search Engine is horrible -- very frustrating and almost useless. If funding is available the ARB should consult with the CIWMB (California Integrated Waste Management Board) and then pur...
8	Occasionally, esp. when I'm looking for the air quality compliance maps I felt like I was going around in circles. It is better now.
9	I almost always have to do a search to find what I'm looking for and the search engine is not very good.
10	I have talked manufacturers who voiced that it is difficult to navigate the ARB website.
11	Even for a staff person with a fair knowledge of ARB's programs the process of finding specific information is often very cumbersome.
12	Your website is very difficult to navigate.
13	Nope can't really say that it is.
14	ARB Outside Search page defaults to Google instead of the ARB search engine .
15	Try locating the emissions from a 2006 Nissan Frontier .
16	The web map is not sufficiently extensive. I have trouble finding top pages for ARB regulatory projects, for example.
17	I'm pretty familiar with the site myself.
18	The Programs page is most helpful.
19	It can be difficult to find all the regulations I'm interested in, although they are related, there is no easy link between them and it can be difficult to determine issue sequence.
20	I often find I don't know the exact phraseology ARB uses so browsing is lengthy and frustrating.
21	Sometimes it is very difficult to find information.
22	Worst and most difficult site I have ever used
23	I save links to what I need.
24	Some times not clear as to where things are posted, and some things listed are not on the page referred to.
25	I find information through links from listservs rather than navigating on

	website.
26	I find what I need mostly because I know the site and I have book marked the pages I go to most often.
27	State or local ARB? What applies to us? How is local related to State? Who controls what where?
28	Really a 36.
29	Difficult to find the bottom-line on a ruling or regulation at times. There are so many rulings etc. that I feel overwhelmed with data and information at times.
30	Off-road Diesel is hard to find.
31	ZEV is buried on your site and aren't you involved in GHG regulations ? Again buried Here's a clue: when people need to use the A-Z Index to find things, your navigation is not right!
32	It is never easy to find what I want quickly.
33	Used to be difficult until you introduced the diesel site .
34	It is difficult to find the information desired for the PERP program compared to the In use Off road diesel program .
35	I mainly use the Site Index or just Google ARB + topic I need.
36	I don't know what to look for?
37	When I use ASD site , hard to find what I want. It would be nice to upgrade their front page. Break it down like who's your rep. Holidays and so on.
38	Very unfriendly.
39	Seems to be improving.
40	Very conscientious information but somewhat difficult to find information.
41	The US EPA site is easier to navigate with better visual presentation. The strength of ARB is the web lists--you notify me constantly of info I need.
42	Hard to search ; frequently have to search indirectly or take a circuitous route.
43	It'll usually take quite a few hits to get to where I need to go.
44	Difficult to find regulatory activity search is not so much help.
45	A page for the various sections and industries and/or topics!!
46	Links in e-mails sent to listservs have always been quite direct.
47	Poor structure. Poor search results . Difficult to find information that I have not previously bookmarked. Branches often lead in the wrong direction for the information I am searching for. Need better organization for Consumer Product regulations/meetings.
48	Seems somewhat redundant but that's not always the case. It just LOOKS redundant. It can be confusing at times.
49	Sometimes it is difficult to find what you need.
50	No clear paths toward information - constantly searching and sifting through large portions of the web site for basic information.
51	As with most web sites IS people can navigate easier than end users. Most end users are time and resource limited particularly small business owners so unless it is fast speaks their language and is easily understood they will not be inclined to use any...

52	Website is a little busy.
53	Somehow it used to be easier.
54	If documents used standardized keywords that would help. And having lists of suggested keywords that were available for search engines would help take some of the guessing out of the experience as well.
55	Even when I know the title it doesn't always mean I'll find it. A general Google search gives me results faster than the ARB website I would suggest a Google toolbar as a search tool on the ARB website.
56	Many of your construction trade still don't even know how to turn their computers on. I can navigate ok but I think you should have a plumbing page HVAC page painter page... And only have things related to them on that page.
57	Need to be more specific on the subjects.
58	I always, always, always, have a difficult time finding what I am looking for. All the regs are in crazy places like the Carl Moyer program . I would just like to click on stationary engines and find the info I need.
59	Depending upon what you're looking for you have to go through several windows to get to your interest.
60	Need to make locating headings easier to understand in description.
61	More cross links to other related parts of the website would be helpful. Clear identification of which links lead off site (EPA has a pop up window) would help too.
62	Need to remove out of date items and go directly to item clicked (other items appear at the same time).
63	I wish there was a list of equipment that I could look at and then be directed to the laws and regs. I wish I could get the air quality data for all local boards in the state in one place.
64	The diesel pages sometimes feel circular, in that it takes several tries to get to the right info.
65	See comment above.
66	Not always easy to find things.
67	Terms used are not always clear.
68	Titles and descriptions are not very clear and sometimes you can't even find a department you are looking for.
69	I sometimes have trouble finding regulations under development. For example the large spark ignition rule development information was very difficult to find even after I was told it existed.
70	It is getting better. In January I was unable to find much of anything I needed and had to use Google.
71	For some information one needs to know first what program is involved. When you do a search on the website you often get a large number of irrelevant hits.
72	Get real about ease of access to the information we are looking for not what you want us to find!

73	Must navigate through far too many screens to get to the info that I need. Also I'm an ARB staff person and I have to know something about the programs to find what I'm looking for. I can't imagine someone from the public trying to find info regarding...
74	This could be more clearly segmented - I often look for Consumer Products Regulation info and sometimes have to search a bit.
75	I'm from Michigan and a new resident of California. I found the CARB website difficult to maneuver at first. Take a look at the MDEQs webpage http://wwwmichigangov/deq/ in my opinion this website is very easy to find what you are looking for.
76	The information that I am looking for is only easy to find because I've found it on the website before. However if I'm looking for something that I don't typically go on the site for it is difficult to navigate to it.
77	Somewhat cluttered often Byzantine Search engine needs simplification.
78	Often doesn't make a whole lot of sense where documents are placed.
79	Very reliable.
80	Mainly because I usually know right where to go.
81	Some items are easy to find. Others are difficult. The structure is not intuitive.
82	Website is huge. Not the best to find specific info-it is there, but you can get lost getting there.
83	It is good except that I could not locate the California I/M Program .
84	It needs a link in the main page to green vehicles (or alternative propulsion vehicles)
85	I can usually only find a website if I already know where to look.
86	If it were not for the links in the e-mail notifications I'd have more trouble finding things.
87	Cross-link between various programs should be a lot more straightforward and direct, e.g. AFIP and ICAT are very similar. There should be a page that points to all such similar programs.
88	I know how to get there but would a public user?
89	Sometimes hard to find what I want to find.
90	The new data base for ARB needs to have better instructions and feedback as to whether your task was accomplished correctly or not.
91	It takes a lot of digging. Not very intuitively organized. If I am searching for a certain topic I have to know the name of the topic for, example cargo vs. diesel vs. on road.
92	Placement is very inconsistent. I usually have to look at least 3 places to find what I need. Sometimes I just give up. It's rarely logical.
93	The website organization wasn't apparent to me as a new user. Now I've bookmarked the sites I need and rarely explore.
94	Sometimes you have to work through years of entries to find the latest info.
95	My area is new so everything is helpful.

8b. How would you rate the following features on our website? Search features (these yield the most relevant information quickly)

Poor	Fair	Good	Very Good	Excellent	N/A
111	209	304	213	55	31
12%	23%	33%	23%	6%	3%

1	I usually have to use Google to find what I'm looking for.
2	Horrible search engine; returns way too many items and is very hard to read with that blue font.
3	Improved but not yet fantastic.
4	As long as one knows ARB-specific keywords that are not frequently used elsewhere the search engine usually works fine.
5	Need Google type search: current one is antiquated and doesn't always deliver best info.
6	Search engine rarely returns usable results.
7	I wish you guys would develop a layman's summary of some of these things (regs).
8	I hate the search feature and I have never been able to use it.
9	Search generally is not effective in helping find the information I am looking for.
10	Search is better through Google for the ARB info.
11	The search engines search documents when most of the time I'm trying to navigate the web page.
12	Too many hits that aren't relevant. Inability to craft better searches sort by date etc.
13	The search results are only useful if I already know the exact information I am searching.
14	The search feature should give the highest relevance scores to the Program Home Pages . Instead a search often yields results that are either way too specific or irrelevant. For instance, a search for HDVIP returns all kinds of links but the home page.
15	Can give a lot of extraneous hits.
16	Your search is relatively useless.
17	The search feature turns up too many bad results. Do something to improve search functionality.
18	The search routine does not readily point to regulatory top pages.
19	Not as efficient as it could be.
20	Key words lead me to reports and publications when sometimes I just want the topics home page .
21	When doing a search you got 1000s of hits and there is no option to sort by most relevant or refine etc.

22	When looking for a section of the website I get 500+ documents and no web link. I want to be able to do a search for a specific ATCM and find the web page that services that atcm . Not every document that ARB has put out has the reference to the ATCM .
23	The main page has a search field (above the Governor's link) which takes you to another search field which is linked just above the search field Its redundant field and you end up pressing go twice.
24	I find the format confusing and I often find I don't know the exact phraseology ARB uses so search is lengthy and frustrating as well.
25	Have not used.
26	Most of the time a search does not bring you to the document needed.
27	Too much duplication of a specific item.
28	I typically don't use the search features on the website but go through Google.
29	I don't recall having used it.
30	I find it difficult to understand. It is different than what typical search fields look like.
31	I am consistently unable to find reports that I have the title contract number etc., for.
32	Don't use this much.
33	Does not find documents that I would like to see. I do not understand document types. Seems limited for access to docs.
34	Can be frustrating - seems a lot of unnecessary information comes up with the search.
35	Haven't used the search feature yet.
36	You need to know what your looking for to find it otherwise forget it.
37	I have found this part is difficult to use. Often does not take user to right area.
38	Sometimes hard to determine what keyword to use I have had to call someone because the keywords are so obscure or don't exist.
39	When I enter a term in the search box on the ARB home page and click Search I am taken to ARB's Text Archive Search Engines, instead of my search results. Why have a field on the front page if I don't get results right away? Consequently I usually...
40	The overall search often turns up a number of items at the top of the search that are not what I am looking for and there are multiple entries of a single document. But it is not a bad search. My favorite ARB search place is the DRDB And one of my fa...
41	Have not used search feature.
42	Alas no one is perfect. When I search I get a mishmash of undecipherable outdated and irrelevant info. You need categories along with the key words.
43	Usually get too much misc stuff.
44	When I search your website I often I want to be directed to the relevant web page. Currently search usually only brings up documents from your server.

45	Getting too many options. Give me a break! Why do we need Google/Yahoo and our own? Product--the same results.
46	Almost useless because of the way it sorts by word or phrase. Lots of useless time for the system to run.
47	Pulls up too much data takes time to page through results.
48	Undiscriminating search.
49	Hopefully it'll be easier with the new Google search engine, but I usually had to go to Google to get what I wanted from our site.
50	Some regulatory searches get bogged down if the precise word is not used.
51	Search engine is terrible.
52	Haven't tried.
53	see above
54	Normally okay but sometimes retrieves old document than newer searched version.
55	Main menu items do not always provide a clear direction to sub-menus. This is true with most web sites as computer software is yes or no logic rather than flexible and abstract like the mind...
56	But I think it's a general state of California website problem.
57	When I am searching for a particular subject a lot of times extra material comes up.
58	Most of the time I use the site map now Search A - Z .
59	This feature does not usually give me the best results, but I eventually do find what I am looking for. Searches bring up the same document multiple times so you have to pick through them all.
60	See above. Many wordy text documents have important information buried in them. This information buried within documents is the toughest problem I face since it seems that I need to search and read a lot of documents for find a few facts.
61	Once you find what you look for, needs to be a link for background search of the subject or law to see what has changed.
62	I would like a way to distinguish between links and documents when you complete a search or be able to choose before the search.
63	Search engine results are hard to understand they do not show relevance to search request.
64	Please note I do not like ANY of the available search engines for web pages. They have either too many hits and no good way to narrow the search effectively or get too few hits because the term used was not in the list of terms.
65	never used
66	More sophisticated search engine needed.
67	Get too many unrelated hits.
68	Search should load page areas first relevant meetings and current events next and documents last.
69	The search engine is poor.
70	Very difficult to find the magic word to get what I want.

71	Don't use them much; usually you get articles with the words you put in for the search--not relevant hits. I use Google.
72	The search function returns documents that are often very old the search function is not very useful if I am looking for workshop notices or contact information.
73	The search feature can be frustrating if you don't already have a pretty good idea where something is.
74	Search on " Certified Engines " does not come up with anything really!!!
75	Have had difficulty finding an item that was a Hot Topic once its deadline date passed and it was removed from Hot Topic.
76	They often find too much info.
77	The search engine doesn't discriminate as well as it should. Sometimes I get old info that is not the most current.
78	I have not had much luck with the search feature.
79	The search feature is frustrating and difficult to use.
80	This is by far the worst feature - it is very difficult to search for documents.
81	I can locate material I usually use, however, the search engine is lacking. I usually have more success going to Google and putting into the search box my search term, and this: site:arbcagov Sometimes this too fails so I have to find the right point...
82	I would add categories .
83	I usually know what I am looking for in advance, so don't use the search feature.
84	The search feature is not super useful but the site index usually helps me locate web pages.
85	Your search shows too many irrelevant documents.
86	Could be improved.
87	I usually don't find what I'm looking for with your search feature.
88	The search feature returns are very wide--too wide.
89	I love the changes for searching with A-Z index very nice.
90	It comes up with too many responses and they don't narrow down the results or help you do it.
91	The search engine on any California Governmental website is abysmal - literally putrid. Google can work your data better than the search ability of the CA websites.
92	The search feature is the worst I have used. I have never found what I was looking for using it.
93	Insufficient experience.
94	Haven't tried searching.
95	Google has been good; I haven't used the search features on the website.

8c. How would you rate the following features on our website? Visual presentation

Poor	Fair	Good	Very Good	Excellent	N/A
26	133	350	315	96	10
3%	14%	38%	34%	10%	1%

1	Absolute worst of state websites! Very cluttered. Visually dead mostly puffery and self-promotion rather than info-rich content. Ugly, Ugly site.
2	Almost too much.
3	Cluttered.
4	Generally good, Viewing presenters PowerPoint or slides is difficult because the screen resolution is low.
5	I like the look. It does not have all kinds' unnecessary items on the pages.
6	'I'm on a lot of listservs and they all look alike. It would be helpful to have the topic stand out.
7	Inconsistent formatting from program to program and page to page.
8	It would be nice if the information is more tabled.
9	It's OK. But it is not consistent between areas. Some are much better than others - such as school bus for its art.
10	It's too busy and cluttered for me.
11	Need more summary tables and notes less wordy text documents.
12	Okay nothing special, main menu items are good sub menus not as clear.
13	Overall the CARB website is confusing and I think it is due to the visual presentation of the material.
14	Scrolling sucks! Web pages should display all information in compact singular screen. Scrolling should be reserved for documents and large data.
15	Seems ok lots and lots of buttons to click on.
16	Side bar framing on both sides can be confusing. Some longer pages need internal navigation.
17	Simpler design = good Fancy graphics = confusing
18	Slides for presentations are helpful but it would be good to include the notes that go along with presentation.
19	So What!
20	Somewhat cluttered but if you know what you are looking for you can find it.
21	The right-hand banner is very busy.
22	The site is graphically dull.
23	There is no consistency between pages. It would be helpful if there were a standard format.
24	This is bad.
25	Too cluttered. Please make headings and subheadings clearer and better organized. Logical branches often lead away from desired information. For

	example: consumer product regulations/activities/meetings should be accessible simply and quickly from ONE PAG...
26	Visual not important as long as organization.
27	Would rather not see the political ads for the Governor etc.
28	You may highlight the links to more important topics.
29	Your site is text-heavy. There are very few visual clues to let the user know what content is important.
30	I like how you put a lot of information on one page and links to specific information areas.
31	Insufficient experience.
32	Looks ok to the eye. I like the new page some departments are using.
33	OK
34	Ok if busy and duplicative.
35	Good
36	Staff PowerPoints have been helpful and glad you post them on your website.
37	Crowded format; left and right panels.

8d. How would you rate the following features on our website? Clarity (easy to understand)

Poor	Fair	Good	Very Good	Excellent	N/A
37	152	308	322	104	5
4%	16%	33%	35%	11%	1%

1	Again if you have some idea where you are going.
2	Again this relates back to the difficult navigation and the number of screens a person has to go through in order to find the info.
3	Except for the search feature.
4	For instance with the ZEV program can you please post something on your site that says where the program started and where it is now? Could you provide some easy guide to the current ZEV regulations? A timeline? Something?
5	Have specific pages related to trades.
6	I have seen recent improvement. Fact Sheets are very helpful in getting the information quickly without wading through all the rule discussion.
7	I realize the difficulty in presenting material. The organization of some areas (subjects) is much better than others.
8	I use this website several times in a day so I can find things readily but the average person cannot.
9	It is easy to understand the problem is complex regulations.
10	Long regs are hard to understand in one sitting; back to the layman's summary .

11	More examples or cases would be helpful.
12	Most documents seem to be written without any purpose clearly stated or perhaps have multiple or cross purposes this makes it difficult to infer the intent of the ARB on detailed requirements. While I can assume low perm and emissions are the main...
13	Most regulation development (board item) pages are a pain to navigate. While it makes sense to present the information in a reverse chronological order those pages should include a quick menu that points to the various documents in the regulatory record .
14	Navigation definition of topics for lay person is not there.
15	Need to incorporate reference links within documents.
16	Often I have to go through several clicks (back and forth) to finally find what I am looking for.
17	Often too easy not informative enough.
18	Once I find something I can understand it.
19	Only if you know the euphemisms.
20	Organization and layout could be better.
21	SIMPLY does not exist.
22	Since the Agency covers a broad spectrum of rules/regulations it is difficult to keep track of what happens. I suggest the agency to have an Annual Report to summarize its achievement and provide the public information on the rules/regulations adopted e...
23	Some of the climate change information is hard to figure out what is what. The information page is in a text format that makes it difficult to figure out where something may be Lists would be easier to quickly find items...
24	Sometimes documents present only revisions or are in legalese. I need complete most recent revisions of statutes procedures and methods. It is very frustrating to find documents that only show the changes that were made.
25	Specialized vocabulary is difficult for people to relate to. I understand the necessity of it in some cases but it often only serves to obfuscate.
26	Terms on site are vague.
27	The best parts are the general program descriptions and the hyperlinks within the descriptions.
28	The general information is very well written. Some of the how to use this feature instructions need some help.
29	Too many acronyms are used. If you are not an air quality regular it is difficult to understand what is...
30	Too many regulations reference other docs that in turn reference additional docs. Would be nice to have it all in one place.
31	Variable. Usually good but sometimes poor.
32	Webpage struggles to meet needs of Joe Public while providing in-depth data. Consider using about links to educate or separate site info between public and daily users.
33	Written by and for ARB'ers, not anyone else!

34	Website is very neat.
35	You do a great job with a LOT of information

8e. How would you rate the following features on our website? Complete (covers most aspects of the topic you're interested in)

Poor	Fair	Good	Very Good	Excellent	N/A
34	127	296	340	116	8
4%	14%	32%	37%	13%	1%

1	Because I am utilizing for the purpose of ODA to the developing countries.
2	Because the GHG issues related to power production are split b/w agencies it is critical to follow what is happening at CARB related to the overall AB 32 effort and what is happening at the CPUC/CEC. There is a significant concern that the general sour.
3	Better organization of vehicle warranty.
4	Difficult to clarify all possible situations on a web site especially when most regulations are influenced by politics.
5	Does not include the complete compliance requirements.
6	Hard to say if what I want to find is there if I can't find it.
7	If it doesn't there is usually a staff name e-mail and phone number.
8	If there were more info on that site it would die of its own weight.
9	Local rules vs state? perp vs local?
10	Looking for a history of emissions regulations by vehicle class / weight was impossible. I expected to be able to pull it up in minutes.
11	Lot of content is generated hot air which appears to be slowing progress toward reducing harmful emissions which are hurting my and others children need action.
12	Materials are not up to date on many in process regulatory items.
13	More technical information would be good.
14	No. Covers only those things ARB wants you to know about.
15	NOPE!
16	Not really complete sometimes the info needed is 10 layers deep.
17	On LSI for example you put in enough links that I think you can get the whole picture; still like the summary with maybe links to specifics.
18	Once I find it!
19	Some pages like ATCMs are out of date.
20	sometimes
21	Sometimes you have too much information available.
22	Still looking and time is money. If I miss a single requirement in the preliminary design it could cost millions to retool and recertify parts or systems later on. The regulators seem oblivious to this system design aspect and approach things piecemeal...

23	The information is on the web site but not in one place. Several searches is needed to gather relevant information that would make the topic useful.
24	There is no place to get early notice of regulations staff are working on.
25	Would be nice to see some demographic information or links to it.
26	Would like better written information about VOC calculations and rules for consumer products It leaves am lot to interpretation.
27	Would like to see videos of hearings that I might have missed.
28	See next comment.
29	Amazing amount of data, reports, software, Web cast meetings and interactive features such as CHAPIS . Especially compared to our local air agency's website. This is truly a model government web site.

8f. How would you rate the following features on our website? Calendars and meeting information is easy to find

Poor	Fair	Good	Very Good	Excellent	N/A
34	101	247	298	165	73
4%	11%	27%	32%	18%	8%

1	Hard part is reserving a room.
2	How often are these updated???
3	I also find these through listservs links.
4	I attended a class on vapor recovery at the LA area facility and one in Sacramento since then, but finding out about them has been a real problem.
5	I really like the What's New website. If it's a subject I am tracking then I can tune in & if not I hit delete & move on.
6	If I didn't have links from listserv mailings I'd probably not be able to find it.
7	If you know where to look. Sometimes is difficult to find the correct section or correct program information.
8	It is often difficult to find board hearing information and almost impossible to find workshop information unless you already have a link.
9	It is only easy to find once I am on the webpage for the specific topic for the meeting. It would be nice to have one central location that listed all the meetings and public workshops .
10	Items are in too many different places. It's also hard to find archived meeting info such as presentations from meetings that are past.
11	Maybe provide a link on the homepage to Calendar which would show everything happening for the next month or two.
12	Meeting presentation only available at last minute.
13	Meetings seem inaccessible for citizens.
14	Most of the time it's good. Other meetings are buried.

15	Need info sooner and there is so much regulation in so many fields that a overview of what to look for would be good.
16	Not as easy as it should be there seems to be a lot of overlap.
17	Often meetings that I have heard of and are fully planned are difficult to locate. I often find myself on a web page that does not have the info I am seeking.
18	Once I was listening to a webcast and wanted the presentation link. It was not provided on the page used to view the webcast but on a different one. It should be provided on both web pages not just one if there is going to be different screens (web page...
19	Once you are in the correct spot.
20	One of your best features - not the prettiest - just one of the best.
21	Past meetings and links to presentations should be left on the calendar for a period of time after the meeting.
22	See comment above on navigation
23	Some of the Board information is not posted promptly and/or does not load correctly.
24	Sometimes info on the what's new is outdated!
25	Sometimes it is hard to find the information on a meeting that is being held today . Future meetings are there and archives are there.
26	Too many layers.
27	Use updated technology for goodness sake.
28	Very difficult to locate any meaningful materials.
29	When the info gets posted.
30	Yes, however at times not enough lead time is given to allow plans to attend the announced meetings/sessions.
31	NA
32	never used
33	Never used
34	see prior comment
35	You can track meetings and check comments at Board meetings .
36	Web casts are great.

8g. How would you rate the following features on our website? Webcasts

Poor	Fair	Good	Very Good	Excellent	N/A
31	87	216	213	112	206
4%	10%	25%	25%	13%	24%

1	I have difficulty following along with slides because the video quality is poor and I can't read them. Usually not a problem if slides posted in advance (hence the 2 rating).
2	Slide presentations are generally blurry.
3	Following a webcast while also participating via teleconference is disconcerting due to the web time lag Time, lag also makes questions/interaction via webcast difficult.
4	I really like the webcasts they save me a lot of time and effort - compared to coming downtown and finding a parking space etc.
5	Video is nice but who has the time to sit there and watch it? It would be helpful if long videos were chaptered and matched to an outline so you can jump to key moments. Concise information that's easy to sift through should always be the priority?
6	Need to capture all presentations on streaming video and archive them.
7	Picture is usually unclear for presentations. Would be nice if there were a month's backlog of webcasts that could be viewed at a later time and not live only.
8	Webcast reception is sometimes slowed by traffic (I assume).
9	From someone who watches them all the time. Could be much better.
10	Slides are often fussy and not clear enough to read.
11	Off-the-charts! The greatest thing since sliced bread!
12	Much improved quality today!
13	I can't get the webcast to work It is likely the settings that our information tech departments has for defaults It is very restrictive here.
14	Never seen any webcasts.
15	Please provide previous webcasts to be available as soon as possible.
16	I would enjoy better video streaming.
17	This feature is great but the slides are always difficult to read and often dark.
18	Keep it up. It makes it so more people can attend meeting.
19	I am not consistently able to get these so I always have to be ready to run downstairs if it doesn't come through. The quality of the webcast is usually good when it does come through.
20	Can't get these to work through the Ford firewall unlike the California traffic cameras which we can access.

21	The webcasts are good but I find the visual breaking up or the signal locking up I use a T1 line.
22	Tried one webcast and was unsuccessful in getting it to work. Our IT dept was also unsuccessful.
23	Should be more plus video instructions and clarification.
24	Quality needs to improve seeing and hearing speakers especially when the audience asks questions.
25	Don't use and don't want to use any web casts .Too time consuming. I want to get in and out ASAP.
26	I still struggle with accessing webcasts. I only have Dial-up so that may be an issue.
27	Outstanding!!! They save us time and money.
28	Heard the new set up has much better visual definition.
29	The camera person never moves the camera and therefore no view of the audience is ever made. Clarity is very bad presentation of materials is almost unobservable. Very poorly operated and run.
30	I like them More are needed.
31	The fact that we do webcast is terrific but our bandwidth is simply not adequate. We need to increase substantially while not allowing it to slow down the network which currently happens very frequently. Having a rush project and sweating when the sy...
32	Browser and player compatibility is an issue.
33	It's great that you have them! Methods of interacting with meeting should be permanent on screen (like email information or blog).
34	Dial-up connection, ergo I've never bothered with webcasts.
35	In the past have had difficulty getting connection but that seems to have been resolved in last couple of months.
36	Would like the chance to download or repeat Webcasts as I watch from other time zones. And as our Company policy and firewall don't allow for webcasts I have to watch it at home.
37	45 second time delay is a drawback. Hard to interact.
38	Effective use of technology to facilitate active participation in public meetings.
39	When I could get them they were great. Our new firewall prevents them now.
40	Usually distorted visually but audio is good.
41	EXCELLENT!!! I can't always travel and it allows me to monitor and participate. Get Webcasts from EI Monte .
42	The webcasts are a much appreciated means of attending a meeting. The clarity can be a bit rough at times but I'm able to follow along when the presentations are made available on the website. I would like to see other regulatory bodies adopt this type...
43	Recording webcasts would be very helpful. Presently if one is missed it is just missed for good.
44	Have had trouble with both video and audio webcasts (i.e. feed kept

	cutting out).
45	Love the web cast feature ensures you can attend meetings without traveling!!
46	Very informative and a great thing for people who do not have the time to personally attend. Need to keep reminding people how to mute their phones may add that to the instructions.
47	Difficult to hear most of the time, hard to follow what's being discussed.
48	Being able to watch the AB 32 hearing saved me most of a day and 240 miles of driving.
49	The single time I've used this feature I thought it was good.
50	Miking needs to be improved for audience and staff speaking in meetings
51	The webcasts lag too far behind the phone line to be of much use. Slides show on the monitor after the presentation has moved on.
52	Audio and video are out of sync. System seems to look up easily.
53	Ok, but visual is not clear and audio goes to buffer breaks up sentence.
54	You need to educate the recipient on how to bring them in to their desk-top + lap-top.
55	Sometimes webcasts are not clear particularly the slides. It is good to have the presentations available as well.
56	The picture quality is awful.
57	Tell us about such features. How about hearings too!!!
58	Air Quality Standards chart used to be html now it is pdf and not clear to read.
59	Webcasts don't seem to work 25% of the time.
60	Would be nice to have archived webcasts .
61	Great feature
62	I enjoy the webcasts while I am working
63	I have used the webcast several times. I am able to keep up with meetings with traveling all the time.
64	Please feel free to call me _____ Tom at Sierra Smoke Check.
65	Content was missing no meat (I attended 1 or 2).
66	A few stumbles at first, but now I can find the webcast and log in.
67	Quality of sound is poor.
68	These are great to have and are usually run smoothly without too much technical difficulty. Staff is good about making sure people in person talk into the microphones for the people listening on the webcast.
69	This is a wonderful feature and usually works very well.
70	Again recordings would be helpful.
71	Slides and visuals are really hard to see. There should be a very clear way to direct outside users to the actual presentations I can find them but can a non-ARB person?
72	They are really helpful but as I mentioned before it would be nice if they could be archived for me.
73	I haven't been able to view the web casts. It may be the firewalls at our facility and not an ARB problem though.

74	Would be nice to be able to get the archive of webcasts.
75	Would be great if you archived them so you could go back and watch one that you missed.
76	Presentations are difficult to read. Download of presentation should be recommended before Webcast so slides can be read and specific note taking when presenters reference them --usually later when the audience speaks.
77	Tried to participate in 1 no luck.
78	I had a company firewall problem initially The ARB part of the webcast works great

9. Do you have one or two specific suggestions on new features or sections we could add to improve the site?

274 Responses

Summary of the comments by topic:

Navigation/Organization	53
Search Feature	50
User Friendly	52
Page Design	24
Content	20
Updates	15
Contact Info	4
Webcasts	4
Listserves	7
General	54

The following specific topics were identified in this question. We have summarized these with the number of times mentioned. These keywords can be used in the search function to locate the comment. Specific words are also shown in red font in the comments themselves.

The following topics were named:	
AB 32	2
Air Cleaners Regs	1
Air quality data	2
Air Quality Planning	1
alternative fuel vehicles	2
APCD's/AQMD's	1
ATCM's	2
AVR II	1

BAR- Emissions Inspection & Maintenance Program	1
Biofuels	1
Calendar	2
Cargo/Ports/Intermodal Yards Rules	1
Certification	2
certification	2
Charts/Pics/Graphics	5
Chronological directories	1
Compliance Section	1
cross references	2
databases	3
diesel engines & retrofits	1
DMS	1
Documents	2
downloads	3
Embedded Tables	1
EMFAC	1
Energy Consumption	1
Environmental Technology	1
EO's	3
EVAP Exhaust OBD Warranty	1
Fact Sheets/Brochures/Videos page	1
Federal Legislation	1
feedback system	2
g/bhp/hp conversions	1
GDF's	2
GHG's/Climate Change	5
H & SC references	1
Home Page	7
hot spots	1
Hydrogen Economy/Highway	2
IC Engine Emissions	1
IC Engine Emissions	1
Icons	1
International Regulations	1
In-Use Off Road Portable Equip.	1
ISD systems	1
Laws and Regulations	18
links	14
LSI/Forklift	3
Main Page/top pages	1
manufacturers	2
Maritime/Harbor Section	1

Meeting/Hearing/workshop Announcements	6
National Program	1
Off Road	1
Off Road Mobile Equipment	1
Off Road Mobile page	1
Off Road Regs	1
On road and off road diesel owner-operators	3
PDF's	2
Penalties and Fines	4
PERP	1
PM 2.5	3
Public Comments	1
Quick References	1
RACT/BARCT Documents	1
RE	2
Reports	2
Research Pages	1
Retrofit Alternatives for Diesel Exhaust Treatment	1
RSS	1
Server	1
SIP's	1
Site Map	3
Slide views	1
smog	2
SORE SI Engine	1
Staff Descriptions/Directory	1
Stationary/Portable	2
The Board	1
Truck Diesel Regs	1
vehicle emissions levels	1
VOC's	1
Waste Hauler Transit Agriculture	1
Web Browsers	1
What's New Page	1
ZEV Program	2

9a) Navigation/Organization:	
1	Chronological directories would really help. Latest info to oldest.
2	Would like to see all regulations in one place (i.e., on road and off road diesel) and then have the ability to split off from a main page.
3	Keep the navigation to find info to 2 to 3 clicks.

4	Divide your website so it is easy to go to Waste hauler, transit, agriculture , etc. I deal with all of these and need info.
5	You might set up a feedback system where users could submit an email when they have an item that is difficult to find. Certain trends may become evident of how people look for things.
6	Web pages can end up being buried and hard to find.
7	Set up a maritime only section - or Harbor area only section.
8	Make specific areas for air quality professionals to make searches easier. Have a link to all the APCDs and AQMDs webpages.
9	Site map or tree related to all agency GHG pages and which is primary. Not clear if CAT vs climate portal vs CARB is lead on certain subjects.
10	1) from the homepage - programs is difficult to find and differentiate. 2) needs to be easier to find specific regulations - going through laws and regulations can take way too long without ever locating the document. 3) improve methods of searching
11	I had some difficulty tracking down truck diesel regulations past through present--specifically pertaining to grams per mile previous truck types
12	Give the NATIONAL PROGRAM their own section or WEB-SITE
13	I'm not sure specifically how to do this but I would say that navigation and searching could be improved
14	I had a hard time finding information on my particular region. Also, I found that some pages had so many links that I would get lost searching them and not be able to get back to my subject of interest,
15	Many of the sections such as Climate Change could use internal navigation--its hard to know what's there. The search feature delivers far too many irrelevant results.
16	A more straightforward connection to my topic of interest. Everything about GDFs . Finding the quickest route to GDF information from the ARB main page is not self evident.
17	I wish there was a list of equipment that I could look at and then be directed to the laws and regs. I wish I could get the air quality data for all local boards in the state in one place. I wish there was a simple way to figure out which local board covered...
18	Could you make more generic topics and do not give them special names. I have no idea what is covered under some of the broad categories.
19	New smog laws and how they affect owner-operators and making it easier to find and understand, don't forget we are just truckdrivers .
20	Make it look like the main portal which is easy to navigate straight-forward and user focused.
21	Go back to the Site Map (= Search A - Z) so that either one gets you to the same place.
22	Make a separate section for GDF .
23	Categories for regulations like EVAP Exhaust OBD warranty .
24	More efficient topic location.

25	Regulatory activity needs to be organized to make it easier to understand the process and information. The information is not organized in an intuitive manner.
26	Consolidate with other agencies i.e. Air OSHA DTSC etc.
27	I have yet to figure out how some items on the site are organized. The categories are not always what I would expect. The search function works well but only if I already know what document I am trying to find. If I wanted to find for example the ...
28	Easier navigation to find current and proposed regulation It would be good to have all ARB regulations (hot spots ATCM PERP On-Road Off-Road Diesel LSI etc) in one place both current and proposed versions as well as comments received
29	I would love it if you could provide one simple place to get IC engine emission regulations for NOx CO and VOCs .
30	Organize pages such that all relevant is on singular pages with links or balloon pop-ups for descriptive paragraphs/info.
31	Give tips to the public on how to quickly find what they need. I get calls from the public and usually have to walk them through to find what they need on our website because the info is usually buried under several layers e.g. I have seen some webs.
32	Fast access to penalties and fines of all environmental types would be best. The stick is what gets the regulated community's attention not playing nice.
33	Air quality planning should be added to the left side of the home page for easy access, now you have to look under programs. You need a section on Air Quality and Land Use Planning - and make it very prominent almost like Climate is on the home page.
34	Hard to find ZEV Program.
35	I would like reports to be readily available. Whenever I try to find them I try looking under regs if it supported one the program that it fell under the subject matter under a general search research etc. It would be really nice if it was easier.
36	Make it easier to get to individual programs .
37	Not a writer but if you list something it needs to be on a page related to the listing.
38	Organize your site. What a mess!
39	Make finding information easier. The website lacks organization at all levels.
40	A proper site map and a consolidated calendar. There are too many different possible rule sets to have to look them up individually using a search engine in hopes you come across everything you have to worry about.
41	Homogenize navigation. Put together some easy to read tables for regulatory information that is on the page not in a PDF . Tables with comparisons of requirements for similar programs (on-road/off-road diesel requirements or stationary/portable requirements.
42	Index EOs for diesel engines and retrofits .
43	If your main home page had a better breakdown of all of your specific programs with direct links it might be easier to quickly locate information.

44	If it wasn't for the bookmarks I have in my browser I'd be lost. The site is too large with too many diverse areas and very hard to navigate from the top level page. I would suggest breaking it up into major areas (like Air Quality and Water Quality).
45	Break-up the web into specific divisions - allowing people to choose the site to find information and provide information on what each division does to help navigate the web site. Work on the structure of the site, add a blog for feedback for internal...
46	Display navigation path for search items and ease of use.
47	A better link to existing regulations by cite would be beneficial. Currently the best information is buried in the product specific regulation history.
48	Sometimes it is difficult for me to find information because of each engine category looks little complicated. If information such as mail-out workshop and regulations are isolated by each engine category (such as SORE SI engine 0-60cc) it would be very.
49	Old RACT/BARCT Determinations that were published by CARB are now hard to find It would be great if the web site had a complete collection of the these in electronic form Many of the old RACT/BARCT documents would need to be scanned
50	Keep older reports in some type of archive. Have index for reports . Have index for SIPs .
51	Public Comment being posted to the site and easy to find.
52	Easy to find regulatory listings.
53	Easy to find and understand list of vehicle emissions levels and comparison to the EPA bin levels. Easy lookup for vehicle specific emissions certification levels.
9b) Search Feature:	
1	Many of the sections such as Climate Change could use internal navigation--its hard to know what's there. The search feature delivers far too many irrelevant results.
2	Improve the search-ability of the engine. Everyone in the US thinks CA is a joke with this poor function.
3	Search function must be more advanced and specific. There is no need to get all reports and old meeting agendas when searching for a specific document.
4	1) More effective search feature 2) More available contact info including telephone contact info
5	Improve the search feature.
6	Get a better search engine or link items better.
7	Results from key word searches could be improved.
8	Improved search engine (How about Google?).
9	Get a more accurate search engine and have a jump to menu.
10	Improve the search function making it easier to use. I use the site all the time but must be extremely difficult for those who use it infrequently. It's taken me quite a while to get used to the structure.
11	Improve the advanced search.

12	Improved and advanced search methods. The ARB search engine gives too much misc info & is sometimes not useful.
13	Get a few real users to sit down and watch them try and find something real.
14	A simple topic search engine to just get to the main page of a program or topic.
15	The search feature is not very helpful.
16	Improve search features. This applies to every other website out there.
17	AS I already stated a Google search engine would greatly improve the navigation on the site. And make sure webcast PowerPoint presentations are offered on the webcast opening page not only on the announcement for the program.
18	Improve search facility - I normally use Google to search the site instead of the built-in search facility. Improve clarity of navigation menus.
19	A better search system and more order - it seems like to find specific information you've got to do 8 to 10 clicks. Also there's very little background on the board .
20	Better search!
21	I have searched several times on the main page to find information on upcoming regulations regarding air cleaners . It has NEVER taken me to the section of the ARB web site with information on this product.
22	Put a Google internal search engine on every page.
23	The search engine definitely needs revamping. I search for things that I know are on the site and they don't come up in a search. This is my main complaint.
24	Use standard (Google or yahoo) type search engine that returns something useful I have NEVER found what I was looking for by using your search engine
25	Additional cross-references . Search engine that uses more AI to compensate for user stupidity.
26	Search functions are difficult to link to desired material.
27	See comment above. Also how's about an internal only feature that lets us search for correspondence ?
28	Use layman's language & enhance the search engine to look for specific (ex web pages only; calendars only; complaints only; regulation activity only; understand?)
29	Search feature should be made more specific instead of picking up all documents that have a particular word or phrase. Very user unfriendly.
30	Let search results include relevant web pages as well as relevant documents.
31	A button to automatically gather all information on the topic presented. Information that is no longer relevant should be labeled as such at the beginning of the topic, not the end. Too often several links have to be followed to understand confusing and at...
32	For searching you need categories along with the key words. Also a way to sort by date - often some obscure (to me) rulemaking from 10 years ago pops up instead of the latest and greatest content.
33	Look into searching more like EPAs ADI??
34	A better search engine and a better Advanced search tool.
35	The current search feature on the website is horrible. Basically, it is useless to me. Please fix this. This problem might be linked to the way you title web documents.

36	Trying to find regulatory actions or documents using search function is useless Search results result in unrelated material with only a vague connection to search string It almost always faster to spend hours just going through the web pages The sea
37	It can be very difficult to find information on this website. The search function rarely yields good information.
38	The EPA or arb search index is not up to date
39	Improve Search function.
40	Improve the search features so you can search for documents web pages atcms H&SC refs etc.
41	Improve search feature!
42	Fix or replace the search function.
43	Improved search engine. Expanded A-Z index .
44	Improve search feature on website. Never seems to work well.
45	I suggest that you consult with the CIWMB (California Integrated Waste Management Board) to determine why their Web site has such a helpful search function and why it is so easy to navigate. Then if funding is available that knowledge should be used to improve...
46	Add updated pm25 data. In regulations include links to relevant federal legislation . Add a time specifications to the search feature (eg within past two months within past year within past 3 years) and add checkboxes for categories to search from.
47	1 clear the outdated information 2 get a better internal search engine
48	Completely disorganized and random left menu bar. Search engine is for the birds I use Google.
49	I have yet to figure out how some items on the site are organized. The categories are not always what I would expect. The search function works well but only if I already know what document I am trying to find. If I wanted to find for example the ec...
50	The search function is far better than EPAs but it can still be hard to find what I am looking for.
9c) User Friendly:	
1	new smog laws and how they effect owner-operators and making it easier to find and understand don't forget we are just truck drivers
2	Use laymen's language & enhance the search engine to look for specific (ex web pages only; calendars only; complaints only; regulation activity only; understand?)
3	Please add for stakeholder or researcher in the developing countries as a part of US and the state overseas technical corporation.
4	Please cater also to foreigners as we look up to CALEPA re environmental concerns.
5	The Fact Sheets Brochures Videos page is really cumbersome Its kind of a clearinghouse for too much stuff Needs to be more program oriented.

6	Have a person in charge of how to make the site less like the ARB and more accessible by the public Joe and Janes.
7	More user friendly.
8	Most of the State of California websites have become less useful during the Terminator Administration. The whole bunch should be dumped and begun again. Contact information is critical both web and phone--and someone should be responsible for following...
9	Use more descriptions that are not ARB lingo! Dummy down a bit for us!
10	Yes Compliance section written in layman's terms . Rules/regulations broken down the same way
11	The content needs to be dumbed down and easier to understand.
12	DMS is difficult to use can it be more user friendly?
13	Many people affected by CARB regulations want to keep up to date on these changing regulations . Every time I try to find out the latest program I get lost in long esoteric technical reports that make finding the summary information I need almost impossible.
14	Please make regulatory language easier to understand.
15	Make links more user friendly - categories are much too broad at present and LOTS of drill down is necessary.
16	Make the site more user friendly for manufacturers outside of California. More charts pictures. Simplify certification paperwork It gets more confusing every year.
17	Make it more accessible to individuals with disabilities . Too many embedded tables .
18	More user-friendly content. I know this isn't the point of this survey but GEEEEZ we suck at making things easy to understand!!!
19	Yes directions on the database and status level on your ARB applications!
20	Put a summary together for mobile equipment like forklifts on the Cargo / Ports / Intermodal yards rules and regs and a timetable for when what action is suppose to have taken place.
21	Looking up engine executive orders is awful I want to be able to confirm that retrofit devices work with engines I should be able to do that thru a database.
22	=>explain the VOC enforcement process =>explain the process by which a manufacturer can make sure their VOC is compliant
23	Reduce file sizes that can be downloaded. They take a long time.
24	Consider converting all pdf files to text searchable files. Some/many of the older files are images and not text searchable.
25	1 To be able to used the PERP database 2 On-line registrations for PERP and tracking on-line of where the registration is in the process.
26	A database of equipment, horsepower ratings for the new off road regulations . Online or downloadable spreadsheets for g/bhp/hp conversions etc.

27	How to start from nothing and learn about CARB. I came to this industry from another electrical engineering occupation. It has been very difficult sifting through all of the information from CARB and what you do find it is always questionable if it has.
28	More direct links would be helpful both with regard to website and listserv links. For instance, it will say click here for an agenda or report but when you click it takes you to another page where you have to then click again (and maybe even another....
29	Make it easier to find attachments and meeting announcements.
30	General Public to be able to view the site that is set up for local air districts to check on current PERP registrations would allow business to see if our competition had their engines registered.
31	Easy access links to Executive Orders . A search function that can find Executive Orders .
32	Make downloading of bulk air quality data consistent across the site. Download should be database friendly.
33	When available please summarize new regulations etc.
34	For both infrequent and frequent visitors have a what's new section highlighting changes or new features.
35	Summary tables for regulations . Adding the Intent of the regulation and what area of a system design it applies to right up at the top of a document in an abstract Include references of other applicable EPA and ARB documents (and possibly web links)...
36	AB32 is going to be a huge undertaking I would be nice if past/present/future meeting materials could be available at all times during this 2-3 year public process. A good example of what I suggest is the CA ISO website Board materials reports etc.
37	More links.
38	I have visited many times over the last year and found that the server or system was down during the day. I'm not sure if that's something the agency can control but obviously in those instances I had to telephone regulatory specialists adding to their...
39	Make it possible to figure out when staff meetings are happening on specific subjects. Have some sort of cross-reference available to find what Board meetings are relevant to particular subjects. Have links to all studies that relate to any particular subject...
40	A better user guide for EMFAC and OFFROAD
41	Announcement time for meetings often too short for overseas visitors.
42	Status reports for AVR II and ISD systems in test application or review. The industry needs to know what to expect we don't need manufacturers or such just the basic information of how many systems and at what stage.
43	Add a way to download meeting details and add to Outlook or other calendar software .
44	When posting and referencing a link - go to the link directly not thru link after link after link.

45	Clearer links to ATCM and verified technology information.
46	Summary to new anticipated regulations and their effect on the industry.
47	Simplify regulations for someone who does not have a month each year to determine the rules. Need to know immediately what applies to my situation.
48	Further out advance notice of Hearings and a Reminder when things get closer to date. Updates on Progress of applications and regulations as they work through processing allowing more comprehensive comment opportunity for us in the field.
49	On homepage you may add links to more important topics in different languages for foreign users.
50	A calendar . I deal with consumer products I want to know the exact date all information needs to be into the board. When regulations are due when they are implementing the changes if changes have been postponed etc. I always think something is due.
51	ADD LINKS TO THE HOME PAGE FOR THE SPECIFIC REG CATAGORIES IE IN-USE OFF ROAD PORTABLE EQUIPMENT ECT.
52	RSS feeds pod casts
55	Only as noted --better slide views
9d) Visual Presentation:	
1	Add graphic representations . The website is all text based - try photos to represent topics too. Show cover page of reports (ala amazon.com) photos from working group meetings logos of working group's photos of emission sources etc. Use them as links.
2	Show results-pictures of test results or of equipment that was built from a funding program.
3	Site is fairly intuitive however it could be presented with eye-catching graphics/pictures.
4	Change the front page; make some more specific labels or buttons. On all the departments or divisions a brief description of what staff does in each section would be nice this could be on the inside page.
5	Use drop-down menus on the front page to load up a lot of info and options to get to them.
6	I find the New! and Go there icons to be unnecessary and distracting. Most people understand that they can go there by clicking on a link that is in blue and underscored or a > button and simply because a feature is new doesn't automatically make...
7	ARB's site is extremely word-oriented. Featuring more graphic-oriented material would be a nice alternative - - such as stand-alone graphs charts etc. Such things do appear as content in ARB documents and certainly in the posted PowerPoint presentation.
8	I wish you used pages like the US EPA both for consistency between sites and clarity.
9	Some variability across pages would be useful; adding motion other colors etc would make pages more appealing. Some information can be very difficult to find .Suggest master page for each program area with blinks listed such as indoor air page .

10	Take a look at the design of San Joaquin Valley Air Districts site . It's the best one I've seen so far as is the visual presentation of their grant application forms. If you want a bad example South Coast's site is pompous and burdensome. San Diego...
11	Improve layout/page links; use sensible naming conventions so can download complete regulation history with out having to rename each download appropriately.
12	Completely disorganized and random left menu bar. Search engine is for the birds I use Google.
13	MORE OPEN SPACE BETWEEN LINES AND SUBJECTS.
14	Scale it down there's too many unnecessary pages too many webmasters designing pages different from each other.
15	The responsibility for ARB's web site design and maintenance is not well defined within the agency Individual ARB staff is mainly responsible for designing/maintaining its own Sections/Programs web pages Be that as it may there should be more training.
16	Have a better What's New page . Unless you know you need to be looking for something there's no way to know what is really new. The current What's New page is very limited. Have more menu picks on the home page. Unless you know where you're going...
17	Consistency: establish protocols. Content and structure varies throughout.
18	The home page needs upgrading. For some reason the existing quick links just don't work well. I strongly recommend more quick links on the home page that go directly to the most sought after info e.g. Aftermarket Parts Database is a good link to have.
19	Add links to current/proposed air permits (view conditions).
20	Research Links on retrofit Alternatives for Diesel Exhaust Treatment .
21	Better Links to other sights on the same topic.
22	Put the calEPA staff directory on the inside arb homepage .
23	It is simple and straight forward. Though its not pretty it works very well those with slow connections, appreciate the quickness with which it loads and lack of graphics to slow it down EXCELLENT JOB!
9e) Content:	
1	Allow people with personal experiences with alternative fuel vehicles to write about their experiences kind of like Amazon.com lets people enter reviews of products.
2	Clear To Do list for consumers to reduce energy consumption . Q&A on new technologies .
3	A page for current and earlier versions of ARB guidelines for your programs would be helpful.
4	Get me more info on RE for public use retail and consumers and not just research.
5	MORE ON THE BOARD AND THE MEMBERS .
6	Could you provide the certificated engines information such as what is the equipment manufacturer the engines detail information the manufacturer

	contactors information and so on? Thank you!
7	A heads up page listing projects in the early stages of development.
8	A simple page for AB 32 implementation organized by subject. Each subject would then have links to published papers webcasts schedule of future events etc.
9	I want to learn more about plans for a hydrogen economy .
10	I think you need more environmental technology information and its regulations.
11	List more grant applications for global climate change projects . The site seems to stress local projects but we must address the global pollution problem if we are ever to solve the carbon dioxide problem caused by fossil fuels.
12	Fact sheet and/or history page . You have a history of when laws were enacted but not the consequences of those laws.
13	Impacts of new regulations on environmental documents especially thresholds of significance.
14	Make more older (pre-web era) documents available online.
15	1 Get rid of pdf files 2 Carry important issues such as the ZEV mandate
16	I'd like to be able to see more information from the Bureau of Automotive Repair on their Automotive Emissions Inspection and Maintenance program.
17	Can not find any support for retail level infrastructure support for RE or funding for bio-fuels , If this not addressed then what is the use of spending billions on research without considering ultimate consumer distribution. WHAT HAPPENS TO THE LAST MI...
18	Would like more info on results of testing new fuels will be implemented to start reducing harmful emissions . It almost looks like some at carb are trying to stonewall progress with more meetings and no action...
19	Liked the quick reference section but it needs to be bigger with links.
20	Would be very interested in numbers of vehicles and systems that land on the streets in California. How about how effective certain legislations and programs are in getting the technologies to the people?
9f) Updates:	
1	Make it clearer what the change was and what the proposed rules are and the effective dates.
2	Older out-of-date files (proposals etc) that have been replaced by newer revisions should be explicitly labeled as such either on the link or on the file.
3	When a proposal is updated please post a complete copy of the updated regulation. Specifically the LSI/Forklift regulation. It's very hard to piece all the separate pieces together. Who ever does the off road mobile equipment site is great . Have the...
4	Provide updates on new rules regulations air quality models etc. on one page that is easily accessible through the home page
5	Add updated pm25 data . In regulations include links to relevant federal legislation. Add a time specifications to the search feature (eg within past two months within past year within past 3 years) and add checkboxes for categories to search from.

6	Focus on keeping all information up to date.
7	International Regulation update.
8	Update the sites more regularly. Be able to get all the information for one topic on one site.
9	A living continuously updated complete index.
10	Update the research pages and other information for public distribution at least monthly.
11	1 clear the outdated information 2 get a better internal search engine
12	The scaqmd website link that came with the arcombo notice did not work
13	Dating of regulations would be helpful.
14	I need complete most recent revisions of statutes procedures and methods. It is very frustrating to find documents that only show the changes that were made. Older versions of documents should be shaded or somehow coded to indicate that they have bee...
15	Get rid of all information that is more than 10 years old. provide more specific contacts for each program instead of directing us to just one phone number
9g) Contact Information:	
1	1) More effective search feature 2) More available contact info including telephone contact info
2	Most of the State of California websites have become less useful during the Terminator Administration. The whole bunch should be dumped and begun again. Contact information is critical both web and phone--and someone should be responsible for following.
3	I think the contacts could be updated for the public. For some reason they are always calling the Division Chief of the topic. Seems inappropriate. Maybe a Manager or even Branch Chief would be better suited for the contact of the topic they handle.
4	Get rid of all information that is more than 10 years old. Provide more specific contacts for each program instead of directing us to just one phone number.
9h) Webcasts:	
1	AS I already stated a Google search engine would greatly improve the navigation on the site and making sure webcast PowerPoint presentations are offered on the webcast opening page not only on the announcement for the program.
2	Increased support for non-IE browsers such as Firefox and Safari. Increased bandwidth for webcasts.
3	Quicker posting of previous webcast .
4	Our agency's TV specialist just spent two months converting DVDs of a three-day seminar into wmv files so that we can make them available on our website, This because the A/V staff don't automatically capture streaming video from the presentations because...
9i) Listservs:	
1	1) Narrow down your emails to specific information that is needed for the end user i.e. only send information that pertains to Public Transit (CNG & Diesel Engines)

	2) Set up profiles so you could offer and send specific information that was chose
2	For your service lists be more specific in your categories and don't lump several groups together it will make it easier for the receiver to not have to sift through a lot of info about things you are not interested in to find what you need.
3	When I receive emails they appear busy. A better format would be a simple summary of the core of the message with supporting detail to follow.
4	You should have a list that applies just to owner operators or small business- What we have to do when we have to do it.
5	Information that would be helpful to smog technicians and shop owners should be automatically sent by email to subscribers Information like updates on important lists or new regulations and bar blasts we get on the analyzer periodically should also be s...
6	Sometimes have problems using links from listserv emails.
7	For listserv emails sent to us. Would prefer that the New Topics were summarized within the email so I don't have to navigate to site to find out that item was not of interest.
9j) General Comments:	
1	It is impossible to satisfy all possible users as there will never be a complete understanding by all sides due to different agendas, needs and requirements,
2	No, none, not really or not at this time,
3	I haven't been there in ~6 weeks I've been traveling.
4	Frankly I'm not quite sure how to articulate it.
5	Hydrogen Highway efforts are too focused on fuel cell technology and exclude use of liquid Hydrogen for internal combustion engine vehicles
6	Am really interested in alternative fuels . Would like to see the preservation of my 4 wheeled independence without the detrimental environment effects
7	You seem to be trying to sell an idea with a hammer.
8	Prove global warming is real.
9	cleaner fuels
10	See visual presentation comments above
11	When will next Consumer and Commercial Product Survey due.
12	I would give it to the public domain in a similar way to Federal Government works. So I can appear in more places.
13	see above
14	Interesting to me that you didn't list government as one of the categories of people that might be using the website and webcasts .
15	It is perfect!
16	Actually I am satisfied.
17	None. Keep up the good work.
18	Keep up the good work. California is such a leader in the us and in the world trends and legislation are of international interest.
19	You're doing a great job with it.
20	I find the site helpful.
21	I only wish the Missouri APCP could be as up to speed and complete

22	Can't think of any - site does seem complete.
23	Not really - I think it is one of the nicest and easiest government websites for information.
24	Sorry I'm very pleased with your information provided on the website.

10. Which Web browser do you use?

Netscape		48	5%
Internet Explorer (Microsoft)		749	79%
Firefox (Mozilla)		193	20%
Safari		25	3%
AOL		29	3%
Other, please specify		17	2%

11. What's your modem access speed to the Internet?

Dial-up		24	3%
DSL		249	27%
Cable		137	15%
T1 (Business)		537	58%
Other, please specify		39	4%

12. Do you have any other additional comments?

156 Responses

Comments fell into the following categories:

General Comments	34
User Friendly	26
Content	25
Navigation	15
Updates	5
Contacts	3
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Page Design and Layout	4

The following specific topics were identified in this question. We have summarized these with the number of times mentioned. These keywords can be used in the search function to locate the comment. Specific words are also shown in red font in the comments themselves.

Topics also mentioned:	1
ADAM Site	1
Air Quality Reports	1
Alt Vehicles	1
BEV's and PHEV's	1
Bio-Fuels/Alt Fuels/RE:	2
California I/M Program	1
Certified Engine Database	1
Clean air technology	1
Consumer Products Regs	1
DMS system	1
EDI Rules	1
EDMS Database	1
Electric buses	1
Electric Car	1
EO's	1
Fact Sheets	1
FAQ	1
Fleet Rules	1
Hydrogen Highway	1
IC Engines	1
Indoor Air Quality Info	1
links:	7
Off-Road Engines:	2
Owner-operators	1
programs	1
Regional Board Sites	1
Results	1
RSS	1
Rules, Regs, and Laws:	10
Vapor Recovery Approval Letters	1
What's New Page:	2
Workshops/Meetings/Hearings:	3

12a) General Comments:	
1	I head the Air Quality and Climate Change practice of a 120-attorney law firm in San Francisco? I rely upon ARB's website to serve my clients and keep abreast of what is going on particularly with respect to implementation of AB 32 I think ARB's website...
2	See comment question #9
3	see above
4	No, None, or Not at this time
5	I am a member of the California Hydrogen Business Council and want to keep up with clean air technology .
6	Lots
7	Finally - a survey on the web site!
8	I work Monday - Thursday and work from home on Fridays.
9	I completed this survey a few weeks ago.
10	I rarely visit the site. I am on the email list to receive messages about ARB-organized seminars some of which I attend. It is because I am on the email list that I got this survey.
11	I access the website when listserv notices of interest are sent.
12	ARB has one of the better government agency websites I have seen and I see many during the course of the business day.
13	I'm glad you're there keeping the website and network running smooth!
14	Thanks for asking.
15	I am a BIG fan of CARB.
16	Wish others were as good as CARB.
17	Keep up the good work to keep our internet & website up & running & current. Thanks
18	Thank you
19	Thanks for the labor involved in maintaining a very useful and valuable public information site - - its appreciated.
20	Thanks for asking.
21	You have a big job to do so keep up the good work. Thanks
22	Thank you for checking to ensure that your efforts meet our needs.
23	I appreciate the pro-active attitude of ARB I have been learning from you for many years and can appreciate the difficulties you face in the Bureaucratic arena while working in Science. Thanks for what you do.
24	Yes you guys do a good job under the circumstances.
25	Keep up the great work.
26	Keep up the good work!!
27	Keep that helpful attitude on all your people.
28	We are respecting CARB's excellent environmental management system including your Web it is very much appreciated with sincere thanks.
29	EPA and ARB has been the two most used sites since 1991 and I have always found your web improvements useful.

30	Generally you do a good job and deserve compliment.
31	I wish local boards would do a survey like this or structure their web pages similarly so once I find it for one board I can find it for all.
32	Good website. Informative. Thank you
33	Your website is the most important conduit for distribution of information. I am glad that you want to make it even better! Thank you.
34	Overall I find the website useful and informative.
12b) User Friendly:	
1	Possibly add a live chat/thread for FAQ.
2	Sometimes your links are bad as if the html is malformed. When this happens I contact your webmaster.
3	Please start programs for the communities, retailers and public and not just for large corporations, academics and research
4	The link on the email announcing the So coast AQMD round table which also included the link to this survey did not work. Just a tiny irony.
5	Website link does not open.
6	There seems to be a lot of confusion about using the DMS system for submitting quality audit info for SSIE (SORE) engines and there is no contact from ARB as to what's happening If I don't look it up myself or call; I wouldn't have a clue to what's happ...
7	Please make the ARB website more user friendly
8	YOU REALLY NEED TO MAKE IT USEABLE!
9	How to start from nothing and learn about CARB. I came to this industry from another electrical engineering occupation. It has been very difficult sifting through all of the information from CARB and what you do find it is always questionable if it has...
10	Website is too clumsy.
11	When connecting from home connection speed is only 288 kbps so keep sites uncomplicated where possible.
12	Cross link, especially to other parts of the site. The more the better.
13	Like your site just wish there was a section for just owner-operators.
14	Separate in links every one of the articles you are informing about (ozone CO water etc).
15	Need better EDI for permits logs & online inspectors.
16	I'm in the car engineering business - It would be a great help if there would be a possibility to get compressed information about changes and updates of CARB regulations and laws for the future.
17	On-line response time with the EDMS data base takes too long.
18	It's too complicated dummy it down a bit.
19	Make it simple keep it easy eliminate links that are outdated.
20	I have had some difficulty using the certified engine database especially when searching by family name.
21	There is little opportunity for feedback and questions to raise issues and to make contacts.
22	I find the website to be down more often than other sites that I visit often

23	Reduce paperwork stop generalizing engine manufacturers as all the same Each company approaches things differently and in their individual ways
24	Advertise the meetings in the Sacramento Bee, Invite the paper to attend the workshops,
25	RSS feed more links to AQ news reports ,
26	Its hard work to have a site understandable as well as easy to access,
12c) Content:	
1	Need to keep new Regs info available on web,
2	Promote electric buses with baset trailers . Include also in the regulations: *The right to pre-conversion, *The right to sell charged baset trailers although you couldn't have a fuel-station in the regulations, * Establish electric batteries?
3	Yes. Bring the electric car back . ASAP. No time to waste. I would like to see my grandkids breathing without special equipment.
4	Show real live world results of any work done to reduce emissions and offer more incentives to small businesses in getting funds for project ideas.
5	For Vapor Recovery Approval letters and Executive Orders I recommend including all letters. I am aware of approval letters as well as AST Executive Orders that are ARB Approved but not on the website.
6	Facing an issue is great but actively fixing that issue is not evident getting all new cars or preventing disabled people from driving is savage leading the world in pollution control is a stupid and worthless endeavor like walking to the moon if a realist.
7	Fact sheets should contain more info about compliance requirements. Most have only general info. Example-Portable engine fact sheets don't mention dates or fleet avg targets.
8	A site with daily air quality reports for the state would be helpful.
9	Considering recent (very negative) reports from: Oak Ridge NL, MIT, Scientific American , And others in Europe and elsewhere. Why does CARB persist in the public support for the hydrogen highway efforts ? This question has nothing to do with my work.
10	Clearly state the intent of the rules laws regulations and enforcement information. Facility owners testing companies and even the different local agencies will not agree on the meaning of the regulations. Without the intent there is no consistent enforcement.
11	I suggest that the only solution to our global energy and pollution problems is to find replacement bio-fuels for fossil fuels . The sites should stress the need for global solutions not local solutions. Unless we are able to replace fossil fuels with rene...
12	CARB needs to put pressure back onto automakers to make BEVs and PHEVs
13	Try to weed out the stonewallers. Implement the alt fuels that work . Action like that will be great news.
14	Same as above cannot find any information on distribution retail for Bio-Fuels or RE .
16	Summary of Board actions the day after a hearing would be great. We are awful communicators. -

17	How about adding to What's New regulations just posted?
18	I am very interested in compliance communication . I think that as regulations affect smaller and smaller entities part of the laws of diminishing returns for regulating these groups includes the difficulty in disseminating information to them and trying.
19	This site has been most helpful to me relating to off road engine regs.
20	Good information Thank you!
21	Thank you for providing access to information that is varied complex regards different topics and changes frequently.
22	I am almost always impressed with the level of information available on this site and grateful for all the work that is put in to keeping it current.
23	Like your alt vehicle information & indoor air quality info
24	I think your ADAM site is the best I have ever used anywhere!
25	I do appreciate your thoroughness. Would like to subscribe specifically to new product and service news in the state.
12d) Search Feature:	
1	Because of the extensive content it often takes several searches to finally find what I look for but eventually I find it. Not sure how to solve this though.
2	The current search feature is horrendous. It is the worst I've ever come across. It doesn't even bring up anything close to what I was searching for. Please update the search feature immediately.
3	The search results seem meaningless.
4	Overall its a well done site Just need to improve webcasting bandwidth and the search feature.
12e) Navigation/Organization:	
1	improving navigation would be a big help
2	I spend way too much time in complying with rules because of information that is not easy to find.
3	Please send me or locate the California I/M program . I will appreciate it very much.
4	Now that I know that you circulate a questionnaire. Ill keep track of any data that I have difficulty locating.
5	I really appreciate this survey. A more user friendly subject focused path for navigating would be a great improvement.
6	My customers find the website very cumbersome and hard to navigate.
7	So much information on the website and the subjects are complex. It often seems subject information is not in one place and or is difficult to find.
8	I suggest that you have a lay person without instruction try to find the following: The actual consumer products regulations proposed consumer products regulations future meetings concerning consumer products regulations current regulations without...
9	Searching should be less time consuming and allow easier successive approximations; Topic areas should have hyperlinks to important but specific subordinate topics such as statutory authority or regulatory language; Information such as tables data and....

10	Finding applicable emission regs for IC engines is too difficult on nearly every regulator web site we visit.
11	Once you get where you're going the site is fine. Getting there is the problem.
12	Make it easier to determine the information source such as board division section information.
13	Why are fleet rules hidden in Carl Moyer Program ? I found them here: http://www.arbcagov/msprog/moyer/linkshtm . I am on many list serves and I get the same information many times. I wish that I could just get it once. rule making is organized by yea...
14	Overall you have one of the best agency sites. It is one of the easiest to find information regarding legislation and regulatory developments .
15	I love the ARB web site. In many ways it is a model for others. There seems to be an effort to make things easy to find and I deeply appreciate that.
12f) Updates:	
1	Make sure all major postings are reflected on the what's new page. Occasionally something I have been waiting to see released has not been listed under what's new and I had to find out through other means when it became available on the website.
2	Information seems to be old.
3	Up-to-date information is vital as is maximum possible information disclosure ARB regulations effect the lives of tens of millions of people. A casual attitude on keeping the voters updated is not acceptable.
4	Having outdated information harms the communication link between the ARB and public.
5	Overall the website is very good. I enjoy the webcasts and the updates are excellent. On my site below there are links to MIT and ERC . The real-time data at MIT for example is interesting. I would like to see links to the below sites.
12g) Contacts:	
1	There seems to be a lot of confusion about using the DMS system for submitting quality audit info for SSIE (SORE) engines and there is no contact from ARB as to what's happening if I don't look it up myself or call; I wouldn't have a clue to what's happening.
2	I would like to see better contact us information on the Regional Board websites.
3	All top pages for ARB programs should consistently have contact name and information on the bottom of the page (in a consistent format). All HTML pages should have a revised date on the bottom of the page. All long pages need a consistent-looking table.
12h) Webcasts:	
1	I know the decision was made not to record webcasts but I would really like to watch them when the timing is convenient for me and not real time -- especially when you have invited guest presentations. Otherwise I am very impressed with the extensive...
2	Overall its a well done site Just need to improve web casting bandwidth and the search feature

3	Overall the website is very good. I enjoy the webcasts and the updates are excellent. On my site below there are links to MIT and ERC . The real-time data at MIT for example is interesting would like to see links to the below sites.
4	I do appreciate the electronic dissemination of information and broadcast of meetings via webcast. My negative comments earlier are simply expressing my frustration from poor punctuality or the lack of information.
5	ARB's technical staff does an outstanding job of providing timely information to the public. The effective use of electronic communication (i.e. e-mail webcasts) is a very efficient and cost-effective way to provide accurate and up-to-date information.
6	The webcasts have been a great leap forward for participation and hosting the PowerPoint's have been great for when the webcast is too fuzzy freezes or is slow.
12i) Listservs:	
1	Why are fleet rules hidden in Carl Moyer Program ? I found them here: http://www.arbcagov/msprog/moyer/linksh.htm . I am on many list serves and I get the same information many times. I wish that I could just get it once. rule making is organized by yea...
2	your listservs generate too much extraneous e-mail I signed up for only two topics but got many, many times more e-mail on unrelated subjects than I ever got on the ones I wanted to know about It became a case of the boy who cried wolf when a new message.
3	The list serve groups appear to send out a disproportionately high number of e-mail's on Friday afternoons.
4	Would like the what's new listserv to include detail in the subject line.
5	Thanks for the listserv.
6	CARB's listservs are very helpful in being notified of meetings notices new items.
7	the listservs are very helpful.
8	While I have trouble finding information on ARB site the web lists are invaluable--and through them I have access to needed documents
12j) Page Design/Layout:	
1	Everything should look the same for all divisions etc.
2	You should not put double titles on the website.
3	Get your staff people involved in the design process. The best technical web pages have input from these folks as they know what the user wants to see and how the related information should grouped together.
4	All top pages for ARB programs should consistently have contact name and information on the bottom of the page (in a consistent format) All HTML pages should have a revised date on the bottom of the page All long pages need a consistent-looking table.

13. Would it be alright to contact you to get additional information on your answers? If so, please provide us with your contact information (name, phone number or email) below. Thank you.

Yes		337	40%
No		510	60%
Total		847	100%