

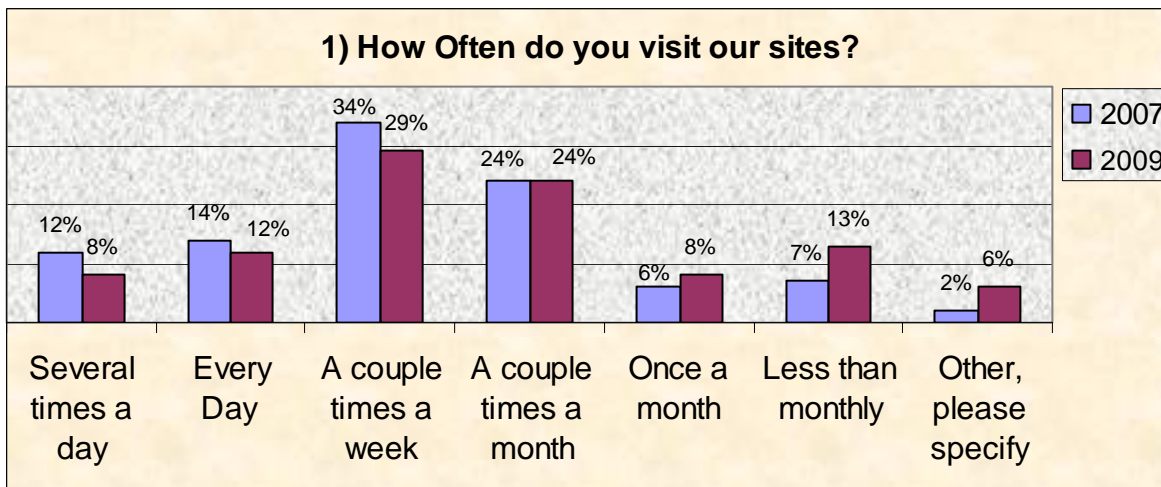
CARB Website Survey Final Results

1. Did you take the ARB Internet Survey in 2007?		
Yes	69	7%
No	711	71%
Don't remember	223	22%
Total	1003	100%

2. If you answered yes to the previous question, do you feel (overall) that our website has improved?		
Yes	99	41%
No	27	11%
Haven't noticed any change	79	33%
Other, please specify	40	17%

3. Approximately when did you last view ARB Internet pages? (Month/Year)		
962 Responses		

4. How often do you visit our site?		
Several times a day	84	8%
Every day	123	12%
A couple times a week	292	29%
A couple times a month	235	24%
Once a month	79	8%
Less than monthly	130	13%
Other, please specify	57	6%
Total	1000	100%



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1	only when I absolutely have to
2	This month the first time (June)
3	I don't
4	I do not know, I got the information from a course
5	About 10-15 times a month
6	None
7	I only read the e-mails
8	When concerns or questions arise.
9	as needed, to find info or track legislation
10	every three months or so
11	I look at items you send by e-mail to me.
12	Only when I need information
13	2-3 times per year I forget you are there
14	if I Google a specific topic, I land there
15	as needed or required
16	Haven't viewed but will do so.
17	I try not to
18	When I have a question.
19	Every couple of years
20	once a year
21	It can vary from several times a day to once week
22	When needed to register staff for seminars.
23	Less than monthly
24	every weekday
25	can't understand so why go
26	have not visited the site
27	Daily
28	Throughout year
29	when I need to
30	need info center and whom to contact
31	only when I get the email
32	Never
33	Every 3-4 month
34	Only when issues of interest require more research
35	as needed
36	I just knew about your web site
37	varies, once a week, sometimes more often
38	Once or twice a year
39	not until about t r u update
40	Have not yet seen it.
41	Occasionally
42	Depends on project; some time several times/week
43	When I get links to the site, weekly...
44	Once a week for special project I am working on
45	Weekly
46	Seldom
47	Once a week or so?
48	as needed usually monthly
49	I am on your list serve
50	Never
51	several times a month

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52	random sometimes once a month, or 10 time a week
53	Usually when an information email is sent
54	on receipt of your notice
55	whenever I get a list server notification
56	Irregularly; as needed
57	When it concerns Big Trucks

5. What types of information are you looking for when you visit our site? (You may choose more than one category.)

Laws and Regulations	729	73%
Climate Change News	249	25%
Agendas or Meetings	435	43%
Publications or Reports	473	47%
Health Effects Information	151	15%
Enforcement Information	310	31%
Research Reports/Proposals	285	28%
Air Quality Information	345	34%
Registration of Equipment for Compliance	295	29%
Databases	274	27%
Other, please specify	186	19%

1	Dynode and Laboratory schedules for test plans
2	new topical information
3	Emission Inventories
4	incentive funding
5	on road diesel compliance, registration compliance
6	compliance grant opportunities
7	Document Management System and List Serve
8	seminar presentations
9	Off road certificate data base
10	Light duty OBD diesel regulations
11	stuff
12	Public Education Information
13	OBD
14	Up-dated EO information
15	Verified diesel retrofit technologies
16	information on diesel compliance program
17	courses for environmental
18	Grants / Funding
19	Vapor Recovery
20	Short course "webinars"
21	CARB 93120
22	Course descriptions
23	Updates to New Tire Pressure Law
24	Vehicle certification information
25	Air Classes

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26	Composite Panel Regulation Information
27	Information on processes of regulated entities
28	Training Information and Schedule
29	your site is imposible to find information on
30	training
31	Permitting information
32	AB 32; diesel emission regulations
33	Solicitations
34	Staff contact info
35	engine emission certifications
36	Verified VDECS for Off Road Equipment
37	New information, changes to rules, etc.
38	school bus info
39	Advisories and other stakeholder items of interest
40	Grants and Incentives
41	Training calendar
42	Burn days
43	webcast classes
44	schedule and description of training classes
45	Gasoline Vapor Recovery
46	ORD and LSI information
47	funding and grant availability
48	training dates for CARB classes
49	We look for contracts to bid on Hydrogen as fuel
50	Executive Orders for Vapor Recovery
51	Intranet Bulletin Board
52	Webcasts of AQ workshops
53	specific equipment emissions factors, permits
54	Carl Moyer, & ect. Programs
55	project information
56	training
57	Training Courses
58	seminar presentations
59	Courses
60	training opportunities
61	List of TPC's and certified mills for ATCM 93120
62	educational opportunities
63	all of the above
64	Aftermarket parts approval info
65	Training information
66	browsing on a need to know format
67	Emissions data and/or an air permit
68	I'm interested in laws regarding home fragrance
69	webinars
70	training program information
71	http://www.arb.ca.gov/msprog/zevprog/hevtest/hevte
72	Workshops
73	Verifier information
74	grants, ARRA funding opportunities
75	People
76	Seminars

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77	ARB Chair Seminar Series presentations
78	Seminars - Webcast
79	updates
80	emission inventory, rule development, SIP/attainment
81	port-related regulations, rule-making, reports
82	grants
83	Hydrogen Highway
84	any updated information that applies to us
85	electric vehicle information
86	alternative fuel rebates
87	Your Staff Contacts feature for AB32 is good.
88	CHAPIS, facility emissions, Prop 1B funding news
89	Watching Composite wood rules and labeling
90	webcasts
91	Presentation materials on climate change
92	Emission Factors
93	conferences
94	training classes
95	Training
96	Quick Links to District Rules
97	all of the above
98	Training information
99	transportation
100	Employment
101	fact sheets
102	presentations - Chairman's series
103	Forms
104	Presentations, Training, Advisories
105	grant programs
106	Grant information
107	Diesel vehicle information
108	Training information
109	whom to talk to on new technology
110	There is precious little on policy development
111	phone numbers
112	see #15 below
113	new catalytic converters that have received EO #'s
114	that were DOING something
115	COMPOSITE WOOD - FORMALDEHYDE ENFORCEMENT
116	Aftermarket parts and catalytic converters
117	Plywood
118	training opportunities
119	More detailed org charts...too vague. List all APS
120	class equal dates for VEE
121	press releases
122	Accurate info on electric vehicles
123	Seminars and Workshops
124	Updates on regulations, newly approved TRU filters
125	Promotions, advertisements, news clips, news, etc.
126	battery electric vehicles and plug-in hybrids
127	usually I follow a link in an email

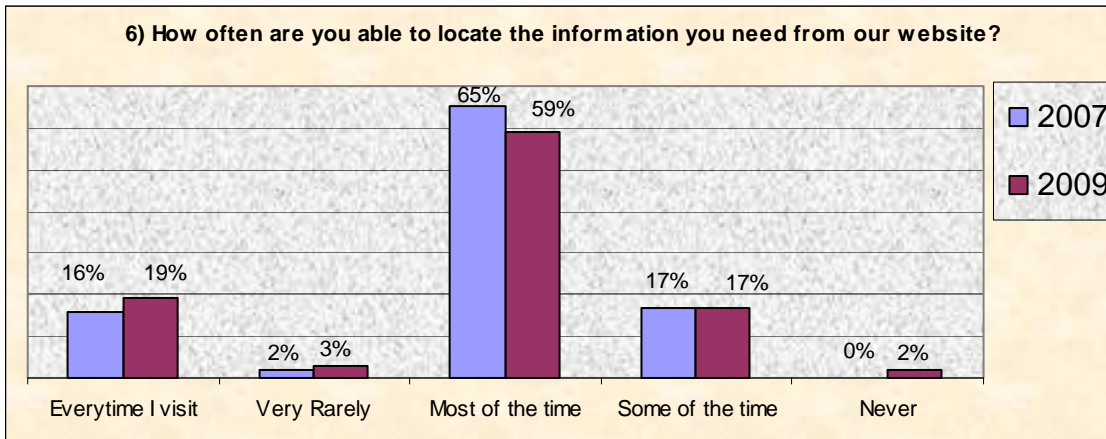
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128	webcasts
129	ZEV program information
130	"Is there anything I need to know?"
131	Certifications
132	Engine certification info with engine family codes
133	contact links to provide feedback
134	Exemption/exception notices
135	news releases, videos, fact sheets
136	info on electric cars
137	Alternative Fuel Science
138	Other information available on the site
139	Training opportunities
140	engine certifications, verified diesel retrofits
141	want to input my opinion
142	Information about battery electric vehicles
143	Requests for input information on Public hearings
144	programs you are administering, e.g. VAVR
145	some of us need more time because there no money
146	On Board Diagnostics Off-Road Applications
147	CA Regulations - Heavy Duty Class 8 Trucks
148	Executive Orders (certified vehicles and engines)
149	meeting notices, webcasts
150	Information on auto related programs
151	training
152	LESBP
153	Will beginning using these resources
154	Smoke test
155	Personnel, lists, interpretations
156	incentive programs (e.g., Prop1B, Moyer)
157	how can I get a grant to update my refer units
158	training courses
159	Training
160	Aftermarket Auto parts EO
161	stationary diesel generators being more regulated
162	ATCM's
163	Executive Orders
164	I need trucking reg information for compliance
165	contact to staff
166	any thing I need to know to make sure I comply
167	annual urban bus and fleet reports
168	Tell people about scientology Lies and suppression
169	compliance tools/news on new compliance dates subject
170	GHG reporting
171	Emission Inventory Data
172	Local Districts, contacts
173	Webcast Information
174	ARB Verified Diesel emission control devices
175	OBD
176	program contact information
177	Administrative Services Information
178	Info on Grants

179	News on upcoming regulations
180	staff papers, presentations
181	extensions for 2001 and older tru
182	all the above
183	Grant information
184	climate change meetings
185	Reefer
186	Education

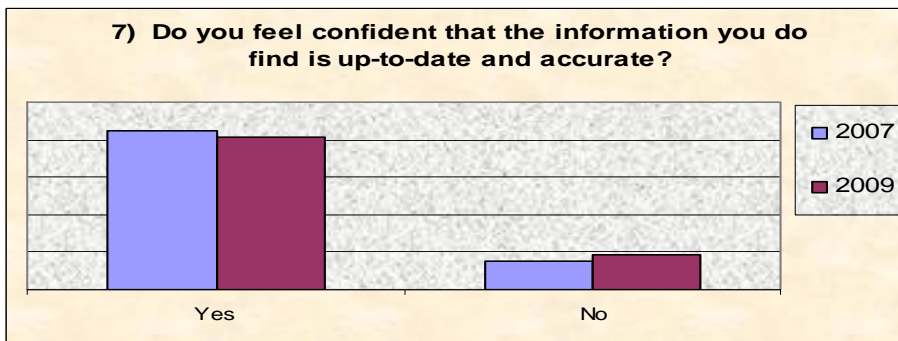
6. How often are you able to locate the information you need from our website?

Every time I visit	189	19%
Very rarely	28	3%
Most of the time	587	59%
Some of the time	171	17%
Never	17	2%
Total	992	100%



7. Do you feel confident that the information you do find is up-to-date and accurate?

Yes	791	81%
No	181	19%
Total	972	100%



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1	I think, if I am correct, that there is a date associated with page updates. That helps me know how current the information is...
2	Quite often. Information on the 'organizational charts' needs to indicate employees within the group. That will help.
3	No because when I follow the wording of the new updates. Something else changes in the next day or weeks later. So it make it hard too know what ARB is doing to fallow in line to do.
4	It better be; or why would it be on the website?
5	The web pages are all dated so I know to what date the information is current.
6	Sometimes is hard to find up-to-date versions of regulations, e.g. On-Road Heavy Duty Diesel Powered Vehicles
7	when using search often dated items pop up, we need accurate info- example would be option one on road is still not posted
8	when updates are made, old and not incorrect information should be removed at once
9	I go to the site knowing what the current status is generally and sometimes the most recent information is not available.
10	Yes, but I hope to need more information of the certificates listed in the database.
11	For the most (far majority) part - some is dated and updates lag.
12	It's accurate, but I expect update frequency.
13	I have several types of computers and operating systems at my disposal and I have yet to view or have any input in your "public" meetings.
14	Yes. I feel that the information in your website is convenient and very useful to me.
15	I realize there is a delay with some information, but over all, every thing is pretty well up to date.
16	The area that I have been monitoring (requirements for Hybrid Electric Vehicles) has not been updated
17	Yes, but you really need to improve the individual diesel program pages. There's no apparent consistency from program page to program page.
18	Most of the time. The link is broken when you want to see your tiered engines and then click on the HP range and you get a 404 error. So you can't see the database.
19	With so many amendments to regulations I am often unsure if I have always found the most updated materials.
20	I am very interested in the "what's current or what is next" aspect of pollution control information. E.g. ocean ship emissions and control.
21	Don't know
22	It may be up to date, but it changes without warning and it is hard to find things.
23	It is always a concern.
24	The Training Schedule and Course descriptions for 2007 and 2008 were posted and not revised until recently.
25	I would hope that most of the information in which I search for is correct
26	If I find it - many times I have to find a revision/update
27	I hope
28	Info is vague and difficult to locate
29	I just found draft 1990 guidance and old 1999 guidance for permitting power plants.
30	Information about impending Board meetings (agendas, presentations, etc)is not usually available sufficiently prior to the meetings.
31	The reason I chose "No" is that I do not know whether the information I retrieve has been updated and whether I happen to access the old information.
32	Too much information, too many links, and then you can't find your way back to where you started.
33	The email servers help out a lot on receiving pertinent information.
34	When I find it. The information is there but it is difficult to find. Your search engine calls up a lot of old information not connected directly to my search, even the advanced searches.
35	It' hard to find sometimes
36	Information provided not in timely manner. Need to spend extra time to track the date.
37	Sometimes I am not sure if I am getting all the information I need.
38	It's a matter of trust. I have to believe what is posted has already been researched and proven;

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	otherwise I wouldn't use the site.
39	I did a search for information on HDDE and found several brochures and advisories that had not been updated and some were before the regulations became final and had incorrect information in them.
40	Trial off road fleet calculator was highly inaccurate as of 2 months ago
41	I try to make sure I get the most recent information
42	This is actually "maybe". CARB takes days to update things like results from meetings and text changes to regs. Working with the public as I do, we get pelted with questions about a CARB decision the DAY after the meeting. It would help to issue some type of daily update by email while the website is being updated or final text is being drafted.
43	Yes, when I find it.
44	Changes are made so many times, I feel sometimes I may not be looking at the correct information. So I end up calling
45	Not user friendly to o/o or small company. Little or no direct info regarding contacts for grants funding and retrofit.
46	For my need I am using AQMD site mostly for permitting: applications, forms.
47	The site could be a little friendlier to navigate. the terminology could be in more layman's terms
48	This recent update make it very hard to find anything. The previous layout was logical, now it is not.
49	Not always. In fact the web site has disclaimers saying that it could be wrong and will not take responsibility for the information provided.
50	Yes, because others refer me to it. I am not sure if it is up to date if I find something on my own and I sometimes feel the webpage is old. I typically will contact someone in ARB to find out.
51	I also found staff very helpful and friendly.
52	I would hope that your information is correct & compliant with any and all new & existing laws & regulations.
53	It is hard to tell what's the latest information is when I research for rule makings, proposals and regulations. Some chronological orders, or "Latest" sign may help.
54	Would be nice to have the latest versions of rules/regulations a bit more obvious on the individual WebPages
55	it typically states the date
56	but so many changes
57	With all of the potential changes ARB and OPR are making to CEQA guidelines, it is desorbing that there is no single modeling program that can achieve the required analyses for the study of potential impacts of project. I would be my recommendation that ARB list the location of acceptable modeling programs and even merge two tougher and place that modeling program on the website so the greenhouse gas analyses are standard not random. This modeling program should be in a section of ARB and when you click on it should allow the variable inputs then spit out the quantities of gas.
58	Mostly
59	I make sure to check the update date
60	DOORS not is fully operational. DPF manufactures information needs to have more complete and helpful data bases
61	Sometimes the information is insufficient.
62	Being a staff person who can update websites, I know it takes a while to update information on a website.
63	You have a lot of old information. If someone doesn't understand they can call.
64	available information is always welcome
65	Gosh, I certainly hope so!
66	Information is always dated, which helps to determine its current relevance.
67	In many cases, yes. In some cases, no. For example, what is the status of all the GHG measures? It would be nice to have a frequently updated table with links.
68	You were still listing Donaldson Filters as a supplier for HD truck, I think the suppliers need to be better organized and kept up to date.
69	Up to date...Yes

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	Accurate...NO
70	there are many old/abandoned WebPages that haven't been updated in a long while
71	Yes, usually. I find it odd that the PDF versions of the regulations for the in-use diesel programs do not have any dates on them. The one linked below, for example, does not indicate when it was passed by the board, entered into OAL, and so on. So it can be hard to know if it is "the latest". http://www.arb.ca.gov/diesel/verdev/reg/procedure_jan1009.pdf
72	Website seems updated fairly regularly.
73	I use the website to track regulations that are upcoming or being developed. I sometimes feel like the most up-to-date versions/revisions are either not there, or difficult to find. However, it is better than it was in 2007.
74	Keep the focus on coastal/port communities and health.
75	Your website offers outstanding information and services to the public. I wish all government were as open.
76	yes, 98% of the time
77	Don't know
78	This is a two-part question. Information may be up-do-date, but that doesn't necessarily mean that it is accurate.
79	climate change is a theory not science, yet every page make one believe that this theory is factual science and that all Californians believe in this environmental religion
80	various pages still seem to have not been updated for a while
81	We have subscribed to any updates regarding the DOORS program as well.
82	I use the retrofit database regularly to document device compatibility for engine family names for the purposes of providing grant funding to applicants. It could be vastly improved if ARB was more accountable about the reliability of the database.
83	I feel that the information is accurate, but that it is frequently out of date.
84	almost always
85	I hope so! I have to rely on the source/subject matter experts. If it's not right then I'm providing inaccurate information and guidance.
86	often find conflicting info
87	Semi-confident that they are accurate, but not up-to-date
88	Most of the time.
89	I'm sure the information I'm looking for is buried somewhere within your website but am often given too many vague possibilities.
90	Sometimes the meeting information seems out of date.
91	I expect it to be current.
92	90% confidence
93	I don't know
94	unsure
95	it seems that documents get updated all the time and a master list would be helpful
96	Some fact sheets haven't been updated in many years.
97	However, I have found some error in the pass and for that reason I usually like to double check if I have the time.
98	I do not normally locate and have to e-mail with no response.
99	The CHAPIS page has not been updated since June 1, 2004.
100	up to date but hard to find
101	Why are 2008 training sessions still listed?
102	The only issue that I have is that when legislation is pending and awaiting review by the Office of Administrative Law updates seem to drop off the radar or do not appear timely. i.e. Statewide Truck and Bus Rule, Greenhouse Gas Emissions Reduction Measure
103	I have, however, gotten better clarification from speaking to ARB staff after clarifying the issues first within the posted information.
104	I hope so as we are relying on it to be. I like the updates on accepted methods for retrofitting engines.
105	In general yes. Sometimes there does appear to be a lag in time from when information should be

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	available to when it is posted on the website.
106	For the most part.
107	I have looked for definitive information regarding the On Road Diesel Program and how it will be monitored and implemented. To date the info is general and refers to too many acronyms that means something to people that live and breathe CARB but for those of us that don't is of little help.
108	Why do we keep hearing about the negatives of Battery Electric cars, and NOT the negatives of fuel cell vehicles on these "unbiased" pages?
109	Up to date, but not always accurate. There is a clear bias in support of hydrogen as the savior future despite vast data, cost and viability against H2.
110	However, I wonder why there is so little info available on the auto refinish products file, compared with the architectural coatings one (which has surveys, rationale regarding proposed amendments, etc.)
111	It's usually up to date, but occasionally I find a site that has not been updated for a year or more
112	I have found contradictory data for the same topic as things change over time and it is hard to tell if you have the most current data. This becomes really important when it changes the results/trends we base decisions on.
113	Why, when I'm looking for a regulation I often find only the draft? (If I want to find a regulation I want the version that passed!)
114	PPTs and Agendas are posted late, or never posted on the webcast website. This means you need to go to multiple locations since the webcast technology is poor and the PPTs are not easy to see. Webcast technology should move to "go meeting" software which would be much easier to read the slides.
115	Some times
116	In doing searches for specific items on the ARB web page I find I am frequently thrown to a long list of various pages and reports that are not organized in any logical fashion and may or may not be even remotely related to what I am looking for.
117	Yes, up to date however accuracy should include more scientific backup data, links or other current and recent information.
118	Yes AND no. The information you have can be incomplete, and some of it is dated. For example, the site is full of hydrogen fuel cell vehicle information and propaganda, but there's very little about battery electric vehicles. And some of your reports and analyses rely on outdated assessments by people like Mena hem Alderman, who is well known for having behind-the-times assessments of battery technology.
119	Not much on plug in hybrids or straight electric cars
120	Many pages have not been updates with the latest info.
121	Often I am not sure if the regulatory and certification templates are up to date. The templates are sometimes created by an old version of software and sometimes you find the same contents in more than one template.
122	I am not familiar with US-shipping standards: so I can not judge whether the the infos are reliable
123	the only problem I had was the Fed tax Id (EIN)I could not find the format u wanted I had to try 5-6 times it would be a lot easiest if u showed the format 00-0000 thank u
124	There are sometimes several versions of the same information, can previous versions of the same certification be removed. Can the engine family code be listed on the html page also... this is the main item we are looking for.
125	If you really want to know, I feel like the website is more of an "illusion" of transparency, but that MOST decisions and negotiations are done behind closed doors with special interest lobbyists.
126	Some of the webinars were announced the day they were held.
127	I was trying to find out how long it would take to process our registration. I was directed to the website which really didn't answer my question.
128	Many items on the site are obviously outdated - why don't you take them off? It's confusing, at best.
129	No info on electric cars, whatsoever.
130	The opinions seem plentiful, however scientific studies are lacking.

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131	Not always most up to date but usually can find the information. Trying to find health effects information is sometimes difficult.
132	There of course is a lag before policies are posted, but ARB is one of the best agencies w/l the state in maintaining their site. Hat off to you
133	I'm not sure that I'm finding the latest info
134	It seems like the climate change website "what's new" is updated frequently, however the ARB home info should be organized better, use the climate change site
135	I feel that you don't make it easy to access information about the battery electric vehicles (bev's) and hybrid electric vehicles (phev's). you only provide a link to hydrogen vehicles which are not cost efficient and are not ready to use now. It is as though you are being paid by the hydrogen vehicle businesses. Please provide up to date links for battery electric vehicles as they are ready to use now and do not require a huge expenditure on infrastructure.
136	Some filings are misdated or credited to other applicants or cannot be found....Archives are not regularly updated often enough some go back to 2005 and not recent
137	Still haven't found your information on the enhanced fleet modernization rule that was approved Friday!
138	for I understand
139	There are a lot of hearings posted and notices. I don't understand if these are 'laws' yet. It would be helpful to have a list of "Current Regulations" for Manufacturers to meet categorized in easy ways. Example: Heavy Duty On Road OBD, Light Duty On Road OBD, Off Road OBD?
140	Your blind support of hydrogen while ignoring the advantages of BEVs demonstrates a strong bias. You should be ashamed.
141	Listing the revision date on each page of a document lends to such confidence.
142	but not always
143	I guess so.
144	N/A
145	like hitting a moving target
146	The search engine needs some updating. Filtering is poor
147	There are times when there is a serious lag between the issue and the update
148	But sometimes it would be helpful if there was an update on the status such as EPA waivers.
149	It does take digging and some times I get the right info through assistance by others.
150	I hope it is up to date and accurate. If it isn't there isn't any reason to go to the site
151	would like new SHS report ASAP
152	Most of the time
153	Accurate yes, up to date no
154	don't have a clue
155	I do not believe the database is current. I have searched for a part only to not find it, then a manufacture has it AND an EO number.
156	Every time the "enforcement" is due to start it gets extended. No teeth in anything
157	No comments. It is too early for me to make any comments.
158	I look at the date to see when it was last modified.
159	changes too often not written in layman's terms
160	Many documents do not have a date associated so it is very difficult to determine whether you are looking at the most recent update (ATCM's for example)
161	The most important executive orders are often not in the Execute Orders area but instead are located in the new items area. Please update the executi9ve orders are as soon as new executive orders are ready.
162	Congratulations. Your internet information is very useful in our company.
163	Lately yes but most of the time it is not
164	Information on the same topic at different places of your website does sometimes not reflect the same status of amendments.
165	for the most part. It is reassuring to have the "last reviewed" date at the top of each page.
166	the beaurocracy is too large already. disband. the air is fine. go to Mexico first and fix their air.
167	usually, yes

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168	it is difficult to find information on the website / not user friendly
169	When I find it.
170	Most of the time
171	Rules and dates seem to keep changing.
172	feel that it covers much the I am seeking
173	usually
174	Finding specific information on this website is difficult and I would say more times than not I leave the site frustrated. When I find information it has taken more time than expected.
175	most of the time
176	But, as with any complex and large website, often older info comes up, and doesn't link to updated pages.
177	Many of the ATCM pages become inaccessible, links to the regulatory adoption page are missing, and contact information is out of date or missing completely.
178	Noted several occasions of out of date information.
179	outdated information should bear the mention "superseded"
180	ARB along with the federal and state EPAs are at the forefront of environmental science, news and information. You have one of the best sites available.
181	I don't know
182	I think that it is as up to date and accurate as possible
183	This is not set up for your average individual.
184	I hope so

8. Do you subscribe to any listservs for our website/regulatory information?		
Yes	724	73%
No	150	15%
No, I don't know what these are	90	9%
No, I don't know how to sign up	18	2%
No, I would rather receive information in some other format (specify below)	0	0%
Other, please specify	13	1%
Total	995	100%

1	no every time I do it never works or only for a few
2	do not remember
3	maybe? I get a notice about 1 X per week -
4	Not sure.
5	Yes, but I they must be the wrong ones - useless.
6	I receive notices for diesel generator applications
7	seminar presentations
8	Rather receive syndicated feeds (RSS).
9	see comments on #7 above, does this apply?
10	Chairman's presentation series
11	I get too much email already
12	boa
13	I'm not sure

9. Which of the following best describes you? (You can choose more than one.)		
Regulated Business Professional	298	30%
Concerned Citizen	115	12%
College Student	12	1%
Student (specify grade level below)	5	1%
Environmental Consultant	113	11%
Research Professional	86	9%
State Government	163	16%
Federal Government	29	3%
Local Government	99	10%
Air District Employee	66	7%
Other Government, please specify below	34	3%
Other, please specify	212	21%

1	ARB employee seeking info
2	Instructor / Trainer
3	Diesel Smoke testing Compliance Provider
4	quality officer in a shipping company
5	staffer of shipping industry
6	Micro Grid Installer (CHP & Solar-Thermal)
7	international consultant
8	Company employee
9	Light duty automotive sector
10	Your small letters are insulting
11	my major in commodity inspection
12	heat and mass transfer operation with/without air
13	Media
14	Professor
15	Technical Writer, Marketing
16	OEM EVR supplier
17	Industry
18	municipal utility
19	Testing Laboratory
20	V.P. Marketing & Communications , Espar Heater Sys
21	Qualified Individual
22	trucking company
23	Equipment Manufacturer that uses portable engines
24	Equipment manufacturer
25	Virginia DEQ
26	manufacturer
27	Non Profit for Air Quality Training
28	Fire protection manufacturing
29	Manufacturer of EVR equipment
30	certification Engineer at Scandia Engines, Sweden
31	Safety/Compliance Director-Trucking Company
32	work for company supplying products to California
33	Canadian government official

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34	employed by manufacturer of regulated products
35	Private sector business owner.
36	NYC Government
37	school district
38	Municipality/Electric Utility
39	Automotive trade assn magazine editor
40	Manager of a school district transportation depart
41	Petroleum Marketer
42	Solid Waste Local Enforcement Agency
43	Logistics employee
44	manager at auto dealership
45	Agricultural trade association
46	business - regulated products
47	special district-sanitation
48	school transportation employee
49	Dray Trucking Employee
50	Non-profit equipment financing intermediary.
51	Forklift Sales
52	Safety and Compliance Officer for 60 o/o
53	APU manufacturer
54	Private company focused on reducing air pollution.
55	manufacturer
56	State Special District
57	Equipment Manufacturer
58	I am an authorize DMV Agent
59	Assist regulated fleet clients
60	Business manager trying to stay compliant
61	small company
62	municipal utility
63	Legal Counsel
64	Contractors Association
65	County Air District
66	rental and sales of gensets and construction equip
67	Truck sales and leasing
68	Construction Company
69	CA representative, National Motorists Association
70	trucking company owner
71	Air Resources Board employee
72	Third Party Certifier
73	Emission controls manufacturer
74	testing laboratory / VOC consultant
75	Alternative Fuel Automotive Engineering
76	Energy efficiency consultant/verifier
77	green building/ schools consultant
78	Automotive OEM
79	Equipment Sales
80	compliance manager
81	company affected by CARB
82	Non-Profit Org
83	Retailer
84	seaport

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85	public school district
86	water agency
87	employee of private business
88	NGO
89	business person
90	truck dealer
91	Marketing Order
92	Used heavy equipment sales
93	EJ CBO
94	School District
95	nonprofit environmental organization
96	Importer/wholesaler
97	School Board Trustee
98	Automotive Manufacturer
99	Water agency
100	Emissions testing and certification company
101	Maintenance Manager
102	State of Alaska
103	Chamber of Commerce
104	PhD student
105	(County) Sewer District - Regulatory Compliance
106	General Contractor- Gas Stations
107	CONSTRUCTION TRUCKING
108	Trucking Company
109	Superintendent of a unified school district
110	Regulated business NON-PROFESSIONAL
111	School District
112	In Mexico
113	Compliance Coordinator
114	Caterpillar Dealer
115	Developr of new biofuel technology.
116	Regulatory Advocate for local government
117	how or whom do we ask to direct questions
118	Water utility, investor owned
119	policy analyst
120	contractor
121	Resource Conservation District
122	Exhaust Sales Representative
123	importer
124	Smog Tech. and Smog Instructor.
125	trainee
126	Package Delivery Fleet
127	member in the transportation fill
128	media
129	Blogger, indoor air quality enthusiast
130	NGO
131	Federal Gvnt, but not from the U.S.
132	Manufacturer of truck trailers
133	MPO
134	Bureau of Land Management
135	Public School

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136	o/o truck driver
137	Water Utility. Provider of essential services.
138	truck driver
139	responsible for fleet compliance
140	owner operator
141	cleanses attorney
142	truck co owner
143	On-Line Activist
144	School Bus Distributor
145	aqmd
146	engine distributor, retrofit vendor
147	Energy consultant
148	Consultant involved in Auto design/fuel systems
149	volunteer activist
150	trucking engineer
151	Business owner/ transportation
152	non-profit program
153	School District
154	Manufacturer of emissions reduction products
155	Potential employee for ARB
156	School District Administrator
157	Air Quality - County
158	canary
159	Environmental Professional for Manufacturing Compaq
160	Equipment manager for construction co.
161	Retired ARB employee volunteering with NRDC
162	EHS employee
163	Risk Management JPA for K-14 public schools
164	County Health Dept.
165	Air Resources Board
166	tru sales and service
167	ARB employee
168	municipal utility
169	Tribal Government
170	trucking operation
171	CARB coordinator for trucking company
172	I work for a moving company. Owner look 4 grants
173	PREPA (Puerto Rico Power Authority)
174	ARB employee
175	owner op
176	diesel generator operating 35 feet from my window.
177	trucking company
178	I am the DPA of Flota Petrolera Ecuatoriana.
179	Rypos Rep.to Mexico only
180	Used Truck Dealer
181	teacher
182	Transit Agency
183	equipment manager
184	3
185	Industry consultant
186	Grower/farmer

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187	Automotive engineer
188	municipal utility
189	University EH&S
190	original equipment manufacturer
191	Mfr of Diesel Emission control devices
192	n/a
193	Aftermarket Parts Supplier
194	www.sidelsystems.com promoting natural gas energy
195	construction shop foreman
196	start up CEO business developer
197	I am an inventor applying for an Executive Order
198	Environmental Coordinator
199	logistics coordinator
200	Smog tech.
201	Air District
202	Vehicle maintenance technology advisor
203	vehicle title and registration agent/consultant
204	Sustainable developer
205	regulation agency
206	member People First, California, Orange County Cha
207	I.T. Consultant to regulated business
208	Construction
209	Delaware Air Quality Management
210	Over burdened tax-payer? fearful sm. bus. owner?
211	Just an Owner Operator that is being squeezed out
212	I Manage Trucks that are used seasonal ALMONDS

10. Are you able to easily locate a person to contact about information on our website?

Yes	682	76%
No	219	24%
Total	901	100%

1	I use the links on the left side of the web page and always find a person who can answer my question.
2	Not right away, but did find.
3	It will be helpful to have a dedicated section that provides contact information for the different regulations.
4	but messages and emails are not returned
5	Ha, Locate someone to call... yes. Actually getting someone on the phone... No
6	usually have to do a Google search and that then takes me to the appropriate contact page
7	never tried
8	Wish CEC's was as good.
9	do not see the need to ..
10	Never tried
11	Contact name is almost always included in the document/page
12	such as Williams Jeffery, and Angela Csondes.
13	We have done several public affairs interviews with your reps and they have always been very

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	knowledgeable and informative.
14	Have needed to contact a person only rarely
15	it depends on the website page...you really need to improve the diesel programs site and pages so there's more consistency.
16	Never tried.
17	Tough
18	Maybe it is too soon for this survey
19	I feel the generic e-mail addresses go into the loop way to long. You don't have a got to person for portable engine registrations. The response time is better today than in the past.
20	The sites and announcements seem very well referenced at the bottom of the page. And when the people asked have been very responsive.
21	However many times the person I contact either does not return my call/email or it is the wrong person.
22	Actually the answer should be "about 50% of the time"
23	Have not used this function
24	Don't know
25	Not really, have to go back to the previous presentations. You can tabulate in easy presentable format.
26	But when you phone you get message they will call you back in several days.
27	that takes a while to find.
28	Able to locate a contact but very rarely able to talk to somebody on the phone (especially the folks with the PERP)
29	they have been responsive and timely - but never are able to answer the questions I have - they pass me on to other people - never a complete answer
30	Haven't needed to find contact information
31	not sure, haven't tried
32	I had trouble understanding diesel emission rules. I sent an email to the contact listed in a diesel generator application, and got a reply that did not help. Perhaps he was only an intern. I could not find who else to ask and gave up.
33	n/a
34	Although it does not mean that they will answer in a timely fashion.
35	It does seem that some sections tend to not answer the phone, and I often miss returned calls (out of office), so increasingly, I tend to not leave a message, and continue to call until I get an answer---or not.
36	The contact page breaks down those involved consisely and efficiency.
37	Have not tried to find a contact
38	I've seen contact information, never tried to contact them.
39	Have never tried.
40	Diesel activities needs a "complete" contact list.
41	why don't you just put a button or tab for staff directory or white pages on the top of each page to make it easier - this is one of the most basic things to have but it is one of the most difficult to find on CARB website - why?
42	Sometimes
43	WE are looking for individual employees at ARB intersected in switching to hydrogen made by solar splitting water requiring no fossil fuel --oil, coal, natural gas or even utility electricity.
44	If I do contact someone, they are always very helpful.
45	Did not try to do it.
46	It was easy with the old web page (May 2009) but I couldn't find anything yesterday, June 23, 2009.
47	contact information can be located but it could be eraser also board members can be difficult to find
48	I have had very good experience getting assistance through phone calls.
49	I never looked for any one to contact.

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50	Never tried
51	But they don't respond to the e-mails I've sent.
52	NA. I have not had to do this to date.
53	Most of my best contacts come from referrals from calling listed phone numbers.
54	I use the telephone when I want answers
55	I've never tried.
56	call backs
57	N/A
58	not easily
59	some staffs are easier than others to get in contact with or receive a reply from.
60	External staff references are sufficient to locate primary offices. I sometime find it difficult to find a particular person.
61	It often takes weeks, months to get a response.
62	Some time is difficult to find contact information
63	Everyone that I have spoken to at the ARB hotline has been VERY helpful!
64	not so sure. Would love a staff list so we could search by name, if we know who we want.
65	I can find someone to call, but have had some difficulty on finding who the correct person to contact is.
66	I suppose I could but haven't tried
67	It is never easy to contact people at CARB
68	I have not attempted to contact anyone on the website, as of yet
69	Contacting people is a bit confusing. There's no real way to tell who is responsible for what. I've emailed Rajinder several times and have never received any response. I stumbled upon Suzanne Hambleton and it has been great ever since.
70	would like 1 person to speak to regarding grants (including ARRA stimulus related, and or other funding opportunities --for school districts and other organizational entities, local govts. etc.
71	N/A
72	Haven't really looked but the site is so information-dense that it can sometimes be hard to navigate.
73	When I call staff with questions or send e-mails, I always receive a response.
74	I've indicated "yes" but I've had no need or desire to follow-up with such a contact.
75	Usually.
76	buy the time they call back, I forget what it's about
77	Not always
78	staff directory has improved, now easier to use.
79	Case in point: a permitted source called CARB to determine if they could sell a 1988 Tier 0 diesel engine in California. CARB routed their call within your agency and the last person referred them back to my District. I don't have a rule that says they can't but you have an ATCM that implies they can't. How can we resolve such issues definitively?
80	Most of the time, but not always. Some pages do not have contact information.
81	Not always sure about spelling which makes locating contact difficult.
82	I am able to locate a person most of the time because I am familiar with the website. A person who is not so familiar would need assistance
83	haven't really tried
84	Tend to prefer to find stuff online though (pull vs. push)
85	I have not try this
86	never had a need
87	VERY OFTEN THEY DON'T KNOW THE ANSWER.THEY DO NOT UNDERSTAND THE PRACTICAL METHODOLOGY TO EXPLAIN OR JUSTIFY THE RULE WITHIN APPLICATION AND RESULTS. MOST OFTEN THEY EMOTIONALLY REMOVE THEMSELVES FROM THE RULE APPLICATION ISSUES AND REAL LIFE EFFECTS OF THE RULE. ALOOF COMPLY OR ELSE ATTITUDES.

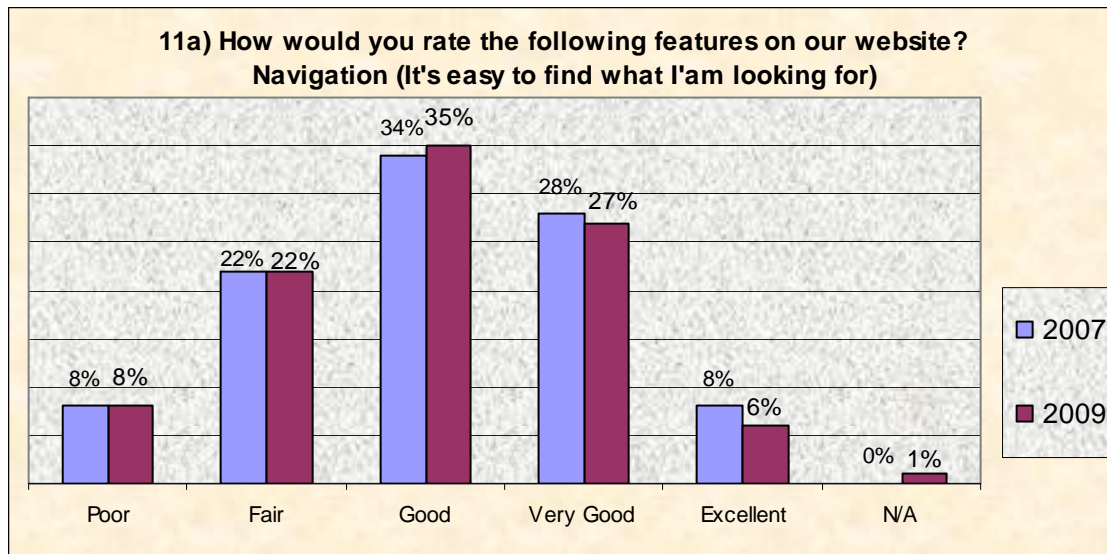
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88	I rarely need to find a contact person; usually the information itself is sufficient (complete and up-to-date) for my needs.
89	never tried ...
90	Have not tried
91	people move, but contact person is the same
92	However, seldom does anyone answer the phone (Dave Brown in PERP being an exception). You always get voice mail, and seldom a return call. In private industry, we'd be out of business in a short amount of time if we dealt with our clients in this manner.
93	Off-Road is easy, Public Fleet is easy, Portable Equipment not so easy
94	many times I do not receive returned calls
95	Most of the time; sometime I ask for recommendations from other ARB staff
96	This is a very good feature. Usually somebody will respond knowledgeably to a web comment or question.
97	with no response to my e-mails
98	"that's not my job"
99	Never did before.
100	did not try
101	haven't searched for a particular person
102	Responses to questions or inquiries are always responded to very quickly
103	Rarely am looking for someone to contact.
104	Have not tried to do this.
105	With furloughs it is sometimes challenging to locate the correct individual at the moment one may need. However using multiple communication methods seems to improve that somewhat.
106	Occasionally, not always. It also takes several tries to get the information.
107	Have not tried
108	I don't think I have had to contact someone to be able to comment on this.
109	While a contact name and number is usually provided, it tends to not be the "correct" contact person for my specific questions or needs.
110	usually
111	Not on arbs website, I must go to CIWMB webpage - then look under databases, then staff contact to find contact information for any CalEPA agency.
112	Sometimes yes, sometimes no. Every web page at ARB should have a specific contact person listed with name, phone number and email and that person should be the person who is most directly related and informed to the subject matter on the page.
113	I am now. Thankfully, one of your inspectors contacted me first. Now he's working closely with me to help me understand Air Board requirements and get my permits in order.
114	The last time I tried to provide feedback, I had to "dig" through several pages to finally find Nichols' e-mail.
115	I have left messages and sometime they are returned and sometime not.
116	CONTACTS are not readily available; slow to call back
117	Yes
118	Most of the time. Some times contacts are not listed.
119	but not easily
120	It depends on the program. Some pages have contacts, some don't.
121	It is helpful to have every webpage have a contact at the bottom of the webpage, as CARB is doing AQ, Climate Change and SIP activities, with 1,000 staff...
122	Ensure list of contacts is up-to date or put alternate contact Number as well
123	Your approach to locating staff/hotlines via web search is abysmal. Currently, the best way is to find a page on the topic and hope there is a contact listed.
124	It all depends for the document(s) that I am looking for. At times the documents do not have a contact person.
125	N/A
126	The inside ARB yellow pages need to be updated, however.

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127	never contacted a person
128	Not always.
129	This is both yes and no as it depends upon the area and person
130	I have seen some improvement but still struggle at times just to find the link to the current regulation. Have resorted to using the title search links.
131	It isn't always easy and don't always get a response when I do connect.
132	this is perhaps the biggest challenge - finding the appropriate person to be able to obtain additional information.... lots of contacts for senior level people, but not so much at the staff level.
133	No uniform way to find contacts, very haphazard
134	no one with answers as to how to get my refers updated through a grant as I don't have the money to buy all new trailers or engines on my own
135	I've never phoned the ARB, but email has always worked fine.
136	Have not had an occasion to try.
137	Sometimes as I am 'NEW' to this.
138	don't need to do this
139	Yes
140	sometimes but get different answers occasionally
141	Most of the time, but not always.
142	I am answering NOT, because I receive your information directly to my email address.
143	I have tried a number of times to talk to someone concerning the regulations that are being looked at for agricultural equipment. Left messages - no return call
144	Only needed to do so once, but it worked.
145	not available
146	haven't needed to
147	ARB staff is most helpful
148	Most of the time
149	Hard to identify contacts
150	Understandably, the ARB is understaffed. I hope that once the budget issues in Sacramento are resolved, this problem will be corrected.
151	Never tried
152	much of the time
153	haven't tried to locate a person
154	Only about 1/2 the time. just an example is the Low emission school bus program. The contact link does not give you anyone to discuss the program, just DOF and grants.
155	one the few instances where I needed contact information regarding regulations, I was unable to locate the contact info, or the contact info was incorrect.
156	I haven't had need to yet. I think that I would like to be on the board one day.
157	EPA has a directory of its employees with email and other information. I haven't found a similar one for ARB. Sometimes I can search for an org. chart but they are not always available.
158	Generally the initial contact was deflctive.
159	Often phones go unanswered
160	but ask questions and sometimes they do not know
161	n/a
162	The PDF documents rarely contain the authors contact information.
163	It is very busy at most government agencies. most of the time you leave a message and wait for a return call.
164	You are all a bunch of bureaucrat idiots and your Web site is the worst I've ever seen.

11. 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
Navigation (it's easy to find what I'm looking for)	82	219	348	265	63	13
	8%	22%	35%	27%	6%	1%
Search features (these yield the most relevant information quickly)	84	241	338	213	61	32
	9%	25%	35%	22%	6%	3%
Visual presentation	36	142	357	326	93	22
	4%	15%	37%	33%	10%	2%
Clarity (easy to understand)	54	152	361	307	86	14
	6%	16%	37%	32%	9%	1%
Complete (covers most aspects of the topic you're interested in)	46	120	328	333	108	20
	5%	13%	34%	35%	11%	2%
Calendars and meeting information is easy to find	27	119	315	281	134	85
	3%	12%	33%	29%	14%	9%
Webcasts	36	94	246	225	138	188
	4%	10%	27%	24%	15%	20%



11a) Navigation (it's easy to find what I'm looking for)	
1	Thanks for the navigation on the left side of the screen and for using common names for website areas which was a problem on your old website.
2	I do think that it is easy to get lost in the clicking--the side-bar menu links can send you far away from where you started.
3	You really have to know what you're looking for and then it's pretty easy. Not easy to browse.
4	The new left panel is extraordinary. Facilitates navigation like no other site in state web inventory.
5	I usually have to search and sometimes it isn't easy to find what I am looking for.

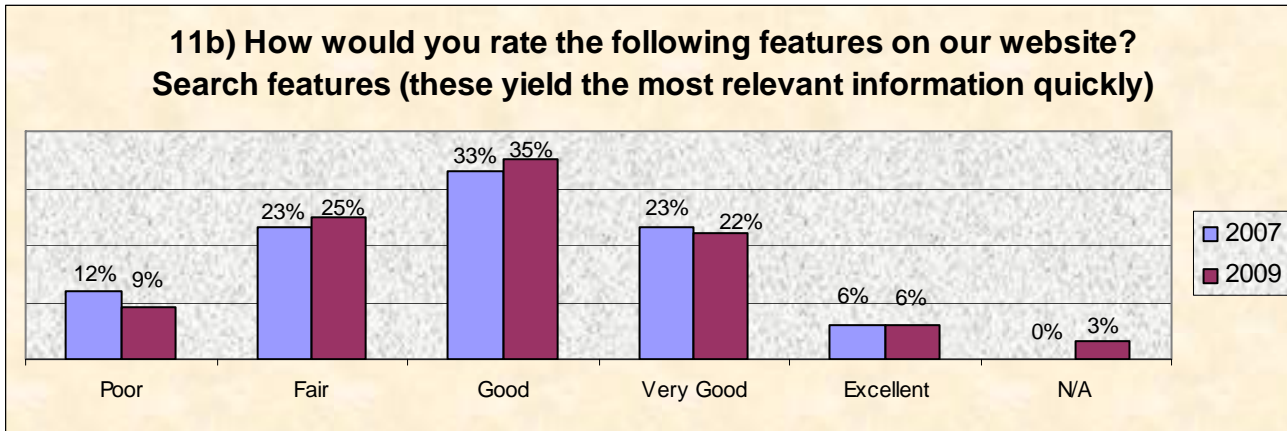
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6	too often the information is buried within regulations
7	It gets easier the more you use it, maybe could be more intuitive.
8	Links sent with list serve notices still require a few more clicks. on other matters, there's so much info available that searching for relevant detail can be time consuming
9	Can be confusing but eventually find what I'm looking for
10	Have had trouble with the search engine
11	Its not 100%, you get a lot of dead ends.
12	From a business perspective I would like to see groupings of material such as links to diesel emissions regulations, verification procedures & grant opportunities all accessible from the same place.
13	When using the ARBER site it would be VERY beneficial to heave our company equipment number as one of the search options.
14	It's confusing to navigate until you get used to it. Needs less on each page.
15	Too confusing. Too hard to find what I need.
16	I'm completely lost.
17	Definitely need better indexing. Inventory the button strikes and duplicate the most commonly-pressed buttons under a separate "Most common requests" link list
18	Good once I learned how to use it. The information is so vast that a learning curve is required (you're not doing anything wrong, you're just working for a huge agency with diverse directions that all have to interface...its like trying to give a tourist directions around Los Angeles).
19	can be confusing from TOO MUCH information
20	Vary tough to navigate, but all of the information is available
21	Finding the information, especially documents, is difficult. Doesn't follow a logical flow.
22	any difficulty probable has more to do with my lack of skill than your website
23	finding the training calendar is difficult
24	pages change too often, links are often unclear and without the bookmarks I have set on my office computer, I have trouble finding pages I use often if I am at a public computer. It is embarrassing to try to assist a member of the public to find something on CARB website when I can only fumble around and apologize that the page must have changed.
25	among the worst I have ever seen
26	Some things are nearly impossible to find. for example, I've tried to find staff reports for adopted regulations and have been unable, sometimes, to find them anywhere linked to the rule. I've had to figure out when the Board hearing was and look under the Board section.
27	It was easy with the old web page (May 2009) but I couldn't find anything yesterday, June 23, 2009.
28	I haven't used it in so long I don't recall
29	Complexity needs to be addressed. This does not mean remove information, documents etc., but the presentation of what are available needs to be improved.
30	The home page can be improved for more visible menu bars. Complicated and takes getting used to.
31	There is so much information it can get very confusing. But I usually find what I'm

	looking for eventually.
32	When a search is done, the results are almost exclusively pdfs of documents. Sometimes I just want the web page (for example Pavley page is hard to find). US EPA is better.
33	I am a long time user, so I have finally figured out where things are.
34	If information is on first page presented, then it is easy to find. Otherwise, the information may be difficult to find even when is there.
35	I would like to see a method of sorting information, meetings and regulations based on industry (gas, natural gas, electricity, etc)
36	The website often uses agency-speak and organizes information by agency organization - which is not always the same organization as the public expects, making it difficult to find info sometimes. Example: when I'm looking for TRU regulation (a trucking regulation) I need to think "diesel - on-road" to find info on the CARB page. Why can't it be listed under TRU?
37	too hard to locate specific info
38	Except aftermarket parts
39	I looked at the site today. It is much improved since my last visit.
40	Sometimes things are hard to find
41	The menu is confusing on the side and it seems to be engineered for a different type of thinker than any of us here at my company. Finding what I'm looking for is usually a frustrating exercise. There seems to be no real way to track how pages are related, and I always feel like I have to guess where it is I'm going for. I've pretty much just bookmarked the pages I use to bypass navigation entirely because it takes so long to find what I'm after. I know there is a map of the site somewhere, but it is always hidden, so I can never really get my bearings.
42	Sometimes it is not obvious where a certain new or proposed regulation should be located.
43	Home page could have all tabs --especially grants/funding, then searchable by eligible entities.
44	It takes a lot of time to navigate. The search function links to Google, so I actually always start at Google.
45	It's easier to do a Google search to find the correct page rather than find it within the website's infrastructure itself.
46	No comment.
47	Sometimes all the lists are a little tedious. It may be better to box things together more, or have a more open (increased whitespace) format
48	But it's rated as Excellent because I go on the Web site every day for data work, and have bookmarked almost everything I need.
49	Usually have link from announcements
50	Amazing amount of stuff on this website.
51	Confusing
52	if I want to look up shore power reg dates, do I look under diesel activity? rulemaking? mobile sources? it takes a while to figure out it's under goods movement which is nested under "Programs." why isn't it under rulemaking or laws& regs? what is the difference between rulemaking and laws & regs?
53	Have not been to the site
54	Your site is among the best of the states!

55	I enjoy that you have pages that are dedicated to specific industries such as your public transit agency page, but it would be even better if you linked pertinent laws from those sites, so we can see specifics.
56	Sometimes it feels like I'm going in circular loops
57	I have tried looking for non-Chairman's-presentation info. Sometimes its not where you think it might be.
58	I am frequently surprised at the seemingly unconnected results that a search will produce.
59	everyone seems to get annoyed when you ask it seems no one knows anything
60	Most of my customers have a lot of problems trying to find the information that the state has about EO # and manufacturers.
61	not great....several areas don't function well (e.g. videos, air quality)
62	You have to get used to how to search.
63	having to following the same format for all state agencies seems limiting
64	Often links are circular.
65	This may be more about content availability more than how the search and navigation is on the site.
66	One of the sloppier sites I've been on.
67	better coordination between arb & Cal/EPA-climate-change sites might be possible
68	Sometimes, while drilling down for some information, I'll follow a seemingly obvious link that instead loops me back to a previous screen. I go in circles.
69	I want EV information
70	Too complicated.
71	I have a hard time finding things on the site. the search function will bring up content form 2003 - 2006 but little recent info. There has been a lot happening in the Battery Electric Vehicle arena, but little recent info is here.
72	I've used the website often enough to have either bookmarked or remembered how to find the databases on air pollution and temperature daily measurements, or information on the details of the monitors used to measure these, but it definitely is not intuitive.
73	no info on electric cars.
74	I use the A-Z because of the difficulty in finding what you actually want, but sometimes the program you are looking for is not on the a-z list.
75	I had trouble finding the DOORS page because the button on the front page wasn't visible, and when I searched for it, I got just a bunch of old PDFs as results instead of the DOORS page.
76	difficult to navigate directly to regs, EO's
77	The CARB homepage is hard to follow and cannot easily find information. I see that you have a new climate change page that is easy to locate information, more accessible and has pages that speak to specific audiences.
78	Try to see if you can add pull down boxes for some categories giving brief description instead of either full or partial description without going to actual subject
79	On many topics there is a split on the same topic so that a search will not show both rules and rulemaking info.
80	It is generally necessary to know where to find something in advance. It can be

	difficult to navigate to find information.
81	It is very hard to find things when you keep having to go page by page.
82	Can't located departments.
83	Because I frequently look for information on the site, I have learned where to look. If I was unfamiliar with the site I think it would be very difficult to navigate.
84	Some times it is difficult to try to find regulatory documents that I am exactly for.
85	Sometimes the information I am searching is not easy to locate.
86	search engine is poor, too much detritus
87	If it is something specific, or business related it is often difficult to impossible.
88	You have no logical navigation on the site. Your drop down menu's are lame. Try and bring your site into this century.
89	some of the information, like truck engine verification is not easily found
90	It has gotten better since TRUCKSTOP
91	So much information that it is difficult to find what you are looking for.
92	It's taken a while to learn.
93	Except that new executive orders are not in the executive order area.
94	Thanks for the new trucker's portal area of the website. This should help our industry.
95	though different divisions use the left side toolbar in different ways - which is confusing. Some put all their information there while other just use it for global links. It would be good to make the toolbar use consistent.
96	A lot of things I have to call to find where they are
97	the ARB reporting gets a little lost in the vastness of the site
98	Site is probably easy for common searches. Getting emissions data & verified products, etc. is difficult the first time.
99	The site titles are easy to navigate but the information you need is not easy to find.
100	It would be helpful if you had a portal for all of your title 13 and 17 regs so that I can click on a section and get the actual language.
101	WebPages are to convoluted, with links missing to pages that exist. Very difficult to navigate for experienced ARB website user, much less rural small business owner.
102	It would be helpful to more easily locate presentation materials for webinars.
103	Your homepage has direct links to health issues, but the research health website is very difficult to navigate.
104	Like wandering through a maze.

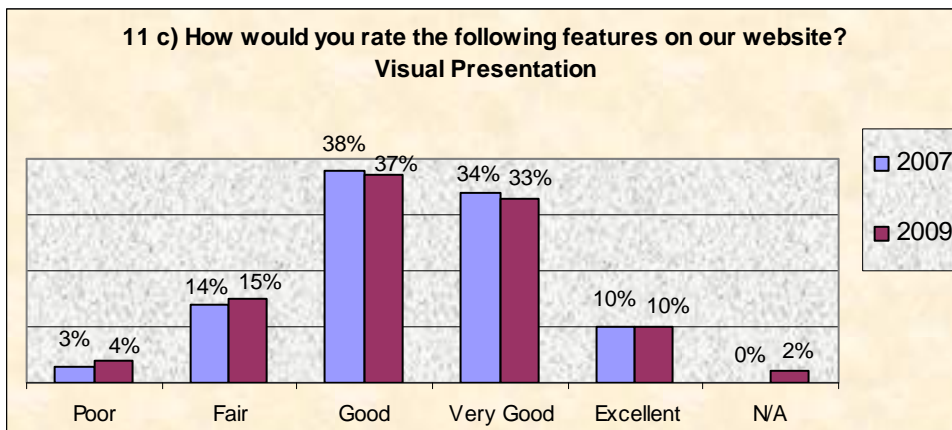


11b) Search features (these yield the most relevant information quickly)	
1	Google rocks!
2	Search only sometimes yields relevant results, unless I already know what I'm looking for.
3	Searches does not provide the most up-to-date information
4	The search function has definitely been improved since 2007, but it still could be better.
5	regulations are difficult to search for specific information - thru articles, sections, ...
6	Difficult to locate specific information, e.g. ULEV2 emission limits, from the search engine. Default result should be the document containing the legal limits.
7	for climate changes
8	See above
9	I have a hard time on anyone's web site using search features. I'm usually looking for a web page, but search features usually return only news releases or other documents that are often years old.
10	Search terms don't seem to yield the documents I expect, thus I have to do many different searches using a number of similar terms until I finally find the right documents.
11	This is the weakest feature of the site. It doesn't differentiate between a regulation, and a letter about the same regulation. If I do a search on "LSI" the LSI page should be the number on result, and it isn't.
12	Sometimes it is difficult to tell which is the most current document.
13	I would look for search topics to list the most current ones in descending order. Right now, it is all jumbled up together.
14	can't find how to log into my account
15	Never had much success with the search feature, maybe I don't know how to format my search.
16	have not used
17	A lot of old and only semi-related information comes up. I will have to search pages of results to find the most relevant documents.
18	Search turns up too many irrelevant results. Also, the tags for search results are often so unclear you can't tell what the results are
19	Sometimes doesn't locate the desired information at all. Sorting by date would be useful.

20	I haven't used it in so long I don't recall
21	Searching for key words often returns only documents (PDFs) that contain them. Search should also provide the section or links in which the documents are found such as the program pages etc.
22	Difficult to narrow down. I'm not certain if the category select feature is working.
23	See above comment
24	With all of the potential changes ARB and OPR are making to CEQA guidelines, it is desorbing that there is no single modeling program that can achieve the required analyses for the study of potential impacts of project. I would be my recommendation that ARB list the location of acceptable modeling programs and even merge two tougher and place that modeling program on the website so the greenhouse gas analyses are standard not random. This modeling program should be in a section of ARB and when you click on it it should allow the variable inputs then spit out the quantities of gas.
25	Search features do not yield the most important information. Perhaps a tutorial somewhere on how this search feature prioritizes would be helpful.
26	Much better than most!
27	I have to scroll through too much info to find what I'm looking for
28	Except aftermarket parts
29	The CARBIS master text search engine is terrible, but the Google search on the main external homepage is decent
30	Tabs at the top of the page quickly bring links to other areas.
31	From my experience, the search is also difficult to come up with the right information.
32	I have never had luck with search features. I am usually looking for a very specific document.
33	Would like a listing of all grant funding opps to come up when I type in "school districts" or "local non-profits" for example...
34	The search results are vey limited. I can only access the first few results to get more results I have to leave and perform a Google search limiting the domain to ARB's website.
35	see above
36	Air quality along the coast and enforcement
37	Users can't tell if the search is match-whole-phrase, keywords only, case-sensitive, or if quotation marks should be used for words that are together. A short explanation below the search box would be a nice addition. Also, it's weird how when users enter a term in the top right search box it just launches another search box.
38	Searches tend to provide an overwhelming amount of info that can't be sorted (or I can't easily figure out how to do so)
39	No comment.
40	The latest news feature works well, but the small search button at the top isn't easily noticeable. It may also help on search results to name the ARB program or department, as well as the name of the report/webpage.
41	Most searches refer to documents, referring to the webpage in most cases would be helpful, i.e. Looking for information on the idling rule takes me to the document, not the page with the links to the documents.

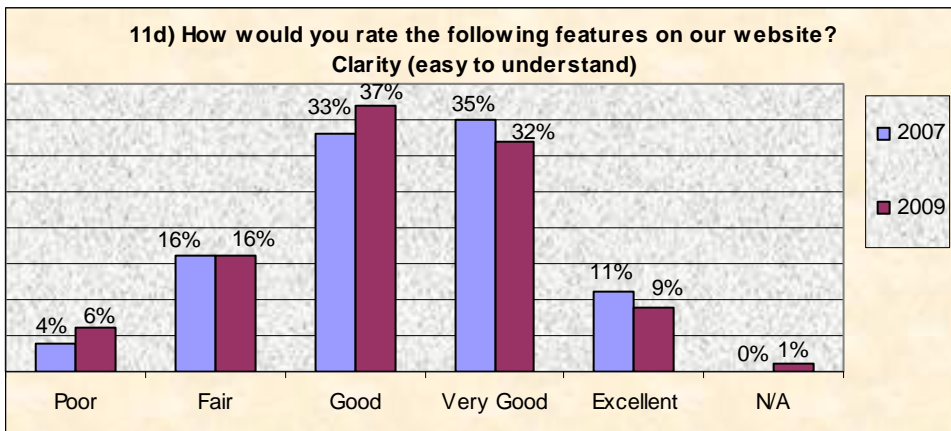
42	Occasionally useful but usually works better to just navigate to try to find it.
43	Search Engine needs improvement - tough to find documents looking for
44	this is probably the least successful way I've ever found something on the site, and when I do find something that seems relevant I'm not positive it's the most up-to-date. For example, if I do a search on "best practices port emission inventories," I feel like I should be given a link to the most recent Best Practices document - but I still can't find it anywhere. I have to get lucky and stumble upon it and then bookmark it immediately
45	At times it is difficult to find information simply because the "user" is not sure which specific area to check.
46	I am primarily looking for specific items concerning GHG & AB 32. The search feature on these pages searches the whole ARB site, so I get a lot of items that do not apply to what I am looking for.
47	Rules and regulations are hard to search. Using the search integrated into the CARB site will usually return press releases rather than information that leads to rules and regulations.
48	I haven't used the search features
49	I am frequently surprised at the seemingly unconnected results that a search will produce.
50	need automated info computer center that gives oneself the info we look for please return e mail and calls
51	Don't use search. I use the A-Z index.
52	I always use Google
53	The old cat list should be available as a PDF file.
54	dense information, hard to identify correct links, lots of duplication
55	I spend no less than 2 hours a month advising others on how to define their search to find what they want on your site, to better apply the painful profound knowledge base I had to build from scratch.
56	If you are searching for the main webpage for a certain subject it usually brings up an agenda or report from 5 years ago.
57	often they bring up presentations of others vs. CARB policy that I may be seeking. An option of ARB vs. all could be useful - not sure how to implement, but of public value
58	I haven't used this feature before.
59	Sometimes when modifying search criteria after the first search the system does not accept the change and have to return to the base search page to have the modification accepted.
60	Why am I entering search text twice or having to press enter twice? Additionally the results appear cluttered and random.
61	not able to narrow searches enough
62	end up with unrelated info
63	I haven't seen many good search tools. A lot of them give results that are still to general, or they provide a list of links to PDF files on your server, or the can't find anything at all. RWQCB site is the worst. I don't recall specific issues with yours.
64	I want EV information
65	adding the family engine code to your pages would considerably speed up our searches

66	Too generic.
67	quick response, but a small number of data content is returned.
68	no info on electric cars.
69	Search pulls up PDFs on specific reports or letters instead of the general webpage with the information I'm looking for. It takes a long time to read through 10 year old PDFs to find up to date information on a topic.
70	Google search engine is the way to go, however it looks like MSN might have an answer to that...
71	See above to reduce access time as well to a particular subject
72	All search features on your website are awful compared to those currently in general use on the web.
73	Searches rarely result in relevant hits. I find this problem with most web pages I use; this is *not* an ARB-specific problem.
74	ARB departments and units not easily found
75	Sometimes I can find ARB documents faster by going to Google.
76	I can't usually find stuff I know is there with the search feature
77	just not sure, don't use it enough to feel qualified, I am just guessing.
78	Important pages on a topic rarely come to top of list.
79	Search engine is poor. I use alphabetical list to find information.
80	Could you expand the number of subcategories from the current 16?
81	Your search engine works well for me and I was hoping your webmaster could call me or I guess I will send an email to your webmaster as I would like to split our website search up into the 16 categories like you've done.
82	e.g. When I searched for the ARB's "OFFROAD" emission model, your search engine could not find it.
83	I usually use Google to search and if necessary limit the search to ARB
84	the search found the best resources but the resources did not answer all of my questions
85	Each search comes up with thousands of documents, but not the link to the webpage. search for Stationary diesel ATCM, and you get document after document, but the link to the ATCM webpage should be first.
86	It is difficult to refine the search and too much information is returned
87	I'm not sure what you mean by this question.



11c) Visual presentation	
1	The ARB front page (www.arb.ca.gov) should fill the screen like the rest of the pages. It looks odd and has wasted space (could be more spread out) if it filled the screen.
2	I like your new homepage, but the videos don't change often.
3	I really dislike the standard colors, fonts, etc.that are used. The format and organization standards can be improved to be more visually pleasing and easier to navigate.
4	Site is clean and uniform. Front page doesn't fit into one page on most resolution settings, which is visually distracting.
5	It's too busy. Keep it simple.
6	if I can't find them
7	The visuals are great and they help with navigation
8	Once you get to the page you need, things are usually laid out pretty well - improvements in the local links on left side are appreciated, please don't mess around with these
9	I haven't used it in so long I don't recall
10	Better than in the past; seems to improve with age.
11	Too crowded
12	No comment.
13	Again, some of the pages and long lists are tedious. It may be better to break things up into more pages with less information in each page. I like the ARB homepage, but other program pages could use some redesign, keeping in mind the level of eye fatigue involved in reading a computer all day.
14	Usually clear and logical.
15	Arnold doesn't need his face plastered on every state agency's home page!
16	Some pages, especially our main page, have so much information that it's a bit cluttered.
17	It's a little boring in appearance.
18	need more communication it is the most important thing you can offer when you ask a question need an answer direction
19	ok - seems dense and hard to navigate.
20	it's all consistent but I find lots of things hard to find
21	This is a work site, not a sales site. Visual attractiveness is not at all important.
22	The "new" graphic looks a little dated.
23	Pages are extremely inconsistent. Sometimes they appear wider (I get a scroll bar on the bottom) and other times they are thinner. Additionally the colors and layout differ depending on he page.
24	No consistency on page design. Very unprofessional looking.
25	too much!
26	I don't care for sites with lots of pretty pictures that stay on the screen and fluff text with no content throughout the site. Put those on the home page and let the links take me to pages filled with the information I desire. You want to see a good bad example: refill a prescription on Kaiser's web site.
27	I want EV information
28	I am an engineer and not an administrator. so it is difficult for me to read texts written by administrators

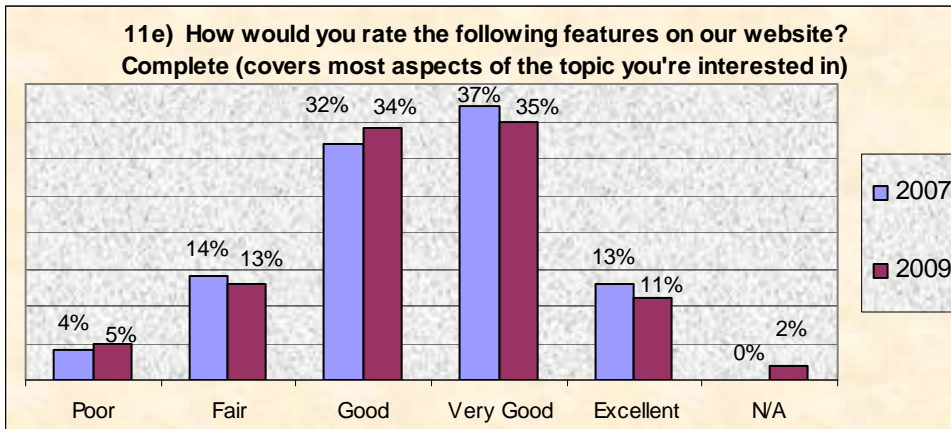
29	Too cluttered.
30	Too cluttered
31	looks like a government site - I guess there isn't much you can do about that...
32	Very cluttered.
33	Most of the images are poor and do not relate to the content of the website.
34	Make certain charts/graphs printable as separate items instead of whole section
35	Many pages have lots of text.
36	looks great
37	who cares what it looks like if I cant find what I am looking for
38	see above
39	Ugly graphic design, or lack of it.
40	Having to conform to a State template messed up a good ARB web page.
41	I can see the thinking behind it but wit was a bit confusing. My issues would be trivial were it not for the burden of complying with the law that I am under
42	much improved.
43	Clean and crisp. Good technical implementation.



11d) Clarity (easy to understand)	
1	Better than it used to be, but still the website gets pretty geeky. Maybe that is inevitable given the nature of the subject.
2	Some of the navigation bars are not as descriptive as they could be.
3	regulations are just damm difficult to understand
4	The voluntary and must needs to be cleared up.
5	To search for updated law, we only need the final versions. Different proposal stage versions are just too confusing.
6	(same comment as Navigation)
7	It is just that I have trouble understanding long documents in legal language, when I only want to know about the rules in plain English.
8	The fact sheets are a big plus for the air quality side.
9	The information presented is clear and very helpful.
10	ok for skilled people, but I can tell you that the general public doesn't like your

	website - the language is too jargony and it is clear that the site is geared to insiders in the air community. How about having office staff review the text on your pages before posting. If these folks can't understand what you are trying to convey, the general public can't either. Also - we are in California - does CARB realize that many people don't speak English as a first language?
11	I haven't used it in so long I don't recall
12	Hard to understand where to send ARB registration or what to expect after. My clients ask me how to comply..can you be more specific?
13	some of it is highly technical - not easy to make that easier...
14	Except aftermarket parts
15	When I find the content I'm after, it is pretty good.
16	the website? or the documents posted?
17	Once I find what I need
18	No comment.
19	Well organized.
20	Sometimes its difficult to understand if the regulations are up to date or if it is just a proposed regulation
21	See previous comment.
22	show more courtesy be friendly
23	The various levels and topics are pretty confusing. You have to know where to look
24	Sometimes the complexity of the regulations is what makes clarity not so easy to follow.
25	To often, info refers to internal business and acronyms, which unless you are constantly involved with CARB, become a foreign language. At times, I feel this is desired by CARB
26	Lots of wonky subject matter - public common language is good as well as the technical speak
27	I'm not an engineer nor am I a lawyer so a lot of the information (when I can locate it) is phrased in ways that are not easy for someone like myself to understand.
28	Varies widely from page to page.
29	See previous comment. If every page looks like every other page, how can I tell I'm moving toward my goal??
30	I want EV information
31	Too cryptic.
32	Nothing the ARB does is easy to understand.
33	Again, too cluttered
34	Some items are easy to understand, others are way too technical too soon.
35	sometimes not sure what department to go to.
36	Hard to follow the regulations where the ISORS are not always linked from the program webpage, meetings pages are not updated frequently.
37	Cut out the acronyms/abbreviations and spell out the full wording or put at end a glossary....not everyone can decipher them
38	Understand the legal requirement for specificity; however, some of us would like short concise information address for the lay person to understand.
39	see above

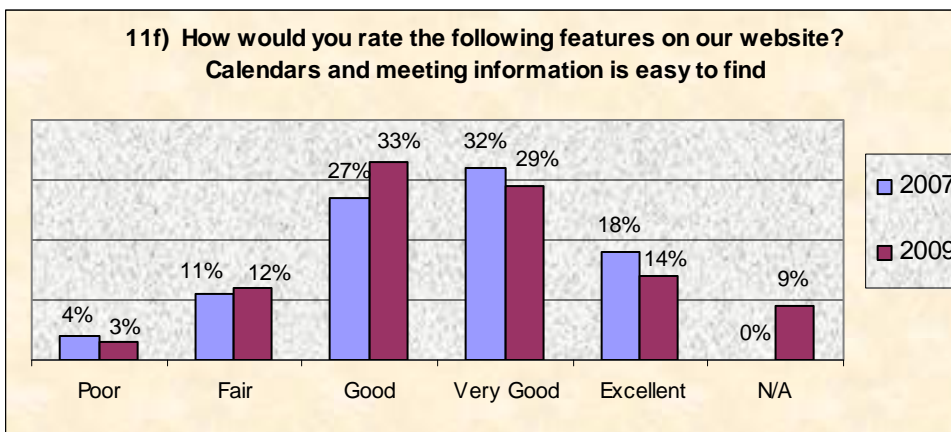
40	once you find what you need there is an attempt to make it clear
41	Having used the site, I understand it, but when I refer others to the site, they have no idea how to navigate it.
42	<p>Re: Clarity, easy to understand</p> <p>This is my biggest complaint about the site. The creators and content makers have a clear idea of how the site works in their mind – what each term means, which does and doesn't need to fill out each part. I do not have this certainty, I have multiple definitions I can apply to your terms and can think of scenarios where I would and would not fill out different sections or would fill them out differently; so what is the right way to do it? The fact that I am legally obligated to comply with this made otherwise small issues and simple questions become an exercise worse than filling out taxes. I try to elaborate more in my comments below.</p>
43	New LSI regulations were not clear. Not well distributed to industry.
44	The information is generalized and it is hard to find specific regulatory information to help your company be in compliance.
45	Language could be simpler.
46	Too much reliance on complex jargon and acronyms in the content.



11e) Complete (covers most aspects of the topic you're interested in)	
1	Dryers for laundry??
2	If you guys had the list online for every engine, which the manufacturers should be able to provide, then the engine data would be much easier.
3	LEVII Regulations ZEV regulations Vehicle Certifications Greenhouse Gas as related to vehicles
4	too broad - stick to your primary concern -
5	If the user is willing to work a bit then they can find what they need.
6	runs hot and cold...some is perfect, some is "huh?"
7	I believe the information is there but impossible to find.
8	Many of the classes that I am interested in attending are listed but not available for Regis
9	I haven't used it in so long I don't recall

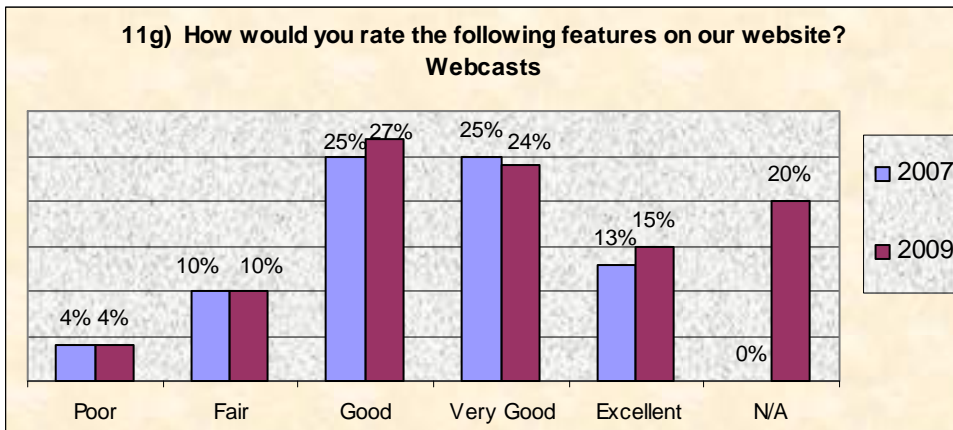
10	How to comply with regulation for TRU. What if the owner do not have money to do it? Are they receiving a IDN by mail or how?
11	I find fact sheets better than adopted resolutions. They get more to the point
12	With all of the potential changes ARB and OPR are making to CEQA guidelines, it is desorbing that there is no single modeling program that can achieve the required analyses for the study of potential impacts of project. I would be my recommendation that ARB list the location of acceptable modeling programs and even merge two tougher and place that modeling program on the website so the greenhouse gas analyses are standard not random. This modeling program should be in a section of ARB and when you click on it should allow the variable inputs then spit out the quantities of gas.
13	I'm sure everything I need to know is there. Sometimes it's a lot to go through! But definitely complete.
14	Except aftermarket parts
15	Did not know how to find emission studies data. CARB is known to be a great resource for such information.
16	If I can find the topic, the information I want is usually there.
17	I am a bit frustrated when staff reports are only available the day of the Board meeting. They should be out for review a minimum of five days prior.
18	I'd like more information about environmental justice.
19	By far, the best government website I have ever encountered! Congratulations on making it easy to navigate the shoals of bureaucracy.
20	No comment.
21	no, there is an obvious political and environmental agenda. the ARB, the members and employees are supposed to represent a broad spectrum of California citizens, not just those who believe in the environmental religion
22	Orders of magnitude better than our local air district site.
23	Updating FAQs on diesel programs at least quarterly would be helpful
24	It would be very helpful to consumers (automotive shops) to have and item listed, "most recent" catalytic converters approved and EO # and manufacturers, instead of continually going through ""the list"" to see if there are any new applications that have been approved..
25	Needs more catalog information.
26	This response is within the context of the usability of the information from a citizen's perspective. I am not sure who your intended audience is. If it is trained professionals and stakeholders, my response would be more favorable.
27	From my earlier comment, I believe that the On Road Diesel Program site is woefully inadequate. There should be information about how it will be implemented and what we have to do to comply and by when.
28	What about electric cars? There are thousands of us out there who believe electric cars are the only viable solution to our problems, yet the site only discusses hydrogen and other fuels, all of which are not technically viable and far less efficient that electric vehicles.
29	when you find it.
30	If I chance upon the desired topic, yes, there are usually related links on that page. I bookmark it so I have a base of operations for that session.
31	There is lots of information on inefficient H2 fuel cells but almost none on very

	efficient battery electric vehicles
32	I want EV information
33	+ Any impact of shipping on environment and human health + standards of environmental performance of ships in USA
34	Eventually
35	My interest is in battery electric vehicles. there seems to be a lot of fuel cell info but only a single PDF on BEVs
36	None at all. [electric cars.]
37	Very little information on the site about electric vehicles, which is what I'm interested in.
38	It may be complete, but if you can't find it, it doesn't matter.
39	I can understand that climate change is the hot topic so it looks like it is updated frequently, however the Air Quality, Goods Movement and Bond information is extremely outdated.
40	Biased information
41	Some individuals are directly involved in air quality products or manufacture and would use all the scientific data; however, some of us only need general basic information such as requirements and dates for implementation.
42	see above
43	If you can find what you are looking for
44	This question is a good example, I have to scroll up to what the number mean.
45	or rather exhaustive
46	Good general information but lacks important details on regulation and compliance.
47	implementation guidelines and approval checklists for OBD regulation missing
48	I like to combine information from you and federal and/or state EPAs on environmental health issues.
49	In adequate technical documentation of registration upload features.



11f) Calendars and meeting information is easy to find	
1	Webcasts
2	N/A
3	see above
4	see earlier comment
5	Easy to find, but often changing

6	I haven't used it in so long I don't recall
7	Since I'm in another state, I do not use that information.
8	Yes, and the listserv announcements of upcoming meetings are excellent.
9	only if you know where to look
10	No comment.
11	For board meetings, agendas, it is very good. However, it would be nice to have the presentations posted prior to the meetings to be able to follow along on the webcast more easily.
12	Don't use this feature
13	changes quite often
14	The meeting calendar should also have direct links to agenda and presentations; instead of going to the notice then to the agenda and presentation.
15	Not that easy. Different groups have different protocols for how the post things. Sometimes agendas are on the webcast page and sometimes they aren't.
16	If there were a calendar that incorporated everything with links to more information that might be more helpful. For example if everything were loaded on one calendar that was easily accessible (homepage)it would be easier to keep track of important meeting information.
17	The links to AB 32-related workshops and reports are often hard to locate
18	With my responsibilities of my job, I don't have time to attend meetings that aren't truly interested in my problems or issues.
19	I've never actually tried this. I generally rely on calendar/mtg info I receive from the list serves
20	this is not my interest << too long distance to travel for me
21	Need short descriptions of agenda topics.
22	It's not intuitive how to find a board meeting and what was discussed.
23	I like the climate change calendar button! Why is this button not located on the CARB main page? Climate page should be used as CARB's main page?
24	Try and place at the top section on the left column box or in header
25	For those events on the event pull down tab good. Anything else- very poor.
26	I frequently view seminars (e.g. ARB Chair's Air Pollution Seminar) via webcast. It can be difficult linking between the seminar announcement and the webcast. These links are on different pages, and the webcast page does not specifically indicate the seminar speaker. This can be confusing when there are multiple webcasts on the same day.
27	I don't know.
28	NA
29	This can use improvement. There are SO many meetings/webcasts/webinars, that perhaps a more "library-ish" archiving methodology would be in order.
30	see above
31	What calendar, I saw some menu first.
32	Often not up to date
33	It is NOT easy to find workshop, meeting, or webcast dates and delivery, esp. on the same day.
34	Meetings are on inconvenient days for the working public
35	They keep getting postponed. It is beginning to make you look silly.
36	no interest



11g) Webcasts	
1	Webcasts are easy to find and usually well run. Sometimes the camera angles are frustrating, especially when they don't zoom into the slide shows.
2	Often poor quality when tried from El Monte
3	Real gem for the multi-tasker
4	not promoted or advertised enough
5	Never used
6	I'm in England (+8 hours), sp they're rarely at convenient times ! Repeat transmissions at more convenient times for world wide audiences would be welcome.
7	I try every time you have a "public" meting webcast and I have yet to be able to view or connect to any of them. I have both apple and PC with Windows and Linux. Every time I try to connect I get a message that says "server not ready" or similar message. I have tested my connection dozens of times and it works flawlessly except during a meeting.
8	ßß??
9	I don't have as much need to view these, mainly because of time constraints on my end. I would rather have just a summary.
10	I love these!!!
11	Have not used this feature
12	Webcasts are terrible, the software is a disaster.
13	N/A
14	most of the time it goes through a lagging and I miss large parts of the webcast.
15	Haven't figured out how to access the webcasts yet.
16	only used once and quality of transmission was not great. Hopefully this has or will improve with technology advances. Would use more often if was more user friendly.
17	I knew about webcasts only recently. (Chair's seminar series on air pollution.)
18	n/a...do not use
19	I am able to see webcasts that originate in Sacramento, but I was unable to see the webcast from El monte on 6/23/09
20	I used to catch the webcasts as traveling is difficult. But the military internet

	security blocks webcasts.
21	have not tried to use
22	I have different types of difficulties with the CalEPA webcasts at different times. Our IT department (of course) says its on the state's side of the connection.
23	Have not done one yet
24	I have not used this feature.
25	Couldn't find the webcast page easily.
26	Webcasts of ARB meetings and AQ workshops provide a very efficient way to engage in these events. It provides tremendous benefit!
27	never used
28	when technical problems do not arise (e.g. last RTAC meeting) webcast is the most useful and innovative tool on the website.
29	I have signed up for a webcast and will soon know.
30	You need to improve bandwidth or something as slows down and lips are off synch with words often.
31	With all of the potential changes ARB and OPR are making to CEQA guidelines, it is disturbing that there is no single modeling program that can achieve the required analyses for the study of potential impacts of project. I would be my recommendation that ARB list the location of acceptable modeling programs and even merge two together and place that modeling program on the website so the greenhouse gas analyses are standard not random. This modeling program should be in a section of ARB and when you click on it it should allow the variable inputs then spit out the quantities of gas.
32	Haven't had any success at all viewing any webcasts. I am slightly tech savvy so I wonder how many people fail here also
33	I didn't know there are web-casts
34	web cast are not recorded so they can be reviewed if one cannot view them live.
35	Some times I find something of important, when I try to find it again the next day I cannot.
36	Often choppy but may be result of local connection
37	Haven't used this yet.
38	Video sometimes malfunctions, but can switch to audio and get enough info to understand the topic
39	I love the webcasts.
40	sometimes slides are hard to read, but its great when you can have them--wish everything was webcast.
41	sometimes hard to hear what is being said
42	It is sometimes very difficult to locate the webcast, the announcement to the webcast and the reports/etc associated with the webcast.
43	Outstanding! They save travel time and expense.
44	No comment.
45	Don't use this feature
46	Nice feature.
47	Haven't seen one for some time but the last ones were in need of improvement - maybe I need a new computer?
48	sometimes the webcast links listed on the site have been incorrect.
49	Participants are not always ready or set up for the web or connections tested

	prior to meeting.
50	Quality of camera work is very basic.
51	Sometimes webcasts are oversubscribed and the video streaming is choppy.
52	Appreciate meeting notices, and ease to access webcasts, as well as clarity of the transmission. Q&A on-line is difficult, they don't seem to acknowledge questions being received or ask them.
53	I do not support webcast (to dry-boring)
54	Get info and links from listserv
55	Have not participated in these.
56	thanks! i'm looking forward to an updated website that's easier to navigate and use searches.
57	Most of the time these are excellent, and I appreciate that they are available for the SB375 RTAC meetings! Sometimes it's difficult to hear the speakers (for various reasons).
58	LOVE the webcasts. Easy to access.
59	What is the question?
60	I haven't participated in any webcasts.
61	I believe I've only utilized this feature once
62	Get this info though email alerts
63	sound is poor, video of full seated meetings unnecessary
64	The ones that I have attended have been very good.
65	more bandwidth would be great
66	The one webcast I wanted to watch didn't work.
67	I've had trouble with the stream before.
68	I really like the webcasts and they keep getting better as they iron out technical issues and meeting process issues
69	camera rotation: improve transitions between persons speaking; reduce camera time for the audience, unless person is speaking
70	Never used them
71	I've only tried to watch a couple, but the ones I did try and watch were slow, choppy and the production value caused many of the audience questions to go unheard on the viewer end.
72	my mac hasn't been able to access but I haven't tried recently
73	As a state worker, who is required to attend via Webcast - dare I say this is very poor technology? Especially when it comes to sound quality issues (table mics.), the lack of camera functionality - ie: the ability to see either the speaker or the presentation. Idea: You should use "go to meetings" Webex software - so you can really see the PPT clearly. This software also offers the ability to see "who" is speaking - as there is a roll call option; which is never the case - its just a solo voice, and people don't announce themselves (officials included)so you never know who is talking. A great improvement would be a camera that could track the speaker, panel or board (with describe faces)- while still showcasing the presentation at the same time. Half the time the camera doesn't focus on the speaker, and there is no way to see who is talking, until the camera moves (which is infrequent). It really should be on an electronic fluid head - so you can see from multiple perspectives. With less travel (GHG reductions) the quality of the technology should get better. Please.

74	Clarity of the screen is problematic -- PowerPoint slides are sometimes very fuzzy and difficult to read.
75	Improved recently.
76	?
77	These are more for P.R. purposes than providing informative information to citizens.
78	Registering for the webinar should include a notice, if applicable, that an email will be sent to you after you've registered. I'm assuming that is what will happen...otherwise, how do I know where to link to for the actual broadcast?
79	very general high level. I was hoping to find something specific on vehicle technology and an unbiased look at their relative value...
80	I find the webcasts to often be just marginal. Materials are hard to read; the video will lock up on occasion and it occasionally drops signals. ARB should really upgrade this feature since it is so widely used and relied upon.
81	Again, your climate site has buttons and icons that are easy to locate. I am able to find the webcasts on this page, but not on the homepage. Put the climate resources buttons on the homepage.
82	Send out reminders at least 4 working days before and ensure the access codes and ID's are accessible...have experienced two occasion where could not log-in online even via PHONE. This especially on some DOE/EERE webinars/webcasters and one recent public hearing.
83	Presentations within webcasts are blurry.
84	Sound quality could sometimes be better. Would like to see more meetings webcast.
85	Often the video resolution is too low such that presenters' slides are not clear. It can be difficult to understand technical seminars without being able to see the presented data, plots, and tables.
86	never watched
87	I wish the camera would pan more and zoom in when showing slides.
88	haven't used webcasts
89	NA
90	Haven't used any
91	see above
92	Ok but does not work on all the time depending on browser/platform
93	Spotty broadcasts
94	These are jerky, with frequent audio dropouts.
95	Add Apple computer video
96	I have not done this yet.
97	Never participated yet.
98	Haven't used this
99	It seems like every one I've listened to (5 or 6) has had recurring audio problems, both in terms of sound quality and adequate volume.
100	Webcasts are not always clear, and sometimes hard on the viewing eyes.
101	Have had trouble when trying to connect to webcasts. Sometimes it is not easy to hear the people talking (those asking questions and those answering)
102	I have experienced difficulties with some webcasts.
103	very old archives not up to date

104	The California Air Resources Board should be members of the State Legislature. By having members of this board are from other than the legislature it has caused un do hardship on the tax payers of the state. The legislature has given up their power to govern to a board that really has NO authority. The members of the legislature have FAR too much time on their hands because of commissions like this doing their work. It has caused the state budget to grow as fast as the sale of illegal drugs. Only members of the State Legislature were elected by the voters to have the authority to impose new taxes, (fees to some), and NO OTHER AUTHORITY! It is taxation without representation.
105	Need to have much better video transmission.
106	During the meetings, as a webcast viewer, it would be nice if the cameras were better focused on the material presented by the speaker. Sometimes the materials cannot be read. Also, if more emphasis could be placed on repeating the questions from the audience attending the meeting. Sometimes we do not hear the question, only the answer.
107	A tremendous service.
108	no rating possible
109	Information needs to be available sooner for webcasts, so it can be downloaded and printed, if necessary, before the webcast.
110	I don't use these too much.
111	limited interest
112	Big improvement over last year
113	The reception is often so poor it's a waste of time trying to attend via webcast. It is helpful when the info and presentations are posted ahead of time.

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

369 Responses

1	Make the database a little easier to find and update
2	Podcasts and more videos would be good as this would provide an easier entre into the highly technical world of air quality management.
3	List of all equipment regulated and where to find more information
4	Make the front page fit on one page. Bring back the diesel activities link on the front page.
5	A near term goal (1-2 years) and a long term goal (5 years)
6	?
7	Better more colorful graphics for the new Truck Stop website. Also, you need other languages represented, like Spanish, Korean...
8	It will be helpful to have a dedicated section that provides contact information (technical contact with their area of assignments).
9	Complete organization of the site Pages are too crowded

10	<p>1) The search tool really needs to be improved. Google provides more information than the internal search tool.</p> <p>2) I administer a List serve and it is very time consuming to delete the invalid e-mail addresses one by one. To make it worst, one has to search each one in a long list that is disorder. This task could greatly improve if we could provide the list of e-mail addresses that need to be removed. And let a program to read, find and delete them. List Serve administrator could copy and paste the addresses from the e-mail reports that we receive and provide them in batches to the system.</p>
11	<p>Most state websites have a regulations page, with regs that are currently in process or have recently been finalized. While the ARB has a tab called Laws and Regulations, on that page there is no link to a Proposed Regulations page. The proposed regulations info is currently scattered across many different pages. It would be nice to have one page that lists all the current proposed (and recently finalized) regs, with links to the all those scattered pages, instead of having to find the specific program first. I look at many different state agency websites on a regular basis and you're the only site that I go to regularly that doesn't organize proposed regulations this way.</p>
12	<p>I would like to see more information on the PSIP results and updates on procedures and parameters, etc.</p>
13	<p>the chairman's blog</p>
14	<p>Explain how the mechanics of CARBS ERCs work, who is selling, who is buying, how it typically works...</p>
15	<p>For the certificate database, please add more information about the certificates. Such as, the information about the engines covered by the certificates. Also, if it could, please list the contact information of the certificate holder.</p>
16	<p>Everything is covered.</p>
17	<p>I access mobile source aftermarket information. You recently added summary documents containing links to the detail information. That is quite helpful.</p>
18	<p>Include a help guide</p>
19	<p>Search engine should respond with most likely regulatory document based on search criteria within a separate results list.</p>
20	<p>need more time to learn</p>
21	<p>Allow more public input even if it doesn't agree with your agenda. You are hopelessly locked into "man made climate change" and will not allow any dissent is opposing arguments.</p>
22	<p>add information about website structure</p>
23	<p>Convective drying unsung air??</p>
24	<p>Resources air quality of air toxics trends chemical characterization of PM10, PM2.5</p>
25	<p>Just keep doing what you are doing.</p>
26	<p>Not at this time</p>
27	<p>More timely update of regulatory databases after promulgation of new or revised rules.</p>
28	<p>Email links do not seem to take you directly to the relevant information. It just takes you to the main site in most cases and one has to still search for the</p>

	information of interest.
29	see above comments on consistency in diesel program
30	No
31	Contact to upload relevant info. e.g.. We have heaters approved and they are still not up on the site, which would benefit both CARB and us.
32	Upon searching old documents which have been amended show up - is it possible to alter this so that only the latest version of a rule or proposed rule is found when searching?
33	Overall I think the portable engine registration process has gotten quicker. Why do you guys state on the PERP home page that the system is voluntary and then say that if you have an engine over 50HP, it MUST be registered. Make up your minds on this wording as it will confuse people. Either you have to do it or your don't?
34	An enhanced statistical section would be wonderful. This would show updated numbers on statistics such as numbers of diesel engines statewide, annual diesel fuel consumption, inventories of specific engine types or classes, emissions inventories by region and pollutant, etc. The information could be displayed in different graphs and charts as chosen by user.
35	1. Make the navigation easier by reducing the amount of information on each page.
36	Can't think of any.
37	I wish I could. I have struggled to get the actual order or regulation and have spent a lot of time to find what I am looking for. I am not 100% sure about the best way to do it but a regulation tab which is then divided into application. For instance, I am looking for the actual regulation on the LSI retrofit regulation. It is no where and is buried in another document. Even that document is not in a convenient location.
38	Tune search so that when you are searching for a regulation, it's the number one result.
39	No
40	Site is very good as is.
41	more on hydrogen highway
42	Can you present vehicle certifications information also in a XML, dbf or xls formats same as EPA's vehicle certifications data?
43	Set it up like a technical book so I can turn to the section and then individual subjects within that section that are applicable.
44	Have a search of States offering classes.
45	Make it less confusing. Simple English.
46	Website is hard transition from topic to topic. The flow needs to be better.
47	Have look up staff easier to find by department. Cut down on the clutter of the front page.
48	More company specific information made available. Like list of registered equipment in the PERP program made available to the company.

49	Virtual tours of a refinery (processes)
50	Information concerning new engine certification in California.
51	Updates or sites for other states-not just California that might offer Government Grants or Funding for Transportation Companies that have improved their equipment to meet California's ARB requirements.
52	Would be nice if more webcasts were archived. I am on central time so it is often difficult to participate live.
53	No
54	Rename everything (headings documents sections etc) in PLAIN English - how do you every expect anyone to find anything on your site? What a waste of money.
55	Suggest ARB distribute summary of the book, "HOW TO LIVE WELL WITHOUT OWNING A CAR" by Chris Baldish
56	Eliminate the "not a unique e-mail" "rule. When we are attempting to help someone else register on-line who doesn't have e-mail this makes it VERY difficult!!
57	Searching for CARB sponsored research reports is not always intuitive. AIR is too large a topic - need to have subtitles
58	You have so many choices; perhaps the most popular can be organized in one place. Also, once in awhile, your local air districts will be missing a website address. Perhaps you can find out why.
59	Better search ability in the regulation section would make it much easier to use the site. Or tips on where to find certification procedures, limits, and applications for each of the engine types and sizes.
60	None.
61	A simple spreadsheet with current emission standards for all vehicles/engines by weight and model year
62	Provide Web Services for the CARB Compliance Upload data. This will allow us to reduce the man time required to fulfill this requirement of sending a file each month.
63	Drop the watermarks and huge pdfs. difficult to print MB pdfs that could easily be KB size
64	I recall having difficulty finding diesel engine certifications - that could be easier - perhaps a database format where you enter the engine model and it finds the cert for you
65	Provide simplified links to fleet mandates and regulations.
66	Once I learned the system I was able to find what I needed and for a site of this size it's good. However, the first few trips in required packing a lunch. Therefore, a suggestion might be a brief window for "CARB Website Introduction" or "Roadmap", possibly a "how to use us" or at least an upscale site map. Many users may be college professors but there are a lot more of us trucking industry people in here then you might think and we like clear, concise "how to get in and get it done" directions.
67	I can't make specific suggestions now. Would you add a contact email address on the web, (if it does not already exist),for people to make suggestions as ideas arise? Thanks.

68	No.
69	No I'm used to the current navigation and a change would take time to learn again.
70	There should be a summary page of the most current regs, and implementation dates and changes, on and off road.
71	Solicitation information might be highlighted a little better.
72	I would like to see a blob that everyone could use to send in information on their experiences and problems with EVR2 equipment such as Healy.
73	Set up an archive section for documents. Someway to access these documents by subject matter, such as engine certifications, without having to go through a general search and weeding through thousands of entries.
74	More search features with great descriptions of searchable items
75	Keep Climate Change section up to date.
76	You could add categories to your search feature, so the search results are fewer and more accurate. Sometimes I just want specific forms, or just want the regulation, or just the report, etc... But when I search I get it all and spend too much time sorting thru it all.
77	No
78	Make more interactions with the end users.
79	All aspects of ARB need a single point of contact that periodically reviews their section of the web and removes old rule makings, brochures, advisories and makes sure that what is on does not conflict in what it tells the users. The language is the same for regulatory interpretations, etc.
80	Diesel enforcement division needs an "ask Questions" tab so people can clarify the action they are taking to comply with the overwhelming regulations cast upon us. Recently.
81	No
82	No
83	-make Search more user-friendly (to non-skilled members of the public) -dedicated tab or link to staff directory on all pages
84	Look at other companies site who have large amounts of information and copy... Dell Hp Intel Apple
85	Make things easier to find
86	Make it easier to find rules/regulations and compliance charts and timeframes
87	On changes/updates/regulations a to-the-fact page would be nice. A lot of regulations that come out are a lot of trivial information before you get to the real information.
88	up to date and direct contact info for funding, grants and retrofit compliance
89	Consolidate, consolidate, consolidate
90	Send more emails about updates.
91	Please show or allow questions and research on your site about hydrogen as fuel.
92	Add a calendar of regulatory workshops and hearings in one place for all regs, especially related to climate change
93	put more information in layman's terms, be more specific in the regulations, take out the jargon and put it in language a layman can understand

94	Go back one version. The latest improvement is not an improvement.
95	Let us know ahead of time when new EO's are going to be released.
96	No
97	I have no suggestion, the website is fine just the way it is.
98	I haven't used it in so long I don't recall
99	Some of the webcast have information that would be beneficial to convey to other people who could not view the original webcast. It would ne nice to be able to download these webcast to obtain DVD presentations of the webcast to have on hand when someone is looking for an explanation of the Air Quality challenges we are facing.
100	see above
101	Which one is "Latest" and Which one is "Archive" may help. Also the movement of proposed rulemaking, trend info can be summarized and clarified so that it is easier for the researcher to follow, which would boost your publicity and that promotes public feedback on your idea.
102	When one searches, relevant top level pages should come up first rather than in order of number of hits. Perhaps two sections like the paid advertisers vs. search results sections that Yahoo uses for their search results.
103	Clarify searches
104	For proposed and new regulations, esp. in regards to the goods movement regulations, it would be nice to have consistent 1-page summaries on the rule/regulation and possibly a comparison to what is being done at the Ports and/or through federal regulations.
105	Add more help for Spanish speakers please.
106	Make it easier to locate on-highway regulations easier to locate. Make diesel engine executives orders easier to find and easier to determine the model of the engine
107	None that I can think of.
108	I had a lot of trouble uploading off-road doors. Due to deadlines for large fleets the response time for a return call was slow. I ended up hand keying in our database to satisfy my boss. That process had quirks as well. But it's done and everyone is happy now.
109	Have a more user friendly site. Most of the information that I'm looking for, isn't easy to find.
110	person to person -not only e-mail
111	Fix search engine
112	With all of the potential changes ARB and OPR are making to CEQA guidelines, it is desorbing that there is no single modeling program that can achieve the required analyses for the study of potential impacts of project. I would be my recommendation that ARB list the location of acceptable modeling programs and even merge two tougher and place that modeling program on the website so the greenhouse gas analyses are standard not random. This modeling program should be in a section of ARB and when you click on it should allow the variable inputs then spit out the quantities of gas.
113	Make forms easier to find
114	Improve reliability of webcasts
115	Somehow make it easier to navigate and bring up more relevant search findings

116	Take the Rules out of the Business section and give them their own "button"
117	Occasionally, I have difficulty finding reporting forms required of industry. A more centralized or user-friendly forms feature would be greatly appreciated.
118	Maybe provide a more visual homepage with buttons/pictures linking to the major ARB Programs. For example, have big clear buttons for: Air Quality Climate Change On-Road Vehicles Off-Road Vehicles Vapor Recovery etc..
119	Yes. call if interested in comments
120	The emphasis of the wording of the website seems intentionally to be on the future of air pollution. As an "old-timer" in air pollution since the 1960's, I believe that 1) the traditional air pollution control terms important in California (Ozone, NOx, Hydrocarbons) are still important today, and should somehow be showcased better on the website; 2) The traditional concept of air pollution sources, still a foundation of air pollution work, should also be showcased better on the website; and 3) A section should be added where there are links to air pollution test methods (by category), all in one location. This will bring improved continuity between the past efforts and present efforts in California Air Pollution. My comments do not mean that the future ideas such as Climate Change and diesel health effects should not be well-showcased, i.e., I do wish to change the present emphasis, only to add to them as the question suggests.
121	I cannot think of anything just now.
122	have someone who knows the system who is not a computer geek to try to navigate the system
123	No
124	In trying to sign up for just the two climate workgroup lists I was interested in, I couldn't do it and am signed up for them all so I get many unwanted announcements each week. Suggestion: make that process easier to sign up for just one or two workgroups instead of the whole shebang.
125	Continual improvement is good but I have no specific suggestions.
126	Trying to find specific rules and regs and compliance timeline tables is difficult most of the time. There is a lot of information on the site and not well labeled.
127	I would like to see a method of sorting information, meetings and regulations based on industry (gas, natural gas, electricity, etc)
128	Make the organization of the site more common sensual, not dictated by agency program organization.
129	Try to update all WebPages as often as possible. Much information is clearly not keeping up with progress made.
130	When searching for applicable diesel regulations, a drill down type of menu like Kelly blue book or Mitchell uses would be easier.
131	The aftermarket parts section is extremely hard to use. Since it is a database, it should be searchable by vehicle make and year. A vehicle that has multiple aftermarket parts on it is way too time consuming to lookup. More vehicles should fail Smog Check, but most techs don't have the time to spend looking

	things up on such a poorly designed system.
132	it would be helpful if the rules were not different for the state and the port
133	The main page for subdirectories is named the same as the directory. Kind of confusing.
134	There are too many tabs and menus and general overkill on the external homepage...it needs to be more intuitive. For example, having separate tabs for programs vs. rulemaking vs. laws/regulations seems weird/redundant. People tend to think more in terms of topical areas (climate change vs. criteria pollutants) or (freight trucks vs. passenger vehicles vs. off-road engines vs. stationary engines vs. stationary power plants, etc.)
135	The ARB staff writes papers for journals and conferences, and then often offers free download (because of public agency copyright terms). However, they are scattered all over the website, making it hard to find. Perhaps a single place for all papers would make sense.
136	A top tab for Emission Studies would be helpful.
137	Only send me e-mail alerts on my subject of interest. I manufacture home fragrance products, but you send notices on brake linings and paint products. I tend to ignore most of your alerts. I do not have time to read these items.
138	Video streaming? Seems inconsistent. Not sure if too many trying to attend, but has been inconsistent.
139	It's slightly difficult to find items on the website. I suggest a more transparent category menu OR remove outdated materials and make room for the updated materials.
140	The search engine for PHEV and OBD-II automotive issues could be improved. The search engine rarely hits the regulations/laws by index number as listed first. Usually it hits some presentation or paper that is not directly relevant.
141	Better clarity- the topic items don't match what a lay person would be looking for...
142	On the menu bar, what's the difference between an UP link and a local link? Those change depending on what page you are on, so it is disorienting. Having some more consistency over there or a trackback link at the top of the page may be more helpful (ARB>Climate Change>GHG). This is an instance where creativity isn't a plus. Each page seems like it is trying to do too much or too little, so it is a bit confusing when you get there. (Too much: http://www.arb.ca.gov/cc/cc.htm , too little: http://www.arb.ca.gov/cc/reporting/ghg-ver/ghg-ver.htm). In the case with too little, for example, it feels like a dead end and that there's nothing left to do.
143	I would like to see the regulatory calendar kept more up to date. I was looking for one specific regulation on the calendar, could not find it, and after talking to ARB staff finally figured out it may not be heard this year after all.
144	Revise the overall look. Add more pictures and graphics
145	See above comments re grants
146	Updated More - see EVR page
147	Improve search capabilities
148	I didn't find it easy to locate DOORS or information pertaining to the diesel regulations when I first started going to the web site
149	be able to search ARB numbers using company asset numbers

150	See comments above
151	It would be good if you could make meetings available for viewing on the web for a week or at least a couple of days after the meeting. Quite often there are conflicting meeting for the regulated industries.
152	Make it more user friendly
153	Record even more of the webcasts
154	Bigger buckets to help guide clicking through the site. Perhaps by industry/government sector (transportation, education/in-schools, legislation, etc.). These will probably cross-list information but it would be easier to click through.
155	Some of the newer websites are using symbols for identification of areas to access
156	Better search interface
157	No comment.
158	Please tell all of the facts, not just those sponsored by UC Berkeley, Sierra Club and environmental defense fund.
159	Maker the interface more user friendly and the content easier to understand and navigate through.
160	More on DPF regs. And future requirements to come.
161	More open space, more boxes, and more multi-layer pages as opposed to sticking everything on one page.
162	The main page is nice - but is over the top on climate change info - needs to be more balance. Update the ARB's vision, mission and main goals - this is currently outdated. Provide a "how to" button to provide users a guide on navigating our web site. Provide contacts when this fails to help. ARB contacts list needs to be updated on the web.
163	Primarily on your site for 'DOORS'
164	1) More compact links that routinely work. I often have to direct non-internet savvy people to pages on the ARB website, which is currently really difficult to communicate. When I copy and paste, it's huge and rarely actually works, and the length/complexity makes it too cumbersome to spell out. Frequently I have to navigate people there together while on the phone, for example. 2) The navigation is difficult, even for me. I save all the pages I need, but when I try to get there from scratch, it takes me several tries even though I'm reasonably familiar with the content. For a new user, I would imagine it's really difficult, which is consistent with the feedback I get.
165	Improve the search feature to make it more intuitive.
166	Make it easy for California to help our air quality. find electric vehicles find the best solution to air quality
167	make it so ordinary people can read it
168	Please make more timely to know about the latest in regulations and upcoming meetings or workshops regarding proposed rules and regulations for discussion, etc.
169	I'd like more webcast archives.

170	Simplify, and omit repetitive statements
171	I like the site very much and cannot think of any way to improve.
172	Information is sometimes buried. (try to find a list of certified off road engines) If you could have clear links to information like one like called executive orders, That would be helpful
173	Finish CHAPIS. More comprehensive search functions for facility emissions inventory database would be nice, for example, the ability to pull up all emitters of diesel particulate matter.
174	(1) List Moyer under the "Programs" drop down. (2) Have your ag. burning spreadsheet data match the daily message on your burn lines.
175	Have a separate section listing compliance dates for BAT/NOX technologies for existing diesel truck fleets, separated by the model year of the vehicle/engine.
176	Now that folks have gone to larger resolution screens, we need to use more of that real estate and not constrain ourselves to half the page.
177	Keep it simple.
178	Sorry can't think of anything right now.
179	cost could be too high, but if panel members on web casts could have own microphone, or wireless clip microphones, it may be easier to hear all of the words. Not a huge problem.
180	Include appropriate contacts for each topic section.
181	No clue
182	The site is very confusing to navigate and I can rarely find what I am looking for, but I am not really sure what to suggest making it better.
183	Complex subject matters require easy terminology, and two click limit to get to info.
184	Longer lead time for training events. Most seem to post within the month they are held.
185	Improve search features
186	You may already have this and I haven't looked, but I always find the BAAQMD's calendar of upcoming events (reg. workshops, hearings, decisions, etc.) to be of great use.
187	None at this time.
188	Make it user friendly
189	when you send emails you can try sending those emails where you can export it a calendar. Don't remember if this is on there already.
190	No
191	more archived audio/handout materials for presentations
192	I would also like to read about the status of current lawsuits. For example, I want to find out more about the 24 nmi in-use fuel rule but I don't know where to look. would like to know if it is in effect or blocked, when the next court dates are, what the issues are, etc.
193	Update Local Carbon Fuel Standard (LCFS) webpage more often.
194	None at this time.
195	Make updates to regulations/rules easier to find. Latest reg/rule/guideline should

	always be on top with links that follow updates by date.
196	No
197	ARB should provide more support to local districts and employers re. employer trip reduction & commute options
198	Overly complicated like most government information
199	The site served my needs very well.
200	None
201	See item 15.
202	compliance with SIP, discussion on rule effectiveness, i.e. VR 301
203	Improve the search function
204	easy access to all areas of information example whom do I speak to the person that does the coordination for testing not ten people easy answers information
205	Express clearly what your policies are.
206	Do not change it too much.
207	Fix the web board book. Never works. Always put agendas and links to materials on the web cast page. Maybe make one page to look for all meeting information, so that you can find them.
208	I need answers to the DOORS program. I have an id no. and users name, however I have misplaced my password. I have e-mailed but with no response.
209	Na
210	listed above
211	lets clean up the air in stead of pushing paper and doing surveys
212	Only for composite wood-formaldehyde 1. Please consider that China is the largest business partner so it is nice to have Chinese language summary for the manufacturers to understand your works. Indeed, you have done a great work to communicate to people. Excellent.
213	Could you add a little more about electric vehicles, their laws, rebates, tax advantages, etc.
214	video loading doesn't function well, air quality pages/buttons don't function
215	No
216	Make it easier to find the available funding from the various programs/counties
217	no.
218	In most cases want to know a regulation or proposed regulation. Where to go for that should be very obvious regardless of any other information provided.
219	improve employee directory at least monthly
220	Vapor recovery page. I get email on something new. But new info does not get put into the what is new tab for future reference, example In-station diagnostic: VRM system.
221	list serve is excellent - gives me timely news announcements, clearly written
222	There are many unknowns with climate change theory. Avoid propoganda and perhaps even consider including data and studies that question AGW.
223	Write them in plain English and explain in basic terms what you want.
224	If BEVs and fuel cell vehicles are to be discussed, the information needs to be unbiased. The site compares EVs that exist with the potential greatness of fuel cell vehicles that do not exist. Who does that help? I mean besides the fuel cell

	industry?
225	clear policy statements on where ARB stands on issues - is ARB endorsing a particular transportation fuel and energy cycle over another? Why? What supports it?
226	Provide more information related to file on VOCs in auto refinish products.
227	http://www.arb.ca.gov/html/publications.htm needs to be more user friendly as I find it hard to use. Is there a searchable database for our publications? Why can't I find a listing by the report numbers?
228	Better search results.
229	Content - it is absurd that there is virtually not information on electric vehicles. I should add, "sickening" and absurd.
230	Should have more information regarding plug-in-electric cars
231	Not at this time, but I am thinking.
232	Tear down the entire thing and start again. The site is by far one of the worst I have seen. Even for a state web site this is pretty bad.
233	Provide information on battery electric vehicles and plug-in hybrids right next to your links for Hydrogen Fuel Cells.
234	Make hot topics like GHG easier to find without having to drill down into subdirectories.
235	When you go to listen to a webcast, the PPT, agenda and other material are never posted at the webcast location and hardly ever in advance (day before at least), and never posted on the webcast website. So, you need to go to another location to find the ppts. The last time the ppt was six images up as a pdf, and I couldn't print and read it. This is a real problem. Thanks for asking, I can tell you are trying to make things better.
236	ARB should strive for consistency on web pages. It might make sense to create a web team that deals with web design for all of ARB rather than allowing each Division to do its own design.
237	Water, climate change, land use connections.
238	Yes, need a list serve for news/actions taken relative to the timber harvest plan monitoring section.
239	On your home page, on the left, is a link to a whole section of information and propaganda on hydrogen fuel cell vehicles. CARB keeps claiming that it is "technology neutral," yet there is no comparable section on battery electric vehicles and plug-in hybrids. So, either take the hydrogen stuff down, or add more balance to the site by focusing more attention on plug-in vehicles.
240	Don't know
241	a friend of mine lost his copy of the carb compliance letter with the arb numbers and I tried to search for him he has no internet and was not able to access that info
242	Understand that you understand your site, your air quality issues and the permitting required by your agency. Understand that we don't. While you see the maze from above. I only see the walls around me.
243	I want EV information
244	I would like to see an easier access to regulatory and certification templates. The templates are often created by an old version of software and often you find the same contents in more than one template.

	I would like to have an overview of all relevant templates. Also I would like to see templates which are more user friendly to work with.
245	see 11
246	Just the problem with the Fed ID#
247	We offer grants to Texas residents and companies based on looking up emission factors. The main item we are searching for is the family engine code.
248	YES! WHY is there a link in the left-hand menu for HYDROGEN, yet NOT one for ELECTRIC VEHICLES??? This is blatant prejudice to promote the special interests of the hydrogen/oil lobby. The California ARB needs to provide equal opportunity to any and all solutions to clean up our air. Period.
249	No
250	Make the actual regulation easy to find. It is almost impossible to find the actual rules to read.
251	Less clutter and a more robust search engine.
252	Add a Wikipedia style system for projects so that people in interact real time in the rule making and other projects.
253	more content. filter content by area of interest - this should eliminate a lot of searching.
254	It's impossible to search for things that I want to learn about. Irrelevant info comes up a lot.
255	Start discussing the viability of electric cars.
256	REAL scientific research on the efficiency of different types of alternative fuels.
257	I get very used to how data is managed, and when it is changed, then I have to search a bit. Its always helpful when you're re-directed
258	Improve search so that it identifies the we3bpage not just the pdfs. put more of the information that's in pdf form on the WebPages themselves, so I don't need to wait for acrobat to open.
259	Search engine doesn't work very well.
260	include nightly zeros and spans of instruments
261	Not at this time
262	Search on a subject should bring up main pages first, rather than specific documents
263	The homepage needs to be a portal to help users find information. The tabs at the top of the page are too confusing and impossible to find information. Need to condense the information or retire web pages that are out of date and not useful to the consultant or regulated entity.
264	Please add a feature on battery electric vehicles. It is so important to a practical and affordable improvement in air quality
265	For webcastes/Webinars add a telephone number to call if any difficulties encountered joining in when logging on or in.
266	I'd love to see a better index
267	none at this time
268	The regulations that a extremely impactful is still very unclear.
269	None
270	simple fact sheets that provide summary statements of the conclusions of your research, e.g. outdoor secondhand smoke
271	Include BEVs in your well-to-wheels comparison of different fuel types, and

	include all upstream costs for same. Withholding data is simply lying by omission.
272	Organize the site map index style, i.e., each entry is listed by topic least specific to more specific.
273	none noted
274	It would be nice if it were easier to determine all of the regulations a business is subject to within CARB based on the equipment they own. As it stands now, one has to know the specific regulation exists and go to the site to read about it. A matrix showing regulations per equipment type would be helpful. The biggest challenge is making sure you haven't missed something.
275	Improve the search capabilities of your website. A general topic search will usually present an endless number of Board meeting documents, rather than topical web pages. I've found it to be a waste of time trying to separate the wheat from the chaff.
276	Please indicate name of speaker for seminars on webcast page (http://www.calepa.ca.gov/broadcast/). Please increase webcast video resolution so that presenters' slides are viewable. Perhaps offering both low and high resolution webcasts would allow users with slow internet connection to still participate. Also for webcasts, show the slides (not the presenter) when plots, data, or tables are shown on the slides.
277	Have a search area.
278	make a clickable list of programs for quick access to that programs info
279	Improve general contact information for each program. Include phone number to call.
280	Easy links to departments and units.
281	Not at this time.
282	Common information to Air Quality professionals may not be generally understood by those not directly involved. Short summaries would help considerably such as, here is a new program which will require xyz that must be implemented by xyz, suggest you contact your local AQMD for additional guidance or manufacture for these xyz products.
283	Not Yet
284	still hard to find "exactly" what your looking for
285	None
286	Fix the search engine, group by division better -
287	Make lists easier to find - prop 65 chemical list, VOC list, exempt VOC list, etc. Have a section on lists.
288	None
289	You need to get rid of your lame homepage and start over. Get some real or useful navigation.
290	Search engine could be better. Too many documents come up that are Board presentations or minor documents. Tough to sort through.
291	List of related information
292	the diesel page (mobile sources) is getting kind of lengthy -could the longish lists be combined into a few quick links?
293	Emailed webmaster he responded in less than 24 hours BRAVO!!

294	Better organization. For example, a new truck stop feature was added, yet it doesn't provide all the information I need so, fortunately, after some searching, I was able to find the older truck navigation site with the information I needed.
295	None at this time
296	how can I get my units updated by the government? as I don't have the money to do it myself
297	Make the "Blue Book" of Calif. Air Pollution Control Laws available as a .PDF; update it frequently.
298	Everything is in English only. Don't you realize how large the Hispanic population is in California?
299	Enhanced reports.
300	As a business professional concerned with compliance rules, I would like to find rules and regulations in a basic to the point easy to understand manner. There is often too much information and too much legal language, which makes the site hard to navigate.
301	No
302	No.
303	No
304	Make parts EO list/database searchable by supplier and part type. Trying to find something on that list is an exercise in futility. The list as is, is nearly WORTHLESS. The list is a reason people simply install what they want and hope they are legal and do not get caught if not. The list is NOT user friendly at ALL.
305	None- It's difficult to make so much information easy to find all of the time.
306	the excel reports are not user friendly to make changes and then upload doesn't work for me.
307	BAAQMD just redid their site, making it much more public-friendly.
308	Stick to your guns.
309	No
310	F.A.Q.
311	Could VEE be converted to a Webcast? with the use of digital video
312	I don't always know who to contact for certain topics. Perhaps, better presentation of organization charts that describes responsibilities with the links to e-mail and phone #.
313	regular language interpretation of regulations
314	None.
315	No
316	Are you ever planning to put more material in a language other than English such as Spanish?
317	Your office personal are great people & very helpful. They always answer my questions. If they know the answers they'll call me back that same day. Thank You Fred Tvrdevich
318	Information needs to be clear and not counter directory
319	Summary of important deadlines for the next 12 months for specific programs, perhaps separated out by industrial category. For example: diesel-related program deadlines, broken out by large-medium-small fleets.
320	increase the broadband so that one can actually see and hear the Chair Seminar speakers

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321	No
322	certification data for older vehicles
323	Easier way to find final regulations (e.g., CARB 2449, CARB 2025, CARB 2430, CARB 2299.5,...)
324	yes disband. stop wasting our money
325	be more specific on your dates for complies matters with units
326	Webcasts could be greatly (and easily) improved by more consistently posting slides in advance and allowing for an audio-only connection. I've experienced "buffering" problems when using both audio and video - and typically the video quality is low (i.e., can't read the slides).
327	get the word out to teachers in the bay area that it's even available as a resources, and how it could be valuable.
328	None at the moment
329	Improve the search engine
330	Keep up with new software and hardware that is in the market place by signing contracts with these companies to provide them as part of the service.
331	Improve search function
332	(1) The ARB site is a good start but it leaves many more questions than it answers. I read hundreds of pages of ARB help resources, attended ARB webinars, called ARB, emailed ARB etc and still had a multitude of unanswered questions to the point where I did not feel I fully met my obligation (to say nothing of the technical problems the system was having which thwarted my attempt). Perhaps ARB could add a feedback box (such as this very one) at the bottom of every page, where users could point out problems & ambiguities. (2) Every question that was asked (be it by webinar, email, phone...) is something that ARB knew that users didn't. If the question had to be asked then it wasn't obvious or well explained originally. For the questions that ARB received the most of, incorporate these answers into the site.
333	As stated above, we need to have a much improved video for our webcasts.
334	Make it easier to find final regulations and ATCMs.
335	No
336	not at this time but it will be helpful for me to spend just a bit more time
337	too hard to find what I am looking for, and searches often turn up a zillion references that are hard to sort through.
338	No
339	Publicize proposed rule or law changes and thoroughly poll the public for their opinion prior to going forward.
340	This website should have bullet point compliance information by industry which includes date of compliance and what is expected in order to be in compliance.
341	Too many reminder e-mails. May be limit list serves to only subjects of interest
342	discussion forum on OBD implementation questions
343	For Mobile Source, the old organization by category was easier for finding information.
344	nothing I can think of at the moment
345	Make links visible and understandable. In search results, put the WebPages found first. And make sure all contact information is accurate and easily found on each page.

346	A directory by rule/ATCM
347	User input and mandates applicability
348	Make it easier for anyone to find and review ALL submitted letters since the beginning of the public process
349	Stop moving information from one location to another. Example, on-road reg was available on the main on-road sight then was moved to archive. I had to call in to find out where it went.
350	not yet...next time I will
351	Q&A's for each category, for example large spark off road
352	An easy to find ARB employee directory.
353	A look at research on how air pollution can impact disabled persons and seniors.
354	Make the navigation easier.
355	Fix the navigation for health related research
356	There are too many subdirectories you should provide a tree type view so users could drill down to where they want to go without having to open so many different pages
357	TEST the transactional features with real-world scenarios before deploying them.
358	No
359	After I filled out to register online, why did I have to print out and mail it in? I don't understand the purpose of registering on line online if I have to mail it in.
360	due to renewable energy coming into the picture a category with bio gas digesters that cover wastewater treatment plants, dairies, food industries/processing would be nice.
361	I find it problematic that you have to click on multiple links to get to meeting agendas. Example is the ETAAC, click on link from email message and then you have to click on other links on that site until you get to the agenda.
362	Great environmental agency and website. Keep up the good work.
363	n/a
364	Make it simple and clear as to who we contact to pay for these upgrades. Some of us don't have the money and need direction in a simple and clear manner.
365	Include contact information for all documents that are posted.
366	archive webcasts. Use a separate video/DVD system - otherwise, the archived broadcasts are just as bad as the originals.
367	get a real job and leave us working people alone. If it weren't for us, you wouldn't have a paycheck.
368	NO COMMATES

13. Which Web browser do you use?

Netscape	26	3%
Internet Explorer (Microsoft)	751	75%
Firefox (Mozilla)	264	27%
Safari	45	5%

AOL	12	1%
Other, please specify	23	2%

14. What's your modem access speed to the Internet?		
Dial-up	8	1%
DSL	266	28%
Cable	108	11%
T1 (Business)	565	59%
Other, please specify	51	5%

1	ARB provider
2	fiber optic cable (I do not have cable TV)
3	FIOS
4	not sure
5	LAN
6	not sure
7	Verizon FIOS (fiber optic)
8	? Corporate server.
9	unknown
10	network
11	8 MB
12	Company net
13	not sure
14	Clear wire wireless
15	Not sure what the CalEPA building uses.
16	Don't know
17	county network....unsure
18	I have no idea the its guys do it
19	School districts own server
20	Satellite
21	Not sure. (NMCI)
22	network
23	don't know
24	depends on where I am
25	Don't know
26	Wife
27	Broadband Wireless (UK)
28	cable at home
29	whatever the Fed Build on Cottage Way has
30	What ever the state uses, or cable if tale-working
31	wireless broadband

32	Not sure, but is likely T1.
33	Satellite
34	wireless
35	Wireless broadband
36	Don't know, but its fast and secure.
37	wireless
38	Network
39	business fiber optic
40	LAN (Business)
41	I think
42	Smart phone
43	clear wire
44	cannot say
45	wireless
46	AT&T
47	256K wireless
48	Other broadband
49	n/a
50	Air Card
51	Soon on air Card

15. Do you have any additional comments?

200 Responses

1	none
2	Thanks for putting out this survey.
3	no
4	none
5	ARB has made remarkable progress in it web program.
6	Thanks for trying to improve your website and listening to users like me.
7	Keep up the good work. We depend on the information.
8	I appreciate that changes have been made and that you are following up.
9	NO
10	I am located in Norway
11	No
12	The best way to improve your web site is for all of you to commit suicide
13	Please do more to facilitate access to your live web meetings.
14	Had bad experiences at vapor recovery at ISD systems.
15	Like the email news releases.
16	I appreciate the high quality of the ARB seminars

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17	Not at this time
18	I don't access your web page, so I have no comments about it
19	The way the engine fees have been raised so much over the past several years is concerning, I feel they are maxed out right now and should not get any higher or you are going to be hurting the business to much. You can't register and tax people to death or the business will close.
20	Thank you for the wonderful work you guys do, it is well appreciated.
21	I know where most of the pages I use are. If I didn't have them bookmarked, they would be a nightmare to find. Major regulation pages should always show up first in searches.
22	No
23	Seems no regulations on CNG busses and idling. I live next to MTA 7 and they let their busses run for hours until the next time the bus is used??? wastes gas, air, noise
24	Site is very good as is.
25	Use an outside agency to test the ease of use - we must rely on the information to comply with the law.
26	If you do not bookmark the specific page, or lose a bookmark, I find it difficult to find the page for information. The search at the beginning of the ARB site is very cumbersome and rarely takes me where I need to be.
27	None
28	Move the "Local Air Districts" up in the list so it is easy to find.
29	Keep up the good work.
30	I monitor around forty government sites; your's is as good as any.
31	None.
32	Overall, the website has a tough job in making some sense of ARB reg layout.
33	Very functional website for the sophisticated user (like me), probably a tad more challenging than necessary for the lesser experienced.
34	why does it take so long to get presentation materials on line?
35	Highly useful as CARB is usually on top of issues
36	Thanks for this survey.
37	I am glad ARB has a web site, otherwise it would be harder to keep up with all the ARB regulations and compliance mandates.
38	The whole system is too complex. You have an entire huge staff of people bombarding us with requirements and information - there's only me to figure it all out. Currently trying to figure out if some of the on- road compliance dates have been relaxed - cannot find a single location that might give me that information - just a multitude of links. The off-road system is set up much better and is fairly clear. However, I have over 400 ARB emails-- on road, off-road, general, compliance, grants - what a waste of effort and my money for minimal air improvement. So far we are seeing our opacity tests drop from 10 to 7 - the legal level is 40. Cost is approx \$8500 for a cheap passive unit. That's a lot of money for a miniscule improvement. No wonder the state is going bankrupt.
39	Your website has a lot of information, but it is not always easy to get to and can be frustrating.

40	Now that virtually all agency meetings occur in Sacramento and travel budgets are nil, the webcasts are very important. I appreciate ARB making them available.
41	The California Air Resources Board is a rouge agency with no accountability for the economic damage they are doing to our state. CARB is bankrupting taxpaying contractors in California and taxpaying residents are losing their jobs as a result of CARB's poor business decisions.
42	No
43	No
44	Whole lot better than the SCAQMD's website....
45	Yes, but they are a bit terse.
46	none
47	ARB should be the lead organization on hydrogen as fuel, because it emits no pollution into the air, atmosphere, or water-- especially when it is made by "direct photo electrochemical solar splitting of water".
48	no
49	None
50	I use the website regularly and it works well given the amount of data presented and rate of change to that data. The list servers are great and I wish all the air districts would follow suit.
51	no
52	Thank you
53	no
54	Having difficulty registering for workshops. Not getting any responses from contacts for help.
55	None.
56	thanks for doing survey
57	With all of the potential changes ARB and OPR are making to CEQA guidelines, it is desorbing that there is no single modeling program that can achieve the required analyses for the study of potential impacts of project. I would be my recommendation that ARB list the location of acceptable modeling programs and even merge two tougher and place that modeling program on the website so the greenhouse gas analyses are standard not random. This modeling program should be in a section of ARB and when you click on it should allow the variable inputs then spit out the quantities of gas.
58	This survey form has random format - it's not consistent.
59	Sometimes it seems like I am overwhelmed with emails from the list serves - especially public hearing announcements. Otherwise, I appreciate the leadership of CARB on climate change issues, communication, and protocol development.
60	I believe that there can be additional improvements in materials for teachers. This requires really good teachers to provide inputs that they can test or have tested....not the work of consultants who generally do not know the details of teaching students. This is actually a major, major project to do well, and will require time and planning. But it will be worthwhile in the long run with the future issues facing the State of California. Each set of grades must be handled separately, and the set of materials must be coordinated with the State Teaching curriculum in science, mathematics (where appropriate), English, and history/social science.
61	I think that you are asking for more expensive retrofits than most of the small

	companies can currently afford.
62	Yes, The State requires smog checks every two years, the exempt cars should pay an additional fee as this would get the majority of them off the road. The fee would be logical as the pollutants cause Asthma and other respiratory health conditions that the State and taxpayers have to pay (when those owning and operating the smog producers have an exemption!)
63	Yes, regarding your e-lists. These are unruly. I have signed up for several and so I get many announcements of the same thing and so now I find myself simply deleting things. Ok, I just stopped myself and went in and edited my lists. I hope that local actions for govt will keep me informed of what I need to know!
64	I do not know how I got into this page, I know that I have to register a refrigeration unit of my truck and for months I haven't been able to get a number for my truck. The information that you send is not specific to my case and I ca not invest time following all the information that you send. I send a letter with all the information of my truck and I received a warning that if I do not comply I would get a penalty. I already spend thousands of dollars changing the unit for a new one and I do not know how to register the unit. You should have at the mechanical inspection on the scales the help needed for the truckers. Best regards Francisco Aguirre
65	The link to "find your local agency" does not go anywhere.
66	State budget crisis makes CARB redundant. Until there is enough money available CARB should be dismantled and the State should default to EPA standards. Consideration of reinstatement can occur when the economy allows it. I do not consider CARB an entity that is critical to the well being of the state when safety and education funds are being cut.
67	It's getting better, keep up the improvements!
68	The 'new' icon is very 1995. It is nice to know what updated content is, but it feels like AltaVista.
69	I think overall the website is improving.
70	All of your employees are very helpful if I have any questions.
71	I don't believe the website is "first time" user friendly
72	No
73	The Public Notice hearings should have all relevant reports, links and presentations included in the announcement. When I receive these, I can plan to spend an additional 10 minutes navigating to find all relevant information.
74	Continue to include state regs and the feds and how they can conflict as in maritime regulations.
75	I commonly encounter broken links. Maybe spending a day or two just clicking around would help with QA.
76	Thank you for the "Ports Activities" page. It's in my links and I access it frequently.
77	No.
78	see #12 above
79	provide incentives for consumers to help our air quality
80	When possible, use simple decision logic charts

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81	No.
82	Really exemplary government website.
83	I know you folks try hard but someone from the outside needs to review your website data and access to it using specific questions that only have one answer. If they can't find the info quickly then further refining is needed.
84	This is an excellent resource for making information available to everyone. Thank you.
85	no
86	Thanks
87	No
88	I have been generally impressed with CARB's website (and wish some others were as complete and easy to use).
89	Usually when I find something I'm looking for I bookmark it so I don't have to try to find it from the home page again next time.
90	No
91	Why is your DORS system reporting requirements different than your LSI reporting requirements which is different that you On Road Diesel Reporting Requirements. Should have 1 system for all broken down by type; not 3 separate systems/reporting requirements - model after DORS - this was fairly good.
92	If someone would announce new laws in such a way so as to target specific industries...that would help significantly.
93	Webcasting the Chairman's series and providing the .ppt's online is an excellent way to link other state BDOs to whets going on at ARB.
94	I would like to know more about subscribing to website/regulatory information
95	No. I have not used the site often enough to have developed useful feed back.
96	no
97	No
98	<p>CNFbiofuel, Inc. P.O. Box 1316, 5038 Salida Blvd. Salida, CA 95368 USA Ph 888-285-6158 Fax 209-545-3533 Email info@CNFbiofuel.com Web www.CNFbiofuel.com</p> <p>RE: ARB Web Site - Suggestions</p> <p>The ARB could increase viewer participation, improve its website and provide more education to its viewers by adding the following: "The latest in Green Technologies". Show current and future fossil fuel savings. Include state of the art, potential energy output and potential carbon dioxide reduction, time frame expected or estimated before a certain carbon dioxide reduction goal is reached such as 1 million tons, cost per million Btu's, and other useful information.</p> <p>Include side benefits, and side problems. Ask viewers to submit suggestions for improvements or new technologies. Include all known main technologies such as: Solar – all main types. Wind Hydroelectric</p>

	<p>Biomass – Conversion to ethanol Biomass – conversion to diesel Biomass – conversion to solid fuel Biomass – algae Biomass – solid waste, forests, energy crops, and agricultural. Biomass – torrefied wood *</p> <p>*This is a technology that we have been working on. Our website is www.CNFbiofuel.com For example, if our Liquid Phase Torrefication processing technology proves to be as practical as our patent pending technologies claim, then California could reach its carbon dioxide reduction goal in less than half the time. Hundreds of millions of tons of biomass are currently being left to decay and decompose where it loses all of the suns stored energy and gives up all the carbon collected during its growth back into the air.</p> <p>If the general population knew more about the general potential of the various technologies many new ideas will surface and California would meet its pollution reduction goals much faster than planned.</p> <p>California promotes using natural gas for electric power production but receives about half its electricity from out of state and many of the energy producers use coal to produce power. If progress moves along as in the past, and as time goes on, less natural gas will be available and coal use will increase. As other countries increase fossil fuel use and since we now receive over 25% of our pollution from overseas it is absolutely necessary for us to develop new technology and educate other countries as to cleaner and greener technologies in order to reduce pollution while increasing energy use.</p> <p>Best regards John A. Paoluccio PE</p> <p>President</p>
99	Not at this time.
100	ARB is the best of the Cal EPA agencies. But also has the most stuff. Web casts are usually good quality.
101	The content from your list serves is great - I don't get too few or two many emails, and often they are info I want to read.
102	I joined years ago to get information on classic/historical vehicles slated for dismantling to be able to save one once and awhile. But now I have no idea how to get that information or when it's updated.
103	No
104	Why have the rules set-up for catalytic converters on January 1,2009. Specifically Pre-OBD II converters, that instructed Muffler Shops/Automotive Shops to install "only by the book" regulations and the Smog shops recently June12th, 2009 received a directive that states "to only verify and EO # present and that it appears to be installed correctly. Is there a reason for the double standard and the way that enforcement of these January laws will be handled. This is giving many shops that follow the January

	law at a large disadvantage when it comes to shops that will "just install a catalytic converter with any EO #?? I would greatly appreciate and answer to this to help my customers understand the reason the state forced the new laws and increased inventory on at a time that the automotive aftermarket is suffering and consumer's costs to repair vehicles in California increased on the items by triple the previous costs.
105	Id likes to make sure there are no wooden nickels in the piggy bank. I think there are lots of them in there now
106	<p>The actual emails sent via the list serve are neither well formatted nor easy to read. Since I am signed up for a few different regulatory actions, for example, it is not immediately evident which one is the subject. Improvements needed: clearer subject lines; less lingo/jargon/regulatory shorthand in the description; and a more visually discernable--more readable--body of the text.</p> <p>Secondly, the AQ data and almanac and data query pages are sometimes confusing to get to. I always feel that on every visit I have to re-learn how to get to the data I want and it always seems one or two more steps than it should be.</p> <p>Thanks!</p>
107	no
108	There is just a lot of information crammed onto the site. Most of what I look at is regulatory related. It is hard to keep track of new regulations or things that need to be monitored. Maybe if there was a way to filter regulatory information based off of equipment type it might help make it easier for fleets to identify what they need to comply with.
109	no.
110	<p>I have a particular interest in the ZEV program. One thing I've noticed is a distinct bias toward fuel cell technology over battery electric technology. This is alarming to me since California, and CARB in particular, is looked up to for the latest information about these technologies.</p> <p>When comparisons are made between FCVs and the alternatives, battery electric vehicles are not even listed as an alternative. This is a serious lapse of judgment in my mind and calls into question the validity of the information. There should be NO BIAS in these studies.</p>
111	You should give BEVs, PHEVs, and HEVs the same "up front" visibility that you give to H2/FCEVs. Also, I think it's difficult to navigate to the info on stationary source activity/info & when you get there, it's not presented as well as that for mobile sources.
112	I find that the Air Resources Board has a strong hydrogen bias and that we are wasting too much precious time and money on hydrogen technology. Please give other ZEVs, such as EVs a fair chance.
113	I would like to see more content about transportation, esp. electric vehicles, trains, etc.
114	Not now, maybe later.
115	Do the people who build and design these sites actually know what they are doing?
116	Your agency is doing a fair/good job, but always room for improvement. I am sure you strive for "Excellency". You are not yet there, but then these are complex times and evolving issues.
117	You are doing a great job, thank you.
118	List serves do not need two separate titles, just makes it confusing.

119	NO
120	If you remap a page, and put in a temporary forwarding agent, keep it active longer than the permits you issue. If I only visit a page every third year, I may never be informed of the change, only the failure of my bookmark.
121	Please follow the federal governments lead and stop promoting H2 fuel cells on the CARB site
122	I want EV information, you H2 skills
123	No, I am a foreigner (Germany) and a NGO - member inquisitive in solutions other countries test to solve environmental problems we encounter worldwide.
124	Why are you promoting fuel cell vehicles and have nothing on your site for plug-in hybrids and EV's?
125	YES: the California ARB needs to dismiss hydrogen shill Dan Sperling or at least also appoint an equally strong EV advocate, such as Chelsea Sexton (co-founder of Plug-In America), Wally Rippel or Alec Brooks (EV engineers), or James Woolsey (former CIA Director).
126	no
127	Repeal AB 32.
128	During these times of uncertainty it would be nice if you implemented a program to help small business meet the fee costs associated with all the new regulations. In addition we have equipment that will have to be taken out of service how are we going to come up with the money for replacement and pay you increase in fees.
129	Things are too hard to find!
130	Why are boycotting electric cars?
131	Keep up the good work
132	Good Job
133	ARB website has been extremely slow to upload .pdf's lately - since approx 6/1/09.
134	Not at all
135	The upgrade to the website last year was effective
136	<p>Dear CARB Staff,</p> <p>I urge you to stop promoting HFCEVs and simply be truly technologically neutral. Hydrogen cars are no where near market ready, are beyond reasonable cost and much less efficient. Your WEB site demonstrates a clear bias towards the hydrogen industry proven by what is linked from the CARB page but no links exist for plug in hybrids or pure battery electric vehicles.</p> <p>Obviously CARB not doing the kind of great work we Californians expect and deserve. I feel strongly CARB as betrayed the public trust.</p> <p>Dan Ames 690 Sierra Pt Rd Brisbane Ca 94005</p>
137	CARB needs to look at re-organizing the website and use the climate change web page as the model to build from. User-friendly sites have buttons and icons that direct the user to the information on the website. Our company has our own website and we recommend that CARB re-organizes the information, roll up topics, retire some old web pages and use the climate portal as the model for the CARB homepage. I hope these

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	comments help as CARB is known to be the government lead in protecting public health and the climate and should have a website that reflects this...
138	This was a waste of my time.
139	Put other State links in when CARB programs are being evaluated by other states or under Federal programs. Ensure program results are always available even three years later or via an Archive system
140	Great website by one State agency that knows how to get things done. Please keep up the excellent work.
141	Could be worse - see BAAQMD!
142	more time for this update
143	None
144	Mary Nichols, et al, should just go work for the hydrogen people. It seems like they are all getting checks already...
145	none at this time
146	Emails and listserv, can you please add the program name in the subject area? For example today we received arbcombo-Notice of Continuation. Okay, for which program? Don't know until I read the email, which explained it was for AB32.
147	I appreciate the online access to public comments. Very useful in researching topics.
148	No.
149	Like what you did for the training pages. Nice to see all classes enrolled in and completed right away.
150	Not at this time.
151	Enjoy keeping informed of new regulations and requirements.
152	This web site sounds interesting. Where do I go to access it?
153	As the Obama administration makes changes to environmental laws, how these are effect CARB need to be reflected in the web page. Information.
154	none
155	I am on the site everyday and find it hard to use, god help someone who doesn't know what they are looking for.
156	The State ruined our web page.
157	Particulate matter-you can not/will not list it as toxic substance. DTSC has no idea (ha ha) of what you are talking about. They think I should bear the cost of analyzing every vehicle and make my own decision. Obviously ARB has done the science already and should be able to list what was found so that I can access DTSC site to be able to dispose of this 'ash' appropriately. Give me the tools to comply with your new laws now not months or years down the line. It may be appropriate in government/science but not to a business owner that is trying to anticipate and comply.
158	I know it's a complex site, but most people I know cannot navigate your site.
159	I have spent over \$500,000 to get ready for this CARB crap and it keeps getting pushed back, I am going to go broke because California can not make up its mind
160	Thanks for doing this survey.
161	No, just have been concentrating on getting our TPU's registered and marked before the July 17 deadline.
162	Have a nice Day & a safe 4th of July!!
163	I use the web site mostly for information & Webcasts on Climate Change issues and the information has been very helpful.

164	Contact email addresses on each page that someone ACTUALLY LOOKS at and responds to , but not with worthless canned emails!
165	No
166	I often have hard time locating information on subjects that I use infrequently. I often have to go the a-z list to find what I am looking for.
167	No
168	Stop diesels from killing us slowly. Both idling, on the road and stationary types, including health care locations.
169	No.
170	No
171	The website does a good job, but there is too much going on that affects our trucking company. It's getting expensive to do everything you want out of us.
172	ARB deserves high marks for using technology to make information available in a very timely manner. The webcasts are particularly useful -- this technology saves time & conserves energy (i.e., minuses travel)
173	Stop the oppression. our air is fine
174	thank you for your concerns with our comments and please help push back the date for the ARB units further back the economy is not helping us to keep every thing afloat money here money there
175	Your webcast option for meeting attendance is great!! - It is helping reduce the carbon footprint of meetings.
176	I thank you are running a lot of companies out of business with all the bullshit laws and fines that are outrageous. The reason Ca is broke is because you are running companies out of business
177	REALLY! Improve the search engine!
178	This board has gone far beyond what it is support to do in regulating air quality. By the stroke of a pen they have taken individuals rights and flushed them down the toilet, without even thinking of the U.S. Constitution or the California Constitution.
179	When CARB changed its web site home page earlier in the year or last year, it was very hard to navigate to pages I previously used. I do not bookmark too many CARB pages because I find it faster to navigate to from the home page.
180	The people at ARB whom I was able to reach were all very competent, polite, helpful and hard-working. They were the highlight of this ordeal. The ARB site was slow which made poking-around and learning the site very arduous. There were critical areas that were hard to find, only accessible after choosing a specific multi-page journey through the site. The overall design was a bit complicated. I don't like that we are held responsible for this reporting under law, and there are a multitude of interpretations for what ARB is asking of people, only one of which is correct. There are a multitude of terms that obviously have a specific ARB definition, most of which I could not find definitions for. For example, am I a "facilities manager?" I don't know! It depends on how you are defining "facilities manager". It's not my job title but perhaps in the regulatory environment I am? I had this same dilemma 50 times. Literally. And when my name is attached to the report and the possible penalties for false reporting are criminal, this suddenly became an unnecessarily stressful and confusing chore. All total, it consumed way too much time, and was a terrible experience. This will surely affect my voting in the future.
181	Yes, I work at ARB.

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182	no
183	I am usually looking for transportation information
184	Good job keep it up
185	Excellent webcast services. Not like webinars at some Federal, CEC, EPA web sites...very hard to listen to, not very enjoyable to attend
186	The website is an excellent resource, and the current direction of improvements is making it much easier to use.
187	nothing I can think of at the moment
188	Thanks for everything you do for our environment as the world's leader in air quality management, and your website reflects your commitment to a greener planet.
189	Keep up the good work
190	none
191	Thanks for caring to improve the website. The information covered is invaluable to me. I am more comfortable with EPA's site but I have used it more.
192	I am a member of People First, California, and Orange County Chapter. People First is a statewide and national organization that works with and for disabled persons. As a result, health issues are very important to us including issues on air pollution and other kinds of environmental pollution because these things can make our disabilities worse and/or give us other health problems. Nearly all of us are low income and have limited choices where we can live. Lots of times that means we have to live where pollution problems are greatest because those are the same areas that are less expensive to live in.
193	CARB should be more receptive of legitimate industry concerns. CARB seems to prefer untested, long shot technology to easily implementable, intermediate solutions to environmental issues. The technical staff appears to have little regard to small company resources for demonstrating the benefits for new technologies. As a result, viable technologies are not being implemented to provide environmental benefits.
194	The site is fine for brochure-ware, but the parts built for registration and live data inquiry functions are poorly designed at a several levels; does not fit the realities of the operating transportation world.
195	Why the sate doesn't acknowledge scientific evidence refuting global warming
196	VERY GLAD YOU COLLECT AND DISSEMINATE STUDY DATA, ESP. FOR MY LOCALE, SANTA BARBARA. OUR NEWS MEDIA IS NOT DOING A GOOD JOB OF INFORMING ON AQ ISSUES.
197	The economy is bad and the self employed people do not have money to replace true or replace kits to comply with this law. We are struggling to pay our mortgage payments and bills and cutting back in the foods we eat to survive. This law comes in a bad time. Some self employed are going to park their trucks or not carry produce. That is going to hurt our economy. Because if there are less truck drivers moving the food products that means less food and prices go up. As you know the gas prices are going up, that takes a big chunk of our profit and that means less money. We are thinking of parking are truck and letting everything go.
198	I cannot find any information on solar drying of bio solids on your website - something should be posted.
199	n/a
200	Please keep the little guy in consideration. This will make a lot of people go broke.

	Including myself.
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16. 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	366	41%
No	520	59%
Total	886	100%