

The following request to provide feedback regarding the redesigned website will appear on the Board's redesigned website:

The Surface Transportation Board is seeking feedback from the public on our new website design. Our goal is to provide an easy to use website that provides relevant information on important Board activities, decisions and other relevant documents. Your feedback will help us meet that goal. If you would like to provide feedback, we invite you to take our website survey.

The request above will provide the link to the survey. If visitors to the Board's redesigned website click on the link, they will be asked the following survey questions:

### Redesigned Website Survey

#### Navigation

1. What do you think of the website's overall design?
  - Really like it
  - Like it
  - Neither like it nor dislike it
  - Dislike it
  - Strongly dislike it
2. Compared to the current STB website, the redesigned website was:
  - Easier to use
  - About the same to use
  - Harder to use
3. Were you able to find the information you were looking for?
  - Yes, it was easy to find the information.
  - Yes, but it was more difficult than expected. Please provide examples.  

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  - No, I could not find the information. Please list the type of information you were searching for.  

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4. Navigation menus were well laid out.
  - Yes
  - No

If no, describe the issue with the menu lay out.

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5. What would you improve about the site?  

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6. What did you like most about the site?

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7. What did you like least about the site?

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Content

8. Is the information provided in an intuitive/easy to find location?

- Yes
- If not, where should it reside?

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9. Is the information correct?

- Yes
- If not, where and why?

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10. Is the information useful?

- Yes, how?
- If not, should the information/section be removed?

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11. Are graphic downloading fast enough?

- Yes
- No, which one/s?

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12. Is there anything you would like to do on the website that you currently cannot do?

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Additional Comments:

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