



# Environmental Protection Agency

Usability Audit Review

Content and Navigation: Ground Water and Drinking Water

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**Usability Analyst**  
**February 2018**

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**FORESEE**

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# Agenda

- › **Overview of Usability Audit Review**
  - Top Usability Issues
  - Key Points

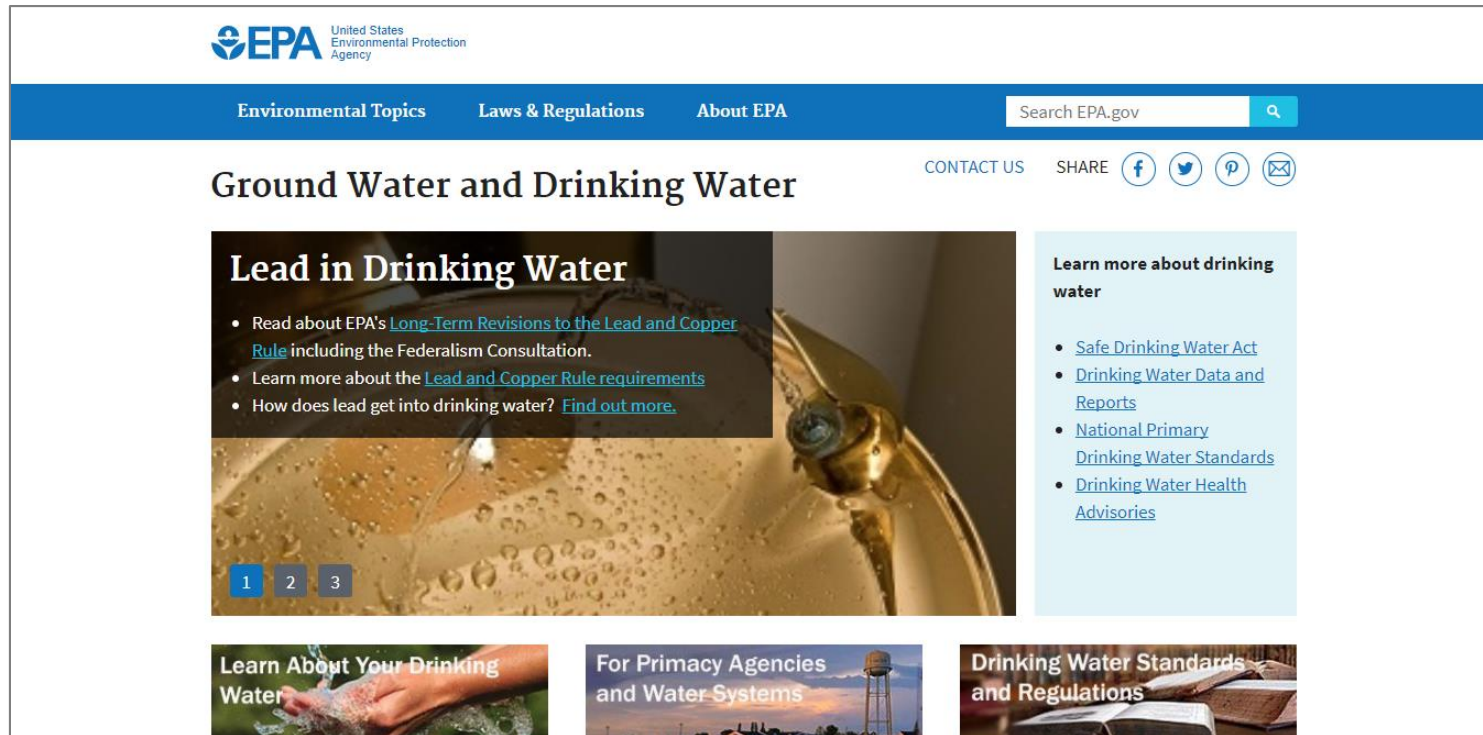
# ForeSee Usability Process

- Audit
- Analysis
- Independent Evaluation
- Target Customer Needs and Expectations

# Usability Indicators

- Individual Application
- Pass/Fail Metric
- Measures Specific Aspect of Usability
- Proprietary to ForeSee
- Website Analysis and External Research
- Best Practice

# Scope and Specifications



- February 2018
- 1366 x 768
- Iterative Evaluation

This audit examines content and navigation within the Ground Water and Drinking Water section to evaluate the organization and categorization of information, the intuitiveness of navigation, and how clearly labeling communicates the nature of content and its structure. This audit focuses on the core components of orientation, labeling, navigation, and organization.

# Agenda

- Overview of Usability Audit Review
- › **Top Usability Issues**
- Key Points

# Top Usability Issues

- Categorization
- Labeling and Messaging
- Landing Pages
- Local Navigation
- Visual Presentation
- Expected Location
- Instructions
- Presentation of Content
- Help Content
- Broken Links

# Classification







# Homepage presents too many options

The categorization of content within the Ground Water and Drinking Water section does not help visitors find desired content. For example, visitors looking for their local water quality report or information about their watershed may be overwhelmed by the number of options presented to them on the section's homepage. This increases the time and effort required for them to determine which links lead to the content they seek.

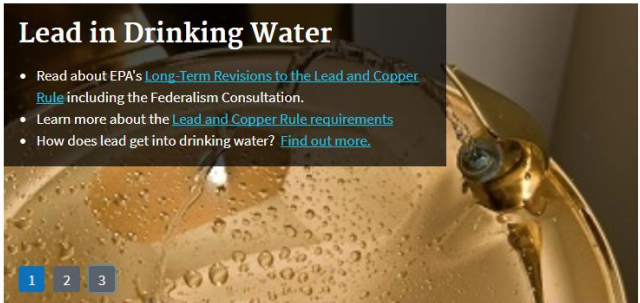
**Recommendation:** Reduce the number of links on the section's homepage.

## Ground Water and Drinking Water

CONTACT US SHARE    

### Lead in Drinking Water

- Read about EPA's [Long-Term Revisions to the Lead and Copper Rule](#) including the Federalism Consultation.
- Learn more about the [Lead and Copper Rule requirements](#)
- How does lead get into drinking water? [Find out more.](#)




1 2 3

#### Learn more about drinking water


- [Safe Drinking Water Act](#)
- [Drinking Water Data and Reports](#)
- [National Primary Drinking Water Standards](#)
- [Drinking Water Health Advisories](#)

#### Learn About Your Drinking Water




- [Basic Information](#)
- [Consumer Confidence Reports](#)
- [Private Drinking Water Wells](#)
- [Testing Drinking Water at Home](#)
- [Community Water Resilience](#)
- [Protect Sources of Drinking Water](#)
- [Emergencies](#)

#### For Primacy Agencies and Water Systems



- [Drinking Water Requirements](#)
- [Quick Reference Guides](#)
- [Building System Capacity](#)
- [Tribal Drinking Water Program](#)
- [Water Resilience](#)
- [Emergency Response](#)
- [Creating Resilient Water Utilities](#)

#### Drinking Water Standards and Regulations




- [Regulated Contaminants](#)
- [Regulations Under Development](#)
- [Regulation Development Process](#)
- [Contaminant Candidate List](#)
- [Regulatory Determination](#)
- [Unregulated Contaminant Monitoring](#)
- [Six-Year Review](#)

### Laboratories

- [Certification](#)
- [Analytical Methods](#)
- [Nationwide Network](#)

### Activities for Students & Teachers



Have a question? Contact the [Safe Drinking Water Hotline](#).

### Highlights

- **Jan 11, 2018** - EPA releases [information on potable reuse](#).
- **Oct 30, 2017** - EPA announces [NDWAC meeting](#).
- **Oct 27, 2017** - EPA releases [LCR peer review report](#).
- **Oct 11, 2017** - EPA extends comment period for [perchlorate peer review](#).
- **July 27, 2017** - EPA releases the [Strategic Plan for Targeted Outreach to Populations Affected by Lead](#)
- **July 7, 2017** - EPA publishes a new [tool for laboratory support](#).
- **June 13, 2017** - EPA releases a [DWSRE Eligibility Handbook](#)

### Other Drinking Water Topics

- [Cyanotoxins in Drinking Water](#)
- [Distribution Systems](#)
- [Drinking Water State Revolving Fund and Drinking Water Needs Survey](#)
- [Fed FUNDS](#)
- [Lead in Drinking Water](#)
- [National Contaminant Occurrence Database](#)
- [National Drinking Water Advisory Council](#)
- [Protecting Underground Sources of DW from Underground Injection](#)
- [Sole Source Aquifers](#)
- [Water System Partnerships](#)

# Categorization is incomplete

Although the visual organization of content on the homepage implies that there are three top-level categories within the section ❶, the content presented on these pages does not represent everything visitors can do in the section. As shown, the group of links for Learn about Your Drinking Water ❷ and the menu on the subsequent page ❸ each contain links that are not repeated in the other group ❹ ❺. This makes it more difficult for visitors to understand how content within the section is structured and delays them in their task of identifying the most relevant or useful content.

The section could create more intuitive pathways by grouping content logically into general to specific categories. This would allow visitors to evaluate all available areas of content more quickly and target those of relevance to them.

### Recommendations:

- Avoid overlapping subcategories.
- Organize content within Ground Water and Drinking Water into thematically-related categories and subcategories.

1

### Learn About Your Drinking Water

- Basic Information
- Consumer Confidence Reports
- Private Drinking Water Wells
- Testing Drinking Water at Home
- Community Water Resilience
- Protect Sources of Drinking Water
- Emergencies

### For Primacy Agencies and Water Systems

- Drinking Water Requirements
- Quick Reference Guides
- Building System Capacity
- Tribal Drinking Water Program
- Water Resilience
- Emergency Response
- Creating Resilient Water Utilities

### Drinking Water Standards and Regulations

- Regulated Contaminants
- Regulations Under Development
- Regulation Development Process
- Contaminant Candidate List
- Regulatory Determination
- Unregulated Contaminant Monitoring
- Six-Year Review

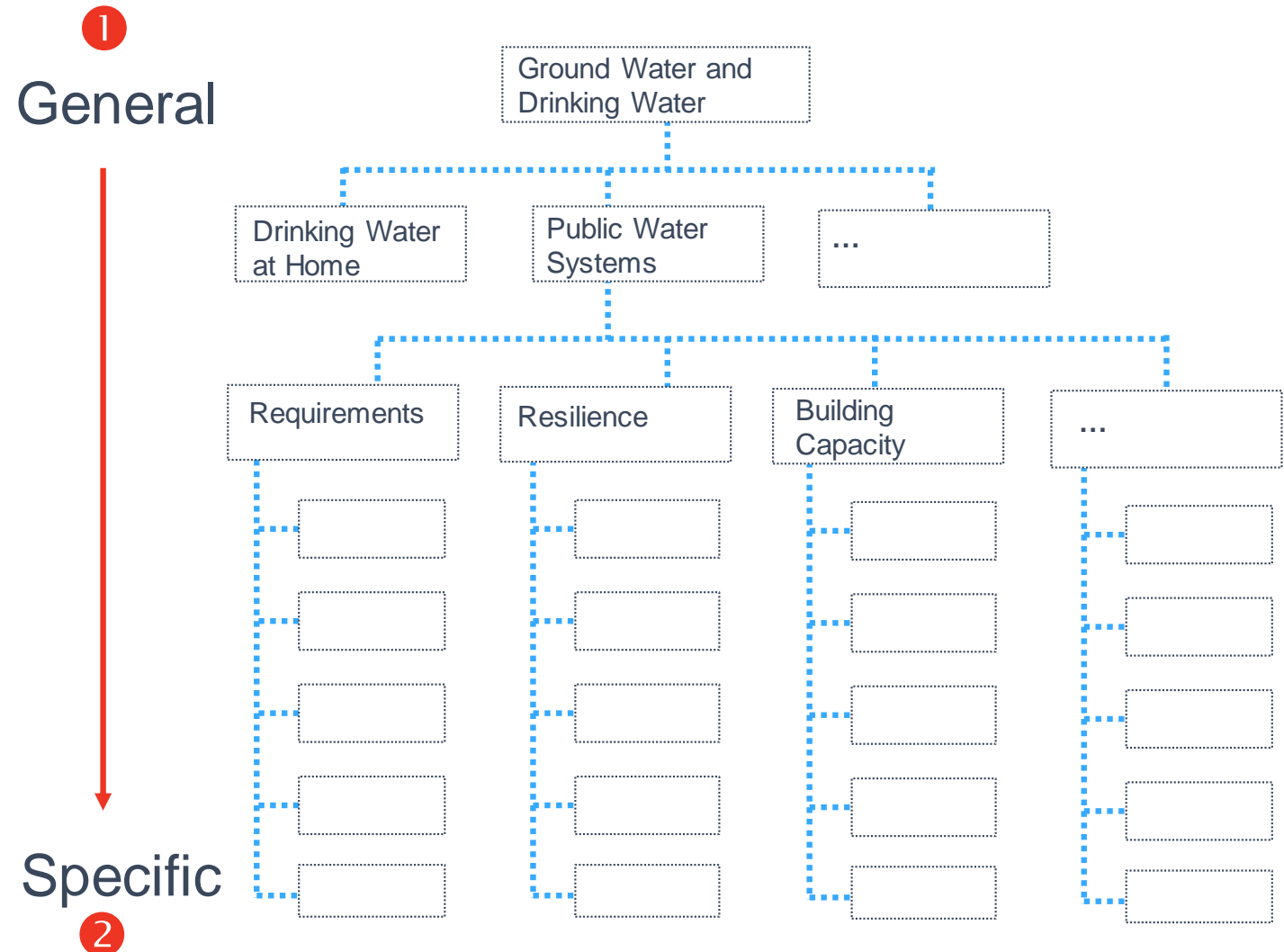
2

4

- Testing Drinking Water at Home
- Community Water Resilience
- Protect Sources of Drinking Water
- Emergencies

# Mockup: Effective categorization

To be able to navigate to the desired information or resources within Ground Water and Drinking Water, visitors must be able to follow a strong information scent from very general content areas near the top of the section **1** down to very specific content areas **2**. This is accomplished by establishing an information hierarchy that gradually discloses clear choices to visitors.



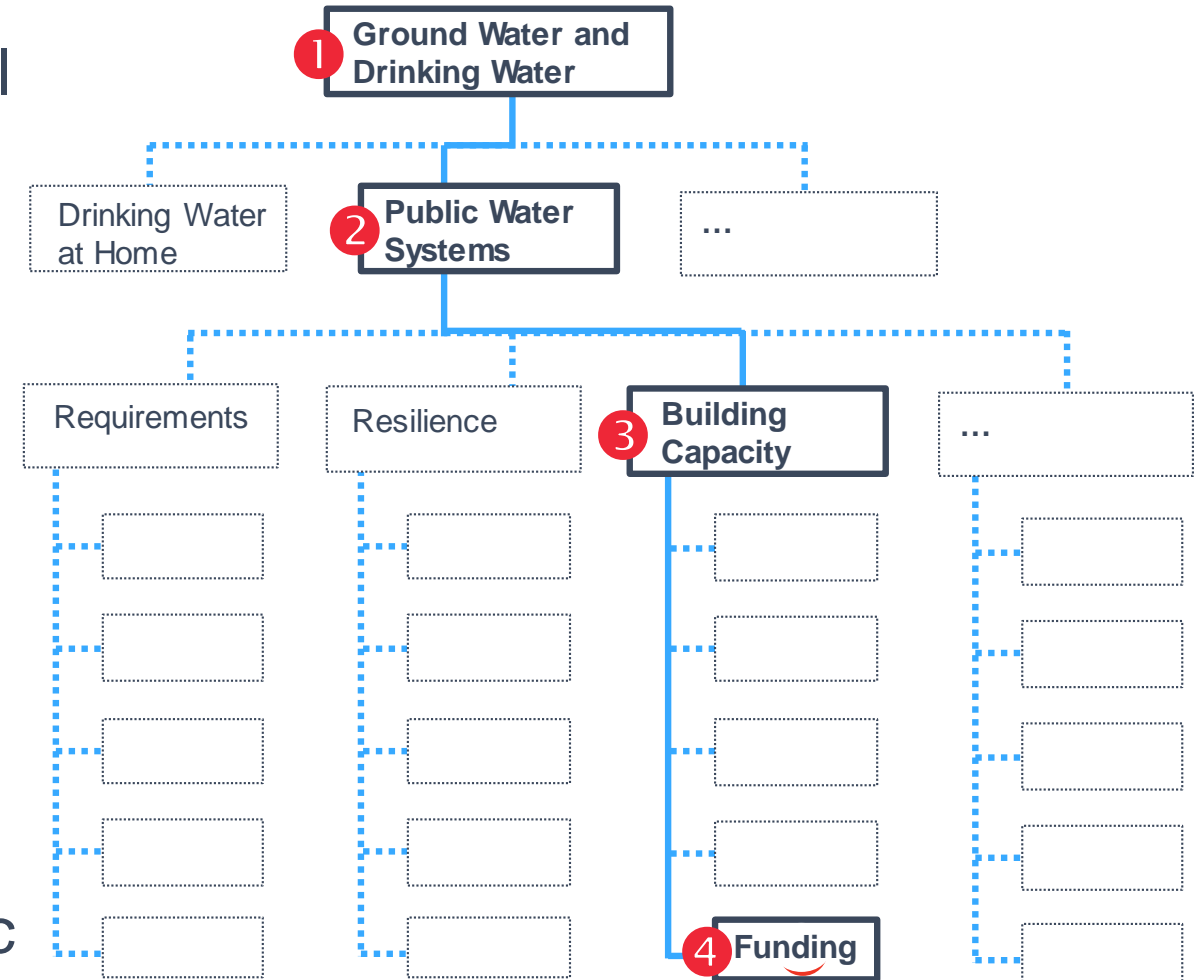
# Mockup: Effective categorization

Thus, supported by descriptive link labeling, visitors could successfully navigate with each click toward the very specific information they seek deeper in the site because the appropriate path or choice is clear on each page

① ② ③ ④. For large sites, this deep-structured hierarchy is preferable to the shallow hierarchy currently in place. Although the category page attempts to expose content and reduce clicks, it creates an unintuitive structure and an overwhelming number of links higher in the site.

General

Specific



# Categorization

## Recommendations

- Reduce the number of links on the section's homepage.
- Avoid overlapping subcategories.
- Organize content within Ground Water and Drinking Water into thematically-related categories and subcategories.

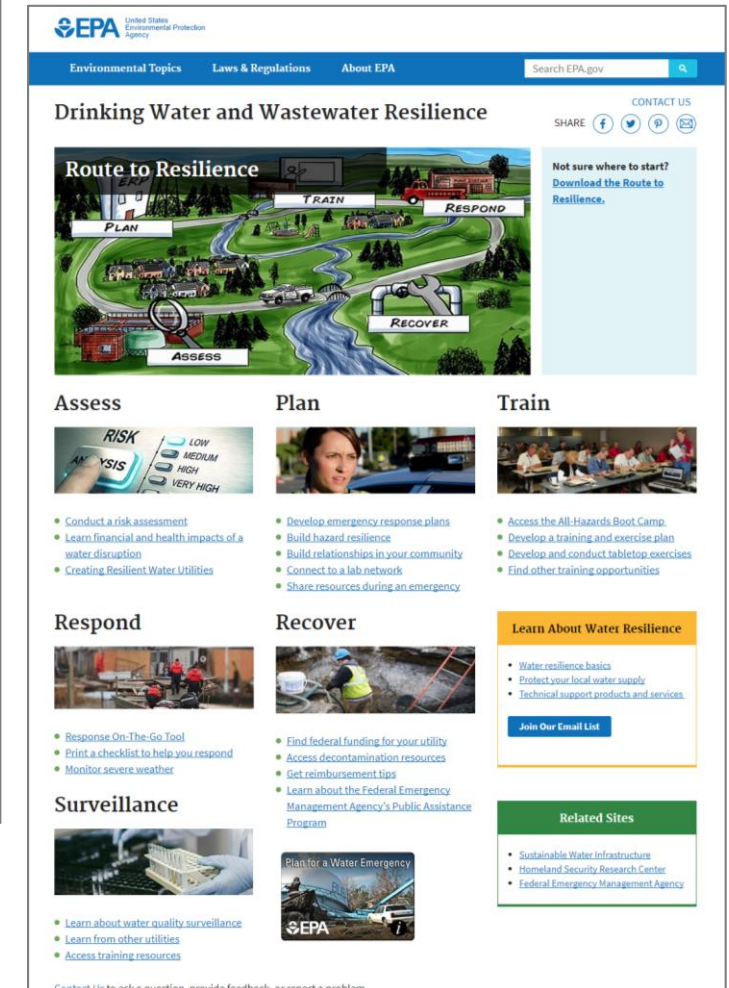
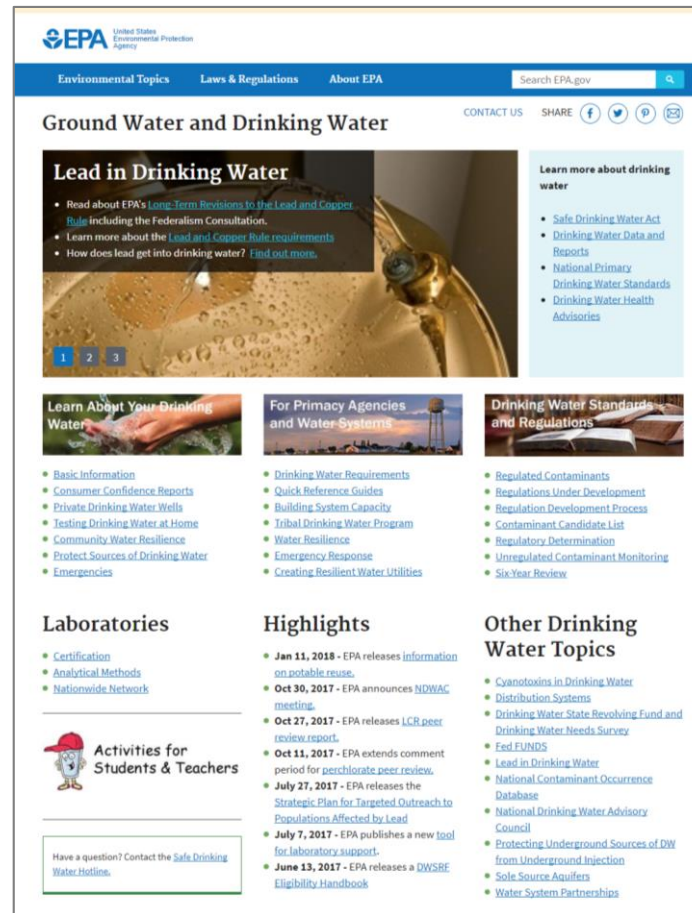
# Landing Pages



# Landing pages do not effectively introduce content

Primary pages serve to introduce a section's content, set visitor expectations about what can be accomplished, and provide efficient pathways for doing so. Typically, visitors look to the centerwell for overview text and linkage to content on deeper pages within the section. Although the Ground Water and Drinking Water page and other landing pages in the section provide groups of links to subsequent content, they fail to provide a general overview of the content within the section. This slows visitors as they seek to gain an understanding of the breadth and depth of the content within each section.

**Recommendation:** Ensure that the Ground Water and Drinking Water homepage and other landing pages in the section provide an overview of the content within the section.

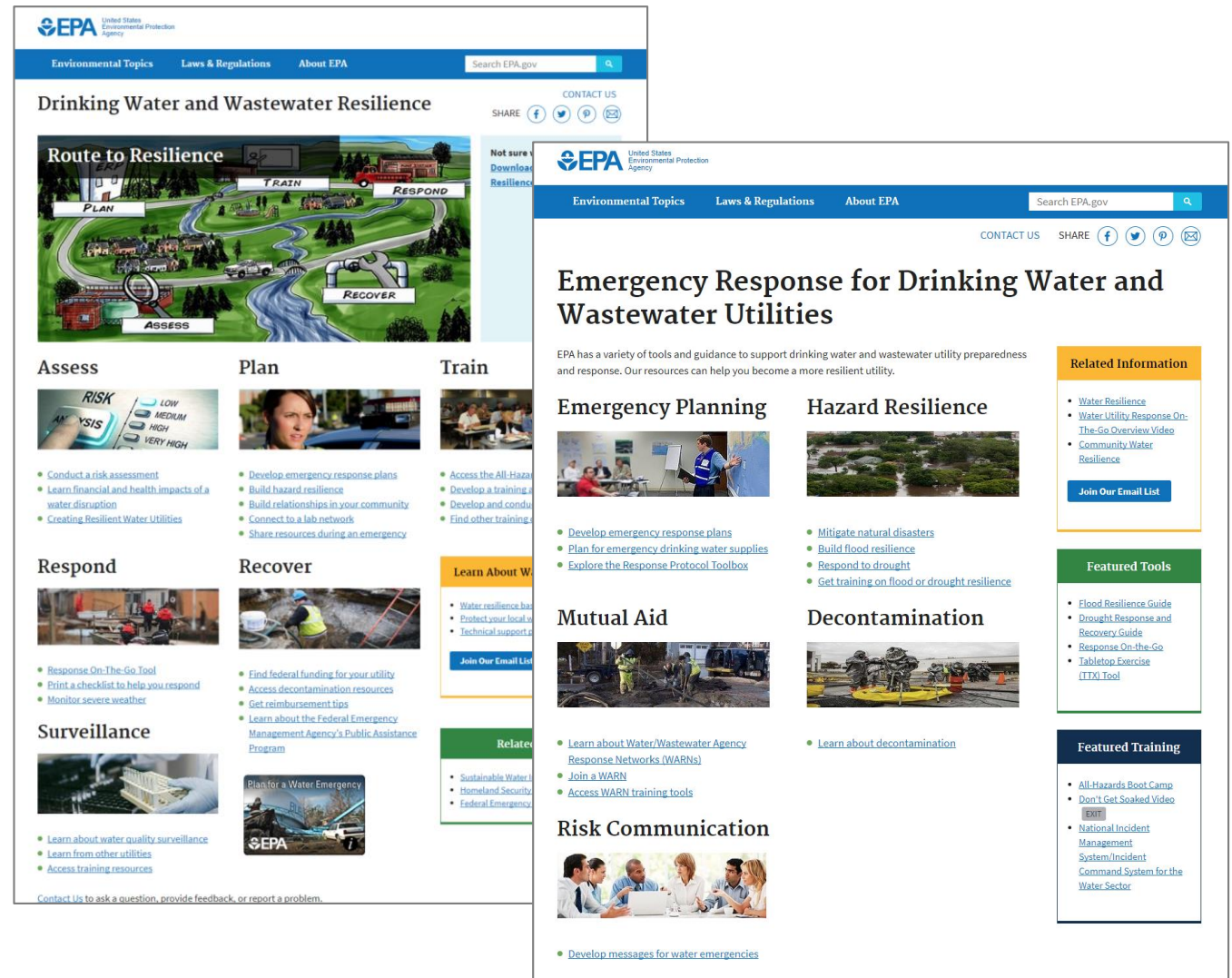


# Scope notes are missing from landing pages

Furthermore, landing pages within the section do not provide explanatory text for links on the page. The inclusion of scope notes helps to explain the nature of content and categories and entice visitors to learn more. In addition to clarifying the type of content visitors will encounter by clicking on navigation choices, these notes help to guide visitors down the correct path and assure them that the first click they make from the landing page is the correct one.

Scope notes can range in length from a short phrase to a few sentences, depending on the link or links they are describing.

**Recommendation:** Supplement links with succinct scope notes that set initial expectations and help visitors select the best one.





# Best practice: Introduction of content on a landing page

The screenshot shows the Federal Trade Commission's "CONSUMER INFORMATION" page, specifically the "Money & Credit" category. The page features a left sidebar with navigation links, a main content area with descriptive text and subcategory links, and a right sidebar with "Related Items" and "Recent Blog Posts". Red annotations highlight three key best practices:

- 1**: A red box highlights the introductory paragraph under the "Money & Credit" header: "Money matters. And using tried and true strategies for dealing with money — or the lack of it — can make a big difference to your present and your future. Whether you are saving, spending, or borrowing money, this is information you can't afford to overlook." This demonstrates effective use of the centerwell to provide an overview of the category.
- 2**: A red box highlights the subcategory links in the left sidebar: "Shopping & Saving", "Buying & Owning a Car", "Credit & Loans", and "Dealing with Debt". This shows linkage to deeper pages.
- 3**: A red box highlights the "Related Items" and "Recent Blog Posts" sections on the right. The "Related Items" section includes links like "Charity Scams", "Buying a Used Car", "Free Credit Reports", "Coping with Debt", and "Solving Consumer Problems". The "Recent Blog Posts" section includes links like "Know the risks before you invest in cryptocurrencies", "The FTC will never ask you to send money", and "New deadline for Western Union settlement requests". This shows how descriptive text in the centerwell provides additional context for content in each subcategory.

This category landing page shows effective use of the centerwell to provide an overview of the category **1** and linkage to deeper pages **2**. Descriptive text in the centerwell provides additional context for content in each subcategory **3**.

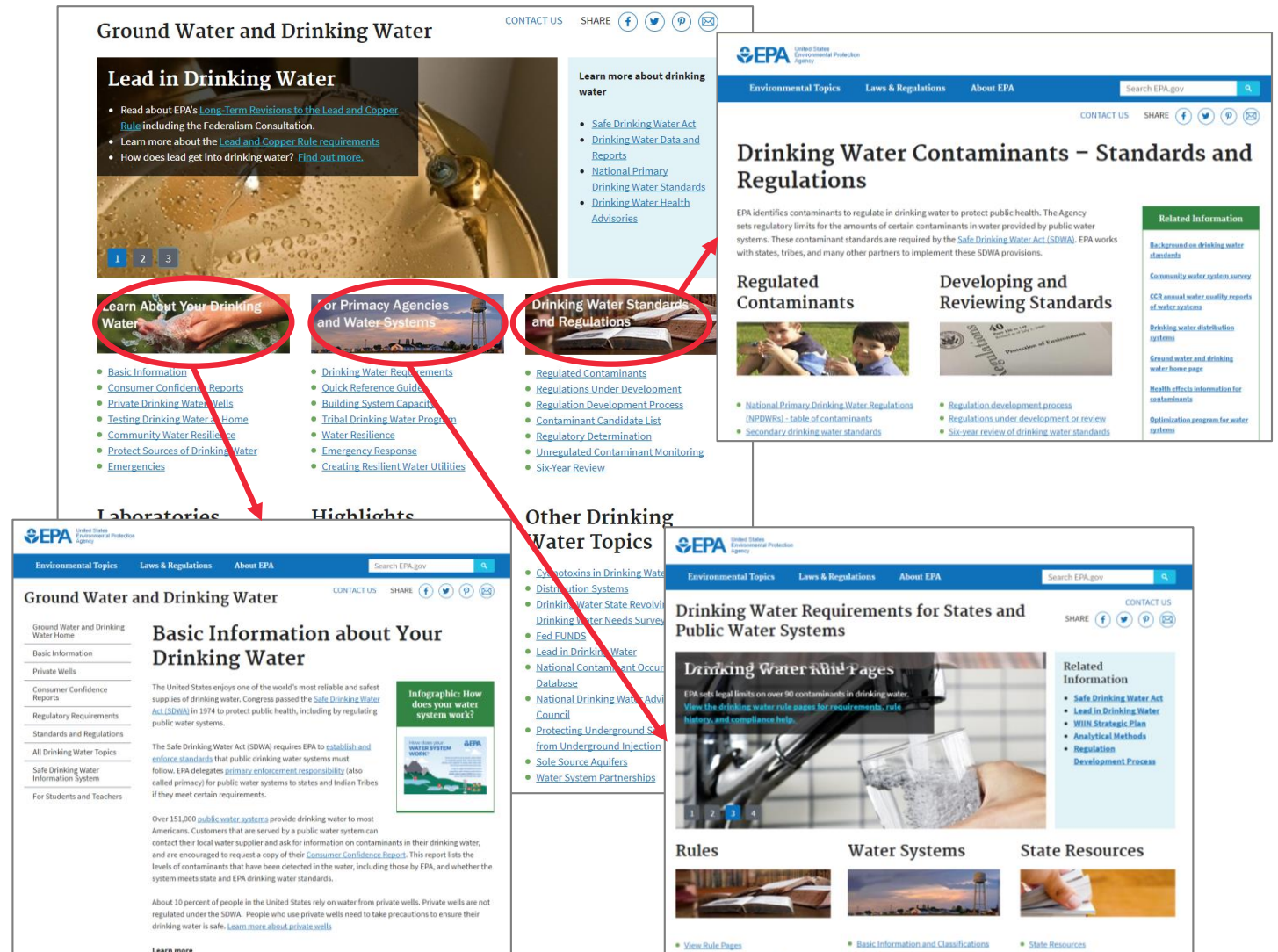
# Category headings return different types of content

The site does not set accurate expectations regarding subsequent content. Although visitors may expect category landing pages when clicking on the headings in the Ground Water and Drinking Water homepage, each of these links returns a different style page. The differences in the page structure prevent visitors from understanding how the category is structured and organized.

Furthermore, navigation is hindered as only the Basic Information about Your Drinking Water page provides an explicit link to return to the category homepage.

## Recommendations:

- Implement the site template consistently throughout the category.
- Provide linkage to the Ground Water and Drinking Water homepage on all pages of the category.



# Landing Pages

## Recommendations

- Ensure that the Ground Water and Drinking Water homepage and landing pages in the section provide an overview of the content within the section.
- Supplement links with succinct scope notes that set initial expectations and help visitors select the best one.
- Implement the site template consistently throughout the category.
- Provide linkage to the Ground Water and Drinking Water homepage on all pages of the category.

# Local Navigation

# Local navigation is missing on topic pages

Although the Ground Water and Drinking Water category provides navigation menus on some content pages **1**, navigation within the category is hindered by the absence of these menus on topical landing pages **2**. As visitors move from content pages to topic pages **3**, the loss of the menu results in a disjointed navigation experience in which they must scan some pages determine their options, but are offered a menu of options on others.

**Recommendation:** Display local navigation menus on all pages within the category.

**Ground Water and Drinking Water**

CONTACT US SHARE [Facebook] [Twitter] [Pinterest] [Email]

Ground Water and Drinking Water Home

Basic Information

Private Wells

Consumer Confidence Reports

Regulatory Requirements

Standards and Regulations

All Drinking Water Topics

Safe Drinking Water Information System

For Students and Teachers

## Basic Information about Your Drinking Water

The United States enjoys one of the world's most reliable and safest supplies of drinking water. Congress passed the [Safe Drinking Water Act \(SDWA\)](#) in 1974 to protect public health, including by regulating public water systems.

The Safe Drinking Water Act (SDWA) requires EPA to [establish and enforce standards](#) that public drinking water systems must follow. EPA delegates [primary enforcement responsibility](#) (called primacy) for public water systems to states if they meet certain requirements.

Over 151,000 [public water systems](#) provide drinking water to Americans. Customers that are served by a public water system are encouraged to request a copy of their annual water quality report and are encouraged to request a copy of their annual water quality report. If you are not sure if your system meets state and EPA drinking water standards, contact your local water supplier.

About 10 percent of people in the United States live in areas not regulated under the SDWA. People who use private wells should know their drinking water is safe. [Learn more about private wells.](#)

**Learn more**

- Read about EPA's [drinking water regulation](#)
- Find [drinking water data and reports](#)
- Return to [Ground Water and Drinking Water](#)

## Private Drinking Water Wells

The EPA does not regulate private drinking water wells. Many states and towns do not require sampling of private wells after installation. It is the responsibility of the homeowner to maintain the safety of their water. This website provides information to help homeowners care for their private wells and protect their health.

### Private Water Wells and Contamination

- [About private water wells](#)
- [Human health impacts of contaminated water](#)
- [Groundwater contamination and safety](#)

### Protect Your Home's Water

- [Key steps to protect your well](#)
- [Well testing to safeguard your water](#)
- [Protect your water after a flood](#)
- [Maintain a safe well](#)
- [Publications related to private water well safety](#)

### State Resources

[State program directory](#)

[Contact Us](#) to ask a question, provide feedback, or report a problem.

#### Related Links

The below links connect to private well and ground water education resources

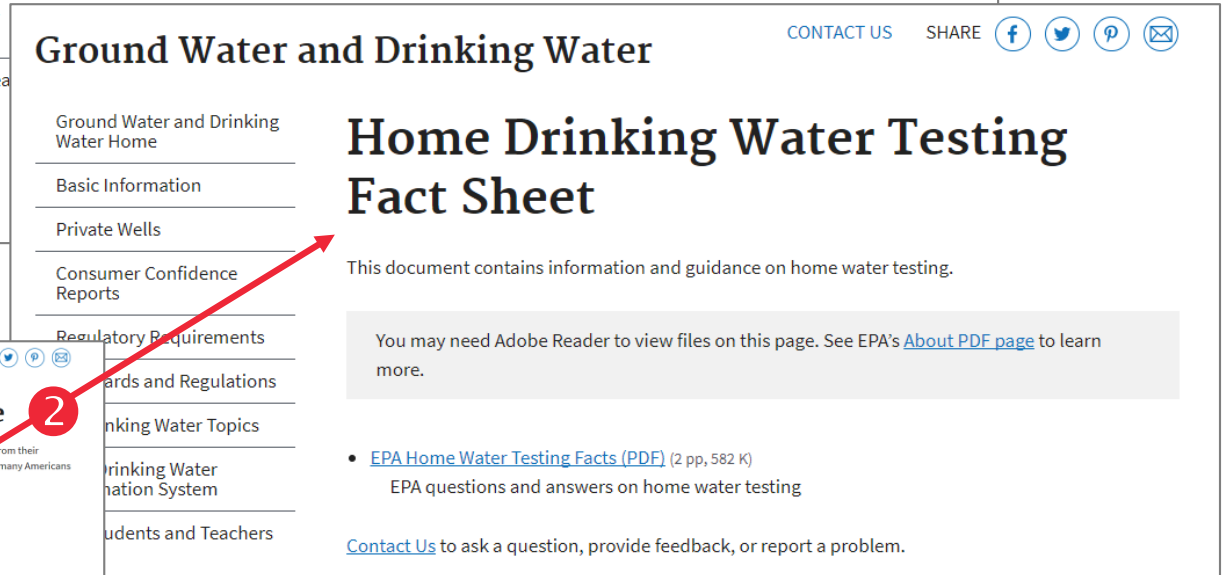
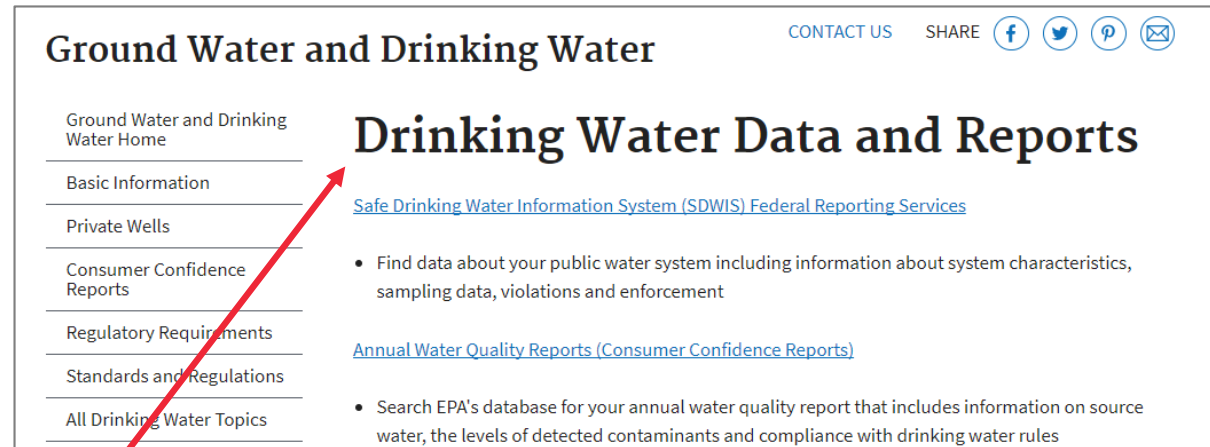
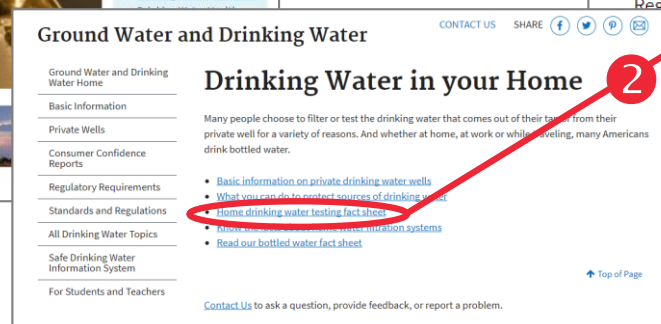
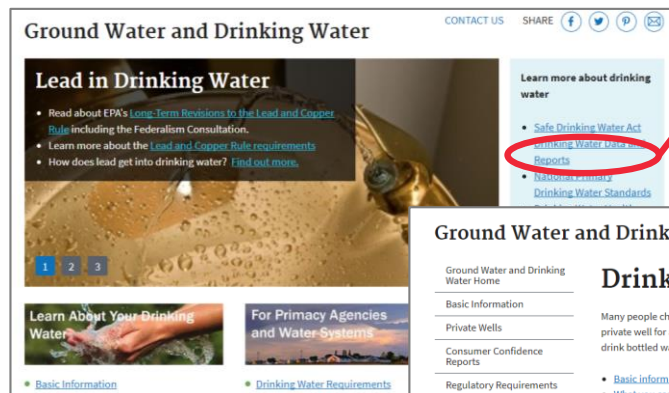
- [Free Private Well Training](#) [EXIT](#)
- [Private Well Info Sheets](#) [EXIT](#)
- [Private Well Basics, Tools, and Resources](#) [EXIT](#)
- [Groundwater Value and Safe Management](#) [EXIT](#)
- [Private Well Assessment and Workshops](#) [EXIT](#)



# Some pages are not included in the menu

Additionally, some pages within this category cannot be located through the navigation menus. For example, the Drinking Water Data and Reports is linked from the category home page **1**, while the Home Drinking Water Testing Fact Sheet is linked from the Drinking Water in Your Home **2**. However, neither of these pages can be reached through category-wide navigation scheme. Therefore, visitors may have difficulty locating and returning these pages once they have navigated away from them.

**Recommendation:** Establish a local navigation scheme which includes all pages within the category.



# Some menus do not indicate the current location

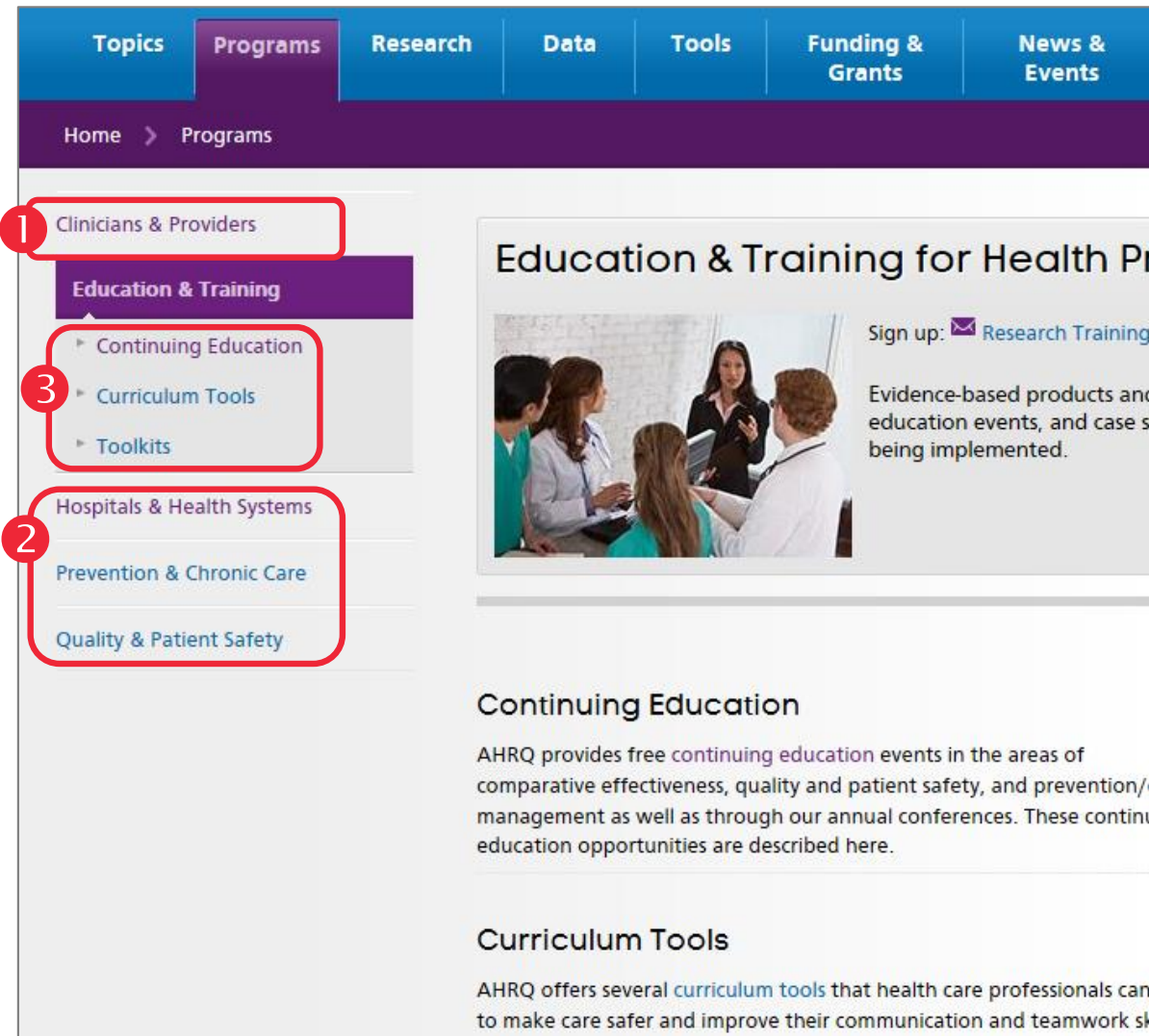
Finally, the local navigation menus do not consistently highlight the current location within the category. While some menus differentiate the item corresponding to the current page ❶, other menus do not provide this important orientation cue ❷. This risks that visitors will fail to understand how the current page relates to other items in the menu.

**Recommendation:** Differentiate the item in the menu which corresponds to the current page.

The image displays two examples of website navigation menus from the EPA. The top menu is titled "Drinking Water Requirements for States and Public Water Systems" and includes a sidebar with links: "Drinking Water Requirements Home", "Drinking Water Rules", "Water Supply Guidance", "Training", "Learn about Water Systems" (highlighted with a red box and a red circle with the number 1), "State Resources", "Water System Resources", and "Schools and Child Care". The main content area is titled "Information about Public Water Systems" and contains text about EPA's role in regulating public drinking water systems. A "Related Information" sidebar on the right lists links like "Drinking Water Distribution System", "Public Water System Supervision Program", and "Private Drinking Water".

The bottom menu is titled "Ground Water and Drinking Water" and includes a sidebar with links: "Ground Water and Drinking Water Home", "Basic Information" (highlighted with a red box and a red circle with the number 2), "Private Wells", "Consumer Confidence Reports", "Regulatory Requirements", "Standards and Regulations", "All Drinking Water Topics", "Safe Drinking Water Information System", and "For Students and Teachers". The main content area is titled "Drinking Water in your Home" and contains text about filtering or testing drinking water. A "Contact Us" link is provided at the bottom.

# Local navigation: Best practice



When present, hub and spokes navigation increases orientation, as visitors can understand the relationship of the current page to the rest of those in the current section, simply by noting which navigation options are highlighted and the how subsequent menus are nested.

This site effectively implements a local navigation menu on introductory category pages that provides cross linkage to pages at the same level ① ② and also to subsequent pages within the current topical area ③.



# Local Navigation

## Recommendations

- Display local navigation menus all pages within the category.
- Establish a local navigation scheme which includes all pages within the category.
- Differentiate the item in the menu which corresponds to the current page.

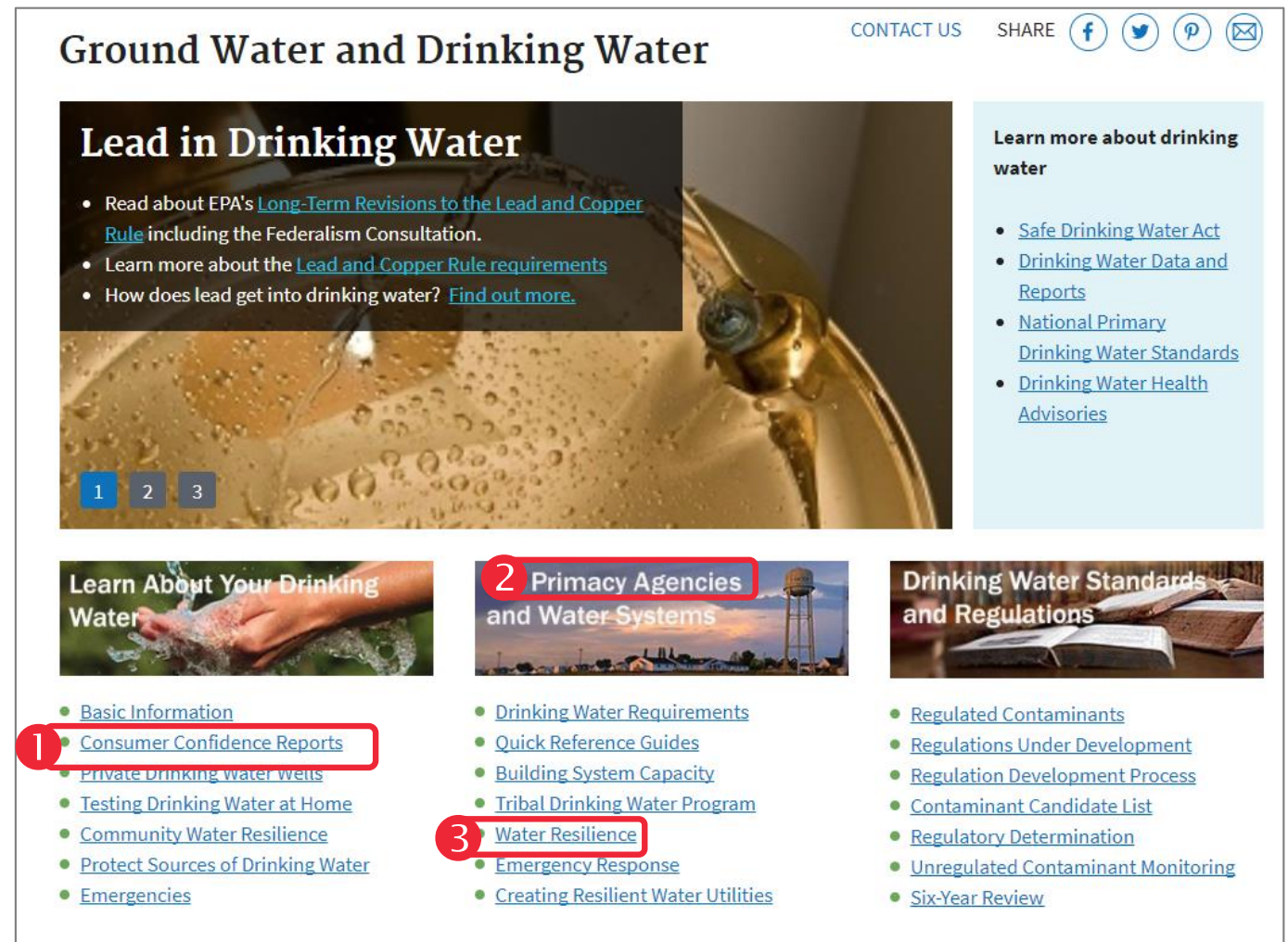
# Labeling and Messaging

# Some link labels hinder intuitive navigation

Visitors' tasks are impeded when link labels fail to match common terminology. For example, visitors looking for water quality reports may easily overlook links labeled Consumer Confidence Reports **1**, or CCR, since these terms contain no keywords that match the desired content. Other links also contain words that may be unfamiliar to visitors, such as "primacy agencies" **2** and "water resilience" **3**. If a more familiar term is not available, the site should provide scope notes to set expectations regarding this content.

## Recommendations:

- Ensure link labels reflect common terminology.
- Provide scope notes when there is no appropriate familiar term.



# Connection between content and category is not clear


In some instances, the site does not clarify the relationship of content in the group. For example, within Private Wells, the Human Health and Contaminated Water page contains important information for well owners, but it does not make a direct connection between the two topics. If this content is intended for well owners, there should be an appropriate introduction stating this and addressing their specific concerns.

**Recommendation:** Provide content introductions which connect the content on the page to the intended audience or the current category.

## Private Drinking Water Wells


The EPA does not regulate private drinking water wells. Many states and towns do not require sampling of private wells after installation. It is the responsibility of the homeowner to maintain the safety of their water. This website provides information to help homeowners care for their private wells and protect their health.

### Private Water Wells and Contamination



- [About private water wells](#)
- [Human health impacts of contaminated water](#)
- [Groundwater contamination and safety](#)

### Protect Your Home's Water



- [Key steps to protect your well](#)
- [Well testing to safeguard your water](#)
- [Protect your water after a flood](#)
- [Maintain a safe well](#)
- [Publications related to private water well safety](#)

Related Topics: [Private Wells](#)

CONTACT US SHARE    

## Human Health and Contaminated Water

On this page:

- [Natural sources of contamination](#)
- [Contamination from human activity](#)

### Naturally sources of contamination

The first step to protect your health and the health of your family is learning about what may impact the quality of your source of drinking water.

- **Microorganisms** are bacteria, viruses, and parasites sometimes found in water. Shallow wells are at greater risk of contamination. Runoff, or water flowing over the land surface, may pick up contaminants from wildlife and soils. This is often the case after a flood. These organisms can cause a variety of illnesses.
- **Radionuclides** are radioactive elements such as uranium and radium. They may be present in underlying rock and ground water. Radon is a gas that is a natural product of the breakdown of uranium in the soil and can also pose a threat. Radon is most dangerous when inhaled and contributes to lung cancer. Although soil is the primary source, using household water containing radon contributes to elevated indoor radon levels. Radon is less dangerous when consumed in water, but remains a risk to health.
- **Nitrates and nitrites** are inorganic compounds. Usually from human activities, they may also be found naturally in ground water. They come from the breakdown of nitrogen compounds (such as fertilizers) in the soil. High levels of nitrates and nitrites in drinking water pose a more significant health impact on formula-fed infants.
- **Heavy metals** occur naturally in underground rocks and soils. Heavy metals from natural sources may be a concern in some areas, but are not often found in household wells at dangerous levels. Naturally-occurring heavy metals include:
  - arsenic
  - cadmium
  - chromium
  - lead
  - selenium
- **Fluoride:** High levels of fluoride occur naturally in some areas and can contaminate private wells. Fluoride is helpful in preventing tooth decay; however, excessive consumption of fluoride can damage bone tissue. Too much fluoride can also cause tooth discoloration in young children.

[Top of Page](#)

### Contamination from human activity

**Bacteria and nitrates:** These contaminants are found in human and animal wastes. Septic tanks or large numbers of farm animals can also cause bacterial and nitrate pollution. Both septic systems and animal manures must be carefully managed to prevent private well contamination. Sanitary landfills and garbage dumps are also sources. Children and some adults are at extra risk when exposed to water-borne bacteria. These include the elderly and people whose immune systems are weak due to AIDS or other conditions.



# Best practice: Introducing content

This page demonstrates the best practice of providing an introductory statement which identifies the intended audience **1** and states the purpose of the information **2**.

[CCR Home](#)

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[CCR Compliance Help](#)

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[PSAs & Communication](#)

---

[Electronic Delivery of CCR](#)

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[Consumer Basic Information](#)

---

[Frequent Questions from Consumers](#)

---

[Find Your Local CCR](#)

---

[CCR Implementation Guidance](#)

---

[CCR Rule and History](#)

## Public Service Announcements and Communications Tips for Water Systems

Below are materials that **1** water system owners and operators may find useful for **2** communicating to their customers about the CCR, specific contaminants, or other water quality-related issues.

### Public Service Announcements – Posters and Radio Ads

The EPA released a series of radio and print ads that water suppliers and others may use to encourage consumers to take advantage of consumer confidence reports and other information about their drinking water.

Print ads are available in different sizes and shapes.

# Labeling and Messaging

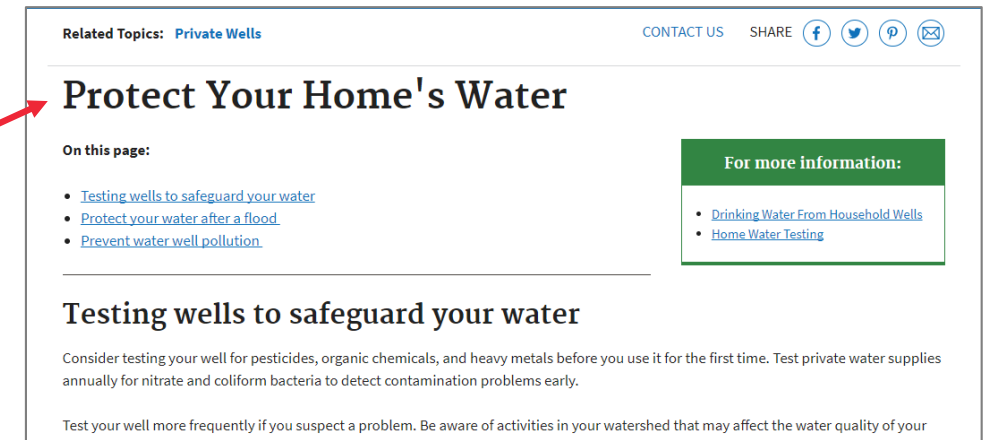
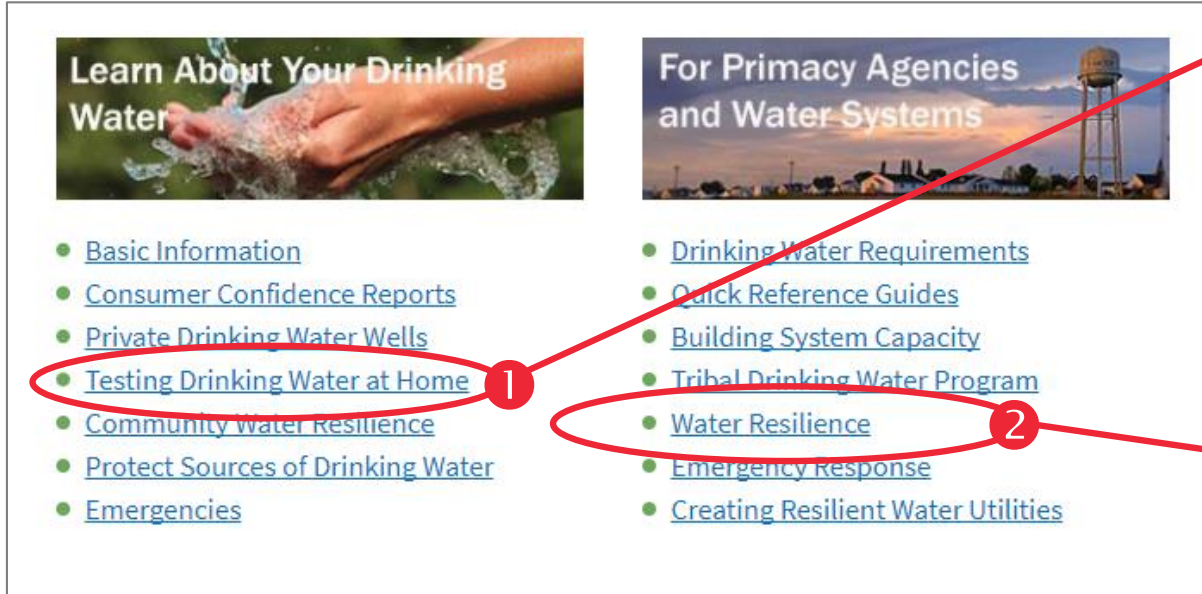
## Recommendations

- Ensure link labels reflect common terminology.
- Provide scope notes when there is no appropriate familiar term.
- Provide content introductions which connect the content on the page to the intended audience or the current category.

# Expected Location



# Link labels do not match page headings



Visitors navigating within the Ground Water and Drinking Water site may become confused when page headings do not match the corresponding link labels. For example, the label Testing Drinking Water at Home ① leads to a page with the heading Protect Your Home's Water. Similarly, the label Water Resilience ② leads to Drinking Water and Wastewater Resilience. Instead, the site should ensure link labels and page headings have a one-to-one match to orient visitors and reassure them that they have accessed the correct page.

**Recommendation:** Ensure link labels and corresponding page headings match exactly.



# Identically labeled links lead to different pages

Two links labeled Basic Information lead to two different destinations on the site. On the Ground Water and Drinking Water home page, Basic Information leads to a page with the heading Basic Information about Your Water. However, the link in the left sidebar navigation leads to the Drinking Water in your Home. This may be very confusing to visitors since both pages link to further resources for consumers. It also risks that visitors will have difficulty returning to previously viewed pages.

**Recommendation:** Ensure identically labeled links transport visitors to the same location.

The diagram illustrates a user interface issue where two links with the same label, 'Basic Information', lead to different destinations. A red circle highlights the 'Basic Information' link in a sidebar menu. Two red arrows originate from this link: one points to the 'Basic Information' link in the 'Ground Water and Drinking Water' page's sidebar, which then points to the 'Basic Information about Your Drinking Water' page; the other points directly to the 'Drinking Water in your Home' page.

**Learn About Your Drinking Water**

- [Basic Information](#)
- [Consumer Confidence Reports](#)
- [Private Drinking Water Wells](#)
- [Testing Drinking Water at Home](#)
- [Community Water Resilience](#)
- [Protect Sources of Drinking Water](#)
- [Emergencies](#)

**Ground Water and Drinking Water**

CONTACT US SHARE

Ground Water and Drinking Water Home

[Basic Information](#)

Private Wells

Consumer Confidence Reports

Regulatory Requirements

Standards and Regulations

All Drinking Water Topics

Safe Drinking Water Information System

For Students and Teachers

**Basic Information about Your Drinking Water**

CONTACT US SHARE

The United States enjoys one of the world's most reliable and safest supplies of drinking water. Congress passed the [Safe Drinking Water Act \(SDWA\)](#) in 1974 to protect public health, including by regulating public water systems.

The Safe Drinking Water Act (SDWA) requires EPA to [establish and enforce standards](#) that public drinking water systems must follow. EPA delegates [primary enforcement responsibility](#) (also called primacy) for public water systems to states and Indian Tribes if they meet certain requirements.

**Drinking Water in your Home**

Many people choose to filter or test the drinking water that comes out of their tap or from their private well for a variety of reasons. And whether at home, at work or while traveling, many Americans drink bottled water.

- [Basic information on private drinking water wells](#)
- [What you can do to protect sources of drinking water](#)
- [Home drinking water testing fact sheet](#)
- [Know the facts about home water filtration systems](#)
- [Read our bottled water fact sheet](#)

[Contact Us](#) to ask a question, provide feedback, or report a problem.

Infograp does your system

How does your WATER SYSTEM WORK?

# Expected Location

## Recommendations

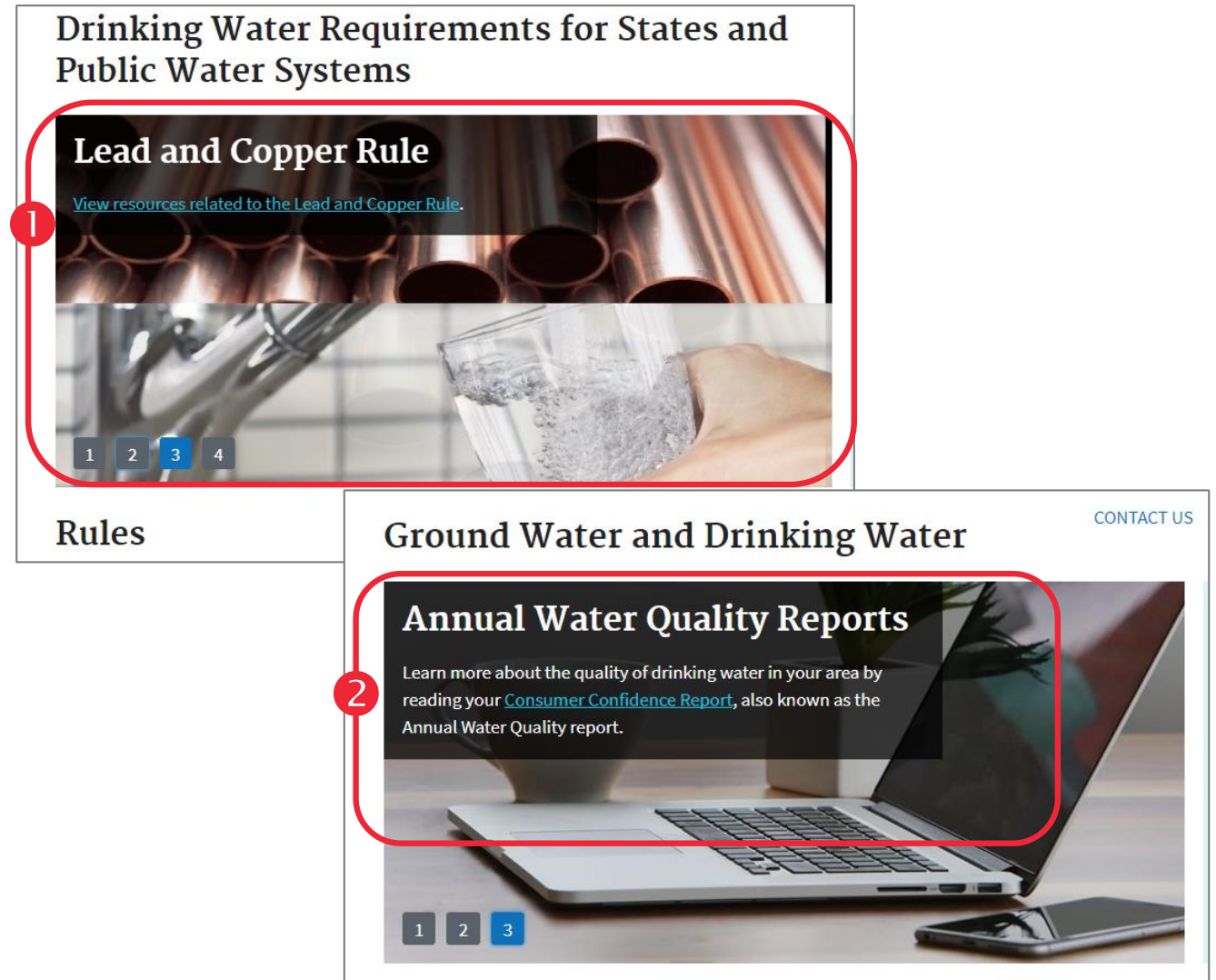
- Ensure link labels and corresponding page headings match exactly.
- Ensure identically labeled links transport visitors to the same location.

# Visual Presentation

# Featured content lacks prominence

The site displays featured content within the rotating image blocks on the Ground Water and Drinking Water home page and on other topical landing pages. Visitors can easily miss this content because the images and messages in the block change frequently **1**. For example, visitors may miss the featured item regarding annual water quality reports **2** since it shares space with two other items.

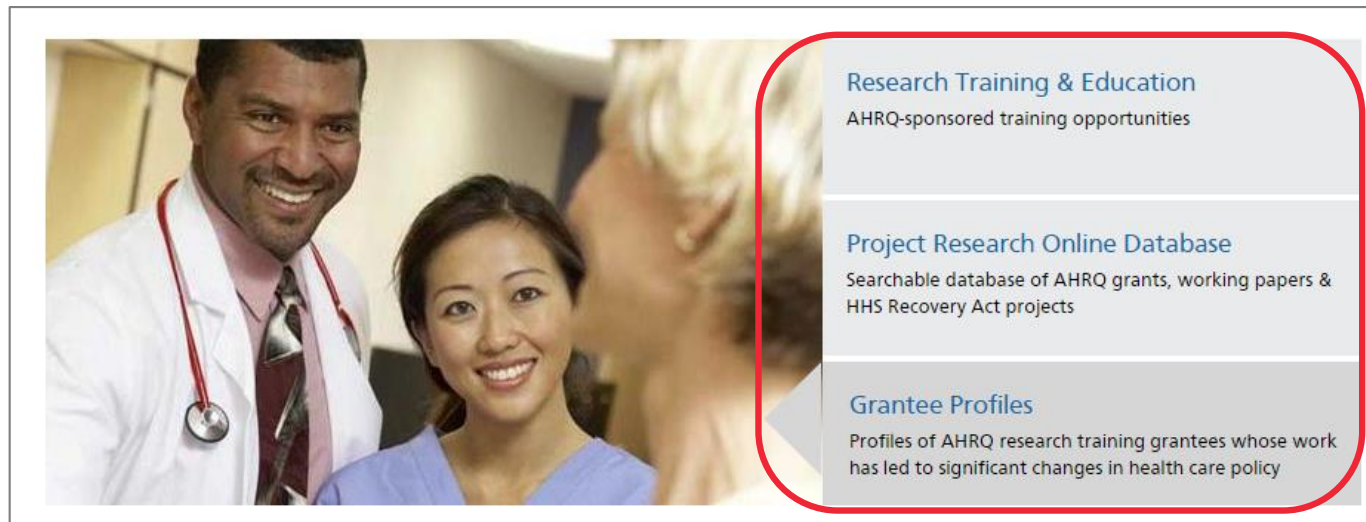
**Recommendation:** Persistently display headlines and copy for content featured in the rotating image block.



# Best practice: Persistent messages



In these examples, sites display headlines for all featured items outside the rotating block. This helps visitors find featured content even when the image is out of view.

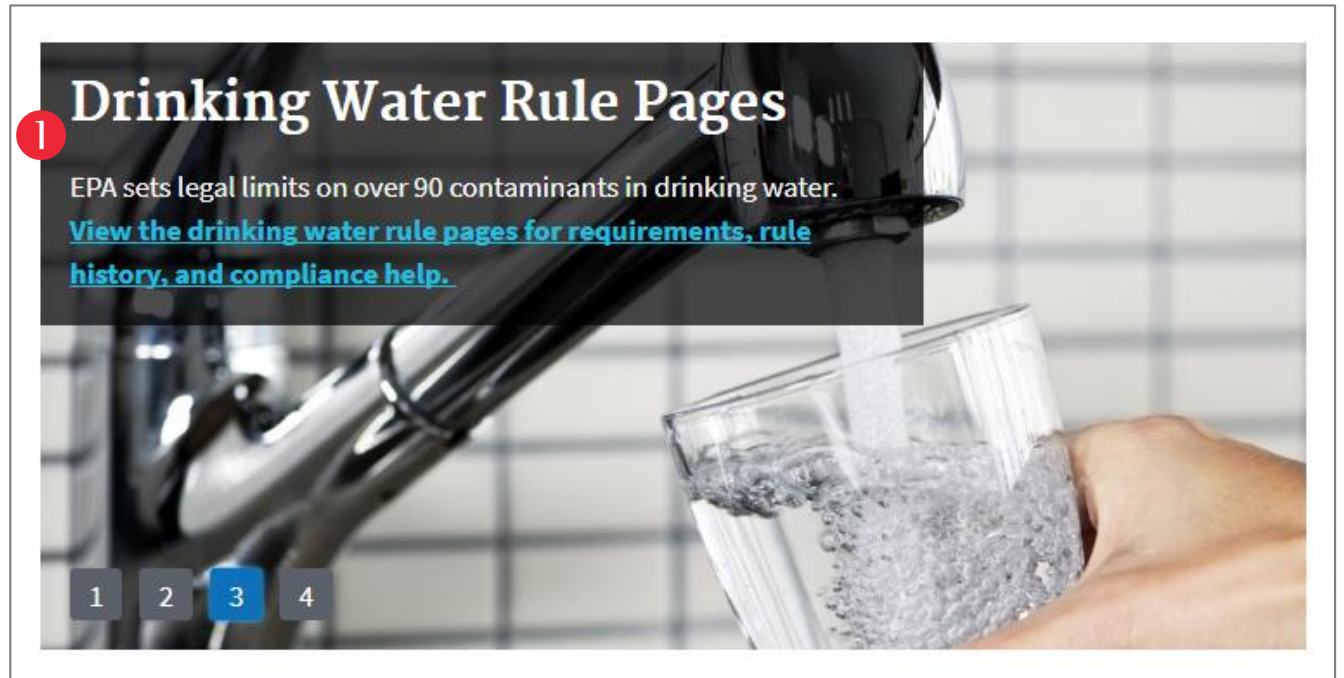





# Headings and link labels on images are difficult to read

The site inappropriately displays text over images in the rotating image blocks ❶ on landing pages and on the content dividers ❷ on the Ground Water and Drinking Water home page. Doing so forces visitors to re-focus their attention as they read content on the page, as they are unable to simply scan text; rather their eyes must jump the gaps between images and text. In addition, visitors must strain to view text in graphics as the color of the text does not consistently contrast with the background.


**Recommendation:** Avoid displaying text over images.



# Best practice: Separating text and images



Not sure where to start?  
[Download the Route to Resilience.](#)

Assess	Plan	Train
 <ul style="list-style-type: none"><li>• <a href="#">Conduct a risk assessment</a></li><li>• <a href="#">Learn financial and health impacts of a water disruption</a></li><li>• <a href="#">Creating Resilient Water Utilities</a></li></ul>	 <ul style="list-style-type: none"><li>• <a href="#">Develop emergency response plans</a></li><li>• <a href="#">Build hazard resilience</a></li><li>• <a href="#">Build relationships in your community</a></li><li>• <a href="#">Connect to a lab network</a></li><li>• <a href="#">Share resources during an emergency</a></li></ul>	 <ul style="list-style-type: none"><li>• <a href="#">Access the All-Hazards Boot Camp</a></li><li>• <a href="#">Develop a training and exercise plan</a></li><li>• <a href="#">Develop and conduct tabletop exercises</a></li><li>• <a href="#">Find other training opportunities</a></li></ul>
Respond	Recover	
 <ul style="list-style-type: none"><li>• <a href="#">Response On-The-Go Tool</a></li><li>• <a href="#">Print a checklist to help you respond</a></li><li>• <a href="#">Monitor severe weather</a></li></ul>	 <ul style="list-style-type: none"><li>• <a href="#">Find federal funding for your utility</a></li><li>• <a href="#">Access decontamination resources</a></li><li>• <a href="#">Get reimbursement tips</a></li></ul>	<div><h3>Learn About Water Resilience</h3><ul style="list-style-type: none"><li>• <a href="#">Water resilience basics</a></li><li>• <a href="#">Protect your local water supply</a></li><li>• <a href="#">Technical support products and services</a></li></ul><div>Join Our Email List</div></div>

The section headings on this page are separated from the associated images. This increases the readability of these elements.

# Visual Presentation

## Recommendations

- Persistently display headlines and copy for content featured in the rotating image block.
- Avoid displaying text over images.



# Instructions

# Input elements are unclear

**You are here:** EPA Home » Consumer Confidence Reports (CCR) » Find your local CCR

**1** **Find Your local CCR** Tools for Community Water Systems

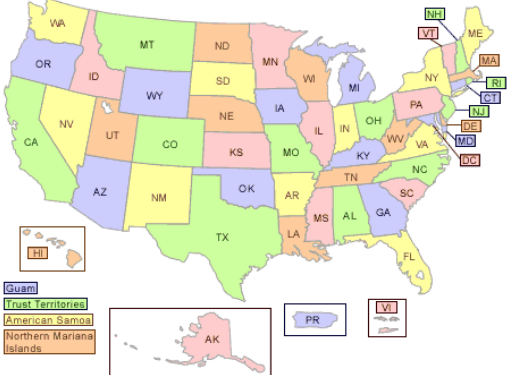
Each year by July 1st you should receive a Consumer Confidence Report (CCR), also known as an annual drinking water quality report from your water supplier. Your CCR tells you where your water comes from and what's in it.

**Find your CCR via the map or State list below**

**Please note:** CCRs for all water systems may not be available. Here are some tips for refining your search:

- Only populate the state field, click 'Search', then browse the results for your CWS, or
- Narrow your state search by adding the name of your county.

For answers to frequently asked questions, visit our [Frequently Asked Questions and Answers by Consumers page](#).



Limit the number of search fields entered to allow for best search results.

State: \*

Water System Name:

City, Town, or County:

**5**

The Consumer Confidence Reports online search tool **1** and the SDWIS Federal Reports Search **2** offer two methods of entering search criteria: a clickable state map **3** **4** and a set of input fields **5** **6**. However, may not be clear to visitors that these are two independent options, nor is it apparent how these options differ. Since the map is more visually engaging, visitors are likely to click on it before considering the options provided in the input form. For both tools, this returns a large number of results which may require further filtering. To help visitors receive a smaller, more relevant results set, the site should provide prominent messaging that informs them of the differences between the two search methods.

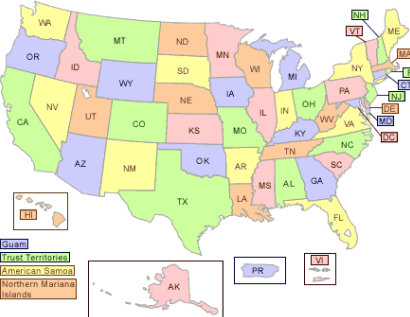
## Recommendations:

- Add messaging indicating the differences between the clickable map and input forms such as: Click Map to view all results for your state or enter State plus city or county to view fewer results.
- Consider removing the clickable map.

**2** **SDWIS Federal Reports Search** Contact Us Share

**You are here:** EPA Home » Your Drinking Water » SDWIS Federal Reports Search

Welcome to the SDWIS Fed Reporting Services system. This system offers the capability to query the SFDW (SDWIS Fed Data Warehouse) via report filters and various reporting options. To view a list of public water systems, search via the map by clicking on your state or directly by entering your state, city, town, county, or water system name.



**6**

**Water System Search**

Primacy Agency:

City:

County:

Water System Name:

PWS ID:

# Instructions are too far from input fields

Next, instructions provided for the input form ❶ are displayed above the clickable map, far from the associated fields ❷. Another instruction is provided above the search fields ❸, but since it is positioned closer to the map than the form, visitors may assume it refers to that element. This risks that visitors will struggle to understand the instructions or overlook them.

**Recommendation:** Locate instructions near the corresponding element and separately from instructions pertaining to other elements.

**You are here:** EPA Home » Consumer Confidence Reports (CCR) » Find your local CCR

**Find Your local CCR** Tools for Community Water Systems

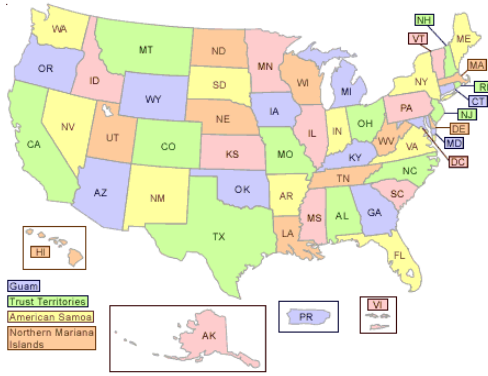
Each year by July 1st you should receive a Consumer Confidence Report (CCR), also known as an annual drinking water quality report from your water supplier. Your CCR tells you where your water comes from and what's in it.

**Find your CCR via the map or State list below**

**Please note:** CCRs for all water systems may not be available. Here are some tips for refining your search:

- Only populate the state field, click 'Search', then browse the results for your CWS, or
- Narrow your state search by adding the name of your county.

For answers to frequently asked questions, visit our [Frequently Asked Questions and Answers by Consumers page](#).



❶

❷

❸

State: \*

Water System Name:

City, Town, or County:

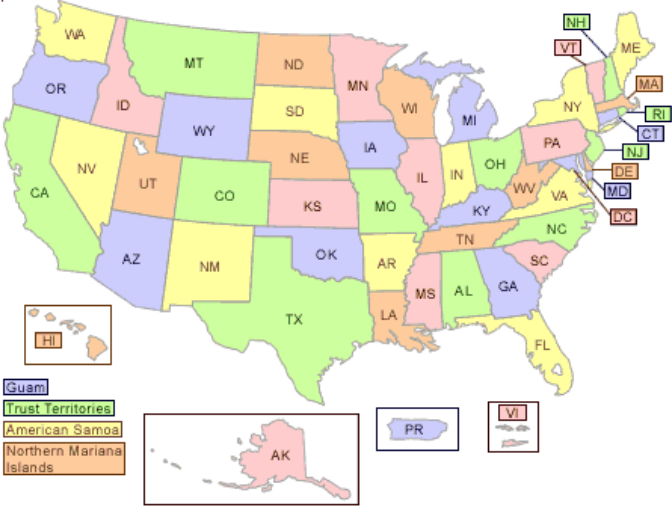
# Label is confusing

## SDWIS Federal Reports Search

[Contact Us](#) [Share](#)

**You are here:** [EPA Home](#) » [Your Drinking Water](#) » [SDWIS Federal Reports Search](#)

Welcome to the SDWIS Fed Reporting Services system. This system offers the capability to query the SFDW (SDWIS Fed Data Warehouse) via report filters and various reporting options. To view a list of public water systems, search via the map by clicking on your state or directly by entering your state, city, town, county, or water system name.



### Water System Search

Primacy Agency

City

County

Water System Name

PWS ID

Search

Advanced Search Options

Primacy Agency

City

County

Water System Name

PWS ID

AK

AL

AR

AZ

CA

CO

CT

DC

DE

FL

GA

HI

IA

ID

IL

Additionally, the SDWIS Water System Search displays an ambiguous label for an essential input field. Laymen may be unfamiliar with the term Primacy Agency and may hesitate to enter criteria. Furthermore they may be puzzled by the lack of an explicit field for state.

### Recommendations:

- Avoid jargon when labeling input fields.
- Change the label Primacy Agency to State.

# Instructions

## Recommendations

- Add messaging indicating the differences between the clickable map and input forms such as: Click Map to view all results for your state or enter State plus city or county to view fewer results.
- Consider removing the clickable map.
- Locate instructions near the corresponding element and separately from instructions pertaining to other elements.
- Avoid jargon when labeling input fields.
- Change the label Primacy Agency to State.

# Presentation of Content



# CCR report returns unwanted results

Visitors searching for their local water quality report may be disconcerted when a search on their state and county returns too many results. For example, Wexford County, Michigan has a population of 33,000, but the CCR search functionality returns 109 results for water systems within the county <sup>1</sup>. Listed among these results are colleges <sup>2</sup>, restaurants <sup>3</sup> <sup>4</sup>, and churches <sup>5</sup>. It may not be clear to visitors why these entities are listed as “water systems”.

These unexpected results increase the difficulty of locating the desired information. To help visitors locate relevant information, the site should display only municipal or residential water systems first and provide the option to view all results.

**Recommendation:** Automatically filter the results of the CCR search functionality to display only municipal or residential water systems and provide an option to view all results.

The screenshot shows the EPA's Annual Drinking Water Quality Reports (CCR) search results for Michigan. The results are displayed in a table with columns for Water System Name, City, Town, or County, Population Served, Source Type, System Address, Contact Phone, Cities Served, and Counties Served. Red callouts 1 through 5 highlight specific results:

- 1: 1 - 25 of 109 (Total results)
- 2: BAKER COLLEGE OF CADILLAC
- 3: CADILLAC GRILL
- 4: CHANDLER'S CAFE
- 5: BOON BAPTIST CHURCH

Water System Name	City, Town, or County	Population Served	Source Type	System Address	Contact Phone	Cities Served	Counties Served
BAKER COLLEGE OF CADILLAC	CADILLAC	700	Ground water	8600 E 13TH ST CADILLAC, MI 49601	231775455	CADILLAC	Westford
BOON BAPTIST CHURCH	BOON	60	Ground water	121 BOON ST BOON, MI 49618	231775775	BOON	Westford
CHANDLER'S CAFE	CADILLAC	25	Ground water	128 LAKEWOOD CADILLAC, MI 49601	231468344	CADILLAC	Westford
CADILLAC GRILL	CADILLAC	25	Ground water	8500 E 13TH ST CADILLAC, MI 49601	231775455	CADILLAC	Westford
BOON BAPTIST CHURCH	BOON	60	Ground water	121 BOON ST BOON, MI 49618	231775775	BOON	Westford
BUCKLEY VILLAGE OF	BUCKLEY	529	Ground water	P.O. Box 73 BUCKLEY, MI 49620	989-732-8751	BUCKLEY	Westford
CADILLAC AREA YMCA	CADILLAC	25	Ground water	8645 CAMPUS DR CADILLAC, MI 49601	2317753369	CADILLAC	Westford
CADILLAC CHRISTIAN REFORMED CHURCH	CADILLAC	100	Ground water	P.O. Box 187 CADILLAC, MI 49601	2317755291	CADILLAC	Westford
CADILLAC COUNTRY CLUB EAST	CADILLAC	25	Ground water	5510 EAST M-55 CADILLAC, MI 49601	2317756586	CADILLAC	Westford
CADILLAC COUNTRY CLUB PRO SHOP	CADILLAC	25	Ground water	5510 EAST M-55 CADILLAC, MI 49601	2317756586	CADILLAC	Westford
CADILLAC COUNTRY CLUB WEST	CADILLAC	150	Ground water	5510 EAST M-55 CADILLAC, MI 49601	2317756586	CADILLAC	Westford
CADILLAC FAMILY PHYSICIANS	CADILLAC	25	Ground water	8500 E 13TH ST CADILLAC, MI 49601	231775455	CADILLAC	Westford
CADILLAC INN	CADILLAC	25	Ground water	8600 E 13TH ST CADILLAC, MI 49601	231775455	CADILLAC	Westford
CADILLAC CITY OF	CADILLAC	10,365	Ground water	200 N. Lake Street CADILLAC, MI 49601	231-775-0181	CADILLAC	Westford
CAMP CADILLAC	CADILLAC	100	Ground water	1821 EAST 34 ROAD CADILLAC, MI 49601	2317759724	CADILLAC	Westford
CAPS - CAMP TONRENTA #1	CADILLAC	68	Ground water	421 S MITCHELL ST CADILLAC, MI 49601	2318750004	CADILLAC	Westford
CAPS - CAMP TONRENTA #2	CADILLAC	68	Ground water	421 S MITCHELL ST CADILLAC, MI 49601	2318750004	CADILLAC	Westford
CASA WISE SPORTS PARK - EAST WELL	CADILLAC	25	Ground water	421 S MITCHELL ST CADILLAC, MI 49601	2318750004	CADILLAC	Westford



# Expected content is unavailable (2 of 3)

Or the link provided yields no result.

Page not Found – City of Flint - Google Chrome

Not secure | www.cityofflint.com/Utilities/wtr\_qlty\_rpt.asp

Home | Department Listing

**CITY of FLINT, Michigan**

FLINT WATER CRISIS/RECOVERY | FAST START INITIATIVE | ONLINE SERVICES | RESIDENTS & VISITORS

WATER SOURCE/GLWA AGREEMENT

Page not Found

404

Page not Found

Our Apologies, but the page you are looking for could not be found. Here are some links that you might find us

- Home
- Sitemap
- Contact Us

http://www.cityofflint.com/Utilities/wtr\_qlty\_rpt.asp

http://www.ci.toledo.oh.us/Departments/PublicUtilities/DivisionofWaterTreatment/DrinkingWaterQualityReport/tabid/376/Default.aspx

This page isn't working

www.ci.toledo.oh.us didn't send any data.

ERR\_EMPTY\_RESPONSE

Reload

Waiting for www.ci.toledo.oh.us...

# Expected content is unavailable (3 of 3)

Currently, the page does not provide assistance or recommend a course of action for visitors who are unable to find their local water quality report through the CCR report feature.

## Recommendations:

- Strive to provide accurate links to all municipal water system websites.
- Provide messaging to suggest next steps if the CCR is not available on the EPA site.

**You are here:** [EPA Home](#) » [Consumer Confidence Reports \(CCR\)](#) » [Find your local CCR](#) » CCR Report

### Annual Drinking Water Quality Reports for "Ohio"

This page provides links to non-EPA web sites that provide additional information about this topic. You will leave the EPA.gov domain, and EPA cannot attest to the accuracy of information on that non-EPA page. Providing links to a non-EPA Web site is not an endorsement of the other site or the information it contains by EPA or any of its employees. Also, be aware that the privacy protection provided on the EPA.gov domain (see [Privacy and Security Notice](#)) may not be available at the external link. The following links exit the site [Exit](#)

You will need Adobe Reader to view some of the files on this page. See [EPA's About PDF page](#) to learn more.

The results for your search is listed below. Use the search fields below to change the report search criteria.

State:  Water System Name:  City, Town, or County:

Q  Go Rows 25

26 - 50 of 52

Water System Name	CCR Website	Water System Website
MEINKE MARINA-LARAINES LANDING WEST		
MONCLOVA RENTALS		
OAK OPENINGS -		

# Presentation of Content

## Recommendations

- Automatically filter the results of the CCR search functionality to display only municipal or residential water systems and provide an option to view all results.
- Strive to provide accurate links to all municipal water system websites.
- Provide messaging to suggest next steps if the CCR is not available on the EPA site.

# Help Content



# Glossary definitions are missing

## CCR Information for Consumers

### Basic Information

EPA requires community water systems to deliver a Consumer Confidence Report, also known as an annual drinking water quality report, to their customers. These reports provide Americans information about their local drinking water quality.

#### When does my water report get sent to me?

Reports must be sent by your water supplier each year by July 1.

#### If I did not receive my report, how do I get a copy?

You can either call your local water supplier or you may also find your report using [EPA's CCR search tool](#).

#### What type of information is in the report?

- The lake, river, **1** aquifer, or other source of the drinking water;
- A brief summary of the risk of contamination of the local drinking water source;
- The regulated contaminant found in local drinking water;
- The potential health effects of any contaminant detected in violation of an EPA health standard;
- An accounting of the system's actions to restore safe drinking water;
- An educational statement for vulnerable populations about avoiding **2** Cryptosporidium
- Educational information on nitrate, arsenic, or lead in areas where these contaminants may be a concern;
- Phone numbers of additional sources of information, including the water system;
- EPA's Safe Drinking Water Hotline number 1-800-426-4791.

### Highlights

- Use EPA's online search tool to [get a copy of your Consumer Confidence Report](#)
- Read EPA's Quick Reference Guide to the [Consumer Confidence Report](#)
- Consumer Confidence Report [Questions and Answers](#)

The site does not consistently provide glossary definitions to assist visitors in understanding unfamiliar terminology used across the category. For example, on the CCR Information for Consumers page they may not know the meaning of aquifer **1** or Cryptosporidium **2**. While terms and acronyms are defined in contextual help layers on some pages **3**, if visitors access other pages, they miss out on this added help. This risks that visitors to these pages will not fully benefit from the information provided there. The site should implement contextual glossary definitions for all pages.

**Recommendation:** Provide contextual glossary definitions on all pages.

## What is a Healthy Watershed?

A healthy watershed is one in which natural land cover supports:

- dynamic [hydrologic](#) and [geomorphologic](#) processes within their natural range of variation,
- habitat of sufficient size **3** [geomorphologic](#) **?** **x**atic and [riparian](#) species, and
- physical and chemical water **?** **x** biological communities.

Natural vegetative cover in the **?** **x** helps maintain the natural flow **?** **x** levels in lakes and wetlands. This, in turn, helps maintain natural geomorphic processes, such as sediment storage and deposition, that form the basis of aquatic habitats. Connectivity of aquatic and riparian habitats in the

**3** **?** **x**  
Pertaining to the study of physical landscapes (landforms) and the processes that create and mold them.

# Glossary and FAQ content is hard to find

Additionally, access to help content within the Ground Water and Drinking Water section is inconsistent. First, the glossary is not linked from within the category. Next, some pages provide access to Frequent Questions, as shown, but others do not. Thus, visitors who need help with content on the site may be unable to find needed answers.

**Recommendation:** Display links to the Drinking Water Glossary and FAQ content on all related pages.

The screenshot displays the EPA website's 'Consumer Confidence Reports (CCR)' page. On the left, a navigation menu includes links such as 'CCR Home', 'CCR Compliance Help', 'PSAs & Communication', 'Electronic Delivery of CCR', 'Consumer Basic Information', 'Frequent Questions from Consumers' (circled in red), 'Find Your Local CCR', 'CCR Implementation Guidance', and 'CCR Rule and History'. The main content area is titled 'CCR Information for Consumers' and includes a 'Basic Information' section with text about EPA requirements. To the right, a 'Highlights' box lists several links. Below the main content, a 'Frequent Questions' section is visible, with a red arrow pointing from the 'Frequent Questions from Consumers' link in the navigation menu to a specific link in this section. This link is 'Frequently Asked Questions by Consumers', which is highlighted with a yellow background and a red border. Other links in the 'Frequent Questions' section include '2015 Request for Application', 'Bottled Water', 'Consumer Concerns', 'Consumer Confidence Reports (CCRs)', 'Frequently Asked Questions by CWS', 'Contaminants and Standards', 'Definitions', and 'Fact Sheets'. The 'Frequently Asked Questions by Consumers' section contains several questions, such as 'Are all public water systems required to provide CCRs to their customers?' and 'Does my public water system treat the water for cryptosporidium?'.

**Consumer Confidence Reports (CCR)**

CONTACT US SHARE

CCR Home

CCR Compliance Help

PSAs & Communication

Electronic Delivery of CCR

**Consumer Basic Information**

Frequent Questions from Consumers

Find Your Local CCR

CCR Implementation Guidance

CCR Rule and History

## CCR Information for Consumers

### Basic Information

EPA requires community water systems to deliver a Consumer Confidence Report, also known as an annual drinking water quality report, to their customers. These reports provide Americans information about their local drinking water quality.

#### When does my water report get sent to me?

Reports must be sent by your water supplier each year by July 1.

#### If I did not receive my report, how do I get a

#### Highlights

- Use EPA's online search tool to [get a copy of Consumer Confidence Report](#)
- Read EPA's Quick Reference Guide to [Consumer Confidence Report](#)
- Consumer Confidence Report Questions and Answers

#### Frequent Questions

Ground Water & Drinking Water > Consumer Confidence Reports (CCRs) > Frequently Asked Questions

### Frequently Asked Questions by Consumers

Are all public water systems required to provide CCRs to their customers?

Does my public water system treat the water for cryptosporidium?

Does the annual water quality report indicate there is something wrong with the water it's unsafe?

How do I find my city's water quality report online?

How do people served by non-community water systems get water quality information?

# Site map is missing

The site should also consider providing a site map, such as the one shown in this example. Providing a site map supports orientation and navigation, by providing an at-a-glance and hierarchical view of the site's offerings, allowing visitors to better understand the site's structure and breadth of content.

**Recommendation:** Consider providing a site map.

## Region 8 Drinking Water Online Site Map

- [Drinking Water Online Home Page](#)
  - [About Us](#)
  - [Contact List \(PDF\)](#)
  - [Contact Us](#)
  - [Navigation Tips](#)
  - [Site Map](#)
- [Drinking Water Watch](#)
  - [Log In page](#)
  - [Registration and Account Maintenance](#)
- [Emergencies and Security](#)
  - [Loss of Pressure](#)
  - [Natural Disasters](#)
  - [Security](#)
  - [TCR/E-Coli Positive](#)
- [Presentations](#)
- [Reporting, Forms and Instructions](#)
  - [Consumer Confidence Reports](#)
    - [Requirements](#)
    - [Tools for Preparing a CCR](#)
    - [Guidance Documents](#)
  - [Reporting Forms](#)
    - [Changes to Public Water Systems \(CHG\)](#)
    - [Consumer Confidence Reports \(CCR\)](#)
    - [Emergency Response Plan Templates \(ERP\)](#)
    - [Ground Water Rule \(GWR\)](#)
    - [Lead & Copper Rule \(LCR\)](#)
    - [Public Notification \(PN\)](#)
    - [Sanitary Surveys \(SS\)](#)
    - [Stage 1 Disinfectants/Disinfection By-Products Rule \(Stage 1 DBPR\)](#)
      - [DBP Precursors \(DBPP\)](#)
    - [Stage 2 Disinfectants/Disinfection By-Products Rule \(Stage 2 DBPR\)](#)

### Related Topics on this Website

- [Navigation Tips](#)

### EPA Headquarters Information

- [Water Topics](#)

# Help Content

## Recommendations

- Provide contextual glossary definitions on all pages.
- Display links to the Drinking Water Glossary and FAQ content on all related pages.
- Consider providing a site map.

# Broken Links

# Overview of Water content is missing

The navigation menu provided on Ground Water and Drinking Water content pages contains a link which promises to provide an overview of all drinking water topics. Such content should be extremely useful for visitors who are unable to locate desired content within the section. However, the link leads to a blank page with no explanation or way to move forward.

**Recommendation:** Ensure all menu links work as expected.

The screenshot displays the 'Ground Water and Drinking Water' section of the EPA website. A navigation menu on the left lists several categories, with 'All Drinking Water Topics' circled in red and a red arrow pointing to it. To the right, a grey error box with a broken image icon states 'This site can't be reached' and 'wcms.epa.gov's DNS address could not be found. Diagnosing the problem. DNS\_PROBE\_STARTED'. A blue 'Reload' button is visible below the error message. The background content is partially obscured by the error box.

## Ground Water and Drinking Water

- Ground Water and Drinking Water Home
- Basic Information
- Private Wells
- Consumer Confidence Reports
- Regulatory Requirements
- Standards and Regulations
- All Drinking Water Topics**
- Safe Drinking Water Information System
- For Students and Teachers

This site can't be reached  
wcms.epa.gov's DNS address could not be found. Diagnosing the problem.  
DNS\_PROBE\_STARTED

Reload

enforce standards that public drinking water systems must follow. EPA delegates [primary enforcement](#) (called primacy) for public water systems if they meet certain requirements.

Over 151,000 [public water systems](#) provide drinking water to Americans. Customers that are served by a public water system should contact their local water supplier and ask



# Other links fail to return expected content

Finally, site exhibits multiple instances of broken links. These screenshots illustrate two instances of broken links in the Ground Water and Drinking Water section. This results in a frustrating experience for visitors, as not only do they not find the information they seek, but they also might spend additional time searching elsewhere on the site—or offsite—for it. Broken links erode visitor trust and waste their time.

**Recommendation:** Resolve all broken or outdated links.

## Sorry, but this web page is not available for viewing right now.

This page is not available for viewing either because EPA has not published it yet, or because EPA has allowed the publication of it to lapse.

We want to help you find what you are looking for.

- [Use our advanced search page](#)
- [See our list of website topics](#)
- [Browse our A-Z index of terms and topics](#)
- [Search frequently asked questions or submit a question](#)
- [See January 19, 2017 Web Snapshot](#)
- [Report a website issue](#)
- [Go to the EPA home page](#)

You can also search our website. What are you looking for?

sourcewaterprotection united states geological su

[Search EPA.gov](#)

[Search EPA Web Archives](#)

## Protect Sources of Drinking Water

Drinking water comes from ground water (aquifers), streams, rivers, and lakes. Protecting these drinking water sources is key to sustaining safe drinking water supplies.

### Learn About Source Water Protection



- [Source water protection basics](#)
- [Conducting source water assessments](#)
- [What you can do to protect sources of drinking water](#)

### Partnerships for Protection



- [Source water protection](#)
- [United States Geological Survey and non-governmental organizations' resources for source water protection](#)

### Source Water Protection Planning



- [Local source water protection planning](#)
- [Emergency planning](#)

## Ground Water and Drinking Water

### Lead in Drinking Water

- Read about EPA's [Long-Term Revisions to the Lead and Copper Rule](#) including the Federalism Consultation.
- Learn more about the [Lead and Copper Rule requirements](#)
- How does lead get into drinking water? [Find out more.](#)



Learn more about drinking water

- [Safe Drinking Water Act](#)
- [Drinking Water Data and Reports](#)
- [National Primary Drinking Water Standards](#)
- [Drinking Water Health Advisories](#)

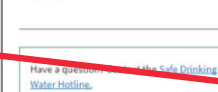
### Learn About Your Drinking Water



### Laboratories

- [Certification](#)
- [Analytical Methods](#)
- [Nationwide Network](#)

### Activities for Students & Teachers



Have a question about the Safe Drinking Water Hotline.

### For Primacy Agencies and Water Systems

- [Drinking Water Requirements](#)
- [Quick Reference Guides](#)
- [Building System Capacity](#)
- [Tribal Drinking Water Program](#)
- [Water Resilience](#)
- [Emergency Response](#)
- [Creating Resilient Water Utilities](#)

### Highlights

- **Jan 11, 2018** - EPA releases information on potable reuse.
- **Oct 30, 2017** - EPA announces NDWAC meeting.
- **Oct 27, 2017** - EPA releases LCR peer review report.
- **Oct 11, 2017** - EPA extends comment period for perchlorate peer review.
- **July 27, 2017** - EPA releases the Strategic Plan for Targeted Outreach to Populations Affected by Lead
- **July 7, 2017** - EPA publishes a new tool for laboratory support.
- **June 13, 2017** - EPA releases a DWSRF Eligibility Assessment

### Drinking Water Standards and Regulations

- [Regulated Contaminants](#)
- [Regulations Under Development](#)
- [Regulation Development Process](#)
- [Contaminant Candidate List](#)
- [Regulatory Determination](#)
- [Unregulated Contaminant Monitoring](#)
- [Six-Year Review](#)

### Other Drinking Water Topics

- [Cyanotoxins in Drinking Water](#)
- [Distribution Systems](#)
- [Drinking Water State Revolving Fund and Drinking Water Needs Survey](#)
- [Fed FUNDS](#)
- [Lead in Drinking Water](#)
- [National Contaminant Occurrence Database](#)
- [National Drinking Water Advisory Council](#)
- [Protecting Underground Sources of DW from Underground Injection](#)
- [Public Drinking Water](#)
- [Water System Partnerships](#)

# Broken Links

## Recommendations

- Ensure all menu links work as expected.
- Resolve all broken or outdated links.

# Agenda

- Overview of Usability Audit Review
- Top Usability Issues
- › **Key Points**

# Key Points

To support information discovery and intuitive navigation, the Ground Water and Drinking Water section should implement a hierarchical categorization scheme.

Support navigation in the current and future structures by:

- Providing linkage to the homepage throughout the section;
- Implementing a consistent and comprehensive local navigation scheme; and
- Ensuring link labels and page headings match exactly.





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