MCSA-5845

FMCSA PORTAL
Customer Satisfaction Assessment

"In the questions below, please rate the FMCSA Portal on a scale of 1-5, with 1 being "poor" and 5 being "excellent":

General

- How would you rate the FMCSA Portal in terms of general satisfaction?
- How would you rate the FMCSA Portal in terms of meeting your expectations?
- How well does the FMCSA Portal compare to your previous way of getting and using the information you need?

Ease of use

- How would you rate the FMCSA Portal in terms of how easy it is to use?

Data presentation

- How would you rate the FMCSA Portal in terms of how the information is presented?

Accessibility of data

- How would you rate the FMCSA Portal in terms of it offering the information you need?

In the spaces below, please answer the following two questions

- What do you like best about what's available on the FMCSA Portal?
- What comments or ideas do you have to make the FMCSA Portal better in the future?

Demographics (multiple choice from a supplied list)
Please choose as many as apply

- Which of the following services and/or functionalities have you used during this FMCSA Portal session?
  - *Selecting Carriers for Safety Audits*
  - *Selecting Carriers for Compliance Reviews*
  - *Accessing MCMIS*
  - *Accessing EMIS*
  - *Accessing L&I*
  - *Accessing DataQs*
  - *Accessing A&I*
  - *Accessing Query Central*
  - *Accessing HMPIP*
  - *Accessing EDMS*
  - *Accessing NCCDB*
  - *Accessing InfoSys*
  - *Accessing SAFER*

- o *Accessing Motor Carrier Crash Data*
- o *Accessing Motor Carrier Inspection Data*
- o *Managing Access Rights*
- o *Managing Account Requests*
- o *Requesting an Account*

- Employer status
  - o FMCSA
  - o Other Federal Agency
  - o State Police/Hwy Patrol
  - o State Department of Motor Vehicles
  - o Other State Agency
  - o Owner-Operator
  - o Motor Carrier with 1 vehicle
  - o Motor Carrier with 2-10 Vehicles
  - o Motor Carrier with 11-100 Vehicles
  - o Motor Carrier with 101 or more Vehicles
  - o Shipper
  - o Cargo Tank Facility
  - o Freight Broker
  - o Freight Forwarder
  - o Insurance Company
  - o Process Agent
  - o Other: _____

- State/Province (list of US States, Canadian provinces, and spaces for Mexico and "other non-US")