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## 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?
  - o *Selecting Carriers for Safety Audits*
  - o *Selecting Carriers for Compliance Reviews*
  - o *Accessing MCMIS*
  - o *Accessing EMIS*
  - o *Accessing L&I*
  - o *Accessing DataQs*
  - o *Accessing A&I*
  - o *Accessing Query Central*
  - o *Accessing HMPIP*
  - o *Accessing EDMS*
  - o *Accessing NCCDB*
  - o *Accessing InfoSys*
  - o *Accessing SAFER*

- Accessing Motor Carrier Crash Data*
  - Accessing Motor Carrier Inspection Data*
  - Managing Access Rights*
  - Managing Account Requests*
  - Requesting an Account*
- Employer status
  - FMCSA
  - Other Federal Agency
  - State Police/Hwy Patrol
  - State Department of Motor Vehicles
  - Other State Agency
  - Owner-Operator
  - Motor Carrier with 1 vehicle
  - Motor Carrier with 2-10 Vehicles
  - Motor Carrier with 11-100 Vehicles
  - Motor Carrier with 101 or more Vehicles
  - Shipper
  - Cargo Tank Facility
  - Freight Broker
  - Freight Forwarder
  - Insurance Company
  - Process Agent
  - Other: \_\_\_\_\_
- State/Province (list of US States, Canadian provinces, and spaces for Mexico and "other non-US")