

## Screen Shot 1: The FMCSA Portal “Primary Screen”

The COMPASS Portal Customer Satisfaction assessment is located under “Survey” in the bottom center of the Portal screen.

The survey portlet will only appear for a sampled portion of the COMPASS user community. Cogix technology ensures that the survey portlet is only available for every “x” number user (e.g. every fifth user, every tenth user, every hundredth user, etc.) as specified by survey administrators to ensure random sampling of the COMPASS user community.

Cogix technology also allows for the survey to be automatically deactivated if a specified number of responses are received in advance of the expected deactivation date. Again, the survey is would only ever be published for a maximum of a two week period.

IBM WebSphere Portal - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://comcwp1.fmcsa.dot.gov:9080/wps/myportal/customer/c1/fy5LDoIwFE0X4gr6-vpRh43GkjaF1BkQjowBsLHgXH9lg2gucOTc-8lDUmZ4qd7xnc3T3EgNwIkM-3U4bw1CKUWAAZ> Go Links

Home Accounts Feedback Help

Home >

**Alerts**

Alert List

**CompanyActivity**

**Summary**

Crashes | Inspections | Reviews | Closed Enf

LAST 24 HOURS Search

**Crashes posted to FMCSA** Total Crashes: 0

Fatal	Injury	Tow
0	0	0

NOTE: This section displays only Crash Summary. For a list of Crashes please select the "Crash List" panel.

**Crash List**

**Inspection List**

**Review List**

**Cases Closed with Enforcement List**

**Survey**

[take survey](#)

**CompanyInfo**

**USDOT Registration**

General | Operations | Equipment | Driver | Officials

USDOT#: 80806

EIN: 58-1081267

SSN:

DUNS: 79-063-0669

Entity Type: CARRIER

Legal Name: J B HUNT TRANSPORT INC

DBA Name:

Email:

Company Address: 615 J B HUNT CORPORATE DRIVE, LOWELL, AR 72745, US

Company Phone: (479)820-0000

Contact Cell Phone:

**Cargo Tank Facility**

**Hazardous Materials**

**Operating Authority**

**SafeStat Information**

**Inspection Selection System (ISS) Info**

**Tasks**

User Name	Request Date
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**Correspond**

From Date:

To Date:

Done Internet

start IBM WebSphere Port... User Feedback Messa... 11:20 AM

## Screen Shot 2: The COMPASS Portal Customer Satisfaction Assessment

Once a COMPASS user opts to take the survey, the questions appear within the FMCSA Portal, as indicated below.

The screenshot shows a Mozilla Firefox browser window displaying the FMCSA Portal. The browser's address bar shows the URL: [https://comcie.fmcsa.dot.gov/wps/myportal/enforcement/c1/04\\_5B8K8xLLM9M55zPy8xBz9CP0os3hPC0...](https://comcie.fmcsa.dot.gov/wps/myportal/enforcement/c1/04_5B8K8xLLM9M55zPy8xBz9CP0os3hPC0...). The page header includes the FMCSA Portal logo and the text "Federal Motor Carrier Safety Administration". Below the header, there is a navigation menu with links for "Home", "Assignments", "Accounts", "Feedback", and "Help". The main content area is titled "Survey" and contains the following text:

\* Please rate the FMCSA Portal on a scale of 1-5, with 1 being "poor" and 5 being "excellent":

How would you rate the FMCSA Portal in terms of general satisfaction?

1 - Poor  
 2  
 3  
 4  
 5 - Excellent

Next

0% complete

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