Federal Motor Carrier Safety Administration

COMPASS

FMCSA Portal Survey Summary

**As prepared for Ms. Terry Shelton,
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U.S. Department of Transportation
Federal Motor Carrier Safety Administration

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FMCSA Portal Survey Results: May 2009

► The FMCSA Portal Single Sign On Release was deployed in Winter 2009 <u>after</u> the January Portal Survey

► The survey was again activated in May 2009

► Current number of registered Portal users (as of June 8, 2009:

  • Enforcement users – 4,571
    (50% increase since January 2009)

  • Company/Industry users – 2,047
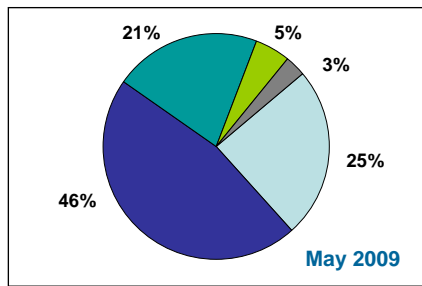   (99% increase since January 2009)

► Number of surveys taken: 579

General satisfaction with the FMCSA Portal

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

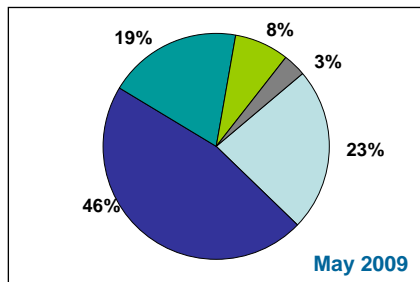| Answer	Jan. 2009 Count	Jan. 2009 %	May 2009 Count	May 2009 %
5 - Excellent	112	21%	142	25%
4	232	44%	268	46%
3	137	26%	122	21%
2	35	7%	29	5%
1 - Poor	11	2%	18	3%

} 71 %
(+6%)

21%   5%
3%
25%
46%

May 2009

General expectations of the FMCSA Portal

How would you rate the FMCSA Portal in terms of meeting your expectations?

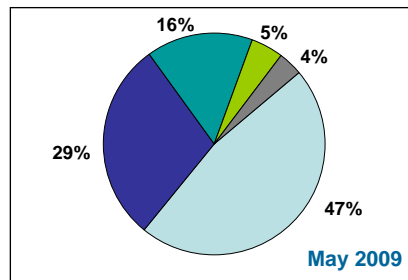| Answer	Jan. 2009 Count	Jan. 2009 %	May 2009 Count	May 2009 %
5 - Excellent	114	22%	135	23%
4	210	40%	269	46%
3	136	26%	110	19%
2	47	9%	45	8%
1 - Poor	20	4%	20	3%

} 69 %
(+7%)

19%   8%
3%
23%
46%

May 2009

FMCSA Portal as a tool for accessing information

How well does the FMCSA Portal compare to your previous way of getting and using the information you need?

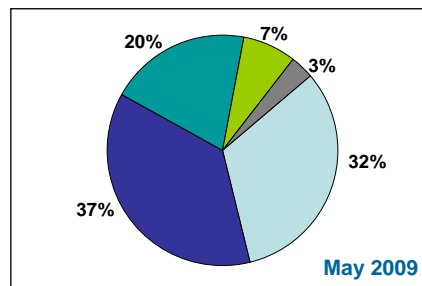| Answer	Jan. 2009 Count	Jan. 2009 %	May 2009 Count	May 2009 %	
5 - Excellent	204	38%	272	47%	} 76 %
4	168	32%	168	29%	(+6%)
3	93	18%	91	16%	
2	39	7%	27	5%	
1 - Poor	23	4%	21	4%	

16% 5% 4%
29%
47%

May 2009

Ease of use of the FMCSA Portal

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

Answer	Jan. 2009 Count	Jan. 2009 %	May 2009 Count	May 2009 %	
5 - Excellent	151	29%	186	32%	} 69 %
4	212	40%	214	37%	(No change)
3	100	19%	116	20%	
2	41	8%	43	7%	
1 - Poor	23	4%	20	3%	

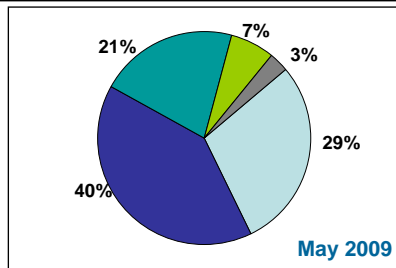20% 7% 3%
37% 32%

May 2009

Presenting Information in the FMCSA Portal

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

Answer	Jan. 2009 Count	Jan. 2009 %	May 2009 Count	May 2009 %
5 - Excellent	130	25%	168	29%
4	221	42%	232	40%
3	126	24%	123	21%
2	35	7%	38	7%
1 - Poor	15	8%	18	3%

} 69 %
(+2%)

May 2009

7%
21%
3%
29%
40%

Information offered on the FMCSA Portal

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

Answer	Jan. 2009 Count	Jan. 2009 %	May 2009 Count	May 2009 %
5 - Excellent	121	23%	180	31%
4	206	39%	244	42%
3	144	27%	108	19%
2	39	7%	32	6%
1 - Poor	17	3%	15	3%

} 73 %
(+11%)

May 2009

19%
6%
3%
31%
42%