

COMPASS

FMCSA Portal Survey Summary

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FMCSA Portal Survey Results: May 2009

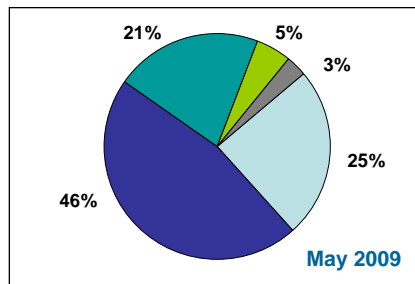
- ▶ The FMCSA Portal Single Sign On Release was deployed in Winter 2009 after the January Portal Survey
- ▶ The survey was again activated in May 2009
- ▶ Current number of registered Portal users (as of June 8, 2009):
 - Enforcement users – 4,571
(50% increase since January 2009)
 - Company/Industry 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%)

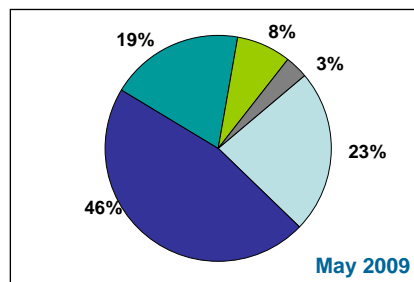


General expectations of the FMCSA Portal

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%)

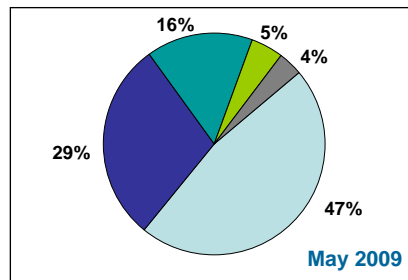


FMCSA Portal as a tool for accessing information

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% |
| 4 | 168 | 32% | 168 | 29% |
| 3 | 93 | 18% | 91 | 16% |
| 2 | 39 | 7% | 27 | 5% |
| 1 - Poor | 23 | 4% | 21 | 4% |

} 76 %
(+6%)



Office of Information Technology
Federal Motor Carrier Safety Administration

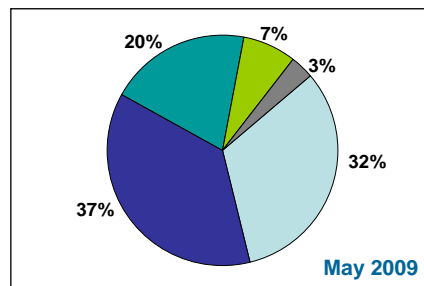
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Ease of use of the FMCSA Portal

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% |
| 4 | 212 | 40% | 214 | 37% |
| 3 | 100 | 19% | 116 | 20% |
| 2 | 41 | 8% | 43 | 7% |
| 1 - Poor | 23 | 4% | 20 | 3% |

} 69 %
(No change)



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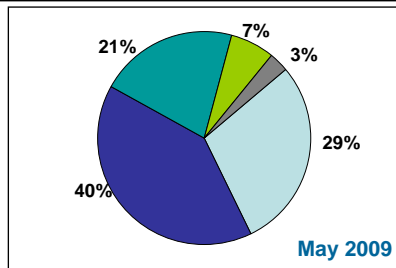
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Presenting Information in the FMCSA Portal

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%)



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%)

