

**Department of Transportation
Office of the Chief Information Officer**

SUPPORTING STATEMENT

**Information Technology Services Survey Portal Customer Satisfaction Assessment
(formerly COMPASS Portal Customer Satisfaction Assessment)**

Part B. Collections of Information Employing Statistical Methods.

1. Describe potential respondent universe and any sample selection method to be used.

The respondent universe is limited to FMCSA Portal users, the population we have deliberately targeted. While the Information Technology Services user community remains small, the FMCSA Portal already leverages COGIX technology. Based upon the September 2011 quarterly survey, there were 14,130 industry users who have access to the FMCSA Portal, but only 273 of those users responded to the survey (a 1.9 percent response rate per quarter). In addition, there were 9,682 Federal and State government users, of which 575 responded to the survey (a 5.9 percent response rate per quarter). FMCSA anticipates that these numbers of responses and response rates will be similar in future surveys. There is no sample selection used.

2. Describe procedures for collecting information, including statistical methodology for stratification and sample selection, estimation procedures, degree of accuracy needed, and less than annual periodic data cycles.

Information from the Information Technology Services Survey Portal Customer Satisfaction Assessment will be collected electronically. The FMCSA Portal will leverage COGIX, a well-known online survey tool that provides out-of-the-box functionality for collecting, analyzing, and determining metrics based on survey responses. COGIX allows the survey to be deployed as a portlet on the FMCSA Portal. From within the FMCSA Portal, all users will be prompted to take the survey every 90 days. These users will be able to easily fill out and submit the survey online.

Our continued expectation is that a majority of the active Portal user population will voluntarily complete the survey when prompted every 90 days. This will enable us to do trend analysis based on data collection time points. And, since the survey is opinion based and all but two survey question responses will be coded on a 1-5 likert-type scale, the degree of accuracy is not applicable.

The survey portlet will appear for every user of the Information Technology Services community.

3. Describe methods to maximize response rate.

The assessment is meant to generally collect information about FMCSA Portal users' perceptions. By prompting users to take the survey every 90 days as they access the FMCSA Portal, a maximized response rate can be expected. The duration of survey is approximately two weeks at each survey time point (i.e. cross-section). It is anticipated that the survey will take about 5 minutes to complete and will consist of all but two opinion-based questions with responses coded on a 1-5 likert scale. Due to responders' online submission ability, frequency of being prompted, limited time to complete the survey, and opinion based ratings scale; they will be targeted more effectively to ensure a higher rate of response.

4. Describe tests of procedures or methods.

The Agency considered and tested other procedures for the FMCSA Information Technology Services Portal Customer Satisfaction Assessment, including outsourcing of the assessment to online survey providers. Using the guidelines established above, FMCSA determined that the assessment data can be received by FMCSA almost exclusively. As the assessment content is basic and requires no advanced statistical or mathematical analysis, the data will be automatically sent to FMCSA employees. Thereafter, FMCSA personnel will compile the collective, anonymous data and present it to FMCSA Portal developers for their consideration. FMCSA Portal developers will use this information as one of several tools for understanding FMCSA Portal usage. The decision to administer the assessment via the Portal itself, therefore, is considered most effective, especially given the simplicity of the survey content and the quick timeframe required of respondents.

5. Provide name and telephone number of individuals who were consulted on statistical aspects of the information collection and who will actually collect and/or analyze the information.

Individuals who were involved in formulating the statistical aspects of this information collection request include FMCSA employees Ms. Katherine Sinrud, and Mr. Walter Wall.

Katherine Sinrud and Walter Wall will be responsible for analyzing the information and presenting it to COMPASS developers at FMCSA every four months. Contact information is set forth below:

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