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U.S. Department of Transportation  
Federal Motor Carrier  
Safety Administration

## Information Technology Services Portal Customer Satisfaction Assessment

	Poor	Needs Improvement	Average	Very Good	Excellent
<b>1. How would you rate the FMCSA Information Technology applications (e.g., MCMIS, EMIS, L&amp;I, etc.) in terms of general satisfaction?</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>2. What is your general level of satisfaction overall (speed/courtesy/resolution) after an issue has been resolved by tech support?</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3. How do you find the processes/tools (e.g., eReqs, feedback link) for addressing Modification Requests (enhancements, changes to a system, defects) in a timely manner? (Additional comments can be addressed in question 7 below.)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>4. How would you rate the FMCSA applications in terms of ease of use and presentation of information?</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>5. How would you rate the accuracy and completeness of the data you access through FMCSA applications?</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>6. Do you find the communications (CIO Bulletin, system outage notices, release notices, etc.) from the Information Technology office useful?</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>7. What comments or ideas do you have to make the FMCSA Applications better in the future? (While answering this question, keep in mind the following topics: gaps that IT modernization can help resolve; new functional components that do not exist currently and may be required in the future; suggestions to resolve data quality and data integrity issues; other ways FMCSA's efforts in IT modernization could help you in your work. By answering this survey you are providing general suggestions. Specific modification requests to existing systems can be made by enforcement users with the eReqs tool. Non-enforcement users can provide feedback by using the link at the bottom of the Portal page.)</b>					
<b>8. Which of the following functionalities have you used during this FMCSA Portal session? (Check all that apply)</b>					
<input type="checkbox"/> a) Selecting Carriers for Safety Audits		<input type="checkbox"/> e) Accessing L&I		<input type="checkbox"/> h) Accessing Motor Carrier Inspection Data	
<input type="checkbox"/> b) Selecting Carriers for Compliance Reviews		<input type="checkbox"/> f) Accessing DataQs (i.e., Data Queries)		<input type="checkbox"/> i) Managing Access Rights	
<input type="checkbox"/> c) Accessing MCMIS		<input type="checkbox"/> g) Accessing Motor Carrier Crash Data		<input type="checkbox"/> j) Accessing Account Rights Requesting an Account	
<input type="checkbox"/> d) Accessing EMIS					
<b>9. Provide an example of a required functionality which may not have been captured adequately.</b>					
	Poor	Needs Improvement	Average	Very Good	Excellent
<b>10. How would you rank the timeliness/responsiveness of the Portal to display results when you navigate on the Portal?</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>11. Provide an example of a Portal page which is consistently slow and has significant impact on your productivity.</b>					
<b>12. Employer status. (Check only one)</b>					
<input type="radio"/> FMCSA	<input type="radio"/> Owner-Operator	<input type="radio"/> Cargo Tank Facility	<input type="radio"/> Insurance Company		
<input type="radio"/> Other Federal Agency	<input type="radio"/> Motor Carrier (1 vehicle)	<input type="radio"/> Shipper	<input type="radio"/> Process Agent		
<input type="radio"/> State Police/Highway Patrol	<input type="radio"/> Motor Carrier (2-10 vehicles)	<input type="radio"/> Freight Broker	<input type="radio"/> Other (specify below)		
<input type="radio"/> State Department of Motor Vehicles	<input type="radio"/> Motor Carrier (11-100 vehicles)	<input type="radio"/> Freight Forwarder	_____		
<input type="radio"/> Other State Agency	<input type="radio"/> Motor Carrier (over 100 vehicles)				
<b>13. What is your state/province?</b>	<b>14. Do you have any further comments?</b>				
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