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

Information Technology Services
Portal Customer Satisfaction Assessment

	Poor	Needs Improvement	Average	Very Good	Excellent
1. How would you rate the FMCSA Information Technology applications (e.g., MCMIS, EMIS, L&I, etc.) in terms of general satisfaction?	○	○	○	○	○
2. What is your general level of satisfaction overall (speed/courtesy/resolution) after an issue has been resolved by tech support?	○	○	○	○	○
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.)*	○	○	○	○	○
4. How would you rate the FMCSA applications in terms of ease of use and presentation of information?	○	○	○	○	○
5. How would you rate the accuracy and completeness of the data you access through FMCSA applications?	○	○	○	○	○
6. Do you find the communications (*CIO Bulletin*, system outage notices, release notices, etc.) from the Information Technology office useful?	○	○	○	○	○

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.)*

8. Which of the following functionalities have you used during this FMCSA Portal session? *(Check all that apply)*

☐ a) Selecting Carriers for Safety Audits
☐ b) Selecting Carriers for Compliance Reviews
☐ c) Accessing MCMIS
☐ d) Accessing EMIS
☐ e) Accessing L&I
☐ f) Accessing DataQs (i.e., Data Queries)
☐ g) Accessing Motor Carrier Crash Data
☐ h) Accessing Motor Carrier Inspection Data
☐ i) Managing Access Rights
☐ j) Accessing Account Rights Requesting an Account

9. Provide an example of a required functionality which may not have been captured adequately.

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10. How would you rank the timeliness/responsiveness of the Portal to display results when you navigate on the Portal?	○	○	○	○	○

11. Provide an example of a Portal page which is consistently slow and has significant impact on your productivity.

12. Employer status. *(Check only one)*

○ FMCSA
○ Other Federal Agency
○ State Police/Highway Patrol
○ State Department of Motor Vehicles
○ Other State Agency

○ Owner-Operator
○ Motor Carrier (1 vehicle)
○ Motor Carrier (2-10 vehicles)
○ Motor Carrier (11-100 vehicles)
○ Motor Carrier (over 100 vehicles)

○ Cargo Tank Facility
○ Shipper
○ Freight Broker
○ Freight Forwarder

○ Insurance Company
○ Process Agent
○ Other *(specify below)*

13. What is your state/province?

14. Do you have any further comments?