COMPASS

FMCSA Portal Survey Summary

September 23, 2011
(Revised: April 10, 2012)
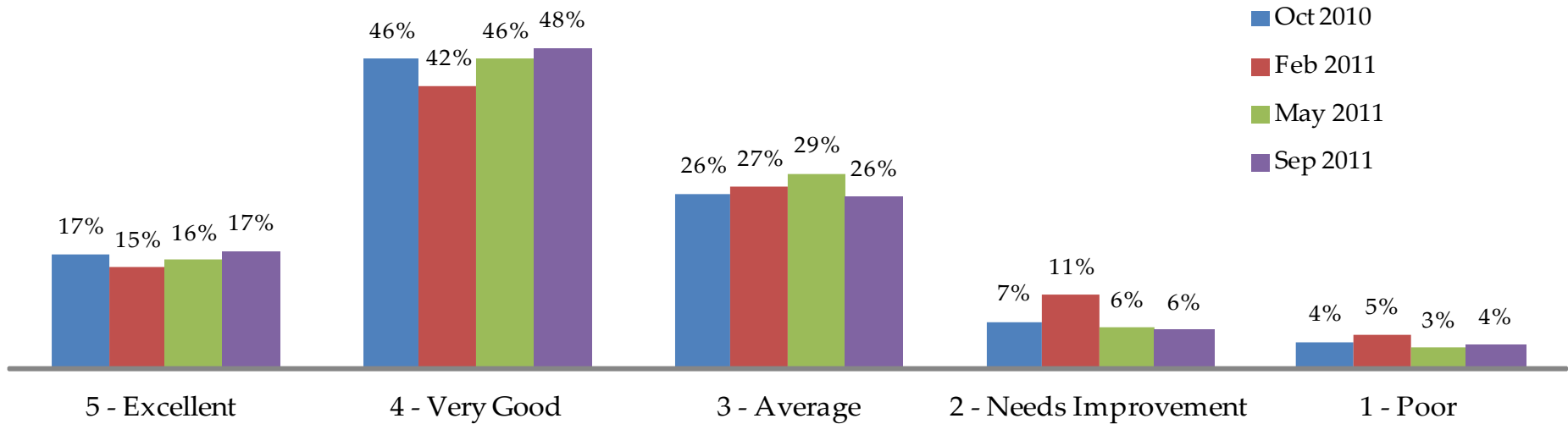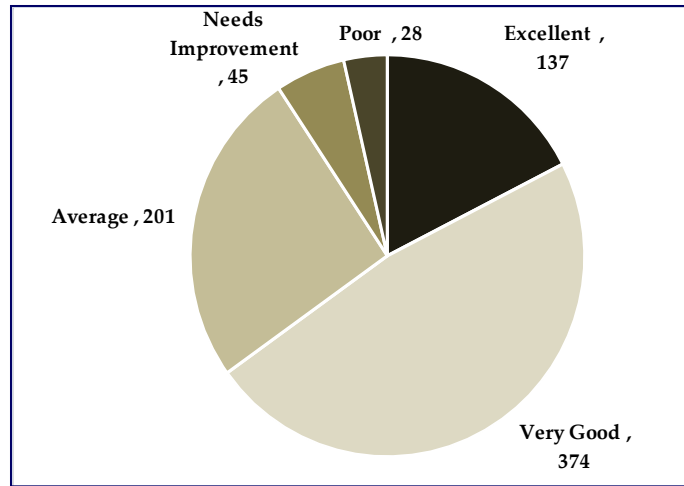
FMCSA Portal Survey Results: September 2011

► The survey was activated from September 6, 2011 through September 20, 2011

► Current number of registered portal users (*As of September 2011*): 24,519

- Enforcement users – 10,389
  (7.30% increase since last survey of 9,682 users)

- Company/Industry users – 14,130
  (23.86% increase since last survey of 11,408 users)

► Number of surveys completed by users: 785
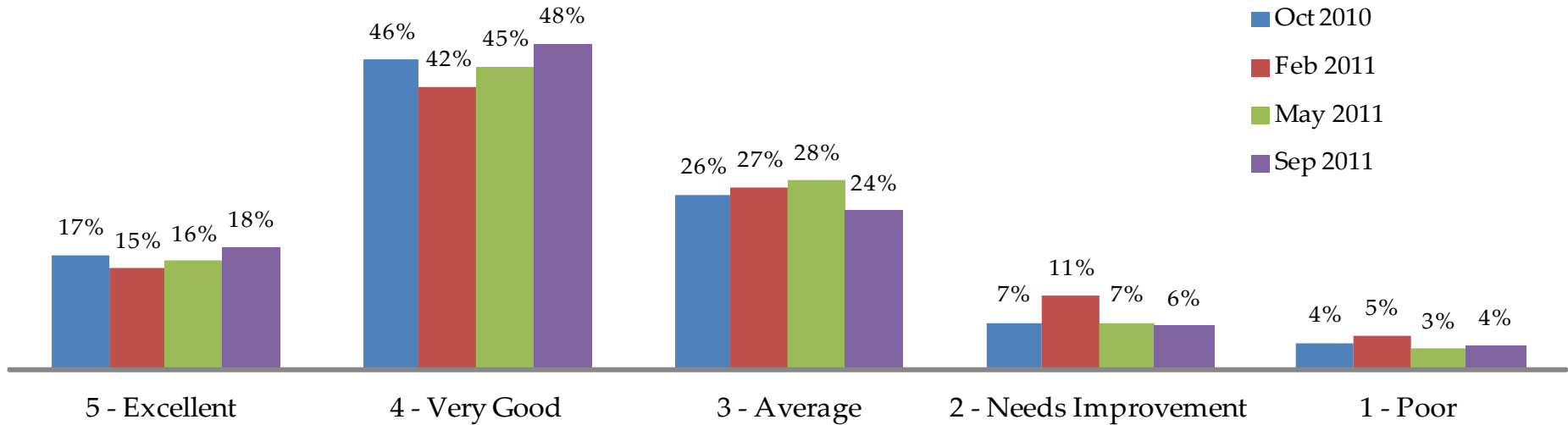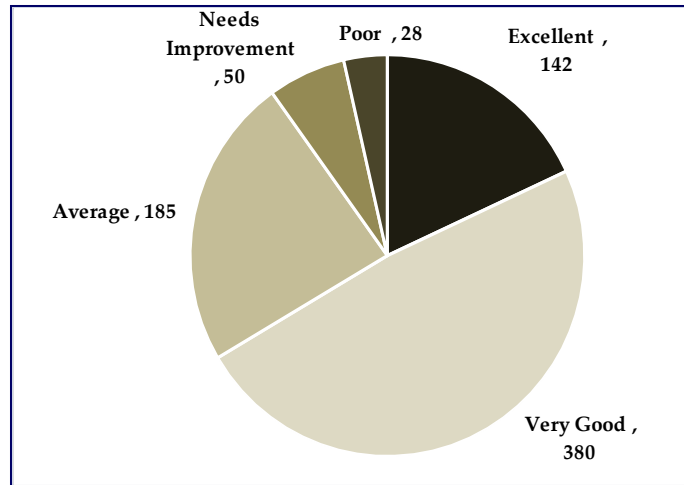
FMCSA Portal Satisfaction Trends

Question	Survey Response: Excellent or Very Good	Feb 2011	May 2011	Sep 2011	Variation vs May 2011
1	*General User Satisfaction*	57%	62%	65%	4.8%
2	*Meeting User Expectations*	58%	61%	66%	8.2%
3	*Tool for Accessing Information*	65%	71%	75%	5.6%
4	*Presentation of Information*	66%	61%	67%	9.8%
5	*Offering Quality Information*	69%	66%	74%	12.1%
6	*Ease of Use*	60%	72%	63%	**-12.5%**

- **Over 1/2** of all Portal respondents continue to indicate excellent and very good responses to all six major survey categories

- **Less than 1/5** of all Portal respondents indicated poor or fair responses to all six major survey categories
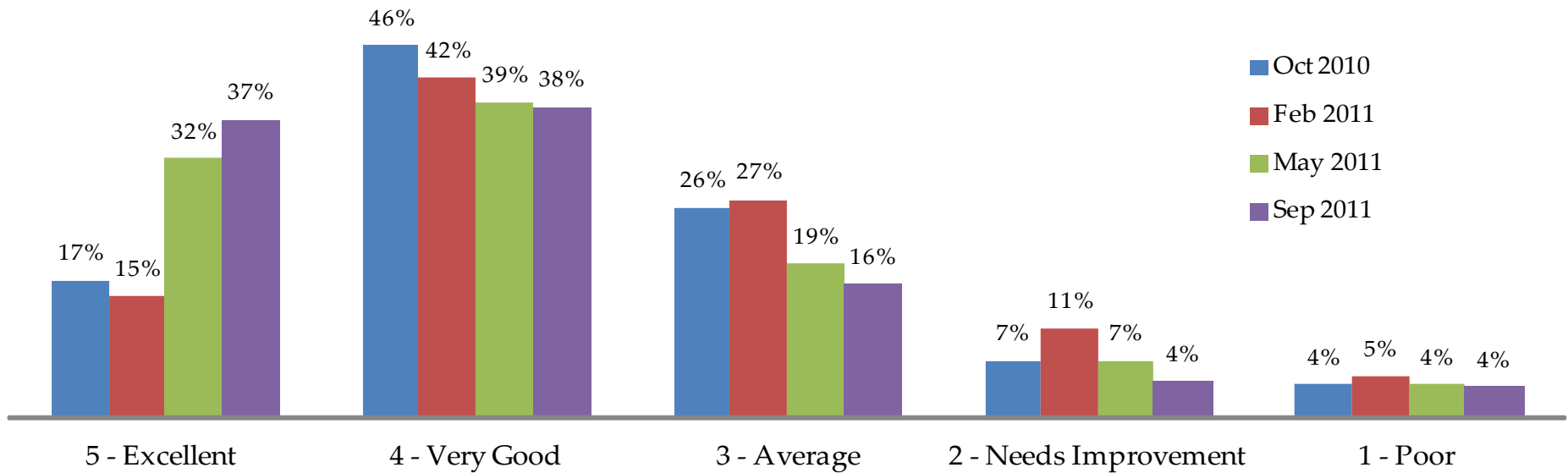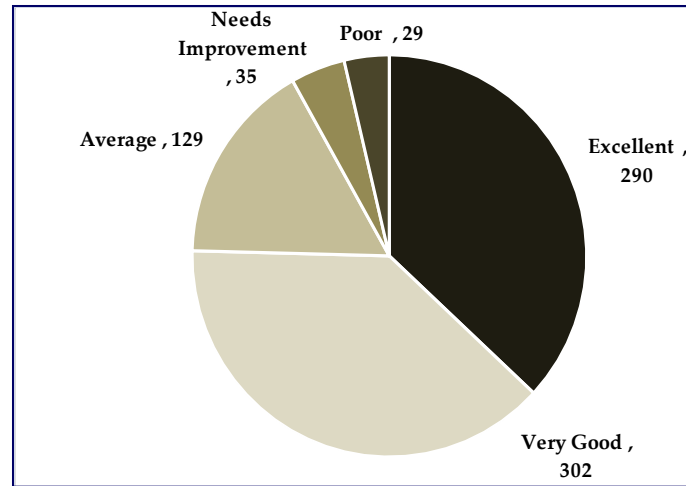
Q1 - How Would You Rate The FMCSA Portal In Terms Of General Satisfaction?

Q2 - How Would You Rate The FMCSA Portal In Terms Of Meeting Your Expectations?

Pie chart:
- Excellent, 142
- Very Good, 380
- Average, 185
- Needs Improvement, 50
- Poor, 28

Bar chart legend: Oct 2010, Feb 2011, May 2011, Sep 2011

Rating	Oct 2010	Feb 2011	May 2011	Sep 2011
5 - Excellent	17%	15%	16%	18%
4 - Very Good	46%	42%	45%	48%
3 - Average	26%	27%	28%	24%
2 - Needs Improvement	7%	11%	7%	6%
1 - Poor	4%	5%	3%	4%

Q3 - How Well Does The FMCSA Portal Compare To Your Previous Way Of Getting And Using The Information You Need?

Pie chart:
- Excellent, 290
- Very Good, 302
- Average, 129
- Needs Improvement, 35
- Poor, 29

Bar chart (Oct 2010, Feb 2011, May 2011, Sep 2011):

	Oct 2010	Feb 2011	May 2011	Sep 2011
5 - Excellent	17%	15%	32%	37%
4 - Very Good	46%	42%	39%	38%
3 - Average	26%	27%	19%	16%
2 - Needs Improvement	7%	11%	7%	4%
1 - Poor	4%	5%	4%	4%

Q4 - How Would You Rate The FMCSA Portal In Terms Of How Easy It Is To Use?
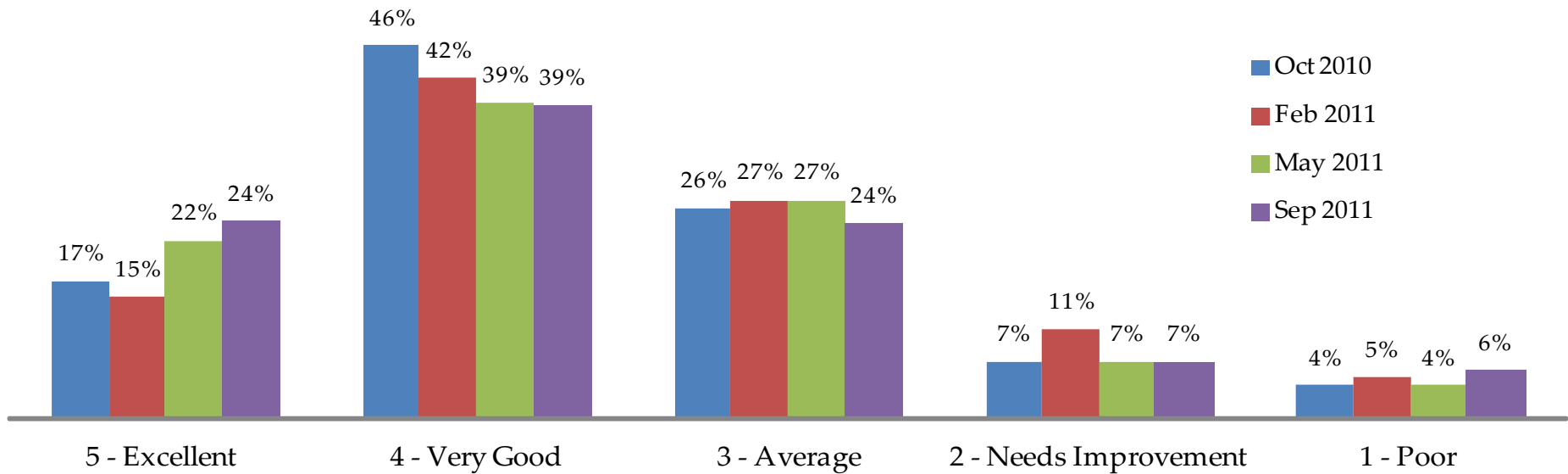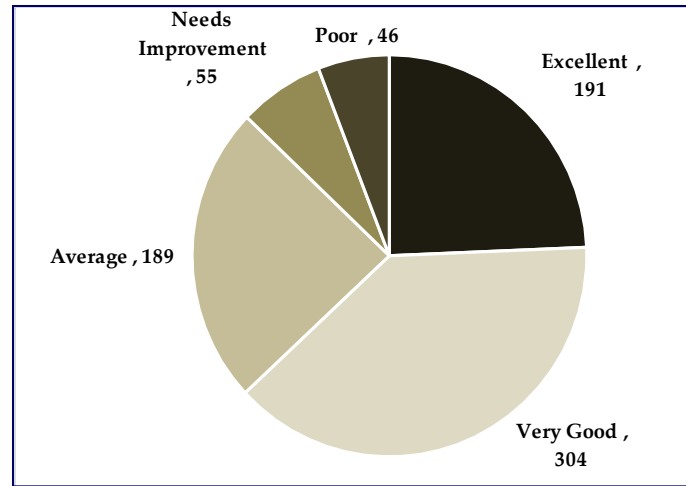
Q5 - How Would You Rate The FMCSA Portal In Terms Of How The Information Is Presented?
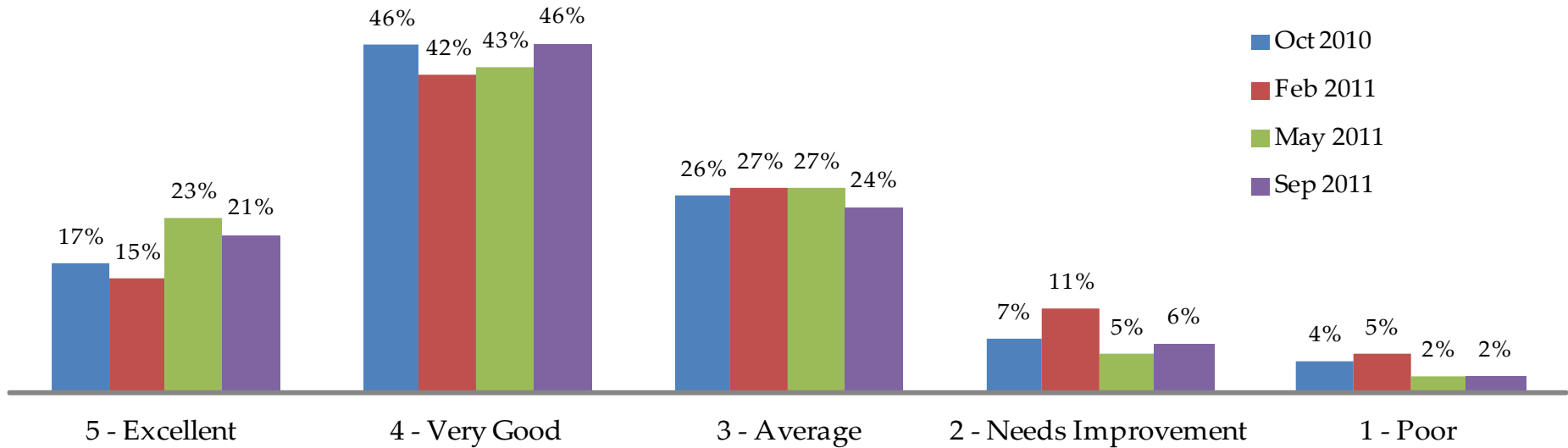
Office of Information Technology
Federal Motor Carrier Safety Administration
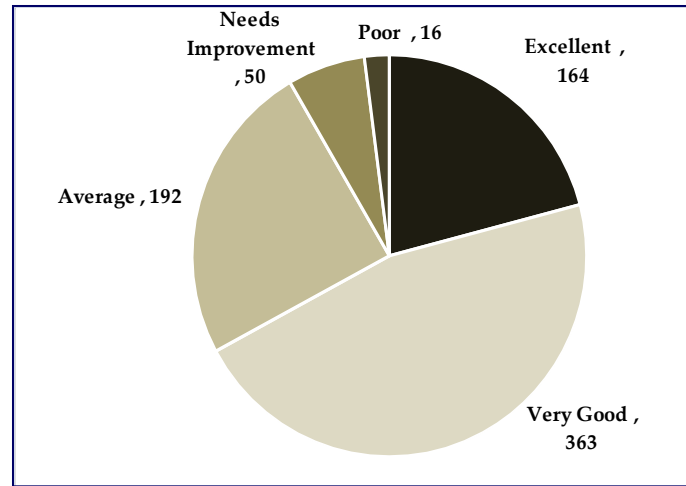
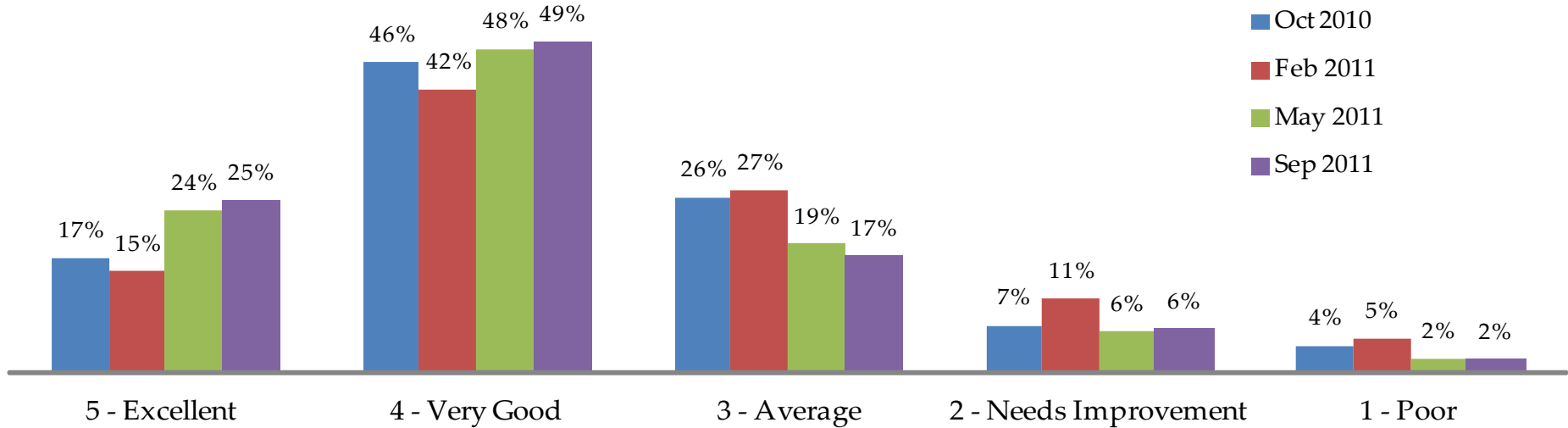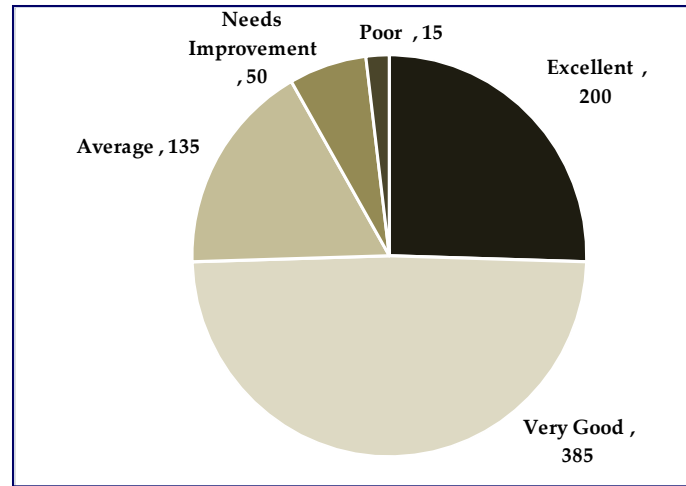# Q6 - How Would You Rate The FMCSA Portal In Terms Of It Offering The Information You Need?

► Success Stories

- Access to all the program and training
- Ability to do in-depth research
- Access to many programs using one password
- The ability to toggle between systems
- The portal is a one-stop-shop

► Room For Improvement

- Portal closing down after 15 minutes of inactive use
- Help desk needs some major attention from the motor carrier side
- Ability to search by telephone number and mailing address
- Have customer support available when the system is malfunctioning

Q9 - Which Of The Following Services Have You Used During This FMCSA Portal Session?

Type of Functionality	May 2011 #	Sep 2011 #	May 2011 %	Sep 2011 %	Variation vs May 2011
Accessing MC Crash Data	237	325	6%	11%	37.13%
Accessing Account Rights	69	99	2%	3%	43.48%
Accessing DataQs	212	282	5%	10%	33.02%
Accessing EMIS	102	146	2%	5%	43.14%
Accessing L&I	258	369	6%	13%	43.02%
Accessing MC Inspection Data	463	614	11%	22%	32.61%
Accessing MCMIS	318	453	8%	16%	42.45%
Managing Access Rights	79	108	2%	4%	36.71%
Request an Account	107	142	3%	5%	32.71%
Selecting Carrier For Compliance Reviews	112	142	3%	5%	26.79%
Selecting Carrier For Safety Audits	119	159	3%	6%	33.61%
Total	2076	2839			

Note: Total reflects incomplete questionnaires

Q10 - What Is Your Employment Status?

Status	May 2011 #	Sep 2011 #	Feb 2011 %	Sep 2011 %	Variation vs May 2011
Cargo Tank Facility	3	4	0%	0%	33.33%
FMCSA	119	145	9%	17%	21.85%
MC with 101 or More Vehicles	59	85	4%	10%	44.07%
MC with 11-100 Vehicles	94	96	7%	11%	2.13%
MC with 2-10 Vehicles	13	24	1%	3%	84.62%
Other	47	48	4%	6%	2.13%
Other State Agency	56	84	4%	10%	50.00%
Owner/Operator	9	4	1%	0%	**-55.56%**
Shipper	7	12	1%	1%	71.43%
State Dept. of MVs	48	64	4%	8%	33.33%
State Police Highway Patrol	202	282	15%	33%	39.60%
Total	657	848			29.07%

Note: Total reflects incomplete questionnaires