



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

FMCSA Data Quality Improvement Program

Fundamentals of Addressing Requests for Data Reviews (RDRs)

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Learning Objectives

- Know where to find the DataQs Analyst Guide on the DataQs website
- Recognize changes in the newest version of the Guide
- Understand the fundamentals of addressing RDRs
- Be prepared to utilize best practices for resolving RDRs



Agenda

- Overview of DataQs
- Review of DataQs users
- Update on DataQs Analyst Guide
- Fundamentals of Addressing RDRs using DataQs

What Is DataQs? Why Do We Have It?

- DataQs – <https://dataqs.fmcsa.dot.gov/>
 - The DataQs system is the **electronic means that motor carriers, commercial drivers, and others have at their disposal to request a review of the quality and correctness of the data** maintained and disseminated by FMCSA
- Why do we have DataQs?
 - Federal mandate in 2001 to review and substantiate the quality of disseminated information
 - FMCSA is committed to ensuring the integrity of State- and federally-reported safety data in MCMIS

Who Uses DataQs?



Motor Carrier:

Files concerns about inspection and crash data available from FMCSA or other information displayed on safety records.



Driver:

Files concerns about Pre-Employment Screening Program (PSP) reports or information reported to the Drug and Alcohol Clearinghouse (Clearinghouse) and to monitor the status of a current RDR.



Public:

Enters concerns about data made available by FMCSA and tracks requests for review.



FMCSA & State Partners:

Manages and responds to RDRs, files data concerns or views reports describing the type and volume of requests to DataQs RDRs.

<https://dataqs.fmcsa.dot.gov/Data/Guide/StakeholderRoles.pdf>

What Information Is Available in DataQs?

- Requestors can see:
 - Any information or files that the requestor submits with the RDR
 - Responses added to the RDR by any party that are not marked “For FMCSA/State Agency eyes only”
 - Helpful information in the Help Center
 - State Analyst Guide
- Carriers can see:
 - RDRs for crashes or inspections assigned to their US DOT number
 - State Analyst Guide
- State users can see:
 - All RDRs in the system and reporting tools
 - Additional resources in the Help Center
 - State Analyst Guide

Discussion - Submitting Requests

- How many of you have had to submit a request?
- What are the reasons for submitting request on behalf of someone?



DataQs Demo – Submitting an RDR

The screenshot displays the DataQs website interface. At the top, it features the United States Department of Transportation logo and the FMCSA (Federal Motor Carrier Safety Administration) logo. The main navigation bar includes 'Home' and 'Help Center' links. A search bar is positioned on the right side of the header.

The central content area is titled 'Request a Review of FMCSA-Issued Data Here'. Below this title, a paragraph explains that DataQs allows users to request and track a review of Federal and State data issued by FMCSA that may be incomplete or incorrect. The system automatically forwards the Request for Data Review (RDR) to the appropriate office for resolution and collects updates and responses for current Requests.

On the left side, there is a 'New to DataQs?' section with a sign-up link for 'DataQs Account' and a 'DataQs Account' login option. Below this is a 'Already Signed Up?' section with a 'DataQs Account' login option and an 'FMCSA Portal Account' login option. The login form includes fields for 'USERNAME' and 'PASSWORD'.

The 'What's New' section highlights the 'Crash Preventability Determination Program', which started on May 1, 2020. It allows motor carriers and drivers to submit Requests for Data Review (RDR) for eligible crashes that occurred on or after August 1, 2019. A circular diagram illustrates the four-step process: 1) ELIGIBLE CRASH, 2) SUBMIT REQUEST, 3) FMCSA REVIEW, and 4) FMCSA POSTS FINAL DETERMINATION. A 'Learn More' link is provided.

Below the 'What's New' section, there is a navigation bar with links for 'What's New', 'Data Quality', 'Analyst Guide', 'SMS', and 'PSP'.

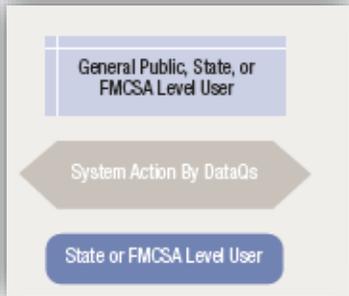
The 'What can DataQs do for you?' section features four columns with images and text:

- Motor Carriers:** As a motor carrier or owner/operator, use DataQs to file concerns about inspection and crash data available from FMCSA or other information displayed on your records. Track your current requests.
- Drivers:** Use DataQs to file concerns about Pre-Employment Screening Program (PSP) reports or information reported to the Drug and Alcohol Clearinghouse (Clearinghouse) and to monitor the status of a current RDR.
- FMCSA & State Partners:** DataQs helps you manage and respond to RDRs, but you can also use the system to file data concerns or view reports describing the type and volume of requests to DataQs RDRs.
- Public & Industry:** DataQs is also useful to other stakeholders in the motor carrier industry and the general public. Anyone can enter a concern about data made available by FMCSA and track these requests for review.

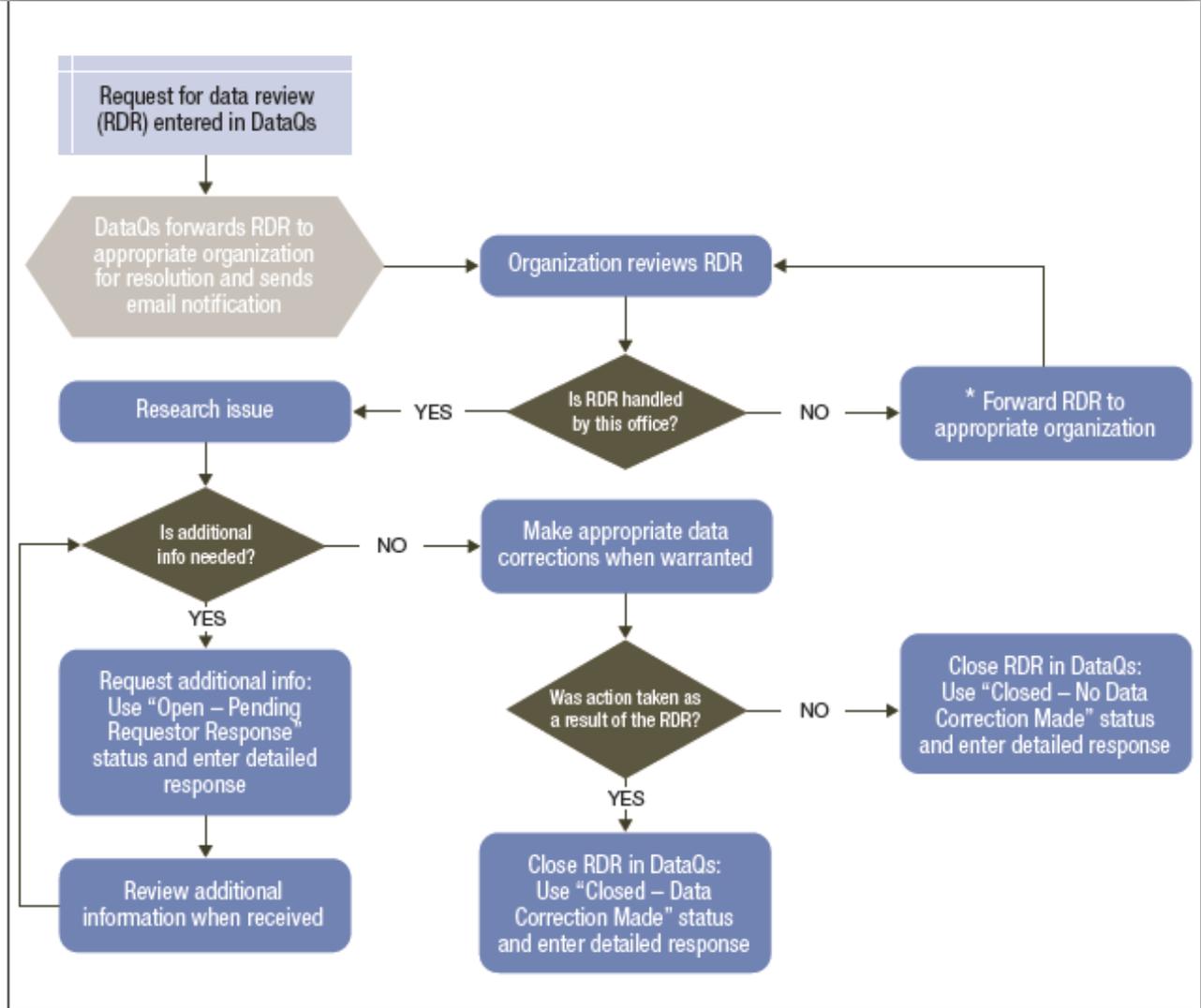
<https://dataqs.fmcsa.dot.gov/>

Overview of RDR process

- Stakeholders
- Process



* If the RDR belongs to another State, then forward it to the MCSAP office in the appropriate State.
 * If the RDR belongs to another agency within your State, then forward it to that agency. If the agency is not active with DataQs, then you may need to coordinate via email with them.
 * If the RDR pertains to a Federal inspection, then forward it to your State FMCSA office.



What Is the DataQs Analyst Guide?

- Practical guidance and best practices to resolve and address RDRs for Federal and State users
- Find it on the left-hand side of the DataQs homepage or use the link below:
[https://dataqs.fmcsa.dot.gov/Data/Guide/DataQs Users Guide and Best Practices Manual.pdf](https://dataqs.fmcsa.dot.gov/Data/Guide/DataQs%20Users%20Guide%20and%20Best%20Practices%20Manual.pdf)

What's New in Version 3.0?

- Reorganized topic areas
- Updated section on addressing Adjudicated Citations
- Added information on handling Crash Preventability Determination Program Requests and Drug and Alcohol Clearinghouse Petitions

Discussion

How have you used the guide in your work?

For example:

- What sections are the most useful?
- Do you prefer to use the guide as printed or electronic content?



Addressing Requests for Data Review

- Verify submitted information
- Review attachments
- Verify FMCSA requirements
- Research an RDR
- Resolve the RDR



DataQs Demo – Addressing an RDR

United States Department of Transportation About DOT | Our Activities | Areas of Focus

FMCSA
Federal Motor Carrier Safety Administration

DataQs Home | Help Center

New to DataQs?

Motor carrier and enforcement users, sign up for an [FMCSA Portal account](#). All other users, sign up for a [DataQs account](#).

Already Signed Up?

Log in below with:

- DataQs Account
- FMCSA Portal Account

USERNAME

PASSWORD

Request a Review of FMCSA-Issued Data Here

DataQs allows you to request and track a review of Federal and State data issued by FMCSA that you feel may be incomplete or incorrect. The system automatically forwards your Request for Data Review (RDR) to the appropriate office for resolution and collects updates and responses for current Requests.

What's New

Crash Preventability Determination Program

May 1, 2020 - Motor carriers and drivers may now submit Requests for Data Review (RDR) for eligible crashes that occurred on or after August 1, 2019, as part of the Crash Preventability Determination Program. For more information, visit [FMCSA's website](#).

Learn More →

What's NewData QualityAnalyst GuideSMSPSP

What can DataQs do for you?

Motor Carriers

As a motor carrier or owner/operator, use DataQs to file concerns about inspection and crash data available from FMCSA or other information displayed on your records. Track your current requests.

Drivers

Use DataQs to file concerns about Pre-Employment Screening Program (PSP) reports or information reported to the Drug and Alcohol Clearinghouse (Clearinghouse) and to monitor the status of a current RDR.

FMCSA & State Partners

DataQs helps you manage and respond to RDRs, but you can also use the system to file data concerns or view reports describing the type and volume of requests to DataQs RDRs.

Public & Industry

DataQs is also useful to other stakeholders in the motor carrier industry and the general public. Anyone can enter a concern about data made available by FMCSA and track these requests for review.

<https://dataqs.fmcsa.dot.gov/>

Verify Submitted Information/Requestor Information

- Confirm the identity of the requestor and their association with the company on the crash or inspection
- Does the system identify the requestor as a validated motor carrier user?
 - No – direct them to the Company Portal to see the data change
- Addressing 3rd party submissions
 - Remember to consider guidance on handling sensitive or personally identifiable information when responding to requests

Verify Submitted Information - Record Data

- Confirm the data elements (e.g., carrier, driver, and vehicle information) across the data sources
 - Original inspection or crash report
 - SAFETYNET
 - MCMIS
- If you need to correct a discrepancy...
 - between original record and SAFETYNET or MCMIS, re-upload the record
 - between SAFETYNET and MCMIS, contact FMCSA Tech Support at fmctechsup@dot.gov

Review RDR Attachments

- If attachments differ from State records...
 - and the wrong document was attached, request new evidence from the requestor
 - and you believe documents were falsified, send a notice to datags@dot.gov
- Request additional documentation if there is insufficient evidence to support the RDR (the onus is on the requestor to provide needed information)

Verify FMCSA Reporting Requirements

- Ensure the crash/inspection record should be in FMCSA's data systems
 - Review crashes for reportability (for example, the crash involved a fatality, injury or towaway and the vehicle was in transport/in commerce)
 - Confirm inspection was performed to FMCSA standards (for example, by an FMCSA/CVSA certified inspector not an in-house carrier inspection)

Research an RDR

- Review other FMCSA data systems (e.g., Query Central, SMS, DSMS/DIR)
 - To help identify correct driver and carrier information
 - To research driver and carrier history
- Discuss with officer/inspector of record
- Reach out to FMCSA Division Office
- Contact the judicial authority regarding adjudicated citations

Resolve an RDR

Take the following actions in this order:

1. Update or amend the record in SAFETYNET
2. Upload record to MCMIS
3. Close the RDR in DataQs
 - Select the appropriate status
 - Write a detailed response* letting the submitter know action was (or was not) taken

*For each request type, response templates are available in the system to assist with your detailed response

Reopened RDRs

- Best practices for addressing reopened RDRs
- What do you do when a request has been reopened?

Addressing Adjudicated Citations in DataQs

- Adjudicated Citation guidance is available in the guide
 - Outlines Policy
 - Provides Examples
 - Includes Best Practices
- Attend session on Adjudicated Citations

Addressing Drug and Alcohol Clearinghouse RDRs

Drug and Alcohol Clearinghouse RDRs

- Handle requests for incorrect violations on inspection reports, even if they are related to drug and alcohol offenses
- For requests pertaining to Clearinghouse program data, inform the requestor to submit a “petition” under the Drug and Alcohol Clearinghouse type

Addressing Crash Preventability Determination Program RDRs

Crash Preventability Determination Program RDRs

- Handle requests for reportability of crashes, even if the requestor requests a preventability review
- For requests pertaining to the preventability of a crash, inform the requestor to submit a new RDR under the Crash Preventability Determination Program type (crash could not be prevented). Note the following requirements:
 - Crash occurred on or after August 1, 2019
 - Crash must be 1 of 16 eligible crash scenarios

DataQs Demo – Reporting Options

The screenshot displays the DataQs website interface. At the top, it features the United States Department of Transportation logo and navigation links for 'About DOT', 'Our Activities', and 'Areas of Focus'. The main header includes the FMCSA logo and the text 'Federal Motor Carrier Safety Administration'. Below this, the 'DataQs' logo is prominently displayed, along with 'Home' and 'Help Center' links. A search bar is located in the top right corner.

The main content area is divided into several sections:

- New to DataQs?**: A section for new users, providing instructions on how to sign up for an FMCSA Portal account or a DataQs account.
- Already Signed Up?**: A section for existing users, offering login options for DataQs Account and FMCSA Portal Account. It includes fields for USERNAME and PASSWORD, and a 'Trouble logging in? Click here.' link.
- Request a Review of FMCSA-Issued Data Here**: A prominent section with a heading and a sub-heading. It explains that DataQs allows users to request and track a review of Federal and State data issued by FMCSA. It includes a 'Learn More' link.
- What's New**: A section titled 'Crash Preventability Determination Program' with a sub-heading 'May 1, 2020 - Motor carriers and drivers may now submit Requests for Data Review (RDR) for eligible crashes that occurred on or after August 1, 2019, as part of the Crash Preventability Determination Program. For more information, visit [FMCSA's website](#).' It includes a 'Learn More' link and a circular diagram illustrating the 'CRASH PREVENTABILITY DETERMINATION PROGRAM' process: 1) ELIGIBLE CRASH, 2) SUBMIT REQUEST, 3) FMCSA REVIEW, 4) FMCSA POSTS, and 5) FMCSA POSTS FINAL DETERMINATION.
- What can DataQs do for you?**: A section with four columns, each featuring an image and a title: 'Motor Carriers', 'Drivers', 'FMCSA & State Partners', and 'Public & Industry'. Each column provides a brief description of how DataQs can be used by that group.

At the bottom of the main content area, there is a navigation bar with links for 'What's New', 'Data Quality', 'Analyst Guide', 'SMS', and 'PSP'.

<https://dataqs.fmcsa.dot.gov/>

Have Questions? Let Us know!



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Additional Resources:

Data Quality Website

<http://ai.fmcsa.dot.gov/DataQuality>

DataQs Website

<http://dataqs.fmcsa.dot.gov/>

Thank You!