

DataQs

Request for Data Review (RDR) Request Type Definitions

DataQs (dataqs.fmcsa.dot.gov) is the FMCSA system that allows users to request and track a review of Federal and State data issued by FMCSA believed to be incomplete or incorrect. This job aid outlines the various types of requests, and which agency typically responds to each type of request.

Request types are organized into the following groups:

- Crash
- Inspection
- DOT Audit/Investigation
- Registration/Insurance
- Household Goods (HHG) Complaint
- Drug and Alcohol Clearinghouse Violation Petition
- Other

Crash

State agencies typically make the final decisions on requests related to State-reported crash data. FMCSA Headquarters make the final decisions on requests related to preventability.

- **Crash—Assigned to Wrong Carrier:** Requestors choose this option because they believe the crash record in question contains an inaccurate USDOT number and/or MC/MX identification number for the motor carrier operating the vehicle at the time of the crash.
- **Crash—Assigned to Wrong Driver:** Requestors choose this option because they believe the crash record(s) in question contains inaccurate and/or incomplete information on the commercial driver(s) involved in the crash.
- **Crash—Not an FMCSA-reportable crash:** Requestors choose this option because they believe the MCMIS crash record in question does not meet the reportable crash standard (typically that the crash did not involve a qualifying fatality, injury, or towed vehicle due to disabling damage).
- **Crash—Crash report contains incorrect information (for example, an incorrect fatality count):** Requestors choose this option because they believe the crash record(s) in question contains inaccurate and/or incomplete information not covered by any other type.
- **Crash Preventability Determination Program/Crash—Not Preventable:** Requestors choose this option because they believe the crash in question could not be prevented by the commercial driver or carrier. FMCSA reviews specific requests to review data for preventability if the crash is eligible for the Crash Preventability Determination Program (CPDP). Details on eligibility requirements can be found at <https://www.fmcsa.dot.gov/crash-preventability-determination-program>. For crashes not eligible for the CPDP, the RDR is labeled "Crash – Not Preventable" and automatically closed.
- **Crash—Duplicate (same crash listed multiple times):** Requestors choose this option because they believe the MCMIS crash file contains duplicate crash records and/or records with redundant, identical values.
- **Crash—Crash record missing from carrier or driver report:** Requestors choose this option because they believe the motor carrier's MCMIS crash file does not contain a specific report(s) of the motor carrier's reportable crashes.



Inspection

State agencies typically make the final decisions on requests related to State-reported inspection data. FMCSA Division Offices make the final decisions on requests related to federal inspections.

- **Inspection—Never received a copy or lost the report:** Requestors choose this option to request a copy of an inspection report that was never received or lost.
- **Inspection—Citation with Associated Violation:** Requestors choose this option to provide documentation showing the adjudicated outcome of a citation associated with a violation cited on an inspection report.
- **Inspection—Violation is incorrect, listed multiple times, or missing IEP/shipper information:** Requestors choose this option because they believe the inspection record(s) in question contains inaccurate and/or incomplete violation information on the vehicles and/or drivers that underwent inspection.
- **Inspection—Not mine (assigned to wrong motor carrier):** Requestors choose this option because they believe an inaccurate match occurred between the motor carrier information on the MCMIS inspection record and the carrier's registration information in the MCMIS database.
- **Inspection—Not mine (assigned to wrong driver):** Requestors choose this option because they believe the inspection record(s) in question contains inaccurate and/or incomplete information on the commercial driver involved in the inspection.
- **Inspection—Inspection report contains incorrect information/other:** Requestors choose this option when they believe the inspection record(s) in question contains inaccurate and/or incomplete "other" data ("other" than the violation data, such as incorrect driver or vehicle information).
- **Inspection—Missing from carrier or driver report:** Requestors choose this option because they believe the motor carrier's MCMIS inspection file does not contain a specific report(s) of the motor carrier's roadside inspections.
- **Inspection—Duplicate (same inspection listed multiple times):** Requestors choose this option when they believe the same inspection was listed more than once in the motor carrier's MCMIS inspection file.



DOT Audit/Investigation

FMCSA Division Offices make the final decisions on RDRs related to investigations and audits. FMCSA Service Centers make the final decisions on RDRs related to Notice of Claim or Notice of Violation.

- **DOT Audit/Investigation—Investigation:** Requestors choose this option because they believe data/violations recorded during an investigation were inaccurate or incomplete. If the carrier is challenging the basis for assignment of a safety rating, the DataQs analyst should refer the requestor to 49 CFR 385.15: Administrative Review, which describes the process for appealing a safety rating based on FMCSA error.
- **DOT Audit/Investigation—Safety Audit:** Requestors choose this option because they believe incorrect and/or incomplete safety data was recorded during the safety audit examination. If the requestor is contesting a failed safety audit, the DataQs analyst should refer the requestor to 49 CFR 385.327, which contains the process for appealing a failed safety audit based on an error in the determination that the carrier's basic safety management controls are inadequate.
- **DOT Audit/Investigation—Fine as a result of a Notice of Claim or Notice of Violation:** Requestors choose this option because they believe the violations identified during the investigation that resulted in Notices of Claim (NOC), Notices of Violation (NOV), and/or civil penalty claims, were inaccurate. The DataQs system will refer this type of RDR to the appropriate FMCSA Service Center automatically.

Registration/Insurance

FMCSA Headquarters make the final decisions on RDRs related to registration and insurance.

- **Registration/Insurance—Carrier Information (MCS-150):** Requestors choose this option because they believe the most current information in the Motor Carrier Identification Report (Form MCS-150) is not reflected in the MCMIS carrier file. If FMCSA processed the form incorrectly, then FMCSA will make the necessary correction.
- **Registration/Insurance—Operating Authority (OP-1, OP-2):** Requestors choose this option because, (a) they have experienced difficulty obtaining the required operating authority, or (b) they were cited for not having it. Requestors sometimes choose this option if the required operating authority applied for has not yet been received. Operating authority related RDRs are assigned to the FMCSA Office of Registration at FMCSA headquarters.
- **Registration/Insurance—L&I Information:** Requestors choose this option when they are having difficulty updating insurance information with FMCSA or if incorrect information is shown on the Licensing & Insurance Information (L&I) website. The L&I information type RDRs are assigned to the FMCSA Office of Registration at FMCSA headquarters.
- NOTE: RDRs concerning improper insurance violations on an inspection** should go under the “Inspection—Incorrect Violation” heading.
- **Registration/Insurance—Motor carrier not registered or improperly registered:** Requestors select this RDR type to notify FMCSA that a motor carrier is improperly registered. The RDR containing the improperly registered carrier information should then be forwarded to the motor carrier’s domicile FMCSA Division Office for further review and possible inclusion of the motor carrier into the New Entrant Program.

Household Goods (HHG) Complaints

FMCSA Headquarters make the final decisions on RDRs related to HHG complaints.

- **HHG Complaints—Fraudulent (did not do business):** Requestors choose this option when they contend a HHG complaint received by FMCSA through the National Consumer Complaint Database (NCCDB) website or hotline and maintained in the carrier’s permanent file is fraudulent or was assigned incorrectly to that company. A complaint is considered fraudulent if it can be proven that the complainant did not do business with the carrier. The DataQs system automatically forwards the RDR and supporting documentation to the HHG staff of the FMCSA Commercial Enforcement Division to address.
- **HHG Complaints—Duplicate (two identical complaints):** Requestors choose this option when they contend the HHG complaint duplicates a complaint previously received by FMCSA via the NCCDB or the toll-free hotline. The DataQs system automatically forwards the RDR and any supporting documentation to the HHG staff of the FMCSA Commercial Enforcement Division to address.



Drug and Alcohol Clearinghouse Petitions

FMCSA Headquarters make the final decisions on RDRs related to Drug and Alcohol Clearinghouse petitions.

- **Drug and Alcohol Clearinghouse:** Requestors choose this option if drivers believe information about themselves was inaccurately entered into the Drug and Alcohol Clearinghouse. This petition is submitted as a DataQs RDR. Drivers are permitted to petition only the accuracy of information, not the test results, in the Clearinghouse reflected in one of the following categories:
 - a. Accuracy of data in driver record
 - b. Actual knowledge violation did not result in a conviction
 - c. Actual knowledge violation did not comply with reporting requirements
 - d. Refusal to test violation did not comply with reporting requirements



Other

The DataQs Help Desk at the Volpe Center process requests submitted without a specific request type.

- **Other—None of the above:** Requestors choose this option after determining that none of the other 22 RDR options adequately describes the nature of their data review request. The requestor may also not know or understand the RDR choices available. These RDRs are automatically assigned to the "FMCSA DataQs Help Desk (Volpe)" where the requestor will be provided instruction on how to properly use the system to file their request. If the inquiry is not related to an RDR, the "FMCSA DataQs Help Desk (Volpe)" will provide as much information as is practicable to assist the requestor in resolving the question or concern.