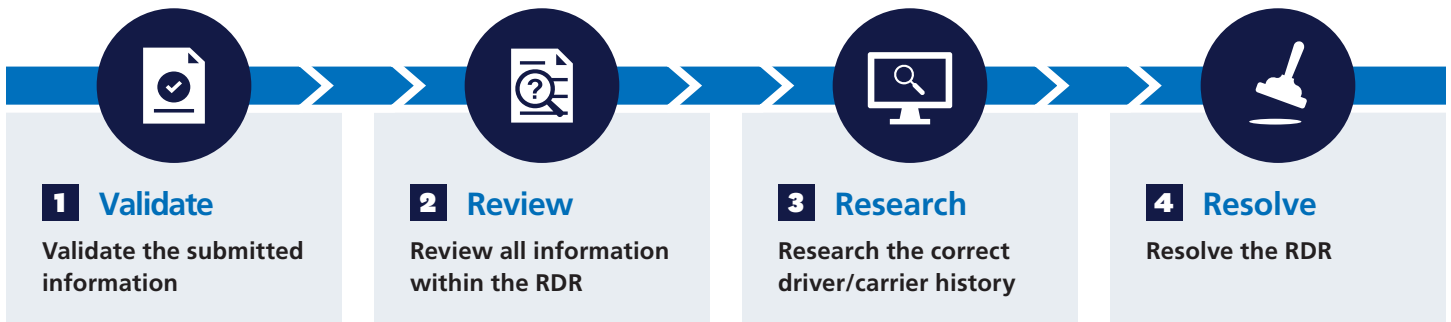


DataQs How an Analyst Reviews and Resolves a Request for Data Review

DataQs (dataqs.fcmsa.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 process an analyst undertakes for reviewing and resolving a Request for Data Review (RDR).



1 Validate

Validate the submitted information

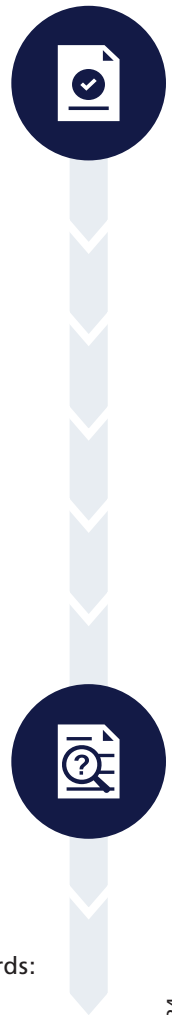
- Be aware of the identity of the requestor and/or association with the company making the request.
- Compare the submitted information (fields within DataQs and any supporting documents) with State and Federal systems (i.e. SAFETYNET, SafeSpect, and MCMIS).
 - ▶ Submitted information comes from the requestor. Be on the lookout for modified information (i.e., potentially fraudulent or falsified documents).
 - ▶ State systems contain electronic records of the reported event. Some of these records may have been manually entered and contain data entry errors.
 - ▶ Federal systems, such as MCMIS, contain records uploaded by the States offices. Changes to records within the State systems must be uploaded to MCMIS by the State office.

Note: Be aware of any submissions from third party users and handle sensitive and Personal Identification Information accordingly during the review.

2 Review

Review all information within the RDR

- Review the “Request Description” and request clarification, if needed.
- Check that the record should be in the system based on FMCSA reporting requirements.
- Ensure attached documents support the RDR.
- If there is insufficient evidence to support the RDR, request additional documents.
- If there are discrepancies between the submitted documents and the information in the State/FMCSA records:
 - ▶ Determine which information is correct.
 - ▶ Ask for new evidence from the submitter.
 - ▶ Report to FMCSA if the documents appear to be falsified or misleading.



3 Research

Research the correct driver/carrier history using other FMCSA data systems, such as:

- Portal: <https://portal.fmcsa.dot.gov>
 - ▶ **MCMIS**—Database of inspection, crash, compliance review, safety audit, and registration data for motor carriers. This includes inspection records for three years and crash records for five years.
 - ▶ **Query Central**—Search tool to find motor carrier inspection data reported within the last 365 days.
- SMS (Safety Measurement System): <https://ai.fmcsa.dot.gov/SMS>
- Driver Information Resource (DIR)/Driver Safety Measurement System (DSMS): <https://ai.fmcsa.dot.gov/Driver/dir> or <https://ai.fmcsa.dot.gov/Driver/dsms>

Other options for identifying the correct information could include:

- Discussion with the officer/inspector.
- Consulting the FMCSA Division Office.
- Contacting the judicial authority for adjudicated citations to confirm outcomes.
- Using resources available on the Data Quality Learning Center.

4 Resolve

Take the following actions in this order:

If any corrections are made:

- I Update or amend the record in State database (i.e. SAFETYNET or SafeSpect),
- II Upload the record to MCMIS,
- III Confirm the change was accepted in MCMIS as early as the next day,
- IV Close the RDR in DataQs by:
 - ▶ Selecting the appropriate status.
 - ▶ Writing a detailed/informative response. Many request types have templates available to help start the response.

If no corrections are made:

- Close the RDR in DataQs by:
- ▶ Selecting the appropriate status.
 - ▶ Writing a detailed/informative response. Many request types have templates available to help start the response.

