SAFETYNET: Common Issues

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U.S. DOT Volpe Center
- Nelson Cañas, Senior Analyst & Data Quality Specialist

State Partner
- James Wright, Maine State Police, Motor Carrier Enforcement Unit
Learning Objectives

• Understand why records are rejected and how to prevent rejections
• Use the Activity Logs to find rejected records
• Locate records that are missing due to interrupted downloads
• Archive and delete old records correctly
• Identify records by using the Verify checkbox
Agenda

Throughout the session we will discuss:

- Rejected records
- Activity logs
- Interrupted downloads
- Record management
- Verify checkbox
- Missing confirmations
Rejected Records

- Records can be rejected in two places
  - SAFETYNET and MCMIS

- Crashes and Inspections go through a validation check
  - This does not check for data quality

- All rejection errors are entered in the Activity Logs
  - As ‘Errors’ if rejected by SAFETYNET
  - As ‘Fatal Errors’ if rejected by MCMIS
Rejected Records - SAFETYNET

- Nothing is wrong with the record: Accepted.
- Something is really wrong with the record: Rejected.
- Something is wrong, but can be easily fixed: Accepted with a Warning. SAFETYNET tells you what to fix.
- Something is wrong, can be easily fixed: Accepted. No Warning given. SAFETYNET does not tell you anything.
Rejected Records - MCMIS

Accepted

Accepted with a Warning, easily fixed

Accepted if fixed

Rejected if not fixed

Something is wrong, can be easily fixed

Rejected
Rejected Records – What to do?

- Always **check the Activity Log** after every import
- **Run the Data Quality Tool** to find the issues SAFETYNET hides
- Always **check the Activity Log** to review the MCMIS Confirmations
- Might need to **get back to the record source**: officer/agency
- When corrected, the records will be automatically included in the next upload
- Rejected records that are corrected and re-uploaded **will affect the timeliness measure**
Activity Logs

Import inspections

Workstation 1
Activity Log 1

Upload crashes

Workstation 2
Activity Log 2

Process census updates

Workstation 3
Activity Log 3

Activity Log

Confirmations

MCMIS

SAFETYNET Server
Activity Logs – What should I do?

- Check them – ALWAYS!
- Keep Activity Logs for 6 to 12 months
- Use the Search-Find function and look for **Error:** (include the colon)
Interrupted Downloads – Inspection Files

Roadside → SAFETYNET → Inspections → SAFER Web Services

Download
Interrupted Downloads – From MCMIS

Download
Census Updates, Confirmation files
Interrupted Downloads – Commln vs. Inbox
Interrupted Downloads – Commln vs. Inbox
Interrupted Downloads – CommIn vs. Inbox
Interrupted Downloads – CommIn vs. Inbox
Interrupted Downloads – What should I do?

• Process everything in the SAFETYNET Inbox

• Check the \SAFETYNET\COMMIN folder for any unprocessed files
  • If any, import files manually

• Don’t forget to move any manually processed files to the \SAFETYNET\COMMIN\Backup folder
Poll #2
Missing Confirmations

SAFETYNET

Upload inspections, crashes

Download confirmation files

MCMIS
Missing Confirmations

• If you **did not** receive a confirmation file the day after the upload:
  • Do not re-upload the records
  • Contact tech support

• If you **did** receive a confirmation but there is no entry in the Inbox (Interrupted Download):
  • Do not re-upload the records
  • Contact tech support
  • Send the confirmation file to tech support, if requested
Missing Confirmations – What should I do?

• When in doubt... call tech support!
• But first... make sure you uploaded the file
• Remember that uploading is a two step process:
  • Prepare
  • Upload
Record Management – Archiving Records

- SAFETYPNET maintains two databases:
  - MAIN
  - ARCHIVE

- Archive records when:
  - Inspections are older than 3 years
  - Crashes are older than 5 years
  - As needed

- Restore records back to MAIN anytime

MCMIS keeps:
- Inspections for 3 years
- Crashes for 5 years
Record Management – Deleting Records

• Brand new records
  • Records have not been uploaded yet
  • No other system is affected
• Records already uploaded
  • MCMIS has a copy of record
  • When deleting from SAFETynet, records are deleted from MCMIS as well
  • Inspections are **not** deleted from SAFER!

MCMIS keeps:
- Inspections for 3 years
- Crashes for 5 years
Record Management – Deleting Records

• Records already uploaded – **but they are really old!**
  • An attempt is made to delete the record from MCMIS
  • Record is not found in MCMIS
  • MCMIS rejects the delete request

• To avoid rejections
  • Archive old records first THEN delete records from Archive
  • A deleted request is not sent to MCMIS
Record Management – Demo

Demo:
1. Archive records from January 2019
2. Restore archived records

**Hint** – Use this query:

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<thead>
<tr>
<th>Field</th>
<th>Comparison</th>
<th>Value</th>
<th>And/Or</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crash Date</td>
<td>&gt;=</td>
<td>01/01/2019</td>
<td></td>
</tr>
<tr>
<td>Crash Date</td>
<td>&lt;=</td>
<td>01/31/2019</td>
<td>And</td>
</tr>
</tbody>
</table>
Record Management – What should I do?

• How old are the records in SAFETYNET?
  • Inspections – older than 3 years?
  • Crashes – older than 5 years?

You may need to archive them!

If you need to delete old records, archive first
Verified Checkbox

- Every record has one Verified Checkbox
  - What does it do? NOTHING!
- Use it as you see fit
- Can be queried
- Can be visible on the grid
- Common use
  - Check when records have been addressed already
  - Any other uses?
Verified Checkbox – Demo

Demo:
1. Look for records that still require your attention
2. Run a query to look for crash records from July 2020 and the Verified Checkbox is not checked

<table>
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<th>Value</th>
<th>And/Or</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crash Date</td>
<td>&gt;=</td>
<td>07/01/2020</td>
<td>And</td>
</tr>
<tr>
<td>Crash Date</td>
<td>&lt;=</td>
<td>07/31/2020</td>
<td>And</td>
</tr>
<tr>
<td>Verified</td>
<td>=</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>
Verified Checkbox – What should I do?

- Use it anyway you want
- Common use:
  - Still need to address/done addressing

What other uses are there?
Have Questions? Let Us know!

Nelson Canas
617-494-6019
Nelson.Canas.CTR@dot.gov

Jim Wright
James.A.Wright@Maine.Gov

Additional Resources:
Data Quality Website
http://ai.fmcsa.dot.gov/Data Quality

FMCSA Tech Support:
617-494-3003
FMCtechsup@dot.gov

Thank You!