

Federal Motor Carrier Safety Administration



**Registration and Public Access
High Level Requirements Gathering**

COMPASS Team

Agenda

- ▶ Overview of COMPASS Program
- ▶ Overview of Current FMCSA Registration Processes
- ▶ Discussion of Other Registration Processes Used
- ▶ Discussion of Data Quality Concerns
- ▶ Discussion of Data Collection Techniques

What is the COMPASS Program?

The COMPASS program is a multi-year, FMCSA wide initiative that will leverage new technology to transform the way FMCSA does business and implement an information technology (IT) solution that improves the Agency's ability to save lives.



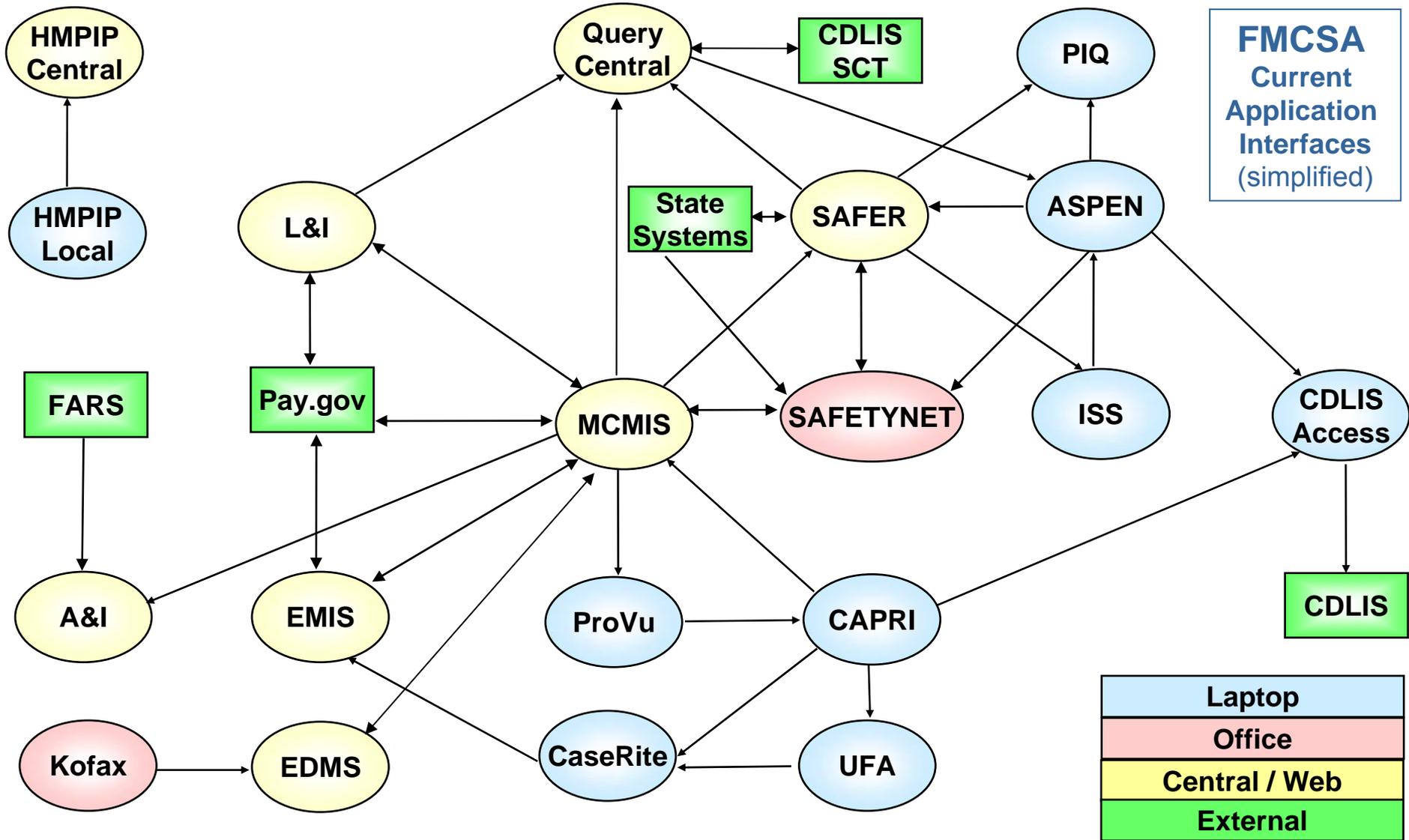
Expected Benefits for Enforcement and Industry

- ▶ Increased user efficiency and effectiveness by having:
 - **One location** to retrieve authoritative information that is protected from unauthorized access and alteration
 - **Timely and reliable information** for conducting roadside and border safety inspections, safety audits, and compliance reviews
 - **Automated alerts** sent to the right person for action
 - **Information “pushed out”** through a data warehouse for users to develop their own analysis reports
 - **Increased self-sufficiency** for the users (e.g. report development and analysis, online password reset, etc)

COMPASS Evolution

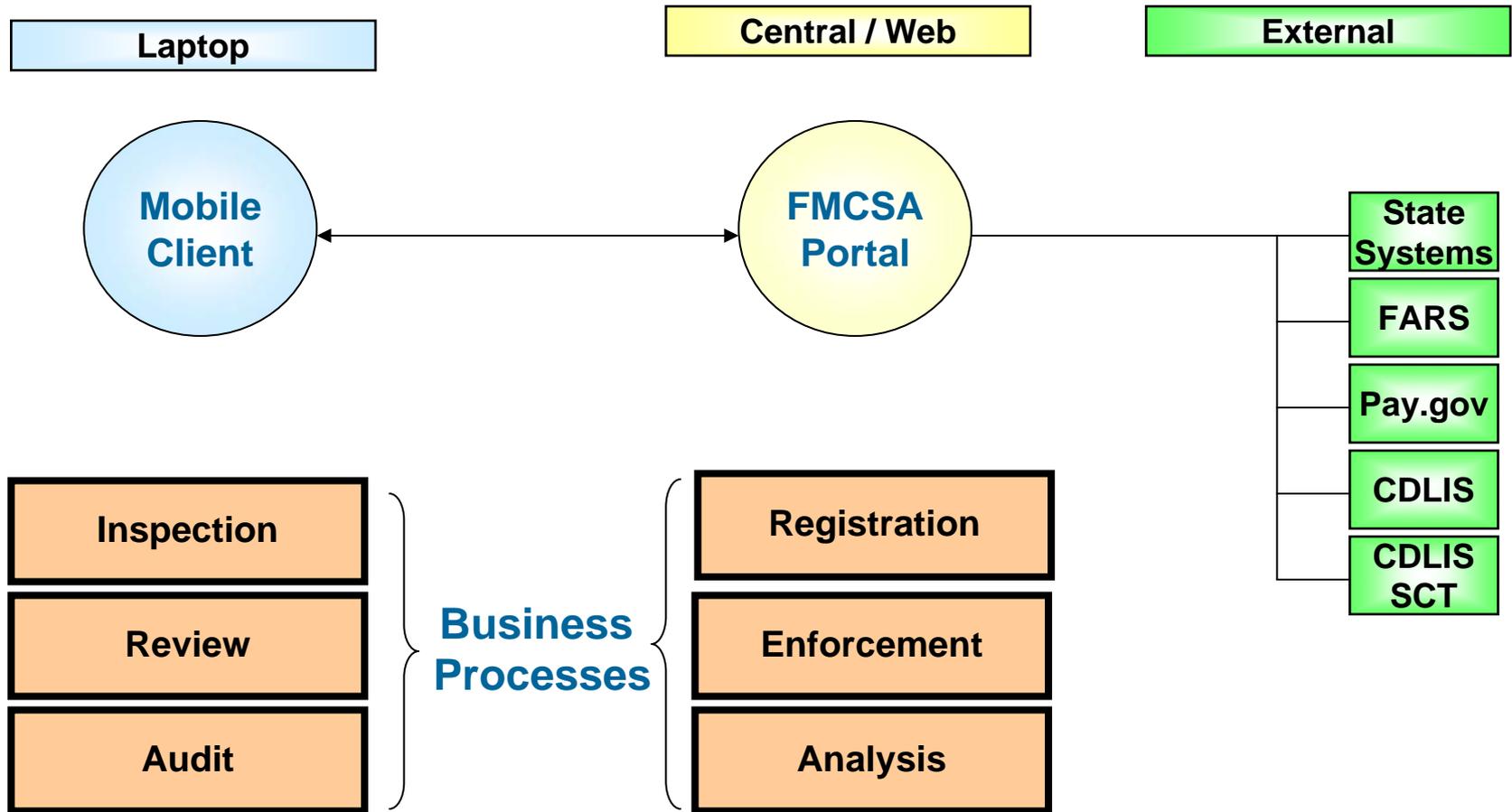
- The COMPASS strategy is to integrate business functionality in phases
- Over time all current safety application functionality will be integrated into the FMCSA portal and mobile client
- As functionality is deployed in the portal and mobile client, the existing systems will be retired

FMCSA's IT Systems Today





Long-term Vision: Improved Information Access



- ▶ Portal Access Release in Production
 - Training conducted in October 2007
- ▶ SSO Release
 - Currently in Requirements and Design

Portal Access Release Scope

- ▶ Prioritize Carriers for Review or Safety Audit assignment
- ▶ Assign Safety Investigators or Auditors to perform Review or Safety Audit
- ▶ View existing assignments
- ▶ View Company information online
- ▶ Print or download Company Safety Profiles
- ▶ Online accounts management and role assignment
- ▶ Online password maintenance
- ▶ Single Sign-on to MCMIS, EMIS, L&I and DataQs

- ▶ Expansion of the FMCSA Portal developed in the FMCSA Portal Access Release
 - Expand the SSO capabilities to include access to the secure functionality of seven additional FMCSA systems
Query Central, A&I, InfoSys, HMPIP, SAFER, NCCDB, EDMS
 - Provide links to the public functionality of ten systems
L&I, A&I, SAFER, NCCDB, Share the Road Safely, Protect Your Move, NTC, NRCME, NHMRR, CVISN
 - Enhance the online account management processes
 - Address specific Portal functionality and usability enhancements

Public Access, Registration and Compliance Monitoring Objectives

- ▶ Provide Portal functionality to the public
- ▶ Improve the data quality of the company census data
- ▶ Definition of when a notification should be triggered and if additional action is required
- ▶ A subscription process that allows users to subscribe to notifications
- ▶ Flexibility for the text of compliance related notifications
- ▶ Access through the Portal to compliance related notifications

- ▶ Carriers lack of knowledge of terms used
 - Interstate vs. intrastate
 - Registrants
- ▶ Re-registration to avoid bad safety record
- ▶ Not enough training / help at right level
- ▶ Too many screens
- ▶ Too much information on the screen

How to make it better?

- Simpler to use
- Everything needs to be in one place
- Clearer definitions
- Better edits



Current FMCSA Registration Processes

▶ Paper Forms

- USDOT Number (MCMIS)
MCS-150, MCS-150A, MCS-150B
- Operating Authority – MC Number (L&I)
OP-1, OP-1(FF), OP-1(P), OP-1(MX), OP-2
- Process Agent
BOC-3
- Insurance Filings

▶ Mailed to FMCSA and manually processed by data entry clerks



- ▶ “Help Me Register” Wizard on FMCSA Home Page
 - Series of questions with pictures to determine which forms are needed

- ▶ Online Registration
 - Questions to determine appropriate forms
 - Interface with “Help Me Register” provides correct answers
 - Automatically presents correct data entry forms

- ▶ Are there Carrier Registration Systems other than FMCSA Registration Systems that you use?
- ▶ Is there manual or automated data exchange between the systems?
- ▶ Is there redundant information in the systems?
- ▶ Are there data inconsistencies between the systems?
- ▶ Are there ways to improve these processes or the data quality?



Data Quality Concerns

- ▶ Identify data being collected that is of poor quality
- ▶ Brainstorm about ways to improve the quality of the data
 - Change how it is collected
 - Better instructions
 - Additional edits

- ▶ You can make a difference by getting involved
 - Be aware of COMPASS program activities
www.fmcsa.dot.gov/COMPASS
 - Be an active spokesperson for COMPASS by speaking out on current activities and new program developments
 - Join working groups to help develop requirements, validate design, test, train, and/or manage change

**To speak out on COMPASS and get involved,
ask your supervisor and/or e-mail us
at compass@dot.gov.**

For More Information

Jeff Hall

COMPASS Program Manager

jeff.hall@dot.gov

Or

Bill Coleman

COMPASS Communications and
Organizational Change Manager

bill.coleman@dot.gov

Or

Ed Dunne

COMPASS Development Manager

edward.dunne@dot.gov

To give feedback or ask questions
e-mail compass@dot.gov