



ACRISURE

RISK RESOURCES

HOW TO MANAGE YOUR CSA SCORES: THE FMCSA DATA QUALITY REVIEW

WHAT IS A DATAQ?

A data quality review (DQR) is an online process that uses FMCSA's "DataQ" system to request and track the review of Federal and state data issued by FMCSA that is believed to be incomplete or incorrect.

The DataQ's system provides a process for motor carriers, drivers, and their representatives to ensure the accuracy of the FMCSA's data-driven safety systems. These same systems provide input to the Safety Management System (SMS), which provides "Safety Scores" monthly on motor carriers via the Compliance Safety and Accountability Program (CSA).

Inaccurate or flawed data contained in the motor carrier's profile can have an adverse effects on the CSA scores and can ultimately impact a motor carriers financial well-being and operational ability. Often, the violations discovered during a Department of Transportation (DOT) inspection are warnings and no formal court or judicial process exists for review or consideration. The DataQ administrative process (DataQ) gives that ability to correct the information attributed to the motor carrier.

Since a motor carrier's safety data are reviewed by insurance companies, shippers, receivers, and the public, to name a few, the accuracy of data is critical. It is also imperative that motor carriers review each inspection and crash report for accuracy upon receipt and monitor CSA for any data that do not belong to them.

HOW TO FILE A DATAQ?

If a motor carrier discovers inaccurate information in their carrier profile, a Data Quality Review should be requested. This request is initiated via the motor carrier's FMCSA Portal Account located at <https://portal.fmcsa.dot.gov/login> or directly via the FMCSA DataQ site located at <https://dataqs.fmcsa.dot.gov/>.

CONSIDERATIONS IN REQUESTING A DQR.

Each category of review types will have its own specific requirements of supporting documents to show or demonstrate that the information was in error. This requires the motor carrier's active participation in providing the specific information that demonstrates that the data was inaccurate.

The fact that a violation was corrected or repaired after the discovery and documented by a DOT officer is not a reason to request a DQR for removal. The process also does not allow for a negotiating opportunity for consideration of past positive performance or the like. It is strictly for considering the validity of the information when observed and reported by the officer.

WHAT TYPE OF REVIEWS CAN BE REQUESTED?

- Crash—Not mine (assigned to wrong motor carrier or driver)
- Crash—Not an FMCSA-reportable crash
- Crash—Duplicate (same crash listed multiple times)
- Crash—Crash record missing from carrier or driver report
- Crash—Crash report contains incorrect information (e.g., an incorrect fatality count)
- Inspection—Never received a copy or lost the report
- Inspection—Citation with Associated Violation
- Inspection—Violation is incorrect, listed multiple times, or missing IEP/shipper information
- Inspection—Not mine (assigned to wrong motor carrier or driver)
- Inspection—Missing from carrier or driver report
- Inspection—Duplicate (same inspection listed multiple times)
- Inspection—Inspection report contains incorrect information/ other

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For more information, please contact your Acrisure representative or email riskresources@acrisure.com

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BEST PRACTICES

Below is a summary of each of the request types and the information that would be required to support the request.

Crash—Not mine (assigned to wrong motor carrier or driver)

This occurs typically when a crash was assigned to the wrong motor carrier or driver.

- If it was a leased or rented unit:
 - Provide a copy of the lease/rental agreement indicating it was terminated prior to the date of violation. If it was under rent, the rental agreement should have time periods and identify who the true motor carrier was.
- If it was sold:
 - Provide a copy of the bill of sale and who the purchaser was.
- If it is a scenario where the officer entered the wrong USDOT# or vehicle information:
 - This is harder for the carrier to prove other than to notify DOT of this error. Correction can occur more easily on the law enforcement end to query driver and vehicle information further to reassign to the proper carrier.

Crash—Not an FMCSA-reportable crash

- The states provide a state crash report for each CMV involved in a traffic accident meeting the FMCSA reportable crash standard. An inaccurate record can occur where the officer marks the FMCSA Reportable sections box on the crash report in error.
- Obtain a copy of the crash report from the investigating agency, review, and identify the errors to remove from the FMCSA crash per the 390.5T definition. Upload the report as a supporting document. Additional information may include photos supporting a status of no "disabling damage" requiring a tow-away.

Crash—Duplicate (same crash listed multiple times)

Duplicate crash records do occur due to officer upload issues/errors or inadvertent uploads by separate agencies. These require immediate attention and are detected by reviewing your SMS/CSA information on a regular basis.

- Simply verify they are identical incidents and open the DQR request for removal. No additional supporting documents are required, as the correction will occur in that state's crash reporting system for ultimate removal from the FMCSA system.

Crash—Crash record missing from carrier or driver report

If the carrier reviews the SMS system, and it's observed that a crash report that you are aware of is not listed, this option exists to have it placed on the record.

- Attach a copy of the crash report that is missing. Often, the officer failed to properly mark the report, or it was assigned to the wrong carrier.

Crash—Crash report contains incorrect information (e.g., an incorrect fatality count)

If upon the carrier's review of the crash report, it's discovered that report has inaccurate injury or tow-away information:

- Submit a copy of the crash report identifying the inaccuracies. Often, the errors are observed in the crash report narrative, witness statements, or officer reports. Open record requests often support the obtaining of additional information when a concern exists.

Inspection—Never received a copy or lost the report

Use this option when the driver failed to turn in a copy (identified by Roadside Inspection in carrier's SMS, but no report) or the report was lost or destroyed (*note – a carrier must maintain the last 12 months of inspection reports).

Inspection—Citation with Associated Violation

This request allows a motor carrier to provide documentation showing the adjudicated outcome of a citation associated with a violation cited on a roadside inspection report.

- Obtain and submit a record of the court activity that indicates the violation was amended or dismissed. Often, these are obtainable via public websites or through the court's clerk.

Inspection—Violation is incorrect, listed multiple times, or missing IEP/shipper information

The carrier would use this option when they believe the inspection record in question contains inaccurate and/ or incomplete violation information on the vehicles and/ or drivers that underwent inspection. This is the most common DQR.

- Provide photos, documentation, or circumstances that support the claim that the violation was issued in error. This may include copies of the record of duty status, glider kit details if equipment requirements and effective dates are in question, excerpts of FMCSA rules or interpretations.

Inspection—Not mine (assigned to wrong motor carrier or driver)

If the carrier observes an inspection erroneously placed under the wrong carrier, this option allows the removal and reassignment to another carrier if known.

- Explain in the DQR that the report is not yours. Provide the other carrier's name/USDOT# if known, such as from a rental agreement. The DataQ analyst will ultimately have additional tools to search by VIN/plate/driver name across the U.S. to assist in the reassignment of the report.

Inspection—Missing from carrier or driver report

If the carrier observes that a report is missing from the SMS this allows a request to have it added.

- Attach a copy of the inspection report that is missing. Often, the officer failed to properly mark the report with the proper USDOT#, or it was assigned to the wrong carrier.

Inspection—Duplicate (same inspection listed multiple times)

If the carrier observes multiple records of the same roadside inspection in the SMS they can request that duplication to be resolved.

- Simply verify they are identical reports and open the DQR request for removal. No additional supporting documents are required.

Inspection—Inspection report contains incorrect information/other

The carrier chooses this option when they believe the inspection record in question contains inaccurate and/or incomplete "other" data ("other" than the violation data, such as incorrect driver or vehicle information).

- Specify which information is inaccurate, and supply correct information for consideration. If incorrect driver information is listed, you may supply proper driver information as requested.

To support the dispute of any information contained in your FMCSA data, ensure you have the proper documentation. Only file a DataQ when you know the data was inaccurate. Routinely review all data in FMCSA's SMS to ensure it belongs to you and that no duplication has occurred.



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DATAQS FACT SHEET AND USER ROLES

DATAQS IS AN 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.

The system enables all users—motor carriers, drivers and their representatives, as well as FMCSA and its State partners—to improve the accuracy of FMCSA’s data-driven safety systems that help prevent crashes, injuries, and fatalities related to commercial motor vehicles. **Accurate data leads to safer roads.**

HOW DATAQS WORKS

DataQs walks users through requesting a review of data that may be incomplete or incorrect in an FMCSA system. DataQs sends all requests to the appropriate FMCSA or State reviewer. DataQs tracks the request and gives users status updates when reviewers make them.

Specifically, the DataQs system:

- Accepts Requests for Data Review (RDRs) for all States and FMCSA Division Offices (and Inspection Report Requests [IRRs] for most States).
- Provides a step-by-step tool to assist users through choosing the correct request type and providing necessary information.
- Allows users to submit supporting documentation through file upload and/or fax.
- Sends a confirmation email to the user that the request was submitted.
- Notifies FMCSA and/or State staff when requests are received.
- Tracks correspondence related to each request when made through the system.

HOW DO I USE DATAQS?

1 REGISTER OR LOG IN

To get started, log in using your Portal or DataQs account. If this is your first time using DataQs, use the options on the homepage under “Create an Account” to register.

2 START A REQUEST

After you log in, click “Start a New Request” at the top of the homepage to begin your request.

3 COMPLETE ALL STEPS IN THE DATAQS REQUEST TOOL

Use the DataQs request tool to select your request type, search for your report (if applicable), choose the reason for your request, complete all necessary details, and submit documentation. Once complete, your request is sent to the appropriate reviewer.

4 MONITOR OR FOLLOW UP

Log in at any time to check the status of your request or add documents. If more information is necessary, you will receive an email to update your request in My DataQs. You will receive a decision on your request by email.

LEARN MORE AT <https://dataqs.fmcsa.dot.gov>



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USER ROLES IN DATAQS

Use this table to learn what you can do in DataQs based on the type of user you are.

	Motor Carrier or Owner-Operator*	Driver	FMCSA & State Partner	Public/Industry*
Register/log in with your Portal credentials	✓		✓	
Register/log in with your DataQs credentials		✓		✓
Submit a request	✓	✓	✓	✓
Monitor the status of your existing request	✓	✓	✓	✓
Receive email notifications about changes to your request	✓	✓	✓	✓
View all requests pertaining to your company or organization	✓		✓	
Respond to requests	✓	✓	✓	✓
Access the Help Center	✓	✓	✓	✓
View customized reports			✓	
View response templates			✓	

*Includes Intermodal Equipment Providers registered as motor carriers

**Includes Intermodal Equipment Providers not registered as motor carriers

NEED HELP? For DataQs assistance, email DataQs@dot.gov or call (877) 688-2984 and select option 1.