

DataQs State Implementation Plan



Maryland – The Maryland Final DataQs Plan is compliant with all of the FMCSA requirements found in the April Federal Register Notice as evidenced in the summary template below. Indeed, the detailed description of the multi-leveled review process would convince anyone with a fair complaint that their concerns would be thoroughly investigated and reviewed in accordance with federal regulations and state laws. The State contact with complainant during the review process and between levels of review, if necessary, would further reinforce their understanding that their complaint was receiving the attention it deserved. The communication of the final decision lets the complainant know that there is no further review necessary or possible. The internal benefit of this DataQs Plan is to provide a written process that can be followed by anyone with appropriate knowledge of commercial vehicle operations and the FMCSR. Providing the same uniform review process with different personnel further supports the recognition of a fair and balanced program.

For Compliance with Federal Motor Carrier Safety Administration (FMCSA) Revised Motor Carrier Safety Assistance Program (MCSAP) Grant Requirements

Date: September 2026

Purpose

In April 2026, FMCSA announced updated requirements for State participation in the DataQs system as a condition of receiving MCSAP grant funding. To comply with those requirements, each State must submit a DataQs State Implementation Plan. The following pages contain the key elements of the plan approved by FMCSA for Maryland – The Maryland Final DataQs Plan is compliant with all of the FMCSA requirements found in the April Federal Register Notice as evidenced in the summary template below. Indeed, the detailed description of the multi-leveled review process would convince anyone with a fair complaint that their concerns would be thoroughly investigated and reviewed in accordance with federal regulations and state laws. The State contact with complainant during the review process and between levels of review, if necessary, would further reinforce their understanding that their complaint was receiving the attention it deserved. The communication of the final decision lets the complainant know that there is no further review necessary or possible. The internal benefit of this DataQs Plan is to provide a written process that can be followed by anyone with appropriate knowledge of commercial vehicle operations and the FMCSR. Providing the same uniform review process with different personnel further supports the recognition of a fair and balanced program..

DataQs State Implementation Plan

State: Maryland – The Maryland Final DataQs Plan is compliant with all of the FMCSA requirements found in the April Federal Register Notice as evidenced in the summary template below. Indeed, the detailed description of the multi-leveled review process would convince anyone with a fair complaint that their concerns would be thoroughly investigated and reviewed in accordance with federal regulations and state laws. The State contact with complainant during the review process and between levels of review, if necessary, would further reinforce their understanding that their complaint was receiving the attention it deserved. The communication of the final decision lets the complainant know that there is no further review necessary or possible. The internal benefit of this DataQs Plan is to provide a written process that can be followed by anyone with appropriate knowledge of commercial vehicle operations and the FMCSR. Providing the same uniform review process with different personnel further supports the recognition of a fair and balanced program.

MCSAP Lead Agency: Maryland Department of Transportation/State Highway Admin.

Initial Review Process

Roles and Responsibilities

- Persons responsible for managing DataQs for the organization
 - **Responsible Party:**
CRASHES Motor Carrier Division Asst. Chief
INSPECTIONS Data Q Administrator
 - **Supervisor(s):**
CRASHES Motor Carrier Division Chief
INSPECTIONS Program Manager – Information Systems
 - **Backups:**
CRASHES Backup responsibility shared between Chief and Asst. Chief
INSPECTIONS Special Programs Supervisor
 - **Interactions:**
CRASHES
Maryland State Police
Maryland Transportation Authority Police
Maryland Department of Environment
20 county and local law enforcement agencies
INSPECTIONS The Data Q Administrator (DQA) routinely interacts with

FMCSA, Maryland State Police personnel, allied law enforcement agencies, and motor carriers while monitoring, distributing, and tracking Requests for Data Review (RDRs) to ensure compliance with established timelines and procedures.

- Person(s) responsible for decision-making for the Initial Review process
 - **Responsible Party:**
CRASHES Compliance Manager
INSPECTIONS Facility Supervisors, Regional First Sergeant (For inspections involving facility supervisors), Allied Agency POC
 - **Supervisor(s):**
CRASHES Assistant Division Chief
INSPECTIONS MSP – Regional First Sergeant Allied – Agency Supervisor/Commander
 - **Backups:**
CRASHES Special Projects Manager
INSPECTIONS Special Programs personnel
 - **Interactions:**
CRASHES The Compliance Manager may coordinate with various agencies and offices to verify information, establish jurisdiction, obtain supporting documentation. The initial review requires coordination with state enforcement agencies, FMCSA offices, crash records offices, licensing agencies, and ensure accurate routing.
INSPECTIONS Facility Supervisors and Allied Agency Points of Contact coordinate with inspectors, motor carriers, agency personnel, the Data Q Administrator (DQA), and Special Programs Unit personnel when reviewing Requests for Data Review (RDRs) to ensure compliance with applicable laws, regulations, and policies
- Person(s) consulted for additional information or evidence
 - **Responsible Party:**
CRASHES Maryland State Police, Local Police Departments and the FMCSA Crash Data analysis section
INSPECTIONS Inspector, Facility Supervisor, Special Programs Personnel, Agency POC, Motor Carrier, FMCSA personnel
 - **Supervisor(s):**
CRASHES Captain
INSPECTIONS Regional First Sergeant, Special Programs Unit Supervisor
 - **Backups:**

CRASHES Lieutenants, first Sergeants
INSPECTIONS CVSA certified instructors, Subject Matter experts(SME)

- **Interactions:**

CRASHES The Compliance Manager routinely interacts with FMCSA, Maryland State Police personnel, allied law enforcement agencies, and motor carriers while monitoring, distributing, and tracking Requests for Data Review (RDRs) to ensure compliance with established timelines and procedures.

INSPECTIONS Reviewing personnel may consult inspectors, supervisors, Special Programs Unit personnel, allied agency representatives, FMCSA personnel, motor carrier representatives, and other subject matter experts when gathering evidence or obtaining clarification necessary to resolve a Request for Data Review (RDR). Consultations may include review of inspection documentation, photographs, statements, regulatory guidance, and applicable laws and policies

Process Description

- Receipt of RDR

- **Responsible Party:**

CRASHES Compliance Manager
INSPECTIONS Data Q Administrator

- **Process:**

CRASHES Monitor the FMCSA DataQs system for new RDR notifications. Access the DataQs portal upon notification of a newly submitted RDR. Open the RDR record and review basic case details. Confirm the RDR has been successfully submitted and assigned a unique RDR identification number.

Verify the submission date and submitter information.

Ensure the RDR is properly visible and accessible within the system.

Review the RDR for required crash elements, including: Fatlity, injury or tow away from the scene, qualifying vehicle, presence of HAZMAT

Supporting documentation (if provided)

Contact information for submitter

Identify any missing, unclear, or incomplete information.

INSPECTIONSThe Data Q Administrator (DQA) monitors the FMCSA DataQs Portal, receives Requests for Data Review (RDRs), obtains associated inspection records and supporting documentation, and forwards the request

to the appropriate reviewing authority. The DQA tracks the request and monitors established review timelines

- Review of RDR
 - **Responsible Party:**
CRASHES Compliance Manager
INSPECTIONS Facility Supervisor, Allied Agency POC, Regional First Sergeant(when assigned pursuant to policy)
 - **Process:**
CRASHES Preliminary Review
Determine whether the RDR falls within the organization's jurisdiction and authority to review.
Confirm that sufficient information has been provided to evaluate the request.
If information is missing: document the deficiency and request additional information through the DataQs system
Categorize the Request
Identify the type of crash data being challenged: registration or carrier information qualifying crash requirements
INSPECTIONS Upon assignment by the Data Q Administrator (DQA), the reviewing authority shall examine the Request for Data Review (RDR), inspection report, and any supporting documentation submitted by the requester. The reviewer may consult inspection personnel, photographs, statements, applicable laws, regulations, guidance, and relevant policies. After evaluating all available evidence, the reviewer shall render a written decision approving or denying the request and provide the response to the DQA within established timelines. If approved, the reviewer shall ensure any necessary corrections are made to the inspection report before submitting the decision to the DQA
- Outcome of RDR
 - **Responsible Party:**
CRASHES Compliance Manager
INSPECTIONS Data Q Administrator
 - **Process:**
CRASHES Evaluate all submitted documentation, supporting evidence, and applicable records.
Compare the disputed information against source documents, crash reports, investigation records, and applicable regulations.
Determine whether the challenged data is accurate and should remain

unchanged or inaccurate and requires correction.

Incomplete and requires modification and unsupported and requires removal.

Prepare a written summary of the review Including: RDR number, Data elements reviewed, evidence considered, findings and rationale, and recommended action.

If Accepted: data corrections, modifications, or removals are warranted.

If Rejected: the evidence does not support the requested change and existing data remains unchanged.

INSPECTIONSThe Data Q Administrator (DQA) receives the completed review, verifies required documentation is present, and submits the outcome through the FMCSA DataQs system. The DQA ensures approved inspection corrections have been completed prior to submission and documents the final disposition of the request

- Closure of RDR

- **Responsible Party:**

- CRASHES Compliance Manager

- INSPECTIONS Data Q Administrator

- **Process:**

- CRASHES Verify that all supporting documentation has been evaluated and retained in the case file.

- Ensure the determination is supported by documented findings and evidence.

- Verify that all approved data corrections, modifications, or removals have been completed and updates have been entered into the applicable systems and records.

- Verify that the final determination has been communicated to the requester through the DataQs system including: summary of findings and explanation of decision

- Description of any corrective actions taken.

- Final disposition and confirmation of successful transmission of the response.

- Change the RDR status to "Closed" within the DataQs system.

- Verify that no additional actions are pending.

- INSPECTIONS Upon submission of the final response through the FMCSA DataQs system, the Data Q Administrator (DQA) updates the status of the Request for Data Review (RDR), maintains all associated records, and documents the final disposition of the request. An RDR is considered closed

once all applicable review processes, have been completed and the final response has been submitted through DataQs

- Timeliness:

CRASHES Initial Review RDRs within 14 calendar days of submission

INSPECTIONThe Data Q Administrator (DQA) shall monitor the FMCSA DataQs

Portal daily and assign Requests for Data Review (RDRs) to the appropriate

reviewing authority upon receipt. Initial Reviews shall be completed within three (3) business days unless an extension is approved due to investigative requirements.

The DQA shall monitor all requests to ensure compliance with established timelines

Expected Outcomes for RDR Closures:

CRASHES Closed – No Data Correction Made: The RDR has been reviewed and closed without any changes being made to the data. The existing data remains unchanged because the review determined that a correction was not warranted.

Decision Drivers:

The submitted evidence did not support the requested correction.

The data was verified as accurate and consistent with the authoritative source.

Insufficient documentation or supporting information was provided to validate the requested change.

The request was determined to be outside the scope of the RDR.

Closed—Data Correction Made: The request has been closed and the data will be corrected: The RDR has been completed and closed because the review confirmed that a data issue existed, and a correction was made to the affected data. The requested update has been implemented in the FMCSA Portal My DataQ system, and no further action is required unless additional discrepancies are identified.

Decision Drivers:

Evidence confirmed that the reported data was inaccurate, incomplete, outdated or inconsistent.

Supporting documentation validated the requested correction.

The root cause analysis determined that a data update was necessary to resolve the issue.

The correction was successfully implemented and verified.

No outstanding dependencies or follow-up actions remained after validation.

Closed Citation Results Entered---N/A

Closed Report not sent---N/A

Closed Report sent__N/A

Closed—No Requestor Response: The request was closed because the requestor did not respond: The RDR was closed because the requestor did not provide the information, clarification, documentation, or confirmation required to continue processing the request

within the specified timeframe.

Decision Drivers:

Requestor failed to respond to follow-up questions.

Required supporting documentation was not submitted.

Requestor did not clarify ambiguous or incomplete information.

Multiple outreach attempts received no response.

Response deadlines or timelines expired.

INSPECTIONS Closed – No Data Correction Made: The review determined that the inspection data was accurate and supported by the available evidence, applicable regulations, and policies. No changes were made to the inspection report.

Closed – Data Correction Made: The review determined that the inspection report contained an error or required modification. Appropriate corrections were made to the inspection report and submitted prior to closure of the RDR.

Closed – Citation Results Entered: The outcome of a related citation, court disposition, or adjudicative proceeding required the inspection record to be updated to reflect the final disposition.

Closed – Report Not Sent: The requested inspection report was unavailable, could not be located, or could not be provided through the DataQs process.

Closed – Report Sent: The requested inspection report or supporting documentation was provided to the requester through DataQs, electronic mail, or other authorized means.

Closed – No Requestor Response: The requester failed to provide additional information or respond to requests necessary to continue processing the RDR. No data correction made

Communication:

CRASHES The Motor Carrier Division shall maintain clear, timely, and consistent communication with all RDR submitters throughout the request review process.

The receipt of all RDR submissions shall be acknowledged within one (1) business day of Communication may be conducted through approved channels.

All communications shall be: Professional, respectful, courteous accurate and fact-based clear and understandable to the intended audience compliant with applicable privacy, confidentiality, and data protection requirements.

If additional information is necessary to evaluate the RDR, the request shall include the information required, method for submitting the information, any applicable deadlines and the notice that the review activities may be suspended until the requested information is received.

Upon completion of the review, the submitter shall receive written notification of the final determination including the outcome of the request, a summary of the basis for the decision, when appropriate, and information regarding appeal, reconsideration, or

escalation procedures, if available.

INSPECTIONS Requests for Data Review (RDRs) are submitted and tracked through the FMCSA DataQs system. The Data Q Administrator (DQA) serves as the primary administrative point of contact throughout the review process. Review decisions are documented in writing and include the evidence reviewed, decision rendered, and rationale supporting the outcome. Approved and denied decisions are submitted through the DataQs system, providing notification to the requester. When additional time is required to complete a review, the request may be extended in accordance with established procedures. Standardized response formats are utilized to promote consistency, transparency, and thorough communication with requesters. All responses are professional, courteous, and include sufficient detail to explain the basis for the decision and any corrective action taken.

Next Steps:

CRASHES Once the Initial Review of a DATAQ Request for Data Review (RDR) has been completed, the request will be closed with a determination. Submitters will receive notification of the outcome and any supporting explanation provided by the reviewing organization. The closure of an RDR at the Initial Review stage does not necessarily mean that all available review options have been exhausted.

Upon closure of the RDR, submitters can expect to: receive notification that the Initial Review has been completed, be provided with the review determination and supporting rationale.

Be informed of any actions taken as a result of the review, if applicable. Receive information regarding available options if they disagree with the determination.

If Request Approved: The identified data issue will be corrected, updated, removed, or otherwise addressed in accordance with applicable policies and procedures. Changes may require processing time before they appear in all relevant systems. Submitters should allow sufficient time for system updates to be reflected and monitor the affected records to confirm the correction has been implemented. Contact the responsible agency only if the approved correction does not appear within the stated timeframe.

If Request is Denied: No changes will be made to the challenged data. The determination will include the reason for the denial.

Submitter should review the explanation provided by the reviewer and gather any additional documentation or evidence that was not included in the original submission. If available under program procedures, submit a Request for Reconsideration (RFR) within the prescribed timeframe ensure any new submission clearly addresses the reasons cited in the denial.

INSPECTIONS Following completion of the Initial Review, the requester will receive a written

response through the FMCSA DataQs system detailing the decision, evidence reviewed, and rationale for the outcome. Submitter is advised that the response has been successfully submitted and if data corrected, the appearance of a change to the relevant systems will require time for processing. If the requester disagrees with the Initial Review decision, they are advised that they may submit a request for Secondary Review through the DataQs process and provide any additional supporting information for consideration. Contact information for the Data Q Administrator (DQA) is available through the Maryland State Lead Agency for questions regarding the review process

Reconsideration Review Process

Roles and Responsibilities

- Person(s) responsible for decision-making for the Reconsideration Review process
 - **Responsible Party:**
CRASHES Special Projects Mgr
INSPECTIONS Special Program Unit Personnel
Special Program Unit Supervisor
 - **Supervisor(s):**
CRASHES Motor Carrier Division Assistant Chief
INSPECTIONS Special Programs Unit Supervisor
Training Unit First Sergeant
 - **Backups:**
CRASHES Motor Carrier Division Chief
INSPECTIONS CVSA-Certified Instructors
Designated Special Programs Unit Personnel
 - **Interactions:**
CRASHES The Reconsideration Review Process may coordinate with various agencies and offices to verify information, establish jurisdiction, obtain supporting documentation. The initial review requires coordination with state enforcement agencies, FMCSA offices, crash records offices, licensing agencies, and ensure accurate routing.
INSPECTIONS Special Programs Unit personnel may consult inspectors, supervisors, motor carrier representatives, FMCSA personnel, CVSA-certified instructors, subject matter experts, applicable regulatory guidance, and CVSA operational policies while conducting an independent review of the Request for Data Review (RDR). Personnel assigned to the reconsideration review shall not have participated in the original inspection or initial review

- Person(s) consulted for additional information or evidence
 - **Responsible Party:**
CRASHES Maryland State Police, Maryland Transportation Authority Police, Maryland Dept. of Environment, 20 county and local enforcement agencies
INSPECTIONS Inspector, Facility Supervisor, Special Programs Personnel, Agency POC, Motor Carrier, FMCSA personnel
 - **Supervisor(s):**
CRASHES Captain, Lieutenant
INSPECTIONS Special Program Unit Supervisor
Training Unit First Sergeant
 - **Backups:**
CRASHES First Sergeants
INSPECTIONS CVSA-certified Instructor
Designated Special Program Unit Personnel
 - **Interactions:**
CRASHES Facility Supervisors and Allied Agency Points of Contact coordinate with inspectors, motor carriers, agency personnel, the Data Q Administrator (DQA), and Special Programs Unit personnel when reviewing Requests for Data Review (RDRs) to ensure compliance with applicable laws, regulations, and policies.
INSPECTIONS Special Programs Unit personnel may consult inspectors, motor carrier representatives, FMCSA personnel, allied agency representatives, CVSA-certified instructors, and other subject matter experts when gathering additional information or evidence relevant to the Request for Data Review (RDR). Such consultations are limited to obtaining facts, technical expertise, regulatory guidance, or clarification of evidence.
Personnel assigned to the reconsideration review shall not have participated in the original inspection or initial review, ensuring an independent and impartial review process
- Person(s) convening a panel or committee
 - **Responsible Party:**
CRASHES and INSPECTIONS N/A
 - **Supervisor(s):**
CRASHES and INSPECTIONS N/A
 - **Backups:**
CRASHES and INSPECTIONS N/A
 - **Interactions:**
CRASHES and INSPECTIONS N/A

- ***Panel members' titles and associations:***

CRASHES and INSPECTIONS N/A

Escalation Procedures:

Determination of Reconsideration Review versus Reopening of an Initial Review

CRASHES Following closure of a Request for Data Review (RDR), the State will evaluate any subsequent submission or request for further review to determine whether it should be processed as a Reconsideration Review or whether the original RDR should be reopened under the Initial Review process.

An RDR will be escalated to the Reconsideration Review process when the Initial Review has been formally closed and the submitter disagrees with the Initial Review determination.

The submitter provides additional information, supporting documentation, or justification that was not adequately considered or available during the Initial Review.

The Reconsideration Review serves as a secondary and independent review of the Initial Review determination and is intended to evaluate whether the original decision was appropriate based on the information available and any newly submitted evidence.

The State may reopen a previously closed RDR under the Initial Review process rather than initiating a Reconsideration Review when: the closure resulted from an administrative error, processing error, or technical issue.

The request was closed before a substantive review could be completed and required information or documentation was inadvertently omitted from the original submission but is subsequently provided. the submitter identifies factual inaccuracies, clerical errors, or misunderstandings that materially affected the review.

The reviewing office determines that additional analysis is needed to complete the original review.

The request was closed without action due to missing information and the submitter subsequently provides the requested information within the allowable timeframe.

In these situations, reopening the Initial Review allows the State to complete or correct the original review process without requiring the submitter to pursue a formal Reconsideration Review.

The State will evaluate each post-closure submission on a case-by-case basis to determine the appropriate review path. Factors considered may include: the status and disposition of the original RDR whether the original review was completed on its merits, the availability of new information or evidence and whether procedural, administrative, or technical issues affected the original review.

The State will notify the submitter whether the request will be processed as a Reconsideration Review, reopened under the Initial Review process, or require submission

of a new RDR. The notification will include any applicable next steps, documentation requirements, and expected review timelines.

INSPECTIONS Requests for Reconsideration Review are accepted when a requester disagrees with the outcome of an Initial Review and seeks further review through the DataQs process. Reconsideration Reviews are conducted by Special Programs Unit personnel who were not involved in the original inspection or Initial Review. If, during the Initial Review process, the reviewing authority determines additional information or documentation is required before a decision can be rendered, the request may remain open and continue under the Initial Review process pending receipt of the requested information. Once an Initial Review decision has been issued, subsequent requests for review are elevated to the Reconsideration Review process and are not returned to Initial Review.

Process Description

- Review of RDR
 - **Responsible Party:**
CRASHES Compliance Manager/Special Projects Manager
INSPECTIONS Special Programs Unit Personnel
Special Programs Unit Supervisor
 - **Process:**
<intentionally left blank>
- Outcome of RDR
 - **Responsible Party:**
CRASHES Special Projects Mgr.
INSPECTIONS Special Programs Unit Personnel
 - **Process:**
CRASHES Steps Following the Outcome of a Reconsideration Review
After the Reconsideration Review has been completed, the following steps shall be followed based on the outcome of the review.

Final Determination IssuedThe Reconsideration Reviewer documents the findings, conclusions, and recommended determination. The determination is reviewed and approved by the designated Approving Official.

Responsible Role(s):

Reconsideration Reviewer – Special Projects Mgr.

Outcome Classification

The final determination is classified as one of the following:

Initial Review determination upheld.

Initial Review determination modified.

Initial Review determination reversed.

Additional review or corrective action required.

Responsible Role(s):

Reconsideration Reviewer/approving official- Special Projects Mgr.

Implementation of Required Actions

If the determination results in changes to the data, the appropriate corrective actions may include: updating data records, correcting inaccurate information revising associated documentation removing erroneous data, updating reporting systems or databases.

If the determination upholds the Initial Review decision, no data changes are required.

Responsible Role(s):

Special Projects Manager

Documentation of Actions Taken

All findings, determinations, supporting analyses, corrective actions, and implementation activities are documented in the RDR case file.

Responsible Role(s):

Reconsideration Reviewer – Special Projects Mgr.

Notification to Submitter

The submitter is provided written notification of the final determination. The notification includes: the outcome of the Reconsideration Review, the rationale supporting the decision, any corrective actions taken or planned, notice that the Reconsideration Review determination constitutes the State's final decision.

Case Closure

Once all required actions have been completed and the submitter has been notified, the RDR record is updated to reflect the final disposition and closed. INSPECTIONS Upon completion of the Reconsideration Review, the reviewer shall prepare a written decision detailing the evidence reviewed, findings, and rationale supporting the outcome. Approved requests shall include verification that any required inspection corrections have been completed prior to submission to the Data Q Administrator (DQA). The decision shall be forwarded to the DQA for processing through the FMCSA DataQs system.

- Closure of RDR

- **Responsible Party:**

- CRASHES Special Projects Mgr.

- INSPECTIONS Data Q Administrator

- **Process:**

CRASHES and INSPECTIONS Confirm that the Initial Review or Reconsideration Review has been completed and a final determination has been approved.

Verify that all required corrective actions identified in the determination have been completed or initiated, as applicable.

Document the final determination, supporting rationale, evidence reviewed, and any corrective actions taken.

Prepare and issue written notification to the submitter communicating the final outcome, rationale, and any actions taken.

- **Timeliness:**

CRASHES Within 21 calendar days

INSPECTIONS Reconsideration Reviews shall be completed within three (3) business days of assignment. If additional time is required to complete the review, an extension may be requested in accordance with established procedures. The Data Q Administrator (DQA) shall monitor requests to ensure compliance with established timelines.

Expected Outcomes for RDR Closures:

CRASHES – No Data Correction Made: The RDR has been reviewed and closed without any changes being made to the data. The existing data remains unchanged because the review determined that a correction was not warranted.

Decision Drivers:

The submitted evidence did not support the requested correction.

The data was verified as accurate and consistent with the authoritative source.

Insufficient documentation or supporting information was provided to validate the requested change.

The request was determined to be outside the scope of the RDR.

Closed—Data Correction Made: The request has been closed and the data will be corrected: The RDR has been completed and closed because the review confirmed that a data issue existed, and a correction was made to the affected data. The requested update has been implemented in the FMCSA Portal My DataQ system, and no further action is required unless additional discrepancies are identified.

Decision Drivers:

Evidence confirmed that the reported data was inaccurate, incomplete, outdated or

inconsistent.

Supporting documentation validated the requested correction.

The root cause analysis determined that a data update was necessary to resolve the issue.

The correction was successfully implemented and verified.

No outstanding dependencies or follow-up actions remained after validation.

Closed Citation Results Entered– N/A

Closed Report not sent – N/A

Closed Report sent– N/A

Closed—No Requestor Response: The request was closed because the requestor did not respond: The RDR was closed because the requestor did not provide the information, clarification, documentation, or confirmation required to continue processing the request within the specified timeframe.

Decision Drivers:

Requestor failed to respond to follow-up questions.

Required supporting documentation was not submitted.

Requestor did not clarify ambiguous or incomplete information.

Multiple outreach attempts received no response.

Response deadlines or timelines expired.

INSPECTIONS Closed – No Data Correction Made: The review determined that the inspection data was accurate and supported by the available evidence, applicable regulations, and policies. No changes were made to the inspection report.

Closed – Data Correction Made: The review determined that the inspection report contained an error or required modification. Appropriate corrections were made to the inspection report and submitted prior to closure of the RDR.

Closed – Citation Results Entered: The outcome of a related citation, court disposition, or adjudicative proceeding required the inspection record to be updated to reflect the final disposition.

Closed – Report Not Sent: The requested inspection report was unavailable, could not be located, or could not be provided through the DataQs process.

Closed – Report Sent: The requested inspection report or supporting documentation was provided to the requester through DataQs, electronic mail, or other authorized means.

Closed – No Requestor Response: The requester failed to provide additional information or respond to requests necessary to continue processing the RDR

Communication:

CRASHES The Motor Carrier Division shall maintain clear, timely, and consistent communication with all RDR submitters throughout the request review process.

The receipt of all RDR submissions shall be acknowledged within one (1) business day of

Communication may be conducted through approved channels.

All communications shall be: Professional, respectful, courteous accurate and fact-based clear and understandable to the intended audience compliant with applicable privacy, confidentiality, and data protection requirements.

If additional information is necessary to evaluate the RDR, the request shall include the information required, method for submitting the information, any applicable deadlines and the notice that the review activities may be suspended until the requested information is received.

Upon completion of the review, the submitter shall receive written notification of the final determination including the outcome of the request, a summary of the basis for the decision, when appropriate, and information regarding appeal, reconsideration, or escalation procedures, if available.

INSPECTIONS Requests for Reconsideration Review are submitted and tracked through the FMCSA DataQs system. The Data Q Administrator (DQA) serves as the primary administrative point of contact throughout the review process. Reconsideration Review decisions are documented in writing and include the evidence reviewed, findings, and rationale supporting the outcome. Responses are submitted through the DataQs system, providing notification to the requester. Standardized response formats are utilized to promote consistency, transparency, and thorough communication throughout the review process. When additional time or information is required to complete a review, the requester may be contacted through the DataQs process to obtain clarification or supporting documentation

Next Steps:

CRASHES Upon completion of the Reconsideration Review, the State will issue a final determination regarding the Request for Data Review (RDR). The Reconsideration Review represents the final level of administrative review under the State's Data Quality Guidelines.

Following closure of the RDR after Reconsideration Review, submitters can expect to receive notification of the final determination, an explanation of the basis for the decision, and information regarding any corrective actions that will be taken, if applicable.

Initial Review Upheld

The Reconsideration Review determined that the Initial Review decision was appropriate and supported by the available evidence.

What to expect:

No changes will be made to the challenged data.

The Initial Review determination remains in effect.

The RDR will be closed as a final agency action.

Next Steps for Submitters:

Review the final determination and supporting rationale.

No further review is available through the State's Data Quality process.

Initial Review Reversed

The Reconsideration Review determined that the Initial Review decision was incorrect and that corrective action is warranted.

What to expect:

The challenged data will be corrected, updated, removed, or otherwise modified as appropriate.

The Initial Review determination will be superseded by the Reconsideration Review determination.

The RDR will be closed after corrective actions have been initiated or completed.

Next Steps for Submitters:

Review the final determination and description of corrective actions.

Allow time for approved changes to be implemented.

Verify that corrective actions have been reflected in the applicable records or systems.

Closure of the RDR

Once the final determination has been issued and any required actions have been completed or initiated, the State will:

Update the RDR tracking system to reflect the final disposition.

Officially close the RDR case.

The submitter will be notified when the review process has concluded and the case has been closed.

INSPECTIONS Following completion of the Reconsideration Review, the requester will receive a written response through the FMCSA DataQs system detailing the evidence reviewed, findings, and rationale supporting the decision. If the Reconsideration Review results in a correction, the appropriate inspection modifications will be completed prior to closure of the request. If the requester disagrees with the Reconsideration Review decision, they may submit a Request for Final Review in accordance with established procedures. Final Review requests must provide a factual and/or legal basis explaining why the prior decision is believed to be incorrect

Final Review Process

Roles and Responsibilities

- Person(s) responsible for decision-making for the Final Review process
 - **Responsible Party:**

CRASHES Motor Carrier Division Chief
INSPECTIONS Final Review Panel Member
Commercial Vehicle Safety Alliance(CVSA) Certified Instructor
Subject Matter Expert(SME)

- **Supervisor(s):**
CRASHES
Deputy Director
INSPECTIONS Training Unit First Sergeant
- **Backups:**
CRASHES Motor Carrier Division Asst. Chief
INSPECTIONS Alternate Subject Matter Expert(SME)
Alternate CVSA certified Instructor
- **Interactions:**
CRASHES The Division Chief routinely interacts with FMCSA, Maryland State Police personnel, allied law enforcement agencies, and motor carriers while monitoring, distributing, and tracking Requests for Data Review (RDRs) to ensure compliance with established timelines and procedures.
INSPECTIONS Final Review panel members may consult inspectors, motor carrier representatives, FMCSA personnel, allied agency representatives, CVSA-certified instructors, and subject matter experts when gathering additional information or technical expertise relevant to the request. Panel members shall not have participated in the original inspection, Initial Review, or Reconsideration Review, ensuring an independent and impartial review process
- Person(s) consulted for additional information or evidence
 - **Responsible Party:**
CRASHES Inspectors, Facility Supervisor, Special Programs Personnel, Agency POC, Motor Carrier, FMCSA personnel
INSPECTIONS Inspector
Motor Carrier Representative
Subject Matter Expert (SME)
FMCSA Personnel
CVSA-Certified Instructor
Allied Agency Point of Contact (POC)
 - **Supervisor(s):**
CRASHES Regional First Sergeant, Special Programs Unit Supervisor
INSPECTIONS Training Unit First Sergeant
 - **Backups:**

CRASHES

INSPECTIONS Alternate Subject Matter Expert(SME)

Alternate CVSA certified Instructor

- **Interactions:**

CRASHES The Division Chief as the Final Reviewer may consult inspectors, supervisors, Special Programs Unit personnel, allied agency representatives, FMCSA personnel, motor carrier representatives, and other subject matter experts when gathering evidence or obtaining clarification necessary to resolve a Request for Data Review (RDR).

INSPECTIONS Final Review panel members may consult inspectors, motor carrier representatives, FMCSA personnel, allied agency representatives, CVSA-certified instructors, and subject matter experts when gathering additional information or technical expertise relevant to the request. Panel members shall not have participated in the original inspection, Initial Review, or Reconsideration Review, ensuring an independent and impartial review process

- Person(s) convening a panel or committee

- **Responsible Party:**

CRASHES N/A

INSPECTIONS Training Unit – First Sergeant

- **Supervisor(s):**

CRASHES N/A

INSPECTIONS Lieutenant - Assistant Commander - Operations

- **Backups:**

CRASHES N/A

INSPECTIONS Designee of the CVED Commander

- **Interactions:**

CRASHES N/A

INSPECTIONS The Training Unit First Sergeant coordinates with the Data Q Administrator (DQA), Special Programs Unit personnel, CVSA-certified instructors, subject matter experts, and other appropriate personnel when assembling a Final Review panel. The First Sergeant is responsible for ensuring panel members possess the necessary qualifications and have not participated in the original inspection, Initial Review, or Reconsideration Review.

- **Panel members' titles and associations:**

CRASHES N/A

INSPECTIONS Final Review panels consist of three (3) subject matter

experts. At least two (2) panel members shall be Commercial Vehicle Safety Alliance (CVSA)-certified instructors. The remaining panel member shall possess training, certification, or demonstrated expertise in the primary subject matter area under review. Panel members may include CVSA instructors, FMCSA-certified specialists, crash investigators, hazardous materials specialists, reconstructionists, or other recognized subject matter experts, as appropriate

Escalation Procedures:

CRASHES Following completion of a Reconsideration Review, the State will evaluate the outcome and any additional information submitted to determine whether the Request for Data Review (RDR) should proceed to a Final Review or be reopened under the Initial Review process.

The decision will be based on the nature of the issues raised, the completeness of the previous reviews, the availability of new information, and whether procedural or administrative deficiencies affected the prior review.

Escalation to Final Review

An RDR may be escalated to the Final Review process when:

The submitter timely requests a Final Review following the Reconsideration Review determination.

The submitter identifies specific deficiencies in the Reconsideration Review determination.

The request raises significant issues involving data quality, objectivity, utility, integrity, or accuracy that warrant further review.

New evidence is submitted that could materially affect the outcome of the Reconsideration Review.

The matter involves substantial policy, programmatic, technical, or legal considerations.

The State determines that an additional level of review is necessary to ensure consistency, fairness, or compliance with applicable requirements.

Reopening Under Initial Review

An RDR may be reopened under the Initial Review process rather than escalated to Final Review when:

Administrative, clerical, or technical errors affected the original Initial Review.

The Initial Review was closed before a complete evaluation of the merits could be conducted.

Required information was unavailable during the Initial Review but has subsequently been provided.

The State determines that additional fact-finding is necessary before a Final Review can be conducted.

The matter involves issues that were not addressed during the Initial Review and require evaluation at the program level.

Documentation necessary to support a complete review was inadvertently omitted from the original review record.

The Reconsideration Reviewer determines that deficiencies in the Initial Review process prevented a full and fair review of the request.

Factors Considered in the Determination

When deciding whether to escalate an RDR to Final Review or reopen the Initial Review, the State may consider:

Whether the Initial Review and Reconsideration Review were completed on the merits.

Whether all relevant facts and evidence were considered.

The significance and materiality of any newly submitted information.

The existence of procedural, factual, analytical, or administrative errors.

Whether further fact-finding is required.

The complexity of the issues involved.

Notification to Submitter

The State will notify the submitter of its determination regarding the appropriate review path. The notification will specify whether:

The RDR has been accepted for Final Review;

The RDR has been reopened under the Initial Review process; or

The request does not qualify for further review under the Data Quality Guidelines.

INSPECTIONS Final Review panels consist of three (3) subject matter experts. At least two (2) panel members shall be Commercial Vehicle Safety Alliance (CVSA)-certified instructors. The remaining panel member shall possess training, certification, or demonstrated expertise in the primary subject matter area under review. Panel members may include CVSA instructors, FMCSA-certified specialists, crash investigators, hazardous materials specialists, reconstructionists, or other recognized subject matter experts, as appropriate

Process Description

- Review of RDR
 - **Responsible Party:**
CRASHES Motor Carrier Division Chief
INSPECTIONS Training Unit First Sergeant
Final Review Panel
 - **Process:**
CRASHES Closed – No Data Correction Made: The RDR has been reviewed and closed without any changes being made to the data. The existing data

remains unchanged because the review determined that a correction was not warranted.

Decision Drivers:

The submitted evidence did not support the requested correction.

The data was verified as accurate and consistent with the authoritative source.

Insufficient documentation or supporting information was provided to validate the requested change.

The request was determined to be outside the scope of the RDR.

Closed—Data Correction Made: The request has been closed and the data will be corrected: The RDR has been completed and closed because the review confirmed that a data issue existed, and a correction was made to the affected data. The requested update has been implemented in the FMCSA Portal My DataQ system, and no further action is required unless additional discrepancies are identified.

Decision Drivers:

Evidence confirmed that the reported data was inaccurate, incomplete, outdated or inconsistent.

Supporting documentation validated the requested correction.

The root cause analysis determined that a data update was necessary to resolve the issue.

The correction was successfully implemented and verified.

No outstanding dependencies or follow-up actions remained after validation.

Closed—No Requestor Response: The request was closed because the requestor did not respond: The RDR was closed because the requestor did not provide the information, clarification, documentation, or confirmation required to continue processing the request within the specified timeframe.

Decision Drivers:

Requestor failed to respond to follow-up questions.

Required supporting documentation was not submitted.

Requestor did not clarify ambiguous or incomplete information.

Multiple outreach attempts received no response.

Response deadlines or timelines expired.

INSPECTIONS Upon receipt of a Request for Final Review, the Training Unit First Sergeant shall review the request to determine whether it complies with applicable FMCSA guidance and contains a sufficient factual and/or legal basis explaining why the prior decision is believed to be incorrect. Requests that fail to meet this threshold shall be denied and administratively closed,

and the requester shall be notified in writing by the Data Q Administrator (DQA). Requests accepted for Final Review shall be assigned to a panel of three (3) subject matter experts. At least two (2) panel members shall be CVSA-certified instructors. The panel shall conduct an independent review of the request, prior review decisions, supporting documentation, applicable laws, regulations, guidance, and policies. Panel members shall not have participated in the original inspection, Initial Review, or Reconsideration Review

- Outcome of RDR

- **Responsible Party:**

- CRASHES Motor Carrier Division Chief
INSPECTIONS Final Review Panel

- **Process:**

- CRASHES The Final Review serves as the highest level of administrative review under the State's Data Quality Guidelines. Upon completion of the Final Review, the State will issue a final determination and implement the appropriate actions based on the outcome of the review and the type of Request for Data Review (RDR) submitted.

Final Determination Issued

The Final Reviewer evaluates the complete administrative record, including the original RDR, Initial Review determination, Reconsideration Review determination, supporting documentation, and any additional evidence accepted for review.

The Final Reviewer documents findings, conclusions, and a recommended determination for approval by the designated authority.

Responsible Role(s):

Final Reviewer/approving official – Division Chief

Outcome Classification

The Final Review determination is classified into one of the following outcomes:

Prior determination upheld.

Prior determination modified.

Prior determination reversed.

RDR reopened for additional Initial Review.

Request dismissed or closed without further action.

Responsible Role(s):

Final Reviewer/approving official – Division Chief

Determine Required Actions Based on RDR Type

The actions taken following the Final Review may vary depending on the type of data quality concern raised.

INSPECTIONS Upon completion of the review, the Final Review panel shall issue a written decision detailing the evidence reviewed, findings, and rationale supporting the outcome. The panel may uphold, modify, or overturn prior decisions based upon the available evidence, applicable laws, regulations, guidance, and policies. If the panel determines corrections are warranted, the appropriate inspection report modifications shall be completed prior to submission of the final decision to the Data Q Administrator (DQA).

- Closure of RDR

- **Responsible Party:**

- Chief Motor carrier Division

- **Process:**

- CRASHES The closure process ensures that all review activities, determinations, notifications, and corrective actions have been completed and properly documented before the RDR is formally closed. Confirm that the Initial Review or Reconsideration Review has been completed and a final determination has been approved. Verify that all required corrective actions identified in the determination have been completed or initiated, as applicable. Document the final determination, supporting rationale, evidence reviewed, and any corrective actions taken. Prepare and issue written notification to the submitter communicating the final outcome, rationale, and any actions taken.

- INSPECTIONS Upon receipt of the Final Review decision, the Data Q Administrator (DQA) shall process the outcome through the FMCSA DataQs system, document the final disposition, and maintain all associated records. Requesters shall be notified in writing of the decision. Final Review decisions constitute the final administrative review available through the Commercial Vehicle Enforcement Division (CVED), and no further internal review requests will be accepted

- Timeliness:

- CRASHES Within 21 calendar days.

- INSPECTIONS Requests for Final Review shall be reviewed by the Training Unit First Sergeant upon receipt. Requests accepted for Final Review shall be assigned to a Final Review panel and completed within thirty (30) days of acceptance. The Data Q Administrator (DQA) shall monitor requests to ensure compliance with established

timelines. Requests requiring additional information may remain pending until the requested information is received

Expected Outcomes for RDR Closures:

CRASHES Closed — No Data Correction Made

The RDR has been reviewed and closed with no changes to the original record. The submitted data remains exactly as originally entered.

This determination is made when the reviewing agency finds that:

Original record is accurate

Inspection, crash, or audit data is supported by official documentation

Officer narrative is consistent with violation or event recorded

Insufficient evidence to justify change

Submitter did not provide adequate proof (e.g., logs, photos, repair records)

Evidence provided does not directly contradict official report

Regulatory interpretation supports original entry

Violation correctly applied under FMCSA regulations

Enforcement action aligns with applicable standards

Procedural correctness

Data entry followed proper reporting procedures

No clerical or system error identified

Result

No database changes occur

Record remains visible in FMCSA systems as originally entered

Case is marked Closed—Not Corrected

Closed — Data Correction Made

The RDR has been reviewed and closed with modification, removal, or replacement of the original data based on verified findings.

Circumstances for this outcome

This determination is made when the reviewing agency finds that:

Verified factual error in original record

Incorrect vehicle/unit number

Wrong carrier or driver assigned

Mistyped violation or incorrect code entry

Unsupported or invalid violation

Officer narrative contradicts recorded violation

Regulatory threshold not actually met

Result

FMCSA database is updated to reflect corrected information

Safety-related systems (e.g., scoring models) may be recalculated if impacted

Case is marked Closed—Corrected

INSPECTIONS Closed – No Data Correction Made: The Final Review panel determined that the inspection data was accurate and supported by the available evidence, applicable laws, regulations, guidance, and policies. No changes were made to the inspection report.

Closed – Data Correction Made: The Final Review panel determined that the inspection report contained an error or required modification. Appropriate corrections were made to the inspection report and submitted prior to closure of the RDR.

Closed – Citation Results Entered: The outcome of a related citation, court disposition, or adjudicative proceeding required the inspection record to be updated to reflect the final disposition.

Closed – Report Not Sent: The requested inspection report was unavailable, could not be located, or could not be provided through the DataQs process.

Closed – Report Sent: The requested inspection report or supporting documentation was provided to the requester through DataQs, electronic mail, or other authorized means.

Closed – No Requestor Response: The requester failed to provide additional information or respond to requests necessary to continue processing the RDR.

Communication:

CRASHES The Motor Carrier Division shall maintain clear, timely, and consistent communication with all RDR submitters throughout the request review process.

Acknowledgment of Receipt

All RDR submissions shall be acknowledged within one (1) business day of receipt.

The acknowledgment shall include:

Confirmation that the request was received.

A unique tracking or reference number, if applicable.

An estimated timeline for review and resolution.

Contact information for follow-up inquiries.

Status Updates

Submitters shall receive periodic updates regarding the status of their request.

Updates shall be provided:

At key milestones in the review process.

When additional information is required from the submitter.

When review timelines are extended beyond the original estimate.

Communication may be conducted through approved channels.

Standards for Communication

All communications shall be:

Professional, respectful, and courteous.

Accurate and fact-based.

Clear and understandable to the intended audience.

Compliant with applicable privacy, confidentiality, and data protection requirements.

Requests for Additional Information

If additional information is necessary to evaluate the request, the submitter shall be notified promptly.

The notification shall clearly identify:

The information required.

The method for submitting the information.

Any applicable deadlines.

Review activities may be suspended until the requested information is received.

Notification of Outcome

Upon completion of the review, the submitter shall receive written notification of the final determination.

The notification shall include:

The outcome of the request.

A summary of the basis for the decision, when appropriate.

INSPECTIONS Requests for Final Review are tracked through the FMCSA DataQs system.

The Data Q Administrator (DQA) serves as the primary administrative point of contact throughout the Final Review process. Final Review decisions are documented in writing and include the evidence reviewed, findings, rationale supporting the decision, and references to applicable laws, regulations, policies, guidance, or CVSA operational policies when relevant. Responses are submitted through the DataQs system, providing notification to the requester. Standardized response formats are utilized to promote consistency, transparency, and thorough communication throughout the Final Review process

Next Steps:

CRASHES Final Closure Notification

Submitters will receive an official closure notice through:

The DataQs portal case record

Automated email notification

What the notice includes

Final determination status:

Closed—Data Correction Made

Closed—No Data Correction Made

Closed—Information Provided (if applicable)

Brief explanation of the decision

Summary of reviewed evidence (high-level)

Indication of whether data was changed or upheld

Communication After Closure

Standard communication behavior

No ongoing case updates are issued after closure

No periodic status reporting continues

Communication is limited to:

Final closure notice

Once closed, an RDR is considered final within the DataQs process.

INSPECTIONS Following completion of the Final Review, the requester will receive a written response through the FMCSA DataQs system detailing the evidence reviewed, findings, and rationale supporting the decision. If the Final Review results in a correction, the appropriate inspection modifications will be completed prior to closure of the request.

Final Review decisions constitute the final administrative review available through the Commercial Vehicle Enforcement Division (CVED). Upon notification of the Final Review decision, the request shall be considered administratively closed and no further internal review requests will be accepted. Final Review decisions constitute the final administrative review available through the Commercial Vehicle Enforcement Division (CVED).