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Federal Motor Carrier Safety Administration**

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**Survey Research to Support Revisions to the Agency's  
Electronic Onboard Recorder (EOBR) Rule**

**Web Survey with Carriers**

**Introductory Screen**

This is a research study being conducted on behalf of the Federal Motor Carrier Safety Administration (FMCSA). This research will give the FMCSA important information to make decisions about potential requirements on the use of Electronic On Board Recorders (EOBRs), which log drivers' status hours. An EOBR may be a dedicated device which only does that, or it may be one part of a multi-function device which helps carriers manage their fleets.

Your answers to this survey, as well as those of other companies, will help ensure that the FMCSA understands your views as it considers these requirements.

You may find that some of the questions are of a sensitive nature. You may wonder if answering them will put your job security at risk, or expose you to repercussions. Be assured that your identity will never be disclosed to anyone at the FMCSA, other agencies, or companies. Your answers will be shared, but only when grouped with other companies; they will never be singled out, and they will never be connected to your identity.

Your participation in this research is voluntary, and there is no penalty if you don't choose to participate. But the FMCSA believes your opinions are important and hopes you do participate.

We first have a few questions to see if you qualify to fill out the survey.

1. Are you responsible for managing truck drivers at your company? (At some companies the title might be "fleet manager" or "dispatcher.") *Please click one answer.*

- 1 Yes
- 2 No

**Terminate**

2. Are the truck drivers at your company required to keep a record of hours? *Please click one answer.*

- 1 Yes
- 2 No

**Terminate**

In this survey we will be focusing on your responsibilities managing truck drivers. You may have other responsibilities at your company, but when this survey talks about your job, please only think about your responsibilities managing truck drivers.

3. Overall, how satisfied are you with your job? *Please click one answer.*
  - 4 Very satisfied
  - 3 Somewhat satisfied
  - 2 Somewhat dissatisfied
  - 1 Very dissatisfied
  
4. Do you, yourself, deal directly with the truck drivers, or does someone else deal with the drivers? *Please click one answer.*
  - 1 I deal directly with the drivers
  - 2 Someone else deals with the drivers
  
5. How satisfied are you with your relationship with the people who report into you? *Please click one answer.*
  - 4 Very satisfied
  - 3 Somewhat satisfied
  - 2 Somewhat dissatisfied
  - 1 Very dissatisfied
  
6. What is the **main** way your drivers are paid? *Please click all that apply.*
  - 1 Miles
  - 2 Hourly
  - 3 Salary
  - 4 Percentage of revenue
  - 5 Fixed fees (e.g., flat payment per load/shipment)
  
7. What is the **main** way in which supervisors at your company evaluate drivers' work? *Please click one answer.*
  - 1 Miles per week
  - 2 Loads per week
  - 3 Shipments per week
  - 4 Stop count (pickups and/or deliveries per week)
  - 5 Meeting customer service schedules
  - 6 Avoiding chargeable accidents
  - 7 Fuel mileage
  - 8 Avoiding freight damage claims
  - 9 Avoiding workers compensation claims
  - 10 Avoiding out-of-route miles
  - 11 Avoiding hard braking events
  - 12 Avoiding recorded hours of service violations

8. In what **other** ways (if any) do supervisors at your company evaluate drivers' work? *Please check all that apply.*

- 1 Miles per week
- 2 Loads per week
- 3 Shipments per week
- 4 Stop count (pickups and/or deliveries per week)
- 5 Meeting customer service schedules
- 6 Avoiding chargeable accidents
- 7 Fuel mileage
- 8 Avoiding freight damage claims
- 9 Avoiding workers compensation claims
- 10 Avoiding out-of-route miles
- 11 Avoiding hard braking events
- 12 Avoiding recorded hours of service violations

9. How satisfied are you with those ways of measuring your drivers' performance? *Please click one answer.*

- 4 Very satisfied
- 3 Somewhat satisfied
- 2 Somewhat dissatisfied
- 1 Very dissatisfied

Our next set of questions is about how you or your company communicates with drivers and how you track and manage their work time.

10a. What tools does your company use to track your drivers' "duty status" for compliance with the Federal hours of service regulations? *Please check all that apply.*

- 1 Paper logs
- 2 Tachographs
- 3 An EOBR which only logs your drivers' duty status (automatically when the truck starts and stops, as well as when they manually start it logging)
- 4 An automatic EOBR which is part of a fleet management system, including other functions such as real time communications between your company and your drivers

**If "Automatic Logging" answered in 10a (answer 3 or 4), ask 10b. Otherwise skip to 14.**

10b. Are your company's fleet management systems able to process logged service hours separately for long haul and short haul drivers separately, so that dispatchers can treat them differently when scheduling trips?

- 1 Yes
- 2 No
- 3 Don't know

**If answer 4 in 10a, ask 11. Otherwise skips to 14.**

11. The list below shows a variety of types of equipment which are synched to the engine to automatically record service hours, and serving the function of an EOBR. Which of them does your company have in the truck you usually drive? *Please click one answer.*

- 1 A smartphone synched to the engine, and logging the hours
- 2 A laptop synched to the engine, and logging the hours
- 3 A console/display that is not a smartphone or computer, branded with a manufacturer's name
- 4 Another device (Please Specify)

12. How satisfied are you with the automatic status logging functionality of the EOBRs your company uses? *Please click one answer.*

- 4 Extremely satisfied
- 3 Very satisfied
- 2 Not too satisfied
- 1 Not at all satisfied

**If 10a=4 (“EOBR which is part of a fleet management system”), ask 13. Otherwise skip to 14.**

13. And, thinking about those devices' other functions, how satisfied are you with the devices your company uses? *Please click one answer.*

- 4 Extremely satisfied
- 3 Very satisfied
- 2 Not too satisfied
- 1 Not at all satisfied

The next questions are about your interactions with your drivers.

14. Different companies have different interactions with their drivers. Please think of a typical driver in your fleet, and the interactions your company might have with him or her in a typical month. In a typical month, does management... *Please give an answer for each item.*

**(Note: groups of items will be randomized, and order within group will be randomized so as to lead consistently with a negative or a positive.)**

	<u>Never</u>	<u>Once a Month</u>	<u>2+/ Month</u>	<u>Don't know/ Ref.</u>
<b>Schedules:</b>				
Ask a driver to meet a customer load schedule they viewed as unrealistic	1	2	3	4
Ask a customer to adjust a load schedule so it was realistic for the driver	1	2	3	4
<b>Fatigue:</b>				
Ask a driver to operate when the driver felt they were fatigued	1	2	3	4
Ask a driver to shut down if they felt fatigued	1	2	3	4
<b>Logging and breaks:</b>				
Ask a driver to log inaccurately to get more work time or delay a break	1	2	3	4
Ask a driver to log accurately when they wanted more work time or to delay a break	1	2	3	4
Change a driver's log record after it was made to give them more work time or delay a break	1	2	3	4
Ask a driver to take sufficient time off duty to recover from fatigue	1	2	3	4
<b>Communications:</b>				
Interrupt a driver's off-duty time with a message that woke them up	1	2	3	4
Contact a driver promptly about a new job task so they didn't have to wait without pay	1	2	3	4
<b>Paid and Unpaid Time:</b>				
Pay a driver for customer delays in picking up or delivering freight	1	2	3	4
Require a driver to wait for customer delays for more than two hours without pay	1	2	3	4
Arrange a driver's loads so they had little delay time between loads	1	2	3	4
Require a driver to wait between loads for more than two hours without pay.	1	2	3	4

*Others as uncovered in the qualitative phase*

**Questions 15-17 will only ask about items they engage in at least once a month (Q14).**

15. Which of these interactions, if any, do you think your drivers might consider harassment? *Please give an answer for each.*

	Yes	No	Don't know
<b>Schedules:</b>			
Asking a driver to meet a customer load schedule they viewed as unrealistic	1	2	3
Asking a customer to adjust a load schedule so it was realistic for the driver	1	2	3
<b>Fatigue:</b>			
Asking a driver to operate when the driver felt they were fatigued	1	2	3
Asking a driver to shut down if they felt fatigued	1	2	3
<b>Logging and breaks:</b>			
Asking a driver to log inaccurately to get more work time or delay a break	1	2	3
Asking a driver to log accurately when they wanted more work time or to delay a break	1	2	3
Changing a driver's log record after it was made to give them more work time or delay a break	1	2	3
Asking a driver to take sufficient time off duty to recover from fatigue	1	2	3
<b>Communications:</b>			
Interrupting a driver's off-duty time with a message that woke them up	1	2	3
Contacting a driver promptly about a new job task so they didn't have to wait without pay	1	2	3
<b>Paid and Unpaid Time:</b>			
Paying a driver for customer delays in picking up or delivering freight	1	2	3
Requiring a driver to wait for customer delays for more than two hours without pay	1	2	3
Arranging a driver's loads so they had little delay time between loads	1	2	3
Requiring a driver to wait between loads for more than two hours without pay.	1	2	3
<i>Others as uncovered in the qualitative phase</i>			

If EOBRs in 10a (whether or not device has other functionality, answer 3 or 4), ask 16. Otherwise skip to instructions before 17.

16. Whether or not you consider those requests harassment, which of them, if any, are facilitated specifically by the **service hours logging functionality** in your company's trucks? (Think specifically of the service hours logging, vs. other functionality the device may offer such as GPS location, communication, and so on.) *Please check all that apply.*

**Schedules:**

- Asking a driver to meet a customer load schedule they viewed as unrealistic 1
- Asking a customer to adjust a load schedule so it was realistic for the driver 2

**Fatigue:**

- Asking a driver to operate when the driver felt they were fatigued 3
- Asking a driver to shut down if they felt fatigued 4

**Logging and breaks:**

- Asking a driver to log inaccurately to get more work time or delay a break 5
- Asking a driver to log accurately when they wanted more work time or to delay a break 6
- Changing a driver's log record after it was made to give them more work time or delay a break 7
- Asking a driver to take sufficient time off duty to recover from fatigue 8

**Communications:**

- Interrupting a driver's off-duty time with a message that woke them up 9
- Contacting a driver promptly about a new job task so they didn't have to wait without pay 10

**Paid and Unpaid Time:**

- Paying a driver for customer delays in picking up or delivering freight 11
- Requiring a driver to wait for customer delays for more than two hours without pay 12
- Arranging a driver's loads so they had little delay time between loads 13
- Requiring a driver to wait between loads for more than two hours without pay. 14

*Others as uncovered in the qualitative phase*

If “EOBR which is part of a fleet management system” in 10a (answer 4), ask 17. Otherwise skip to 18.

17. Which of those, if any, do you see as coming from management’s use of other technology in the devices in your trucks, whether in combination with the automatically logged service hours or not? Please check all that apply.

**Schedules:**

- Asking a driver to meet a customer load schedule they viewed as unrealistic 1
- Asking a customer to adjust a load schedule so it was realistic for the driver 2

**Fatigue:**

- Asking a driver to operate when the driver felt they were fatigued 3
- Asking a driver to shut down if they felt fatigued 4

**Logging and breaks:**

- Asking a driver to log inaccurately to get more work time or delay a break 5
- Asking a driver to log accurately when they wanted more work time or to delay a break 6
- Changing a driver’s log record after it was made to give them more work time or delay a break 7
- Asking a driver to take sufficient time off duty to recover from fatigue 8

**Communications:**

- Interrupting a driver’s off-duty time with a message that woke them up 9
- Contacting a driver promptly about a new job task so they didn’t have to wait without pay 10

**Paid and Unpaid Time:**

- Paying a driver for customer delays in picking up or delivering freight 11
- Requiring a driver to wait for customer delays for more than two hours without pay 12
- Arranging a driver’s loads so they had little delay time between loads 13
- Requiring a driver to wait between loads for more than two hours without pay. 14

*Others as uncovered in the qualitative phase*

18. Has your company ever asked a driver to drive or work more hours than federal regulations allow?
- 1 Yes
  - 2 No

If Q18=Yes, Continue With Q19. Otherwise skip to Q23.

19. How often has that happened in the last year? Please give us your best guess if you are uncertain.
- 1 Once
  - 2 Twice
  - 3 Three to five times
  - 4 Six to ten times
  - 5 11 – 25 times
  - 6 26 - 50 times
  - 7 More than 50 times



20. Do drivers ever reject those requests or tell you that they don't want to work more than the federal regulations allow?

- 1 Yes
- 2 No

**If Q20=Yes, Continue With Q21. Otherwise skip to Q23.**

21. When that happens, does your company ever threaten their job security, or with fewer assignments?

- 1 Yes
- 2 No

**If Q21=Yes and Carrier Has EOBRs, Continue With Q22. Otherwise skip to Q23.**

22. Is your company able to do that as a result of having access to their hours of service through their EOBRs?

- 1 Yes
- 2 No

23. We would like your opinion of devices which automatically log duty status regarding specific characteristics. Even if you do not have them in your company's trucks, please base your answers on anything you might know or have heard. Please tell us whether you agree completely, agree somewhat, disagree somewhat, or disagree completely that each statement describes automatic duty status logging devices such as EOBRs. *Click one answer for each.*

EOBRs...	Agree Completely	Agree Somewhat	Disagree Somewhat	Disagree Completely
Protect drivers from management being overbearing	1	2	3	4
Prevent drivers from doing their job the way they want	1	2	3	4
Make management confident that truck drivers are not overworking themselves	1	2	3	4
Improve decisions which fleet managers and drivers make about driving and rest times, and management of loads	1	2	3	4
Make drivers feel less independent	1	2	3	4
Means drivers have less paperwork to fill out	1	2	3	4
Enhance the relationship between fleet managers and drivers to assure compliance and safe operations	1	2	3	4
Give management too much of an insight into drivers' days	1	2	3	4
Save management time and makes it easier for me to report HOS	1	2	3	4
Make the roads safer for everyone	1	2	3	4

**If Carrier has EOBRs (10a=3 or 4), continue with 24a. Otherwise skip to 25.**

24a. Thinking only about the benefits associated with automatically logging drivers' service hours, what benefits does your company get out of its EOBRs? Please check all that apply.

- 1 Easier to record service
- 2 Easier to monitor service
- 3 Easier to maintain historic records of service
- 4 Can ensure that drivers are not working too long
- 5 Smoother accounting for payroll
- 6 Direct input to productivity analyses
- 7 Drivers are less likely to drive while fatigued
- 15 Other (specify)\_\_\_\_\_

24b. Approximately what percentage of your fleet's trucks have EOBRs installed on them? Please give us your best estimate.

\_\_\_%

24c. Think of the cost of each EOBR your company has installed, on average...

How much did the unit itself cost (including any software)? (whole dollars): \$ \_\_\_\_\_  
How much does it cost to install a single unit? (whole dollars) \$ \_\_\_\_\_  
How much is the annual operational cost of a single unit? (whole dollars) \$ \_\_\_\_\_

25. Federal regulations state that if drivers have safety complaints, firms must not coerce them to not file their complaints. Firms also can't coerce them to drive when fatigued -- by discriminating against the driver, or otherwise disciplining him or firing him.

In your opinion, how effective are these regulations? *Please click one answer.*

- 1 Very effective
- 2 Somewhat effective
- 3 Not too effective
- 4 Not effective at all

26. To prevent carriers from harassing their drivers by using information about hours of service which are logged automatically, which of the following do you think are good ideas? *Please click all that you feel are good ideas.*

- 1 Requiring driver approval for all changes to electronic logs
- 2 Requiring driver approval before logs are formally filed
- 3 Blocking real-time communication of EOBR data, limiting its availability until end of trip
- 4 *Others as identified in qualitative survey*

27. If the Federal Motor Carrier Safety Administration found that a carrier was harassing its drivers, which of the steps below do you think would be appropriate? *Please click as many as apply.*

- 1 Closer federal monitoring
- 2 Fines
- 3 Publication of carrier actions
- 4 Something else (Please specify)

28. The Federal Motor Carrier Safety Administration is concerned about the use of EOBRs to harass drivers or coerce them. It needs to make sure it properly defines these terms. Please read the description on the next screen. (Click to continue to next screen.)

#### HARASSMENT

Harassment is an act by a motor carrier, involving the use of information available through EOBR technology (either alone or in combination with other technology) to track a commercial motor vehicle driver's hours of service and requiring the driver to violate federal hours of service rules or fatigue or ill driving restrictions.

How well does this description describe your idea of harassment?

- 1 Very well
- 2 Somewhat
- 3 Not at all

29. Please read the definition of coercion below.

#### COERCION

Coercion is a threat by a motor carrier, shipper, receiver, or a transportation intermediary, to deny business or work based on a commercial motor vehicle driver's refusal to violate federal regulations governing operating a commercial motor vehicle based, at least in part, on information available through EOBR technology or a combination of technology that includes an EOBR feature.

How well does this description describe your idea of coercion?

- 1 Very well
- 2 Somewhat
- 3 Not at all

The last few questions are for classification purposes only.

30. How many trucks does your company have, across all its locations? *Please give us your best estimate.*

- 1 1-5
- 2 6-10
- 3 11-20
- 4 21-50
- 5 51-100
- 6 101-250
- 7 251-500
- 8 501-1,000
- 9 1,001-3,000
- 10 More than 3,000

31. Do your drivers work as... *Please check all that apply.*

- 1 Employee of the company
- 2 Independent owner-operators
- 3 Something else? (Please specify)

32. Is your primary type of business...
- 1 Truck load
  - 2 Less than truckload
  - 3 Parcel
  - 4 Dedicated operation
  - 5 Other (Please Specify)
33. And are you a carrier for hire, or are you private?
- 1 For hire
  - 2 Private
34. Approximately what percent of your drivers are members of a truck drivers union, or covered by a collective bargaining agreement?
- 1 None
  - 2 1-10%
  - 3 10-19%
  - 4 20-29%
  - 5 30-39%
  - 6 40-49%
  - 7 50-59%
  - 8 60-69%
  - 9 70-79%
  - 10 80-89%
  - 11 90-99%
  - 12 100% (all of them)
35. Are you...
- 1 Male
  - 2 Female
36. Lastly, how old are you?
- 1 18-24
  - 2 25-34
  - 3 35-44
  - 4 45-54
  - 5 55 or older

**This concludes our survey. Thank you for participating in this important research.**