

U.S. Department of Transportation
Federal Motor Carrier Safety Administration

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**Survey Research to Support Revisions to the Agency’s
Electronic Onboard Recorder (EOBR) Rule
Non-Response Survey with Carriers (Telephone)**

ASK TO SPEAK TO PERSON NAMED ON LETTER.

TRY AND GET THE NAME OF THE PERSON TO WHOM YOU WILL BE TRANSFERRED.

R1. My name is [INTERVIEWER NAME] and I’m calling from Abt SRBI, a national research company. We’re conducting a very important research project about freight and truck driving for the Federal Motor Carrier Safety Administration and your company was selected to participate.

IF ASKED FOR EXPLANATION.

This is a research study being conducted on behalf of the Federal Motor Carrier Safety Administration (FMCSA). The 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. **If necessary:** 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.

I won’t need more than three minutes of your time. 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.

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.

1. Are you responsible for managing truck drivers at your company? (At some companies the title might be “fleet manager” or “dispatcher.”)

- 1 Yes
- 2 No

**Ask to speak to someone with that responsibility.
Record contact information:**

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

- 1 Yes
- 2 No **Terminate**

3. Your company was sent a letter about this survey, asking that someone with responsibility for trucking to go online and fill out our survey. No one from your company did, and we're trying to learn more. Do you remember getting the letter about the survey on EOBRs?

- 1 Yes **Continue with Q4**
- 2 No **Skip to Q6**
- 3 Don't know/not sure **Skip to Q6**
- 4 Refused **Skip to Q6**

4. Did you forward the letter to someone else to fill out?

- 1 Yes **Ask to be transferred to that person; record contact information. Repeat introduction when speaking to that person.**
- 2 No **Continue with Q5a**
- 3 Don't know/not sure **Skip to Q6**
- 4 Refused **Skip to Q6**

5a. We hear a variety of reasons why people don't fill out surveys. I'm going to read you a list, and for each item please tell me whether or not it was a reason why you didn't go online and fill out the survey. **Read each item one at a time and record yes/no for each. (Order will be randomized.)**

	Yes	No	DK	Ref
I didn't have the time	1	2	3	4
I didn't think my answers would matter	1	2	3	4
I was afraid my answers would become known	1	2	3	4
I didn't want to use a work computer, and don't have Internet access at home	1	2	3	4
My company doesn't let us fill out surveys	1	2	3	4
I don't trust the government	1	2	3	4
Surveys ask too much sensitive information	1	2	3	4
I started to fill it out but got nervous	1	2	3	4

5b. Besides what we just discussed, are there any other reasons which you might have had for not filling out the survey? **Record verbatim. Probe:** Any other reasons?

6. Thanks. Now please tell me, what tools does your company use to track your drivers' "duty status" for compliance with the Federal hours of service regulations? **Read list. Record 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 "4" was the answer to question 6, ask 7. Otherwise skip to 9.

7. There are 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 its trucks? **Read list. Record all that apply.**

- 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)
- 5 None of these

[Do not read]

- 6 Don't know/not sure
- 7 Refused

8. How satisfied are you with the automatic status logging functionality of the EOBRs your company uses? **Read list. Accept only one answer.**

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

[Do not read]

- 5 Don't know/not sure
- 6 Refused

The last few questions are for classification purposes only.

9. 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

10. Is your primary type of business...
- 1 Truck load
 - 2 Less than truckload
 - 3 Parcel
 - 4 Dedicated operation
 - 5 Other (Please Specify)
11. 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)
12. Are you...
- 1 Male
 - 2 Female
13. 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.