

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

### Qualitative Discussion Guide One-on-one In Depth Interview with Drivers

#### Main Questionnaire

I want to thank you again for your time, and remind you that this discussion is for research purposes only. And that as compensation for your time, we will send you a check for \$25.

Before we begin, can you give me some background information about your job? **(Do not ask about how hours are recorded, that was obtained in the recruitment. Probe for information such as whether employed by carrier/independent owner operator/lease truck, paid by hour or by mileage, typical route [distance, other states, etc.], type of freight, size of truck], how many trucks in company fleet.)**

1. What, if anything, do you **like** about your job? **(Probe for additional aspects and specifics.)**
2. And what, if anything, do you **dislike** about your job? **(Probe for additional aspects and specifics.)**
3. How would you describe your relationship with management? **(Probe for additional aspects and specifics.)**
4. Has management ever asked you to do anything which put your health or well-being at risk? **(Probe for additional aspects and specifics.)**
5. Has management ever asked you to do anything which could have led to you working more hours than the law allows? **(Probe for specifics.)**
6. Have you ever chosen, on your own, to work more hours than the law allows? **(Probe for specifics.)**
7. **If have worked more hours than allowed by law:** When you've been on duty for more hours than the law allowed, how was that handled with the record keeping? **(Probe for specifics.)**
8. Looking back at your dealings with management, have there been any occasions when you think they might have harassed you over your work? **(If respondent asks what meant by harassment, tell him it is as he interprets it.) (Probe for specifics.)** What did they say? What did they want you to do? How often does that occur?

9. **If experienced something they consider harassment:** In your view what about it constituted harassment? (**Probe:** Was it what they were asking? The frequency? Tone? Potential consequences?)

10. We're speaking to a number of drivers, and have heard a variety of opinions. I'm going to read you a list of driver experiences, and I'd like you to tell me which of them, if any, you would consider harassment if management asked them of you. Management...

**Schedules:**

- Ask you to meet a customer load schedule you viewed as unrealistic  2  
Ask a customer to adjust a load schedule so it was realistic for you 2

**Fatigue:**

- Ask you to operate when you judged you were fatigued 3  
Ask that you shut down if you felt fatigued 4

**Logging and breaks:**

- Ask you to log inaccurately to get more work time or delay a break 5  
Ask you to log accurately when you could have had more work time or delayed a break by being inaccurate 6  
Change your log record after it was made to give you more work time or delay a break 7  
Ask you to take sufficient time off duty to recover from fatigue 8

**Communications:**

- Interrupt your off-duty time with a message that woke you up 9  
Contact you promptly about a new job task so you didn't have to wait without pay 10

**Paid and Unpaid Time:**

- Pay you for customer delays in picking up or delivering freight 11  
Require you to wait for customer delays for more than two hours without pay 12  
Arrange your loads so you had little delay time between loads 13  
Require you to wait between loads for more than two hours without pay. 14

11. In a typical month, do you, yourself, experience each of these? Management...

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**Communications:**

- Interrupts your off-duty time with a message that woke you up 9  
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- Pays you for customer delays in picking up or delivering freight 11  
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12. Are there other things they do to you which you consider harassment? (**Probe for specifics.**) Do they happen in a typical month?

13. If you haven't complied with management's requests or if you've pushed back, have there been any consequences? **(Probe for specific: make sure you get the request that was made, connected to the consequence.)**
14. Has management ever used your service logs or records to argue for you working longer hours or taking on additional work? **(Probe for specifics.)**

**IF USER AND R9="PART OF A SYSTEM WITH OTHER CAPABILITIES," ASK Q15.**

15. Did your company need to use anything in addition to just the logs in order to make that happen? **(Probe if doesn't come up:)** Did they need real time communications, or GPS, something of that nature? (What?)
16. Have their requests or consequences had any impact on other aspects of your life outside of your job? **(Probe for specifics.)**
17. Do you think that would be different if your hours of service were being recorded using some other method? (What kind of method? How would it be different?)
18. Some truck drivers are concerned that devices which automatically log their service hours electronically will allow management to harass its drivers. Can you think of anything which could be done to prevent that, either in the technology or the processes? **(Probe for specific harassing behavior and remedies.)**

**If "USER", ASK 19.**

19. Have you ever had any problem producing your electronic logs of your hours for a law enforcement agent or officer?

**ASK ALL 20.**

20. One of the objectives of our discussion is to understand the language and words that drivers like you use to refer to various systems used to track drivers' hours. When you think about the systems that automatically log hours when the truck starts or stops or when a driver forces it on manually, what do you call them?

**IF THE RESPONDENT HAS NOT MENTIONED THE TERM "EOBR," ASK ABOUT FAMILIARITY WITH THE TERM AND USE. HAS (S)HE EVER HEARD THE TERM? KNOW WHAT IT IS? USE THE TERM?**

**Obtain information on who to make the check out to and where to send it. Thank and end interview.**