

**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**

Intercept Survey with Drivers

APPROACH DRIVERS AS THEY LEAVE THE TRUCK STOP BUILDING.

Hi, my name is (NAME) and I'm conducting a research survey for the Federal Motor Carrier Safety Administration. We're very interested in talking to drivers at this stop and get information which will give the FMCSA information for policy decisions.

We know your time is limited, so we'll compensate you for your time with \$10 if you qualify for the survey and answer the full survey. The whole survey takes about 15 minutes.

IF WILLING, HAND THE DRIVER THE PERMISSION CARD TO SIGN.

IF DRIVER IS WILLING TO PARTICIPATE SKIP TO Q1. IF DRIVER IS NOT WILLING TO PARTICIPATE, CONTINUE HERE AND SPEAK QUICKLY.

NR1. Can I ask you just a few quick questions to help us to better understand the answers that we do get? Of course, I can't give you \$10 since it's not the actual survey, but it will be very helpful. **IF DRIVER REFUSES, THANK AND TERMINATE.** First, can you tell me why you don't want to participate? **Do not read list. Record all that apply.**

- 1 Don't have time for it/In a rush/Running late
- 2 Money not enough for the time
- 3 Don't believe answers will be confidential/Too risky
- 4 Never do surveys
- 5 Other (**Specify:**_____)
- 6 Don't know/not sure
- 7 Refused

NR2. Are you required to keep a record of your hours to comply with the Federal hours of service regulations?

- 1 Yes
- 2 No **Terminate**
- 3 Don't know/refused **Terminate**

NR3. Do you keep those records using paper logs or something electronic or mechanical?

- 1 Paper
- 2 Something electronic/mechanical
- 3 Don't know/refused **Terminate**

If "Something electronic/mechanical" ask NR4. Otherwise skip to NR5:

NR4. Is it a tachograph, or a different kind of stand-alone piece of equipment that only records your hours and nothing else, or is it part of a system which does a variety of functions?

- 1 Tachograph
- 2 Stand-alone piece of equipment
- 3 Part of a system which does a variety of functions
- 4 Don't know/not sure
- 5 Refused

NR5. Are you a member of a union or covered by a collective bargaining contract?

- 1 Yes
- 2 No
- 3 Don't know/not sure
- 4 Refused

NR6. How many years have you had a commercial driving license? **Ask for best guess if unsure.**

- 1 Less than a year
- 2 1-2 years
- 3 3-5 years
- 4 6-10 years
- 5 11-15 years
- 6 More than 15 years
- 7 Don't know/not sure
- 8 Refused

NR7. Lastly, how old are you?

- 1 18-24
- 2 25-34
- 3 35-44
- 4 45-54
- 5 55 or older
- 6 Don't know/not sure
- 7 Refused

QUESTIONNAIRE FOR THOSE AGREEING TO PARTICIPATE BEGINS HERE.

A. We first have a few questions to see if you qualify to fill out the survey. Are you required to keep a record of your hours to comply with the Federal hours of service regulations?

- 1 Yes
- 2 No **Terminate**

HAND CARD 1.

1. Which of the items on this sheet are in your truck? Just read me the letters.

1. A. Driver alertness monitoring system
2. B. Forward collision warning systems
3. C. Lane departure warning system
4. D. An EOBR
5. None of these

IF NOT "D. EOBR," CHECK QUOTAS. IF QUOTA FOR NON-EOBR HAS BEEN REACHED, TERMINATE. SAY: I'm sorry, but we've reached our quotas for trucks with the type of equipment you have.

2. Our first set of questions is about your satisfaction with your job and how you are paid. Overall, how satisfied are you with your job? **Read list, accept only one answer.**

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

Do not read:

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

3. How satisfied are you with your relationship with the people who manage you and your trips? **Read list. Accept only one answer.**

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

Do not read:

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

4. What is the **main** way you are paid? **Read list. Accept only one answer..**

- 1 Miles
- 2 Hourly
- 3 Salary
- 4 Percentage of revenue
- 5 Fixed fees (e.g., flat payment per load/shipment)
- 6 Some other way (**Specify:**_____)

Do not read:

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

5. Do you also get paid on some other basis at least some of the time? Do you also get paid for...

Read list. Accept all that apply.

- 1 Miles
- 2 Hourly
- 3 Salary
- 4 Percentage of revenue
- 5 Fixed fees (e.g., flat payment per load/shipment)
- 6 Some other way (**Specify:**_____)

Do not read:

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

Hand Card 6/7

6. Please look at this sheet. What is the **main** way in which your supervisor evaluates your work?

Accept only 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
- 13 Some other way (**Specify:**_____)

Not on card:

- 14 Not applicable
- 15 Don't know/not sure
- 16 Refused **Skip to Q9a**

7. In what **other** ways (if any) does your supervisor evaluate your work? **Accept 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
- 13 Some other way (**Specify:**_____)

Not on card:

- 14 Not applicable
- 15 Don't know/not sure
- 16 Refused

8. How satisfied are you with having your performance measured in that way? *Please click one answer.*

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

9. **Hand Card 9.** Let's talk now about the various ways which hours of service records are kept. There are paper logs which you fill out yourself. And there are tachographs, and more recently there have been loggers called EOBRs, which stands for Electronic On Board Recorders. EOBRs automatically log when the truck starts or stops, as well as when you manually start it logging. Sometimes EOBR's are a stand-alone unit; sometimes they are integrated into a system with a variety of functionalities.

We addressed part of this in an earlier question, but now we need more detail. How does your company track your "duty status" for compliance with the Federal hours of service regulations?

- 1 Paper
- 2 Tachographs
- 3 Stand-alone EOBR
- 4 EOBR in a system with other functionality
- 5 Don't know/not sure **Explain:** We can't continue the survey without this. **Terminate.**
- 6 Refused **Explain:** We can't continue the survey without this. **Terminate.**

If either answer 3 or answer 4 in 9, ask 10. Otherwise skip to 15.

Hand Card 10.

10. Which types of equipment on that list 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 (**Specify**_____)

(Not on Card 10:)

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

11. How satisfied are you with having a device in your truck which automatically logs your duty status? *Please click one answer.*

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

If answer to 9=4 ("EOBR in a system with other functionality"), ask 12. Otherwise skip to 14.

12. Thinking about the EOBR in your truck which automatically logs your service status and has other functionality... Thinking only of its **service status logging functionality**, how satisfied are you with having a device in your truck which does that?

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

13. And, thinking about the system with its **other** functions, how satisfied are you with having a device in your truck that has those other functions?

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

Hand Card 14/15/16/17.

Our next set of questions in about your interactions with management. Please look at the sheet in front of you for each of the questions in this series.

14. In a typical month, how often does management do each of these to you, yourself? Read me the letter of the item and then tell me if the answer is Never, Once a month, or at least twice a month?

| | <u>Never</u> | <u>Once a Month</u> | <u>2+/ Month</u> | <u>Don't know/ Ref.</u> |
|--|--------------|---------------------|----------------------|-----------------------------|
| Schedules: | | | | |
| A. Ask you to meet a customer load schedule you viewed as unrealistic | 1 | 2 | 3 | 4 |
| B. Ask a customer to adjust a load schedule so it was realistic for you | 1 | 2 | 3 | 4 |
| Fatigue: | | | | |
| C. Ask you to operate when you judged you were fatigued | 1 | 2 | 3 | 4 |
| D. Ask that you shut down if you felt fatigued | 1 | 2 | 3 | 4 |
| Logging and breaks: | | | | |
| E. Ask you to log inaccurately to get more work time or delay a break | 1 | 2 | 3 | 4 |
| F. Ask you to log accurately when you could have had more work time or delayed a break by being inaccurate | 1 | 2 | 3 | 4 |
| G. Change your log record after it was made to give you more work time or delay a break | 1 | 2 | 3 | 4 |
| H. Ask you to take sufficient time off duty to recover from fatigue | 1 | 2 | 3 | 4 |
| Communications: | | | | |
| I. Interrupt your off-duty time with a message that woke you up | 1 | 2 | 3 | 4 |
| J. Contact you promptly about a new job task so you didn't have to wait without pay | 1 | 2 | 3 | 4 |
| Paid and Unpaid Time: | | | | |
| K. Pay you for customer delays in picking up or delivering freight | 1 | 2 | 3 | 4 |
| L. Require you to wait for customer delays for more than two hours without pay | 1 | 2 | 3 | 4 |
| M. Arrange your loads so you had little delay time between loads | 1 | 2 | 3 | 4 |
| N. Require you to wait between loads for more than two hours without pay. | 1 | 2 | 3 | 4 |
| <i>Others as uncovered from the qualitative phase</i> | | | | |

15. Which of the items in that list, if any, do you consider harassment? Just read me the letter of the item.

Schedules:

- A. Ask you to meet a customer load schedule you viewed as unrealistic 1
- B. Ask a customer to adjust a load schedule so it was realistic for you 2

Fatigue:

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

Logging and breaks:

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

Communications:

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

Paid and Unpaid Time:

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

Others as uncovered from the qualitative phase

If EOBR in Q9 (Answer 3 or 4) Ask 16. Otherwise Skip to Q18a.

16. Which of these, if any, do you see coming from management's use of information from your EOBR?

Schedules:

- A. Ask you to meet a customer load schedule you viewed as unrealistic 1
- B. Ask a customer to adjust a load schedule so it was realistic for you 2

Fatigue:

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

Logging and breaks:

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

Communications:

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

Paid and Unpaid Time:

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

Others as uncovered from the qualitative phase

If EOBR with other functionality in Q9 (Answer 4) ask Q17. Otherwise skip to Q18a.

17. Which of these, if any, do you see coming from management's use of other information from the device in your truck?

Schedules:

- A. Ask you to meet a customer load schedule you viewed as unrealistic 1
- B. Ask a customer to adjust a load schedule so it was realistic for you 2

Fatigue:

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

Logging and breaks:

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

Communications:

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

Paid and Unpaid Time:

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

Others as uncovered from the qualitative phase

18a. Are there any other interactions between you and your company that we haven't asked you about, where you feel as if they are harassing you?

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

If Yes in 18a, ask 18b. Otherwise skip to following instructions (after Q18b).

18b. Of those we haven't asked about, which **one** bothers you most?

If not an EOBR user (no EOBR in Q1), continue with Q19.

If an EOBR user (EOBR in Q1), skip to Q21.

19. Has your company ever punished you somehow for refusing to work more hours than the law allowed, or for refusing to drive when you were ill, fatigued, or when weather did not permit?

- 1 Yes **Continue with Q20**
- 2 No **Skip to Q28**
- 3 Don't know/not sure **Skip to Q28**
- 4 Refused **Skip to Q28**

Hand Card 20/26

20. Which of the items on that card happened in your life as a result of their actions? Just read me the letters of the items. **Record all that apply. AFTER Q20 TAKE BACK CARD AND SKIP TO Q28.**

- (A) 1 Fewer assignments
- (B) 2 Lower raises than deserved
- (C) 3 Considered looking for another job
- (D) 4 More arguments at home
- (E) 5 Didn't sleep as well
- (F) 6 Felt ashamed
- (G) 7 More isolated from co-workers
- (H) 8 Began smoking/drinking, or did so more often
- (I) 9 None of these

21. In dealing with your current company, have they ever asked you to drive or work more hours than federal regulations allow?

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

If 21=1 (Yes), continue. All others skip to 28.

22. How often has that happened in the last year? **Do not read list. Ask for best guess if uncertain.**

- 1 Once
- 2 Twice
- 3 Three to five times
- 4 Six to ten times
- 5 More than ten times
- 6 Don't know
- 7 Refused

23. How often have you rejected those requests, or told them that you didn't want to drive or work more hours than the federal regulations allow? **Do not read list. Ask for best guess if uncertain.**

- 0 Never
- 1 Once
- 2 Twice
- 3 Three to five times
- 4 Six to ten times
- 5 More than ten times
- 6 Don't know
- 7 Refused

If 23=0 (Never), skip to Q26.

24. On those occasions, did they ever threaten you with fewer assignments or hours, or by threatening your job?

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

If 24=1 (Yes), Continue Here. Otherwise skip to Q26.

25. How often have they made those threats in the past year? **Do not read list. Ask for best guess if uncertain.**

- 1 Once
- 2 Twice
- 3 Three to five times
- 4 Six to ten times
- 5 More than ten times
- 6 Don't know
- 7 Refused

Hand Card 20/26.

26. Aside from threats, which of the items on that card happened in your life as a result of their actions? Just read me the letters of the items. **Record all that apply.**

- (A) 1 Fewer assignments
- (B) 2 Lower raises than deserved
- (C) 3 Considered looking for another job
- (D) 4 More arguments at home
- (E) 5 Didn't sleep as well
- (F) 6 Felt ashamed
- (G) 7 More isolated from co-workers
- (H) 8 Began smoking/drinking, or did so more often
- (I) 9 None of these

27. Do you think their requests come as a result of having an EOBR in your truck?

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

Hand Card 28.

28. We would like your opinion of devices which automatically log duty status regarding specific characteristics. Even if you do not have them in the trucks you drive, 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.

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

If not an EOBR user (no EOBR in Q1), skip to 31.

29. Have you ever had a problem producing your electronic hours of service records for a law enforcement officer?

- 1 Yes
- 2 No

If "Yes" in 29, ask 30. Otherwise skip to 31.

30. Was this problem big enough that you felt harassed by the request to see your records?

- 1 Yes
- 2 No
- 3 Don't know/not sure
- 4 Refused

31. Federal regulations state that if drivers have safety complaints, firms must not coerce them against filing 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? **Read list. Accept only one answer..**

- 1 Very effective
 - 2 Somewhat effective
 - 3 Not too effective
 - 4 Not effective at all
- Do not read:**
- 5 Don't know/Not sure
 - 6 Refused

Hand Card 32.

32. To prevent carriers from harassing their drivers by using information about hours of service which are logged automatically, which of the items on that list do you think are good ideas? **Record all that apply.**

- 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*

Hand Card 33.

33. 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? **Record all that apply.**

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

Hand Card 34.

34. 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 I just gave you. **(Wait for driver to finish.)** How well does that definition describe your idea of harassment? Do you think it describes your idea of harassment... **Read list.**

- 1 Very well
 - 2 Somewhat, or
 - 3 Not at all
- Do not read:**
- 4 Don't know
 - 5 Refused

Take back Card 34. Hand Card 35.

35. Please read the description I just gave you. **(Wait for driver to finish.)** How well does that definition describe your idea of coercion? Do you think it describes your idea of coercion... **Read list.**

- 1 Very well
 - 2 Somewhat, or
 - 3 Not at all
- Do not read:**
- 4 Don't know
 - 5 Refused

We are almost done. The last few questions are for classification purposes only.

36. How many trucks does your company have, across all its locations? Please give me 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

37. Do you work as... *Please check all that apply.*

- 1 An employee of the company
- 2 An independent owner-operator
- 3 Something else? (Please specify)

38. Is the company you currently work for...

- 1 A carrier for hire (someone else owns the freight and has hired your company)
- 2 A private carrier (the company owns the freight)

39. Is your firm's primary type of business...

- 1 Truck load
- 2 Less than truckload
- 3 Parcel
- 4 Other

40. Are you a member of a union or covered by a collective bargaining agreement?

- 1 Yes
- 2 No

41. How many years have you had a commercial driving license?

- 1 Less than a year
- 2 1-2 years
- 3 3-5 years
- 4 6-10 years
- 5 11-15 years
- 6 More than 15 years

42. Over the **past 12 months**, for how many different companies have you driven a truck?

43. Are you...

- 1 Male
- 2 Female

44. 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.