U.S. Department of Transportation **OMB Control Number: 2126-XXXX**
Federal Motor Carrier Safety Administration **Expiration Date:**

MCSA-5877

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

**Qualitative Discussion Guide
One-on-one In Depth Interview with Carriers**

I want to thank you again for your time, and remind you that this discussion is for research purposes only. I'll be recording this discussion so that I don't have to slow it down by taking notes.

1. Before we begin, can you give me some background information about your job? **(Probe for information such as type of freight, whether drivers are employees/independent owner operators/lease truck, paid by hour or by mileage, typical route [distance, other states, etc.], truck information [size of truck BUT DO NOT ASK ABOUT HOW HOURS ARE RECORDED OR EOBR], how many trucks in company fleet, how many trucks/drivers this individual is responsible for.)**

2. What, if anything, do you **like** about your job? **(Probe for additional aspects and specifics.)**

3. And what, if anything, do you **dislike** about your job? **(Probe for additional aspects and specifics.)**

4. What are the greatest challenges for you and your company with respect to managing the fleet and the shipping? **(Probe for additional aspects and specifics.)**

5. Are the drivers under your management generally able to meet schedules and expectations without additional prodding?

6. What kinds of prodding, if any, do you have to do? What kinds of requests do you have to make?

7. How would you describe your relationship with your drivers? **(Probe for additional aspects and specifics.)**

8. Have you ever asked your drivers to do anything which **they** might have seen as putting their health or well-being at risk? **(Probe for additional aspects and specifics.)**

9. Have you ever asked your drivers to do anything which they might have felt required them to put in more hours than the law allows? **(Probe for specifics.)**

10. If one of your drivers has been on duty for more hours than the law allows, how does that show up in the records? **(Probe for specifics.)**

11 Looking back at your dealings with your drivers, have there been any occasions when you think they might have felt harassed by you over their work? **(If respondent asks what meant by**

harassment, tell him it is as he interprets it.) (Probe for specifics.) What were you asking them to do? What did you say to them? How did the driver react?

12. **If drivers felt harassed:** Do you have a sense what about it constituted harassment in their opinions? **(Probe:** Was it what you were asking? The frequency? Tone? Potential consequences?**)**

13. We're speaking to a number of carriers, 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 think your drivers might consider harassment if you asked it of them.

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

14.   In a typical month, do you, yourself, have these interactions with your drivers?

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15.   How do you handle situations when your drivers don't comply with your requests or push back? **Probe:** Do you talk about potential consequences? **(Probe for specifics: do the consequences vary according to the request, driver, etc.?)**

16.   Have you ever used paper service logs or records to persuade your drivers that they work longer hours or take on additional work? **(Probe for specifics.)** Have you ever done so with electronic logs?

IF "USER" ASK Q17a. IF NON-USER, ASK Q17b

17a.   If your company used paper logs instead of an electronic system to record drivers' service hours,, do you think you'd be more likely, less likely, or no more or less likely to ask them to put in more hours? (How would it be different?)

17b.   If your company used an electronic system to record drivers service hours instead of paper, do you think you'd be more likely, less likely, or no more or less likely to ask them to put in more hours? (How would it be different?)

IF USER, ASK Q.18a/b

18a.   Does your company have any techniques, policies, or systems in place to assure drivers that you won't use data from EOBRs to harass them? (**Probe for specifics.**)

18b.   Can you think of any (other) improvements in technologies or systems which could be used to prevent companies from using its EOBRs to harass its drivers?

IF NON-USER, ASK Q19:

19   Other companies might use service records – paper logs, EOBRs, and such to harass its drivers in order to gain a competitive edge. Thinking of EOBRs in particular, can you think of any improvement in the technology or the typical processes which could be used to prevent companies from harassing its drivers? **(Probe for specifics.)**

THANK RESPONDENT AND END INTERVIEW.