## **FMCSA Beyond Compliance Survey**

#### Consent

### 1. Title of Research Study

Beyond Compliance Program

### Investigator

Gene Bergoffen – MaineWay Services Christopher Lindsey – Cambridge Systematics, Inc.

### Supported By

This research is supported by the Federal Motor Carrier Safety Administration.

### Key Information about this research study

The following is a short summary of this study to help you decide whether to be a part of this study.

The purpose of this study is to gauge the relative importance of various motor carrier safety program elements that lead to safe operations. This information will help FMCSA to determine those safety program tools, policies, and practices that lead to operations that go beyond compliance.

You will be asked to complete a survey as part of this research effort. We expect that you will be in this research study for 30 minutes. There is no risk to participating in this research. The main benefit of participation is that you are helping FMCSA to guide the development of a Beyond Compliance program which will provide incentives to motor carriers that do more than the basic requirements for transportation safety.

### Why am I being asked to take part in this research study?

You are being asked to take part in this research study because you were identified as a motor carrier with operations that are among the safest in the industry.

Whether or not you take part is up to you. You can choose not to take part. You can agree to take part and later change your mind. Your decision will not be held against you.

You can decide not to participate in this research or you can start and then decide to leave the research at any time and it will not be held against you. To do so, simply exit the survey.

#### What happens to the information collected for the research?

Efforts will be made to limit the use and disclosure of your personal information to people who have a need to review this information. We cannot promise complete secrecy.

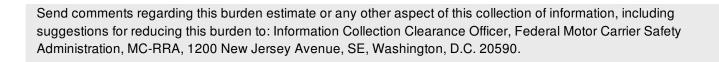
This survey is being hosted by Alchemer and involves a secure connection. Terms of service, addressing confidentiality, may be viewed at https://www.alchemer.com/privacy/. Upon receiving results of your survey, you will be identified only by a unique subject number. The results of the research study may be published, but your name will not be used.

#### Who can I talk to?

If you have questions, concerns, or complaints talk to Nicole Michel (nicole.michel@dot.gov; 202-366-4354), Gene Bergoffen (bergoffen@roadrunner.com; 207-935-7948), or Christopher Lindsey (clindsey@camsys.com; 404-460-2602).

### **Public Burden Statement**

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2126-0070. Public reporting for this collection of information is estimated to be approximately 30 minutes per response, including the time for reviewing instructions, gathering the data needed, and completing and reviewing the collection of information. All responses to this collection of information are voluntary.



#### Consent

If you want a copy of this consent for your records, you can print it from the screen.

If you wish to participate, please click the "I Agree" button and you will be taken to the survey.

If you do not wish to participate in this study, please select "I Disagree" or select X in the corner of your browser.

O I Agree

I Disagree

#### **Overall Criteria**

2. Advanced S	afety Equip	oment is	. than Fat	igue Mana	agement.	*				
	Absolutely more important	Strongly more important	More important	Slightly more important	Equally important	Slightly less important	Less important	Strongly less important	Absolutely less important	
Advanced Safety Equipment	С	o	o	c	c	o	c	c	С	Fatigue Management

#### **Overall Criteria**

	Absolutely more important	Strongly more important	More important	Slightly more important	Equally important	Slightly less important	Less important	Strongly less important	Absolutely less important	
Advanced Safety Equipment	O	О	О	О	О	О	О	О	O	Driver Training

#### **Overall Criteria**

	Absolutely more important	Strongly more important	More important	Slightly more important	Equally important	Slightly less important	Less important	Strongly less important	Absolutely less important	
Advanced Safety Equipment	O	О	О	0	О	0	O	0	О	Hiring Practices

#### **Overall Criteria**

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6. Advanced S	afety Equip	ment is	than Safe	etv Culture	*					
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1. Collision A	voidance is	than F	Blind Spot	Monitoring	n *					
	Absolutely		omia opot		9.	Cliabtly		Strongly	Absolutoly	
	more	Strongly more	More	Slightly more	Equally	Slightly less	Less	less	Absolutely less	
	important	important	important	important	important		important	important	important	
Collision										Blind Spot
Avoidance	O	O	0	0	O	О	0	0	0	Monitoring
										9
anced Safety E	Equipment									
,										
2. Video-Bas	ed Safety is	s than F	Blind Snot	Monitorin	a. *					
	-	strongly	•	Slightly	_	Slightly		Strongly A	Absolutely	
A	more	more	More		Equally	less	Less	less	less	
ir	mportant in								important	
	mportant in									
Video- Based	mportant in								important	Blind Spot Monitorina
Video-	•	nportant in	nportant ir	nportant ir	nportant in	mportant ir	mportant ir	mportant	important	Blind Spot Monitoring
Video- Based	•	nportant in	nportant ir	nportant ir	nportant in	mportant ir	mportant ir	mportant	important	•
Video- Based Safety	o	nportant in	nportant ir	nportant ir	nportant in	mportant ir	mportant ir	mportant	important	•
Video- Based Safety	o	nportant in	nportant ir	nportant ir	nportant in	mportant ir	mportant ir	mportant	important	•
Video- Based Safety gue Manageme	c ent	nportant in	nportant ir	mportant ir	nportant in	mportant in	mportant ir	mportant	important	•
Video- Based Safety gue Manageme	c ent order Scree	nportant in	nportant ir	nportant ir	nportant in	mportant in	mportant ir	mportant i	important C	•
Video- Based Safety gue Manageme	c ent	nportant in	nportant ir	mportant ir	nportant in	mportant in	mportant ir	mportant	important	•
Video- Based Safety gue Manageme	ent order Scree Absolutely	nportant in	nportant in	p Disorder Slightly more	r Compliar	nce Monito	oring. *	mportant i	Absolutely	•
Video- Based Safety gue Manageme 3. Sleep Diso	ent  order Scree Absolutely more	ning is Strongly more	nportant in	p Disorder Slightly more	C Complian	nce Monito Slightly less	oring. *	Strongly less	Absolutely less	Monitoring
Video- Based Safety gue Manageme 3. Sleep Diso	ent order Scree Absolutely more important	ning is Strongly more important	than Slee  More important	p Disorder Slightly more important	C Complian Equally important	nce Monito Slightly less important	oring. * Less important	Strongly less important	Absolutely less important	•
Video- Based Safety gue Manageme 3. Sleep Diso Sleep Disorder	ent  order Scree Absolutely more	ning is Strongly more	nportant in	p Disorder Slightly more	C Complian	nce Monito Slightly less	oring. *	Strongly less	Absolutely less	Sleep Disorder Compliance
Video- Based Safety gue Manageme 3. Sleep Diso	ent order Scree Absolutely more important	ning is Strongly more important	than Slee  More important	p Disorder Slightly more important	C Complian Equally important	nce Monito Slightly less important	oring. * Less important	Strongly less important	Absolutely less important	Monitoring Sleep Disorder
Video- Based Safety gue Manageme 3. Sleep Diso Sleep Disorder	ent order Scree Absolutely more important	ning is Strongly more important	than Slee  More important	p Disorder Slightly more important	C Complian Equally important	nce Monito Slightly less important	oring. * Less important	Strongly less important	Absolutely less important	Sleep Disorder Compliance
Video- Based Safety gue Manageme 3. Sleep Diso Sleep Disorder	ent order Scree Absolutely more important	ning is Strongly more important	than Slee  More important	p Disorder Slightly more important	C Complian Equally important	nce Monito Slightly less important	oring. * Less important	Strongly less important	Absolutely less important	Sleep Disorder Compliance
Video- Based Safety gue Manageme B. Sleep Diso Sleep Disorder Screening	ent  order Scree Absolutely more important	ning is Strongly more important	than Slee  More important	p Disorder Slightly more important	C Complian Equally important	nce Monito Slightly less important	oring. * Less important	Strongly less important	Absolutely less important	Sleep Disorder Compliance
Video- Based Safety gue Manageme 3. Sleep Diso Sleep Disorder Screening	ent  order Scree Absolutely more important	ning is Strongly more important	than Slee  More important	p Disorder Slightly more important	C Complian Equally important	nce Monito Slightly less important	oring. * Less important	Strongly less important	Absolutely less important	Sleep Disorder Compliance
Video- Based Safety gue Manageme 3. Sleep Diso Sleep Disorder Screening	ent  order Scree Absolutely more important	ning is Strongly more important	than Slee  More important	p Disorder Slightly more important	C Complian Equally important	nce Monito Slightly less important	oring. * Less important	Strongly less important	Absolutely less important	Sleep Disorder Compliance
Video- Based Safety gue Manageme 3. Sleep Diso Sleep Disorder Screening	ent  order Scree Absolutely more important  order Scree Absolutely	ning is Strongly more important	than Slee  More important	p Disorder Slightly more important	C Complian Equally important	nce Monito Slightly less important	oring. *  Less important	Strongly less important	Absolutely less important	Sleep Disorder Compliance
Video- Based Safety gue Manageme 3. Sleep Diso Sleep Disorder Screening	ent  order Scree Absolutely more important  order Scree Absolutely more	ning is Strongly more important	than Slee  More important	p Disordel Slightly more important	C Complian Equally important  C Equally	mportant in  C  C  Slightly less important  C  Togram. *  Slightly less	pring. * Less important C	Strongly less important  C  Strongly less	Absolutely less important	Sleep Disorder Compliance
Video- Based Safety gue Manageme 3. Sleep Diso Sleep Disorder Screening	ent  order Scree Absolutely more important  order Scree Absolutely	ning is Strongly more important	than Slee  More important	p Disorder Slightly more important	C Complian Equally important	nce Monito Slightly less important	oring. *  Less important	Strongly less important	Absolutely less important	Sleep Disorder Compliance
Video-Based Safety  gue Manageme 3. Sleep Diso Sleep Disorder Screening  gue Manageme 4. Sleep Diso	ent  order Scree Absolutely more important  order Scree Absolutely more	ning is Strongly more important	than Slee  More important	p Disordel Slightly more important	C Complian Equally important  C Equally	mportant in  C  C  Slightly less important  C  Togram. *  Slightly less	pring. * Less important C	Strongly less important  C  Strongly less	Absolutely less important	Sleep Disorder Compliance Monitoring
Video- Based Safety gue Manageme 3. Sleep Diso Sleep Disorder Screening	ent  order Scree Absolutely more important  order Scree Absolutely more	ning is Strongly more important	than Slee  More important	p Disordel Slightly more important	C Complian Equally important  C Equally	mportant in  C  C  Slightly less important  C  Togram. *  Slightly less	pring. * Less important C	Strongly less important  C  Strongly less	Absolutely less important	Sleep Disorder Compliance Monitoring  Active Sleep
Video-Based Safety  gue Manageme  3. Sleep Diso  Sleep Disorder Screening  gue Manageme  4. Sleep Diso  Sleep	ent  order Scree Absolutely more important  c  ent  order Scree Absolutely more important	ning is Strongly more important  C  Strongly more important	than Slee  More important  C  than Active  More important	p Disorder Slightly more important  C  Slightly more important	C Compliant Equally important	mportant in  C  C  Slightly less important  C  Slightly less important	nportant in	Strongly less important  C  Strongly less important	Absolutely less important  C  Absolutely less important	Sleep Disorder Compliance Monitoring

	Absolutely more important	Strongly more important	More important	Slightly more important	Equally important	Slightly less important	Less important	Strongly less important	Absolutely less important	
Sleep Disorder Screening	o	o	O	O	O	0	0	0	0	Internally Modified Hours-of- Service Rules for Daytime
										and Nighttime Driving

### **Fatigue Management**

	Absolutely more important	Strongly more important	More important	Slightly more important	Equally important	Slightly less important	Less important	Strongly less important	Absolutely less important	
Sleep Disorder Compliance Monitoring	О	0	0	0	0	0	0	0	c	Active Sleep Disorder Program

# **Fatigue Management**

more

important

more

More

important important important

37. Sleep Disorder Compliance Monitoring is ... than Internally Modified Hours-of-Service Rules for Daytime and Nighttime Driving. \*

Absolutely Strongly Slightly Slightly Strongly Absolutely

Equally

more

	Internally Modified Hours-of- Service Rules for Daytime and Nighttime
--	---

less

important important important

Less

less

less

important

Driving

# **Fatigue Management**

Sleep Disorder Compliance Monitoring

	Absolutely more important	Strongly more important	More important	Slightly more important	Equally important	Slightly less important	Less important	Strongly less important	Absolutely less important	
Active Sleep Disorder Program	C	c	C	c	C	c	c	c	C	Internally Modified Hours-of- Service Rules for Daytime and Nighttime Driving
ver Training										
9. Finishing	Training is	than S	ustainmer	nt Training	*					
	Absolutely more important	Strongly more important	More important	Slightly more important	Equally important	Slightly less important	Less important	Strongly less important	Absolutely less important	
Finishing Training	О	O	O	O	О	О	О	О	О	Sustainment Training
iver Training										
	Training is	than D	act Crach	/ Incident <sup>-</sup>	Fraining *					
	Training is Absolutely more important	than P Strongly more important	More	Slightly more	Equally	Slightly less important	Less important	Strongly less important	Absolutely less important	
river Training  40. Finishing  Finishing  Training	Absolutely more	Strongly more	More	Slightly more	Equally	less		less	less	Post- Crash/ Incident Training.
40. Finishing Finishing Training	Absolutely more important	Strongly more important	More important	Slightly more important	Equally important	less important	important	less important	less important	Crash/ Incident
40. Finishing Finishing Training	Absolutely more important	Strongly more important	More important	Slightly more important	Equally important	less important	important	less important	less important	Crash/ Incident
40. Finishing Finishing Training	Absolutely more important	Strongly more important	More important	Slightly more important	Equally important	less important	important	less important	less important	Crash/ Incident

42. Sustainment	Training is Absolutely more important	s than P Strongly more important	More	Slightly more important	Training. *  Equally  important	Slightly less important	Less important	Strongly less important	Absolutely less important	Post-
Sustainment Training	C	С	O	c	O	c	O	c	c	Crash Incident Training
Driver Training										
43. Sustainment	Training is Absolutely more	s than S Strongly more	imulation-	Based Tra Slightly more	aining. *  Equally	Slightly less	Less	Strongly less	Absolutely less	
Sustainment Training	important C	important C	important C	important C	important C	important C	important C	important C	important C	Simulation- Based Training
ı	solutely Str nore r	rongly nore M	SI More n	ightly nore Ec	Sli Jually l	ightly ess L	ess l	ess	solutely less portant	
Crash/ Incident Training	С	С	С	С	С	С	С	С	О В	mulation- ased aining
Hiring Practices										
45. Pre-Employr	ment Scree Absolutely more important	ning is Strongly more important	than Drug More important	Testing. * Slightly more important	Equally important	Slightly less important	Less important	Strongly less important	Absolutely less important	
Pre- Employment Screening	c	c	O	O	c	o	c	o	O	Drug Testing
Hiring Practices										

46. Pre-Emp	loyment Sc	reening is .	than Phy	/sical Fun	ctions Te	sting. *				
	Absolute more importa	more	More	Slightly more t importan	Equally		Less	Strongly less nt importar	less	
P Employme Screeni		О	С	С	О	О	О	o	О	Physical Functions Testing
Corcem	9									resung
ring Practices										
47. Pre-Emp	lovment Sc	reening is	than Our	alifying Ro	nad Teet	*				
47.11e-Lilip	Absolute more	ely Strongly more	y More	Slightly more	Equally	Slightl / less	Less	Strongly less	less	
D	importa	ınt importar	nt important	t importan	it importai	nt importa	ınt importa	nt importar	nt important	Qualifying
Employme Screeni	ent o	С	c	O	c	С	O	O	c	Road Test
iring Practices										
49 Drug Too	eting is th	on Physics	d Eupotion	c Tacting	*					
48. Drug Tes	Absolutely	Strongly		s resung. Slightly		Slightly		Strongly	Absolutely	
	more	more	More	more I	Equally mportant	less important	Less important	less important	less important	
Drug Testing	0	C	О	o	o	O	О	o	0	Physical Functions Testing
ring Practices										
49. Drug Tes	tina is th	nan Qualifvi	ng Road T	est *						
•	Absolutely	Strongly	5	Slightly		Slightly		Strongly	Absolutely	
_	more important	more important ir			Equally mportant	less important	Less important	less important	less important	
Drug Testing	О	О	О	О	О	О	О	О		Qualifying Road Test
ring Practices										
50 Db : : :	F 1'	Ta akina da	4l O	lit .i D	l T 1 - 1					
50. Physical	Absolutely more	_	. than Qua More	Slightly more	ead Test.	Slightly less	Less	Strongly less	Absolutely less	
	important				important	important		important	important	
Physical Functions Testing	0	c	С	O	O	С	О	O	O	Qualifying Road Test
ata Analytics										
w Analytics										

51	Predictive A	nalytics fo	r Safety P	erformano	e are ti	han Data I	Drivan Ris	k Assassr	nont *		
51.	i redictive A	Absolutely	•		Slightly	nan Dala	Slightly	N A336331	Strongly	Absolutely	/
		more important	more	More	more	Equally	less	Less	less	less	
	Predictive	ппропапі	. ппропап	і шропап	ı imponan	t importan	ı importam	t important	importan	і ітропані	
	Analytics for	O	0	0	C	0	0	0	0	o	Data Driven Risk
	Safety Performance			V						V	Assessment
	<b>.</b>										
Safety	y Culture										
52.	Safety as a	Core Corp	orate Valu	ue is tha	an Attemp	ts to Meas	sure Safet	y Culture.	*		
	,	Absolutely	Strongly		Slightly		Slightly		Strongly	Absolutely	
		more important	more important	More important	more important	Equally important	less important	Less important	less important	less important	
											Attempt
	Safety as a Core					_			_		to
	Corporate Value	0	О	О	О	0	0	О	0	О	Measure Safety
	value										Culture
Safety	y Incentives/ D	iscipline									
53.	Rewards for		_		•	Jnsate Dri	_		Ctronaly	A book stoly	
	Ai	osolutely more	Strongly more	More	Slightly more	Equally	Slightly less	Less	Strongly I	Absolutely less	
	ir	nportant i	mportant i	mportant ii	mportant i	mportant i	mportant i	mportant i	mportant	important	
	Rewards										Discipline for
	for Safe Driving	O	C	0	О	О	О	0	0	0	Unsafe
	3										Driving
Meas	ures of Effectiv	eness and	Technology	y/Business	Practices S	Screens					_
5.1	What safety	moncuro	of offooti	vonose do	vou trock	(obook a	II that appl	v)· *			
	Driver reten		o or enectiv	veness do	you liack	(CHECK a	ιι ιιται αρρι	у)-			
	Preventable										
	□ DOT Repor										
	☐ Non-DOT R☐ Critical ever			narocolus del	wing or and	ina motori-	t compleint	ollo etc \			
			a braking, aç	ggressive an	iving, speed	ing, motoris	t complaint c	alis, etc.)			
	Other (pleas	se specity)								*	
	None										

55. What regulatory compliance measures of effectiveness do you track (check all that apply): *
☐ Hours-of-service violations
☐ Driver log falsifications
Out-of-service rates at roadside
☐ Other (please specify)
*
None
Measures of Effectiveness and Technology/Business Practices Screens
··
56. When developing crash or out-of-service rates, what normalizing variable(s) do you use (check all that apply): *
□ Miles
☐ Total number of drivers
□ Total number of loads
☐ Total number of power units
☐ Other (please specify)
*
Measures of Effectiveness and Technology/Business Practices Screens
57. Do you segment safety performance data to analyze specific types of crashes? *
C Yes
Č No
Measures of Effectiveness and Technology/Business Practices Screens

58. V	Vhat crash types do you use for safety performance data? (check all that apply) *
	Rear-end collision
	Hit fixed object moving forward
	Hit fixed object while backing
	Hit moving vehicle
	Lane change
	Ran off road
	Rollover/jackknife
	Hit pedestrian
	Roll away
	Stuck, need tow
	Property damage
	Spill/product release
	Hit by others
	Other (please specify)
	*
Measure	es of Effectiveness and Technology/Business Practices Screens
50 D	
	No you analyze equal factors for eraches 2 *
	Oo you analyze causal factors for crashes ? *
O	Yes
O	
0	Yes No
0	Yes
C C	Yes No
Measure	Yes No es of Effectiveness and Technology/Business Practices Screens
Measure	Yes No  es of Effectiveness and Technology/Business Practices Screens  Vhat causal factors for crashes do you analyze? (check all that apply) *  Speed management
Measure 60. V	Yes No  es of Effectiveness and Technology/Business Practices Screens  What causal factors for crashes do you analyze? (check all that apply) *  Speed management  Space management
Measure 60. W	Yes No  es of Effectiveness and Technology/Business Practices Screens  What causal factors for crashes do you analyze? (check all that apply) *  Speed management  Space management
60. W	Yes No  es of Effectiveness and Technology/Business Practices Screens  What causal factors for crashes do you analyze? (check all that apply) * Speed management Space management Fatigue Distraction
60. W	Yes No  es of Effectiveness and Technology/Business Practices Screens  What causal factors for crashes do you analyze? (check all that apply) *  Speed management  Space management  Fatigue  Distraction  Driver skill or knowledge
60. W	Yes No  es of Effectiveness and Technology/Business Practices Screens  What causal factors for crashes do you analyze? (check all that apply) *  Speed management  Space management  Fatigue  Distraction  Driver skill or knowledge
60. W	Yes No  Best of Effectiveness and Technology/Business Practices Screens  What causal factors for crashes do you analyze? (check all that apply) *  Speed management  Space management  Fatigue  Distraction  Driver skill or knowledge  Medical event (with driver)
60. W	Yes No  Best of Effectiveness and Technology/Business Practices Screens  What causal factors for crashes do you analyze? (check all that apply) *  Speed management  Space management  Fatigue  Distraction  Driver skill or knowledge  Medical event (with driver)
60. W	Yes No  Best of Effectiveness and Technology/Business Practices Screens  What causal factors for crashes do you analyze? (check all that apply) *  Speed management  Space management  Fatigue  Distraction  Driver skill or knowledge  Medical event (with driver)

61. What technology investments have you made and/or business practices implemented to improve performance as reflected by **preventable crash rates (including preventable DOT recordable crash)** (check all that apply) \*

**Advanced Safety Equipment** - includes those tools and technologies installed on trucks that help to prevent crashes and unsafe driving behaviors. \*

☐ Rollover Stability	
□ Collision Avoidance	
☐ Lane Departure Warning	
□ Video-Based Safety System	
☐ Blind Spot Monitoring	
□ None	
□ Other	
*	
Fatigue Management - includes those policies and practices that help to prevent crashes and unsafe driving behaviors that may result from a driver being fatigued. *	
☐ Sleep Disorder Screening	
☐ Sleep Disorder Compliance Monitoring	
☐ Active Sleep Disorder Program	
☐ Internally Modified Hours-of-Service Rules for Daytime and Nighttime Driving	
□ None	
□ Other	
*	
<b>Driver Training</b> - includes those policies and practices that help to prevent crashes and unsafe driving behaviors that may result from a driver lacking the skills and knowledge to operate safely. *	
☐ Post-Crash/Incident Training	
☐ Sustainment Training	
☐ Simulation-based Training	
□ None	
☐ Other	
*	
Data Analytics - includes those tools, technologies, and practices that help to prevent crashes and unsafe driving behaviors by analyzing data on driver operations. *	l
☐ Predictive Analytics for Safety Performance	
□ Data Driven Risk Assessment	
Other	
*	
□ None	
Safety Incentives/Discipline - includes those policies and practices that help to prevent crashes that may result from a driver engaging in unsafe driving behaviors. *	1
Rewards for Safe Driving	
□ Discipline for Unsafe Driving	
□ Other	
*	

□ None	
Other Technology Investments or Business Practices *	
Cother *	
None	

Measures of Effectiveness and Technology/Business Practices Screens

reflected by measures of regulatory compliance (i.e., hours-of-service violations, driver log falsifications, or out-of-service rates at roadside) (check all that apply): *
Safety Culture - includes those policies and practices that help to prevent crashes and unsafe driving behaviors by establishing an expectation of safety in all aspects of a carrier's business. *
☐ Safety as a Core Corporate Value
Attempt to Measure Safety Culture
□ None
Other *
Safety Incentives/ Discipline - includes those policies and practices that help to prevent crashes that may result from a driver engaging in unsafe driving behaviors. *
Rewards for Safe Driving
☐ Discipline for Unsafe Driving
☐ Discipline for Driver Log Violations/ Falsifications
□ None
Other *
Regulatory Compliance Monitoring - includes those policies and practices that help to ensure compliance with federal regulations on hours-of-service and equipment serviceability *
☐ Carrier-Performed Routine Inspections of Equipment Serviceability
☐ Detailed Process for Driver Pre-Trip Inspections
RFID-Verified Driver Pre-Trip Inspections (RFID = Radio Frequency Identification)
□ None
Other *
Other Technology Investments or Business Practices *
Cother *
□ None

62. What technology investments have you made and/or business practices implemented to improve performance as