



Attitudes of Truck Drivers and Carriers on the Use of Electronic Logging Devices (ELDs) and Harassment

Truck drivers and carrier personnel were interviewed on the use of electronic logging devices (ELDs) for keeping track of driving hours and whether these devices were used to harass drivers. This research examined the following issues:

- Whether drivers considered their ELD-related experiences and interactions with their carriers as harassment.
- How frequently drivers reported the occurrence of ELD-related harassment.
- Whether these interactions were enabled by the carrier using hours-of-service (HOS) data collected via an ELD and whether it was a standalone ELD or a comprehensive system which included ELD capability.
- Whether drivers who use ELDs for tracking HOS differ from those who use paper logs.

Data were collected from 628 truck driver respondents and 865 carrier respondents regarding attitudes about ELDs, reactions to definitions of *harassment* and *coercion* developed by the Federal Motor Carrier Safety Administration (FMCSA), ways in which drivers are compensated and evaluated, and profiles of both the drivers and the carrier companies.

Findings from the drivers' survey are presented according to the systems used for logging their HOS (i.e., paper or ELD). Carrier personnel responses are displayed according to the primary HOS logging method used by their company.

Table 1 presents findings on the percentage of drivers using ELDs who experienced a perceived harassing interaction with their management.

Table 1. Percent of ELD-using drivers who considered the interactions harassment and experienced the perceived harassing interactions with management, by type of interaction.

Specific Interactions That Drivers Considered Harassment and Said They Experienced, by Frequency of Occurrence (Total Respondents: 628)	Two or More Times Per Month	One or More Times Per Month
Communications		
Interrupt your off-duty time with a message at an inappropriate time.	7%	12%
Contact you promptly about a new job task so you didn't have to wait without pay.	1%	2%
Paid and Unpaid Time		
Require you to wait for customer delays for more than 2 hours without pay.	5%	9%
Require you to wait between loads for more than 2 hours without pay.	4%	8%
Arrange your loads so you had little delay time between loads.	2%	3%
Pay you for customer delays when picking up or delivering freight.	1%	2%
Schedules		
Ask you to meet a customer load schedule you view as unrealistic.	4%	9%
Ask a customer to adjust a load schedule so it was realistic for you.	1%	2%
Fatigue		
Ask you to operate when you judged you were fatigued.	3%	4%
Ask that you shut down if you felt fatigued.	1%	1%
Logging and Breaks		
Ask you to log your hours inaccurately to get more work time or delay a break.	2%	3%
Ask you to log your hours accurately when you could have had more work time or delayed a break by being inaccurate.	2%	3%
Change your log record after it was made to give you more work time or delay a break.	1%	3%
Ask you to take sufficient time off duty to recover from fatigue.	1%	1%

FINDINGS

Drivers reviewed a list of 14 potential management interactions and were asked if they considered the items to be harassment and how often they experienced those interactions (i.e., never, once a month, or at least twice a month).

What Drivers Consider Harassment

- Forty-two percent of all the surveyed drivers said none of the 14 items were harassment.
- Approximately one-quarter of the drivers considered it harassment if management asked them to inaccurately log hours, operate when they were fatigued, or interrupt their off-duty time at an inappropriate time.

Drivers and ELD-Related Harassment

- Seven percent or less of the drivers using ELDs said they considered one of the listed types of interactions harassment and experienced it two or more times a month; 13 percent at least once a month.
- Ten percent of the ELD-using drivers said they considered having to wait for more than 2 hours for customer delays harassment and experienced this at least once a month.
- Two percent of the drivers who used ELDs for logging driving time considered being asked to inaccurately log their hours to extend driving time harassment and experienced this interaction at least once a month.

Comparing Drivers Who Use ELDs to Those Who Use Paper Logs

- Drivers using ELDs to log HOS tend to work at companies with larger fleets and are more likely to be company employees.
- Drivers using ELDs are more likely to be in trucks that are equipped with safety monitoring/advisory systems.
- Drivers using ELDs were more likely to be paid on the basis of miles and less likely to be paid a percentage of revenue compared to those using paper to log their HOS.
- Consistent with the basis on which they are paid, drivers using ELDs to log HOS were more likely to be evaluated on the basis of miles driven.

There are also some similarities between ELD- and paper-logging drivers. Their job satisfaction and their relationship with management are not significantly different. In addition, their views on what constitutes harassment are similar. The sole difference regarding the interactions in the questionnaire was that those using paper were more likely to consider it harassment when a manager asked them to log inaccurately to get more work time in or to delay a break.

Drivers were given a list of four additional events and asked if they had experienced any of those events while at their current company. Each of these events related to the

way a driver's labor and hours were logged. Twenty-nine percent of drivers said that they had experienced at least one of these events. This was significantly more common for drivers who use ELDs than for those who use paper (39 percent versus 19 percent), due to drivers being contacted to learn why the truck wasn't moving and due to carriers changing the duty status in the drivers' logs.

Generally, the research observations do not suggest that reported harassment experiences are greater for drivers who use ELDs to log HOS than they are for drivers who use paper. The evidence in this survey research does not support the conclusion that using ELDs to log HOS leads to harassment.

Carrier Personnel Attitudes on Use of ELDs

Carrier representatives were asked a similar series of questions regarding potentially harassing interactions, with questions adapted as applicable. Their responses to the interactions largely confirmed the perspectives of the drivers.

Five percent of the carriers reported asking their "average" driver to work when fatigued at least once a month, while 2 percent of carriers reported doing this at least twice a month.

METHODOLOGY

The sample of drivers for the in-depth interviews was drawn from the Motor Carrier Management Information System (MCMIS) census file and from State Department of Transportation registries. The carrier sample was identified using trade lists of top trucking firms and the MCMIS database. The national representative sample of truck drivers was intercepted at truck stops and surveyed using a paper questionnaire; carriers received letters recruiting them to complete an online survey.

To report results and check for differences, the following procedures were followed:

- Results were first reported for the total drivers or total carriers using weighted data.
- To compare within the drivers, the null hypothesis is that there are no differences in the interactions or harassment between those who only use paper to log their HOS and those who only use ELDs.
- Similarly, to compare within the carriers, the null hypothesis is that there are no differences between those whose fleets only log HOS with paper, those whose fleets only log HOS with ELDs, and those whose fleets are a mix of the two logging methods.
- In each case (both drivers and carriers), the null hypothesis was examined by testing at 95 percent confidence, using two-tail tests.

For the complete report, please visit:

<http://www.fmcsa.dot.gov/safety/research-and-analysis/publications>.