

**Perceptions of the MCSAP:
Motor Carrier Management and
State Administrators**

Gene C. Griffin
Brenda M. Lantz
Matthew J. Titus

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Brenda M. Lantz
Matthew J. Titus

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*The Upper Great Plains Transportation Institute
North Dakota State University
P.O. Box 5074 • 430 IACC Building
Fargo, North Dakota 58105-5074
(701) 231-7767 • Fax: (701) 231-1945*

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Disclaimer

The contents of this report reflect the views of the authors, who are responsible for the facts and accuracy of the information presented herein, and are not necessarily the views of the above agencies, but the sole responsibility of the Upper Great Plains Transportation Institute and the authors.

Table of Contents

Introduction	1
Objectives, Methodology and Procedures	2
Results	5
Summary and Conclusions	16
Appendix A: Results Tables of Motor Carrier Management Perceptions of the MCSAP	19
Appendix B: Results Tables of State Administrator Perceptions of the MCSAP	43
Appendix C: Motor Carrier Management Survey	57
Appendix D: State Administrator Survey	81

Perceptions of the MCSAP: Motor Carrier Management and State Administrators

Introduction

Highway safety is an important socioeconomic issue in the United States. Highway accidents involving all types of vehicles result in billions of dollars in economic losses as well as untold emotional suffering and anguish. There were 40,115 highway accident fatalities and thousands more injuries in 1993.¹ The cost of all highway accidents has been estimated at \$72.2 billion.² This estimate only includes lost wages, medical expenses, insurance administrative costs and insured property damage. Thus, it is probably substantially underestimated.

Commercial trucks are one type of traffic contributing to this safety issue. In 1993, medium and heavy trucks were involved in accidents resulting in 4,849 fatalities.³ Furthermore, many more accidents involving medium and heavy trucks occurred during the same year resulting in substantial property damage and economic loss. It is safe to say that the economic loss from commercial truck accidents is in the billions of dollars annually. This says nothing of the emotional pain endured by people directly affected by these accidents.

The Motor Carrier Safety Assistance Program (MCSAP) was created by Congress in 1983 as part of the Surface Transportation Assistance Act of 1982 to improve motor carrier safety and reduce motor carrier accidents on the nation's roads and highways. More specifically, "the objective of the Motor Carrier Safety Assistance Program (MCSAP) is to reduce the number and severity of accidents and hazardous materials incidents involving commercial motor vehicles by substantially increasing the level and effectiveness of enforcement activity and the likelihood that safety defects, driver deficiencies and unsafe carrier practices will be detected and corrected."⁴ The Federal Highway Administration (FHWA), through the Office of Motor Carriers (OMC) provides the States with matching annual grants to carry out this program and achieve its objectives. Thus, there are three primary groups involved in the program: (1) FHWA, Office of Motor Carriers, (2) the State agencies responsible for administering the program, and (3) the motor carrier industry.

¹ Our Nation's Highways, Federal Highway Administration, Office of Highway Information Management, Publication No. FHWA-PL-95-028, May 1995.

² Accident Facts, 1990 Edition, National Safety Council, pp. 2-3.

³ Our Nation's Highways, Federal Highway Administration, Office of Highway Information Management, Publication No. FHWA-PL-95-028, May 1995.

⁴ 49 CFR Ch. III (10-1-92 Edition), p. 478.

The MCSAP provides a significant opportunity to improve motor carrier safety. One goal of the program is to achieve the best possible performance, improved motor carrier safety, from the limited available funds. This goal is justified by an altruistic desire to improve safety and correspondingly reduce associated suffering and cost, as well as the obligation to be good stewards of public resources. One strategy to maximize program performance is the development of a strong partnership among the three parties fundamental to the program. Effectiveness of the program depends on how receptive the States are to the program and their willingness to administer it. Furthermore, acceptance of the program by the motor carrier industry will also impact program performance. Therefore, it is important for the initiators of the program, FHWA/OMC, to understand how the other two partners perceive the program in order to capitalize on this partnership strategy. The purpose of the present study is to identify and document the perceptions of state administrators and motor carrier management of the MCSAP.

Objectives, Methodology and Procedures

The general objective of this project is to establish a better understanding of how State agencies responsible for carrying out the program and the motor carrier industry relate to the MCSAP. Specific objectives include:

- (1) Identify how state administrators and motor carrier management perceive the MCSAP.
- (2) Solicit suggestions for improvement of the MCSAP from these two groups.
- (3) Determine the degree of partnershiping that the related parties perceive currently exists and what degree they would like among the three groups.
- (4) Determine how familiar motor carrier management is with the Intelligent Transportation Systems for Commercial Vehicle Operations (ITS/CVO) concept.

The first three objectives pertain to the main focus of the study. The fourth objective was added as a side issue of interest to the research team. Each group was individually surveyed to obtain the necessary information to successfully achieve the four project objectives.

The geographic scope of the study was nationwide. All the contiguous States and Washington, D.C. were included in the part of the study pertaining to State agencies, with the exception of South Dakota which was not participating in the MCSAP at the time of the study. The geographic representation of the motor carrier industry was developed as broad as possible given the problems associated with sampling the trucking industry.

Sample frames, necessary for the survey process, were developed separately for the MCSAP state administrators and motor carrier management. The sample frame for state administrators of the MCSAP was simply a matter of obtaining their identity, and thus consisted of the entire population.

The sample frame for motor carrier management was a much more difficult issue. It is virtually impossible to draw a random sample of the industry.⁵ Furthermore, defining the industry to sample is an issue in itself.⁶ A representative sample frame of the industry was developed to overcome this problem. The motor carrier sample frame consisted of the members of the following four major trucking industry association groups:

- (1) The Interstate Truckload Carriers Conference (ITCC),
- (2) The Regular Common Carriers Conference (RCCC),
- (3) The Specialized Carriers and Riggers Association (SCRA), and
- (4) The National Private Truck Council (NPTC).

The carriers belonging to these associations would have exposure to and experience with the MCSAP because of the nature of their operations. Therefore, even though they do not represent every segment of the trucking industry, they should provide a more than adequate representation of the industry's perceptions of the program.

The method used for obtaining the data for this project was a mail questionnaire. A separate survey instrument was developed for each of the two groups, state administrators and motor carrier management. The questionnaire was based on the two main MCSAP operational program activities, roadside inspections and compliance reviews. There were two general types of questions asked, forced answer and open-ended. The forced answer questions were generally presented with a seven point scale. The questionnaire ranged in size from 15 to 20 pages for the state administrators and motor carrier management, respectively. The survey was printed in booklet form to decrease the intimidation to the survey recipient and make it more user friendly. The specific questions asked can be found in Appendices C and D which contain a complete copy of the surveys.

The survey was mailed to each of the potential respondents in the sample frame along with a cover letter and an Upper Great Plains Transportation Institute business reply return envelope. In addition, a reminder postcard was sent out a few weeks later to try to generate a higher response rate. The number surveyed and returned and the corresponding response rates are given in Table 1. The ITCC had the greatest response rate among motor carrier management at 21.9 percent which is considered very good for this type of survey. The response rate for state administrators was extremely high at 66.7 percent. The overall response rate was high enough for both groups to provide confidence in the results. All responses for the motor carrier industry were anonymous, thus it was not possible to determine which company or person within the company returned the survey. Respondents from the state administrator survey could be determined because there was only one response from each State participating. Additionally, the

⁵ There is no known source or listing of all the motor carriers operating in the United States.

⁶ To some, the motor carrier industry is a large industry made up of many small firms and a few large firms that operate trucks. To others, it is a set of varying specialized types of truck transportation, any one of which could be considered an industry in itself.

will be provided upon request. A summary of these responses for both the motor carrier management and the state administrators is incorporated in the following.

In order to interpret the tables of results, each question with more than one item is sorted from the highest mean to the lowest mean. Thus, one can see at a glance which items of a particular list the respondents most strongly agreed with, thought were most effective, etc. down to the items they most strongly disagreed with, thought were least effective, etc. For example, examining Table 2, which illustrates the results for Question 2 from the state administrators survey, state administrators on average most strongly agreed with the statement that roadside inspections are worthwhile (a mean of 6.47 on a scale of 1-7, 1 being strongly disagree and 7 being strongly agree). Conversely, out of the five items listed, they most disagreed with on average the statement that roadside inspections are thorough regarding the driver (a mean of 5.75 on the same 1-7 scale). However, a mean of 5.75 is still notably higher than an average score of 4.00, so the administrators do feel that inspections are thorough regarding the driver, they just do not feel this as strongly as the other items in the list.

In addition, directly to the right of the item is the number of administrators responding to that particular item. For example, n=32 (i.e., all the administrators) responded to the item asking if they agreed with the statement that inspections are worthwhile. One will notice that for some items, not every respondent answered.

An additional way to interpret these tables is to examine the percentages to the right of the means. The middle columns (labeled 1 through 7) give the percent of respondents choosing that particular number on the scale. For example, 59.4 percent of the administrators (19 out of 32) circled 7 as a response, 28.1 percent circled 6, and 12.5 percent circled 5. No one circled 1 through 4. In addition, the far right column adds up the percent of respondents who generally agreed with the statement and circled 5, 6, or 7 (in this case, these add up to 100.0 percent), and the column directly to the right of the mean adds up the percent of respondents who generally disagreed with the statement and circled 1, 2, or 3 (in this case, these add up to 0.0 percent).

Table 2. Example with Results of Question 2 from the State Administrators Survey.

Q-2. DO YOU FEEL THAT ROADSIDE INSPECTIONS ARE										
Item	Mean	1+2+3	Percentages							5+6+7
			Strongly Disagree				Strongly Agree			
			1	2	3	4	5	6	7	
1. Worthwhile (n=32)	6.47	0.0	0.0	0.0	0.0	0.0	12.5	28.1	59.4	100.0
2. Improve safety for the industry (n=32)	6.25	0.0	0.0	0.0	0.0	3.1	9.4	46.9	40.6	96.9
3. Conducted fairly (n=31)	6.19	0.0	0.0	0.0	0.0	0.0	16.1	48.4	35.5	100.0
4. Thorough regarding the equipment (n=32)	5.97	0.0	0.0	0.0	0.0	6.3	25.0	34.4	34.4	93.8
5. Thorough regarding the driver (n=32)	5.75	6.3	0.0	0.0	6.3	12.5	15.6	31.3	34.4	81.3

The majority of the tables are organized in this way and are interpreted similarly. Other tables are straightforward in their interpretation. The open-ended questions provided some informative answers and are simply ordered by the code number assigned to the survey as it came in. Comparing state administrator responses to motor carrier management responses is especially enlightening.

Motor carrier management and state administrators perceive the MCSAP as a beneficial program which makes a positive contribution to motor carrier safety. State administrators felt more strongly about the program than motor carrier management in all instances; however, both viewed the program very favorably. Also, both groups were in favor of improving the program and offered several suggestions on how to accomplish this.

Sixty-two percent of the motor carrier management surveyed thought that the program improved safety somewhat to very much for the industry (Appendix A, Q-1). Only 17 percent of motor carrier management concluded that the program did not improve safety. In contrast, 97 percent of the state administrator respondents thought that the program improved safety somewhat to very much for the industry (Appendix B, Q-1). It is interesting to note that carrier management felt that the program improved safety more for the industry than for their firm. Forty-one percent of the managers perceived that the program improved safety for their firm compared to the 62 percent that thought it improved safety for the industry.

Similar attitudes prevailed in managers' opinion of roadside inspections. Seventy percent of the managers indicated that they thought that roadside inspections improved safety for the industry (Appendix A, Q-2). A majority of managers also thought that they were worthwhile and thorough regarding both the equipment and the driver. However, managers did exhibit concern about the fairness with which the roadside inspections were conducted. Thirty-two percent did not think they were conducted fairly in contrast to 40 percent who did. This may be a perception issue and/or the reality of the situation depending on the state. Regardless, it does indicate a concern by carrier managers that should be addressed through information or education at the least. It also may require a review of practices and adjustment where necessary.

Nearly all of the firms had experienced a roadside inspection in the past three years (Appendix A, Q-4). Managers were nearly evenly split on the issue of the frequency of inspections. Roughly one-third of them thought that there should be fewer inspections, one third felt that there was about the right amount, and one-third thought that there should be more (Appendix A, Q-3). One might conclude that the frequency is about right on average from their perspective. This is in contrast to the state administrators perspective. A slight majority, 53 percent, thought that roadside inspections should be more frequent. Forty-seven percent thought the frequency was about right and none of the state administrators thought there should be fewer inspections.

Fifty-eight percent of the firms responding had drivers that were placed out-of-service in the past year prior to the survey. Additionally, 69 percent had vehicles placed out-of-service as a result of roadside inspections (Appendix A, Q-5). A majority of the managers responding perceived that the out-of-service orders for drivers were justified. Fifty-seven percent indicated that they were

justified 100 percent of the time, and an additional 15 percent felt that they were justified in 50 percent of the cases (Appendix A, Q-6). Managers were not quite as convinced about the out-of-service orders for equipment. A total of 65 percent of the respondents perceived that the out-of-service orders for equipment were appropriate 50 to 100 percent of the time. This contrasts with 72 percent for out-of-service orders for drivers. Approximately one-third of the managers were not as convinced of the appropriateness of the out-of-service orders. This group thought that either none of the out-of-service orders were appropriate or only 25 percent. This would seem to indicate an opportunity to educate carriers and/or reexamine the out-of-service criteria.

Only 36 percent of the carrier management respondents indicated that they were familiar with the roadside inspection selection process. This would seem to indicate a tremendous opportunity for state and federal program personnel to acquaint motor carriers with the selection process.

Although most motor carrier manager respondents were not familiar with the roadside selection process nearly every one of them provided their perception of how vehicles were selected for inspection. They provided a broad variety of opinions including that vehicles were selected randomly, based on vehicle and/or driver appearance, and based on inspector's historical safety experience with a carrier. Although state administrators responded similarly, there were notable differences. State administrators generally responded that vehicles were selected based on inspector availability, probable cause, inspector's knowledge of the carriers, and randomness. The notable difference was the degree of emphasis placed on the notion of random selection. State administrators placed markedly less emphasis in their responses than industry respondents concerning whether vehicles were selected randomly for inspection.

Managers' perception of the fairness of the selection process ranges from unfair to fair with a large segment unsure. Forty-two percent were neutral on the question and an additional 31 percent thought it was somewhat to very fair (Table 3). Twenty-seven percent perceived the process to be unfair.

Table 3. Q-9. Opinion of the Fairness of the Selection Process for Roadside Inspections.

Item	Percentages									
	1+2+3	Very Unfair						Very Fair		5+6+7
		1	2	3	4	5	6	7		
1. Inspection selection fairness (n=298)	27.2	7.4	7.4	12.4	42.3	15.1	10.4	5.0	30.5	

When the responses to the fairness question were analyzed by whether or not they were familiar with the selection process, the results were quite different. The same percentage of respondents for both those that indicated that they were familiar and not familiar with the selection process thought the selection process was unfair, 27 percent (Table 4). However, a significant difference was observed between those that were not familiar and those that were in the indifferent category. Fifty percent of those that were unfamiliar with the selection process were undecided about the fairness. This compares with 30 percent of those that were familiar. The 20 percent

difference shifted to the fairness side. This would seem to indicate a strong need for and the possible effectiveness of an educational program.

Table 4. Q-9 by Q-7. Opinion of Roadside Inspection Selection Process Fairness by Familiarity with the Selection Process.

Item	Mean	Opinion of Roadside Inspection Selection Process Percentages								
		1+2+3	Very Unfair			Very Fair			5+6+7	
			1	2	3	4	5	6	7	
1. NOT familiar with the selection process for roadside inspections (n=182)	3.83	27.4	8.8	7.1	11.5	49.5	13.2	7.7	2.2	23.1
2. Familiar with the selection process for roadside inspections (n=113)	4.30	27.5	5.3	8.0	14.2	30.1	18.6	14.2	9.7	42.5

Managers and state administrators were both asked to offer three suggestions to improve the MCSAP. Again a majority of the respondents in both categories answered the question, and there was a wide range and variety of responses. The following suggestions summarize those provided by motor carriers:

- ▶ Improve consistency between states and inspectors,
- ▶ Use technology for selecting carriers based on past history and previous inspections,
- ▶ Increase funding for more officers and more inspections,
- ▶ Decrease time required or extent of inspections,
- ▶ Perform drug and alcohol testing at the roadside as opposed to by the carrier, and
- ▶ Send copies of inspection reports to the carrier.

Among motor carriers, however, some contradiction existed with some desiring more “statistically” random vehicle selections and others suggesting eliminating “randomness” and concentrating on higher risk vehicles. There also were suggestions that the process should focus more on safety and less on revenue generation and that more inspections should occur on non-interstate highway routes.

State administrator responses were surprisingly similar to those from the motor carrier industry. Their responses could be summarized as deploying technology such as the Inspection Selection System (ISS)⁸ for pre-screening, and increasing the use of technology for driver logs and general information gathering and dissemination. Other responses included more inspectors and facilities, increase emphasis on probable cause and decrease emphasis on randomness, and to educate drivers better about the process and information requirements. There also were suggestions to limit inspection criteria to critical items identified as accident causers and to reduce the out-of-service criteria.

⁸ A description of this project can be obtained by contacting the Upper Great Plains Transportation Institute, North Dakota State University (701-231-7767).

A similar set of questions were asked regarding the compliance review process. A strong majority, 89 percent, of managers indicated they were familiar with the MCSAP compliance review process (Appendix A, Q-11). A significant majority of respondent firms had experienced a safety/compliance review, 85 percent (Appendix A, Q-12). A majority of the reviews, 92 percent were not requested by the firm being reviewed (Appendix A, Q-15). Interestingly, however, a majority of the firms, 60 percent (Appendix A, Q-16), reported that they were not aware why the firm was being reviewed. This may be that the respondent was not that intimate with the details of the review or that there was a lack of communication. Regardless, it appears as though there is another good opportunity to improve the program and the sense of partnership through better communication.

Those firms that requested a review were asked why, and a limited number of responses were given. Generally, for those carriers who requested their most recent review, their reasons were to improve their current rating, that they were new, or that the firm was seeking additional operating authority.

More responses were received for the question of why a firm was selected for review, when it was not requested by the carrier, than for the previous question. Motor carriers felt that they were selected for review due to complaints, randomly, being involved in a fatal accident, or past compliance problems. It seems, from the responses, that carriers are not sure why they are being reviewed and are not aware of any selection criteria. Again, this seems to point to the need for an educational effort.

Of those firms receiving a review, 89 percent were rated satisfactory, 10 percent were conditional and one percent unsatisfactory (Appendix A, Q-18). Interestingly, this distribution nearly mirrors the perception of the fairness in assigning the rating. Ten percent of the firms thought the assignment of the rating was somewhat to very unfair, 83 percent thought it was somewhat to very fair and 8 percent were neutral (Appendix A, Q-19). A more detailed analysis indicates that a large percentage, 67 percent, of those firms who received a conditional or unsatisfactory rating also thought the rating was unfairly assigned (Table 5). This is similar to the 91 percent who received a satisfactory rating that thought the rating assignment was fair.

Table 5. Q-19 by Q-18. Opinion of Fairness of Rating by what Rating was Most Recently Assigned.

Item	Mean	Opinion of Rating Percentages								
		1+2+3	Very Unfair			Very Fair			5+6+7	
			1	2	3	4	5	6	7	
1. Satisfactory Rating (n=241)	6.16	2.0	0.4	0.4	1.2	6.6	15.8	23.2	52.3	91.3
2. Conditional or Unsatisfactory Rating (n=30)	2.73	66.7	36.7	20.0	10.0	16.7	3.3	10.0	3.3	16.6

Motor carriers who felt their ratings were unfairly assigned generally did so for two reasons. They thought that minor infractions in hours-of-service rules are weighted too heavily and that the carrier profile is given more weight than actual review results.

The inspectors who conducted the review were judged positively in several areas by the motor carrier management respondents (Appendix A, Q-21). Eighty-four percent of the managers thought they were knowledgeable of the regulations as opposed to four percent who thought they were not knowledgeable. Eighty-two percent said they were courteous, 81 percent indicated they were cooperative, 76 percent said they explained the procedures clearly, 75 percent said they were objective, and 70 percent thought they were knowledgeable about truck operations. Only a small percent of the respondents, 14 percent or less had negative perceptions in these six areas.

A more detailed question regarding the fairness and objectivity of the inspector in evaluating the various parts of the review corroborates the positive perception of inspectors by motor carrier management (Appendix A, Q-22). Seventy-five percent or more of the carrier managers thought the inspectors were somewhat to very fair in all nine distinct aspects of the review. The lowest fairness rating was given to *Part 395, Ensuring Compliance with the Hours of Service of Drivers* with 75 percent. Even in this category only 11 percent thought they were unfair. Interestingly, these results are nearly exactly the same as those of the state administrators (Appendix B, Q-8). The only distinction is a slight difference in degree. The fairness and objectivity surrounding the review process is perceived very positively by both survey groups. This is in contrast to the roadside inspection process where 28-35 percent of the carrier respondents thought the out-of-service orders, for drivers and equipment respectively, were inappropriate.

Motor carrier management also thought that the individual components of the review process improved safety (Appendix A, Q-23). Sixty-one to 71 percent of the respondents indicated that the nine different components of the review improved the safety of their firm. However there was a notable percentage of managers who thought certain aspects of the review were ineffectual including *Ensuring compliance with hours of service*, 20 percent, *Ensuring compliance with commercial drivers license standards*, 21 percent, and *Ensuring the company meets the minimum levels of financial responsibility*, 24 percent. It appears that some follow up investigation by FHWA or state employees may be useful to determine how the effectiveness of the compliance reviews could further improve the safety of the individual firm, especially in the areas noted.

The overall impression of the review process by motor carrier managers was generally favorable (Appendix A, Q-24). However, there was a mixed view on how often the reviews should take place. Thirty-eight percent thought they should take place more frequently for the industry, and 27 percent thought they should be less frequent.

Only 38 percent of the motor carrier managers indicated they were familiar with the selection process for review, 62 percent indicated they were not. This is similar to the outcome of the same question on roadside inspections. The results would seem to indicate a strong need for a better informational/educational effort by state and federal agencies.

A detailed analysis of the managers' perception of the fairness of the compliance review selection process resulted in mixed outcomes. As a group, 21 percent of the managers thought the selection process was unfair, 42 percent were ambivalent and 38 percent thought the selection process was fair (Appendix A, Q-28). When this question was analyzed by the managers' familiarity with the selection process the results were interesting (Table 6). Although a greater percentage of managers that were familiar with the selection process thought the process was fair, 41 versus 34 percent, more of the same group also thought it was unfair, 25 versus 18 percent. This would seem to suggest that an examination of the selection process be undertaken as well as the development of an educational program.

Table 6. Q-28 by Q-26. Opinion of Compliance Review Selection Process Fairness by Familiarity with the Selection Process.

Item	Mean	Opinion of Review Selection Process Percentages								
		1+2+3	Very Unfair			Very Fair			5+6+7	
			1	2	3	4	5	6		7
1. NOT familiar with the selection process for compliance reviews (n=139)	4.20	18.0	4.3	4.3	9.4	48.2	20.1	10.1	3.6	33.8
2. Familiar with the selection process for compliance reviews (n=117)	4.11	24.8	9.4	7.7	7.7	34.2	24.8	11.1	5.1	41.0

When asked on what basis they think carriers are selected for review, managers thought firms were selected for reviews based on complaints, safety inspection history, accident history, a random or periodic selection, or as a result of being an unrated carrier. Additionally, a number of carriers were unsure of how firms were selected for review. State administrators were asked the same question, and they indicated that carriers are selected for review based on rating schemes (federal and their own), complaints (some indicated they must be written with verifiable violations), accident reports from OMC, periodic, or as requested.

Motor carrier managers and state administrators were asked to offer three suggestions on how the review process could be improved. Some common themes in the responses from motor carriers included educating and assisting carriers rather than punishing, and reducing paperwork requirements. Motor carriers also suggested that the MCSAP should recognize the success of internal policies and procedures for dealing with violations and allow carriers to perform self-audits using similar software used in the review. Other responses include placing greater emphasis on audits for pre-screening carriers for review, provide more advance warning so the carrier can assemble appropriate records, and use a more objective process for selecting driver and shipment records.

State administrators also had a wide range of suggestions on improvements to the review process. Their ideas include to emphasize problem carriers, emphasize driver citations as opposed to carrier citations, stiffer penalties, identify problems and solutions as opposed to violations and penalties, apply penalties equally across the U.S., and include all carriers "not just

large ones because they have more paper to follow.” Other responses included increasing technology, software, and personnel; getting out of a formal rating process; reducing the confusion of the rating process; having all agencies use FHWA training to improve uniformity; and increasing the federal role to eliminate non-uniformity. There were also responses indicating that more training was needed for the industry regarding the FMCSR.

Twenty-five percent of the motor carrier managers considered themselves not very informed about the MCSAP prior to receiving the survey (Appendix A, Q-30). In contrast, 49 percent thought that they were informed and 26 percent were neutral on the subject. Slightly over half of the motor carrier respondents indicated that they had heard a presentation on the MCSAP from a variety of groups. These statistics would also indicate a need for a more aggressive educational effort.

Motor carrier managers generally described their relationship with MCSAP inspectors positive (Appendix A, Q-33). Fifty-eight percent indicated they had a positive relationship with inspectors conducting safety and compliance reviews and 56 percent said the same about roadside inspectors. Furthermore, 31 and 29 percent of the managers indicated a neutral relationship with those same inspectors respectively. Only 11 to 15 percent of the respondents felt they had a negative relationship. It appears there is a substantial opportunity to improve the relationship by shifting that notable portion in the neutral range to the positive column.

Managers revealed some opportunities to achieve this shift in their responses to how they felt about what inspectors were concerned about (Appendix A, Q-34). A significant majority thought that inspectors were only interested in discovering violations and only trying to identify problems, 67 and 60 percent respectively. Alternatively, only 39 percent of the motor carrier managers thought that the inspectors were genuinely concerned about improving their firm’s safety. Similarly, only 37 percent of them thought that inspectors try to identify problems and offer solutions. These responses seem to indicate that if inspectors were viewed more as being there to help carriers improve safety it would enhance the carrier’s sense of partnership.

A slight majority of carrier managers, 52 percent, had experience with the MCSAP in other states. Managers were asked to describe or indicate any differences between states and/or regions that they have noticed regarding the MCSAP, and a wide range of responses were received. Motor carriers feel there are a great deal of differences between states and regions. Some of the differences noted include inspector professionalism, the degree of enforcement effort and leniency, interest in safety as opposed to revenue, and federal inspectors being more professional and safety conscious than state inspectors. Other responses included differences in interpretation of rules (e.g., HazMat); training, competence, and knowledge of the inspectors; priority given to out-of-state carriers; and respect (or lack of) given other states’ inspections.

State administrators were asked the same question. Similar to motor carriers, state administrators recognize or perceive a wide range of differences between their states and regions regarding the MCSAP. Some of these differences include how the program is managed; funding, personnel, equipment, and facilities; differences in congestion create differences in the use of fixed facilities

and random efforts; lack of industry education effort by some; program criteria applied differently between states and state program specialists; enforcement effort and fines; and authority, organization, and priorities.

Motor carrier managers were asked if they thought that a partnership existed between the trucking industry and the MCSAP (Appendix A, Q-37). Forty-nine percent of the manager respondents did not think much of one existed. Twenty-six percent were unsure, and 25 percent thought a partnership did exist. A significant majority of state administrators, 72 percent, on the other hand, thought that a partnership did exist (Appendix B, Q-20). Twenty-two percent of the administrators were unsure and only six percent thought a partnership did not exist.

A strong majority of motor carrier managers, 81 percent, did feel that it would be to their firm's advantage to improve the partnership between their firm and the MCSAP (Appendix A, Q-38). An overwhelming majority of state administrators, 94 percent, also felt that it would be in their state's best interest to improve the partnership (Appendix B, Q-21). This appears to provide the program with an excellent opportunity, especially given the perception that it would be advantageous for such a partnership to exist by both survey groups. A problem of perception or reality must be addressed to achieve such a partnership given the difference between motor carrier managers and state administrators on whether or not a partnership currently exists. If it is a perceptual problem, an effective educational program must be developed. However, if the reality is that a partnership indeed does not exist, then the two groups must jointly determine how to establish such a relationship and develop a process for it to take place.

Regarding safety, fifty percent of the motor carrier managers indicated that they thought safety is a problem for the trucking industry (Appendix A, Q-39). Twenty-eight percent did not think it was much of a problem and 22 percent were undecided. Conversely, 88 percent of the state administrators perceived safety to be a problem in the trucking industry (Appendix B, Q-22).

Managers were in favor of allocating more MCSAP funding to roadside inspections as opposed to compliance reviews (Appendix A, Q-40). State administrators indicated a similar preference but to a much less degree (Appendix B, Q-23). Motor carrier managers were asked if there were other areas that MCSAP funds should be used, and they felt that MCSAP funds should also be prioritized for education of both drivers and the general public, assigning ratings to carriers who do not have one, alcohol enforcement, research, and inspection/weigh facilities.

Forty percent of the motor carrier respondents felt that more highway trust funds should be devoted to the MCSAP (Appendix A, Q-41). Thirty-three percent thought less funds should be used for the MCSAP and 27 percent were unsure. An overwhelming majority of state administrators thought that more highway trust funds should be committed to the MCSAP (Appendix B, Q-24).

Both motor carrier managers and state administrators were asked to provide suggestions for improving motor carrier safety. It was difficult to summarize the wide range of responses received for this question. Some of the ideas put forth by motor carrier managers include:

- ▶ Reevaluate the current hours-of-service rules,
- ▶ More public education and training,
- ▶ Higher fines,
- ▶ Concentrate limited enforcement resources on the most unsafe carriers,
- ▶ More random checks / inspections (but not on same vehicles),
- ▶ Incentives for safe drivers and carriers,
- ▶ Eliminate exemptions for certain carriers, and
- ▶ More emphasis on smaller carriers.

The motor carrier industry also provided some innovative ideas including mandatory electronic logs and on-board computers; more partnership between carriers, inspectors, and drivers; information number to call for questions; and speed control devices by OEM. Other responses include consider cost/benefit of regulations, get carriers to practice safety not compliance, and shift some responsibility to shippers who insist on illegal actions or find carriers who will. Research especially for fatigue, driver training requirements, and increased requirements to stay in business also were mentioned by motor carriers as ways to improve safety.

State administrators also had a wide range of ideas on methods for improving motor carrier safety. Many of their responses, however, were very similar to those from the motor carriers. These include reevaluate hours-of-service rules, reduce regulatory complexity, educate drivers and general public, perform roadside drug and alcohol testing as opposed to at carriers, evaluate the role that shippers play in safety, implement electronic logs and on-board computers, increase partnership with industry, and increase uniformity across industry segments either by eliminating exceptions or expand exceptions to all carriers. Additional ideas from state administrators include collect and analyze empirical data so OOS criteria match safety problems, deploy ITS strategies, and increase CVSA support. There were also suggestions to increase the number of roadside inspections, increase fines, improve and enhance training, and review all regulations and eliminate those that are unnecessary.

Both motor carrier managers and state administrators were asked how familiar they were with the *Intelligent Transportation System - Commercial Vehicle Operations (ITS-CVO)* concepts. A majority of motor carrier respondents indicated they were not very familiar with several ITS-CVO concepts (Appendix A, Q-43). Fifty-two percent said they were not very familiar with *Electronic regulatory clearance*, 62 percent with the *General ITS-CVO concept*, 66 percent with *Automated roadside safety inspection*, and 66 percent with *Electronic credential acquisition and report filing*. State administrators, on the other hand, reported being quite familiar with these concepts (Appendix B, Q-26). Quite a gap exists between the two survey groups and provides yet another opportunity to partner through education and information dissemination.

Motor carrier managers and state administrators were asked what their general perceptions of ITS-CVO were. A range of responses from the motor carrier industry were given from no benefit to positive step for safety, efficiency, and fairness in taxation. A number of responses indicated the concept was good for the industry; however, several motor carriers were unfamiliar or had a cautious, wait and see attitude. Motor carriers also expressed concern for compatibility.

State administrators felt similar, albeit less optimistic than motor carriers. Their perceptions could probably be summarized by a good idea but moving too fast. Additionally, many responses indicated a concern about the program's cost.

Both survey groups were also asked how they thought ITS-CVO would benefit the trucking industry and truck safety programs. Motor carriers felt that ITS-CVO technologies will improve the accuracy of their filings and reporting as well as make it easier to certify compliance. They also felt that it would reduce delays, provide a reward or incentive for compliant carriers, and improve the fairness of taxation between carriers and provide states with their fair share. Other benefits included improved safety, lower costs, better service, and more accountability. Some respondents did not think ITS-CVO would benefit the trucking industry.

Again, state administrators felt similarly, but much less optimistic, about the benefits of ITS-CVO as motor carriers did. Many respondents indicated that it will allow states to improve the use of their scarce safety resources (especially with inspection through technologies like ISS), improve the collection and analysis of safety data, decrease the burden of compliance for the industry, and allow states to focus on problem carriers. Some state administrators did not feel ITS-CVO will benefit their state regulatory program.

Summary and Conclusions

Motor carrier management and state administrators perceive the MCSAP as a beneficial program which makes a positive contribution to motor carrier safety. State administrators felt more strongly about the program than motor carrier management in all instances, however, both viewed the program very favorably. Also, both groups were in favor of improving the program and offered several suggestions on how to accomplish this.

Sixty-two percent of the motor carrier management surveyed thought that the program improved safety somewhat to very much for the industry. Similar attitudes prevailed in managers' opinion of roadside inspections. Seventy percent of the managers indicated that they thought that roadside inspections improved safety for the industry. However, managers did exhibit concern about the fairness with which the roadside inspections were conducted. This concern may be perception or the reality of the situation, regardless it should be addressed.

Managers were nearly evenly split on the issue of the frequency of inspections. Roughly one-third of them thought that there should be fewer inspections, one third felt that there was about the right amount, and one-third thought that there should be more. This is in contrast to the state administrators perspective. A slight majority, 53 percent, thought that roadside inspections should be more frequent. Forty-seven percent thought the frequency was about right and none of the state administrators thought there should be fewer inspections.

Managers generally thought the out-of-service orders were justified, but there were a substantive number who questioned this. This would seem to indicate an opportunity to educate carriers and/or reexamine the out-of-service criteria.

Only 36 percent of the carrier management respondents indicated that they were familiar with the roadside inspection selection process. This would seem to indicate a tremendous opportunity for state and federal program personnel to acquaint motor carriers with the selection process. Managers' perception of the fairness of the selection process ranges from unfair to fair with a large segment unsure. When their perceptions were analyzed on the basis of the familiarity of the program a majority of managers who were not familiar with the selection process thought it to be unfair. This would seem to indicate a strong need for and the possible effectiveness of an educational program.

The overall impression of the compliance review process by motor carrier managers was generally favorable. Furthermore, they also had a positive impression of the inspectors. However, there were certain areas of concern including the hours-of-service and other review elements. Also, there was a mixed view on how often the reviews should take place. Additionally, there was also some concern exhibited on the fairness of the selection process for reviews.

Motor carrier managers did not feel that a partnership existed between the industry and the program. However, they felt strongly that such a partnership would benefit the industry. This presents a tremendous opportunity for the program and the industry. It also appears that from the results of the study that there is an opportunity to educate the industry on ITS - CVO.

In summary, the program is perceived as beneficial by both the motor carrier management and state administrators. They both feel that more resources should be devoted to the program and managers have a positive perception of the people administering the program. However there are several opportunities to improve the program through education, and review of selection processes for both roadside inspection and compliance review. These actions, if taken, will most likely strengthen an already effective program in the eyes of motor carrier managers and state administrators.

Appendix A

Results Tables of Motor Carrier Management Perceptions of the MCSAP

Q-1. OVERALL, DO YOU FEEL THE MCSAP IMPROVES SAFETY?

Item	Mean	Percentages								
		1+2+3	Not at All					Very Much		5+6+7
			1	2	3	4	5	6	7	
1. For the industry (n=313)	4.89	16.6	1.0	3.2	12.5	21.7	26.8	20.4	14.4	61.7
2. For your firm (n=317)	3.94	39.4	8.8	16.7	13.9	19.9	21.8	10.7	8.2	40.7

Q-2. DO YOU FEEL THAT ROADSIDE INSPECTIONS ARE:

Item	Mean	Percentages								
		1+2+3	Strongly Disagree					Strongly Agree		5+6+7
			1	2	3	4	5	6	7	
1. Improve safety for the industry (n=321)	5.12	12.1	0.0	3.4	8.7	18.4	26.2	29.0	14.3	69.5
2. Worthwhile (n=320)	5.02	15.6	2.8	4.4	8.4	18.8	22.5	24.1	19.1	65.6
3. Thorough regarding the driver (n=317)	4.80	18.0	2.2	5.7	10.1	22.4	24.3	22.4	12.9	59.6
4. Thorough regarding the equipment (n=319)	4.74	17.2	2.5	5.3	9.4	24.8	24.8	22.9	10.3	58.0
5. Improve safety for your firm (n=320)	4.13	35.0	7.2	14.1	13.8	21.6	20.3	13.1	10.0	43.4
6. Conducted fairly (n=320)	4.12	31.6	5.0	9.4	17.2	28.8	21.9	12.8	5.0	39.7

Q-3. DO YOU BELIEVE ROADSIDE INSPECTIONS SHOULD OCCUR MORE OR LESS FREQUENTLY?

Item	Mean	Percentages								
		1+2+3	Less Frequent					More Frequent		5+6+7
			1	2	3	4	5	6	7	
1. Frequency of roadside inspections (n=314)	3.90	31.8	9.2	9.9	12.7	35.7	19.1	8.9	4.5	32.5

Q-4. APPROXIMATELY, HOW MANY ROADSIDE INSPECTIONS HAS YOUR COMPANY HAD:

Item	Mean	Median	Range
1. In the last year? (n=304)	201.64	40	0 - 8,000
2. In the last three years? (if applicable) (n=250)	641.32	106	0 - 20,000

Q-4N1. APPROXIMATELY, HOW MANY ROADSIDE INSPECTIONS HAS YOUR COMPANY HAD IN THE LAST YEAR?

Item (n=304)	Number Responding	Percent	Cumulative Percent
0 - 4 roadside inspections	33	10.9	10.9
5 - 10 roadside inspections	40	13.1	24.0
11 - 20 roadside inspections	41	13.5	37.5
21 - 40 roadside inspections	42	13.8	51.3
41 - 60 roadside inspections	29	9.6	60.9
61 - 100 roadside inspections	37	12.1	73.0
101 - 200 roadside inspections	32	10.6	83.6
201 - 500 roadside inspections	25	8.2	91.8
More than 500 roadside inspections	25	8.2	100.0

Q-4N2. APPROXIMATELY, HOW MANY ROADSIDE INSPECTIONS HAS YOUR COMPANY HAD IN THE LAST THREE YEARS?

Item (n=250)	Number Responding	Percent	Cumulative Percent
0 - 4 roadside inspections	11	4.4	4.4
5 - 10 roadside inspections	17	6.8	11.2
11 - 20 roadside inspections	15	6.0	17.2
21 - 40 roadside inspections	34	13.6	30.8
41 - 60 roadside inspections	17	6.8	37.6
61 - 100 roadside inspections	30	12.0	49.6
101 - 200 roadside inspections	35	14.0	63.6
201 - 500 roadside inspections	44	17.6	81.2
501 - 1000 roadside inspections	18	7.2	88.4
More than 1000 roadside inspections	29	11.6	100.0

**Q-5. HOW MANY OF YOUR FIRM'S DRIVERS AND VEHICLES HAVE BEEN PLACED OUT-OF-SERVICE
IN THE LAST YEAR AS A RESULT OF A ROADSIDE INSPECTION?**

Item	Mean	Median	Range
1. Drivers (n=261)	5.77	1	0 - 265
2. Vehicles (n=260)	14.65	2	0 - 800

**Q-5N1. HOW MANY OF YOUR FIRM'S DRIVERS HAVE BEEN PLACED OUT-OF-SERVICE
IN THE LAST YEAR AS A RESULT OF A ROADSIDE INSPECTION?**

Item (n=261)	Number Responding	Percent	Cumulative Percent
0 drivers	109	41.8	41.8
1 driver	51	19.5	61.3
2 drivers	22	8.4	69.8
3 - 5 drivers	31	11.9	81.6
6 - 10 drivers	18	6.9	88.5
11 - 20 drivers	16	6.1	94.7
21 - 50 drivers	10	3.8	98.5
More than 50 drivers	4	1.5	100.0

**Q-5N2. HOW MANY OF YOUR FIRM'S VEHICLES HAVE BEEN PLACED OUT-OF-SERVICE
IN THE LAST YEAR AS A RESULT OF A ROADSIDE INSPECTION?**

Item (n=260)	Number Responding	Percent	Cumulative Percent
0 vehicles	81	31.2	31.2
1 vehicle	48	18.5	49.7
2 vehicles	31	11.9	61.6
3 - 5 vehicles	35	13.5	75.0
6 - 10 vehicles	26	10.0	85.0
11 - 20 vehicles	17	6.5	91.6
21 - 50 vehicles	13	5.0	96.6
More than 50 vehicles	9	3.5	100.0

**DRIVER AND VEHICLE OUT-OF-SERVICE (OOS) RATES:
(ONLY DETERMINED IF THE RESPONDENT HAD AT LEAST THREE ROADSIDE INSPECTIONS IN THE LAST YEAR)**

Item	Mean	Median	Range
Driver OOS Rate (n=242)	4.10 percent	1.67 percent	0.00 - 76.92 percent
Vehicle OOS Rate (n=241)	6.98 percent	4.00 percent	0.00 - 66.67 percent

DRIVER OUT-OF-SERVICE (OOS) RATES (Q5N1/Q4N1):

Item (n=242)	Number Responding	Percent	Cumulative Percent
0.000 percent Driver OOS Rate	93	38.4	38.4
0.001 percent - 1.000 percent Driver OOS Rate	20	8.3	46.7
1.001 percent - 3.125 percent Driver OOS Rate	28	11.6	58.2
3.126 percent - 4.000 percent Driver OOS Rate	22	9.1	67.3
4.001 percent - 6.250 percent Driver OOS Rate	22	9.1	76.4
6.251 percent - 10.000 percent Driver OOS Rate	30	12.4	88.8
10.001 percent - 20.000 percent Driver OOS Rate	23	9.5	98.3
More than 20.000 percent Driver OOS Rate	4	1.7	100.0

VEHICLE OUT-OF-SERVICE (OOS) RATES (Q5N2/Q4N1):

Item (n=241)	Number Responding	Percent	Cumulative Percent
0.000 percent Vehicle OOS Rate	67	27.8	27.8
0.001 percent - 2.000 percent Vehicle OOS Rate	29	12.0	39.8
2.001 percent - 3.125 percent Vehicle OOS Rate	13	5.4	45.2
3.126 percent - 5.000 percent Vehicle OOS Rate	32	13.3	58.5
5.001 percent - 8.000 percent Vehicle OOS Rate	22	9.1	67.6
8.001 percent - 10.000 percent Vehicle OOS Rate	24	10.0	77.6
10.001 percent - 15.000 percent Vehicle OOS Rate	26	10.8	88.4
15.001 percent - 24.000 percent Vehicle OOS Rate	16	6.6	95.0
More than 24.000 percent Vehicle OOS Rate	12	5.0	100.0

Q-6. APPROXIMATELY WHAT PERCENTAGE OF THESE OUT-OF-SERVICE ORDERS DO YOU FEEL WERE APPROPRIATE?

Item	Mean	Percentages								
		1+2	0 Percent		25 Percent		50 Percent		100 Percent	
			1	2	3	4	3+4			
1. Drivers (n=201)	3.13	27.9	16.4	11.4	14.9	57.2	72.1			
2. Vehicles (n=221)	2.84	34.8	18.6	16.3	27.6	37.6	65.2			

Q-7. ARE YOU FAMILIAR WITH THE SELECTION PROCESS FOR ROADSIDE INSPECTIONS?

Item (n=316)	Number Responding	Percent
1. No	202	63.9
2. Yes	114	36.1

Q-9. IN YOUR OPINION, HOW FAIR IS THE SELECTION PROCESS FOR ROADSIDE INSPECTIONS?

Item	Mean	Percentages								
		1+2+3	Very Unfair						Very Fair	
			1	2	3	4	5	6	7	
1. Inspection selection fairness (n=298)	4.02	27.2	7.4	7.4	12.4	42.3	15.1	10.4	5.0	30.5

Q-11. ARE YOU FAMILIAR WITH THE FEDERAL HIGHWAY ADMINISTRATION'S SAFETY/COMPLIANCE REVIEW PROCESS?

Item (n=319)	Number Responding	Percent
1. No	35	11.0
2. Yes	284	89.0

Q-12. HAS YOUR COMPANY EVER HAD A SAFETY/COMPLIANCE REVIEW?

Item (n=319)	Number Responding	Percent
1. No (go to question 25)	48	15.0
2. Yes	271	85.0

Q-13. IN THE LAST FIVE YEARS, HOW MANY REVIEWS HAS YOUR FIRM HAD?

Item	Mean	Median	Range
1. Reviews in the last five years (n=277)	1.66	1	0 - 28

Q-13. IN THE LAST FIVE YEARS, HOW MANY REVIEWS HAS YOUR FIRM HAD?

Item (n=277)	Number Responding	Percent	Cumulative Percent
0 reviews	55	19.9	19.9
1 review	115	41.5	61.4
2 reviews	52	18.8	80.2
3 reviews	34	11.2	91.4
4 reviews	12	4.3	95.7
5 reviews	3	1.1	96.8
6 reviews	5	1.8	98.6
7 reviews	1	0.4	99.0
8 reviews	1	0.4	99.3
12 reviews	1	0.4	99.7
28 reviews	1	0.4	100.0

Q-14. IN WHAT YEAR DID THE MOST RECENT REVIEW OF YOUR FIRM TAKE PLACE?

Item (n=269)	Number Responding	Percent	Cumulative Percent
1995	25	9.3	9.3
1994	64	23.8	33.1
1993	48	17.8	50.9
1992	26	9.7	60.6
1991	16	5.9	66.5
1990	30	11.2	77.7
1989	17	6.3	84.0
1988	15	5.6	89.6
1987	7	2.6	92.2
1986	4	1.5	93.7
1981-1985	13	4.8	98.5
1976-1980	4	1.5	100.0

Q-15. REGARDING THE MOST RECENT REVIEW OF YOUR FIRM, WAS IT REQUESTED BY YOUR COMPANY?

Item (n=277)	Number Responding	Percent
1. No	254	91.7
2. Yes	23	8.3

Q-16. IF THIS REVIEW WAS NOT REQUESTED BY YOUR FIRM, DO YOU KNOW WHY YOUR FIRM WAS REVIEWED?

Item (n=252)	Number Responding	Percent
1. No	151	59.9
2. Yes	101	40.1

Q-17. WAS YOUR MOST RECENT REVIEW A SAFETY OR COMPLIANCE REVIEW?

Item (n=251)	Number Responding	Percent
1. Safety Review	82	32.7
2. Compliance Review	169	67.3

Q-18. WHAT RATING WAS YOUR FIRM GIVEN AFTER ITS MOST RECENT REVIEW?

Item (n=272)	Number Responding	Percent
1. Satisfactory	242	89.0
2. Conditional	28	10.3
3. Unsatisfactory	2	0.7

Q-19. DO YOU BELIEVE THIS RATING WAS FAIRLY ASSIGNED?

Item	Mean	Percentages								
		1+2+3	Very Unfair			Very Fair			5+6+7	
			1	2	3	4	5	6		7
1. Fairness of rating (n=271)	5.78	9.2	4.4	2.6	2.2	7.7	14.4	21.8	46.9	83.0

Q-21. PLEASE RATE THE INSPECTOR WHO CONDUCTED THE MOST RECENT REVIEW:

Item	Mean	Percentages									
		1+2+3	Not at All						Very Much		5+6+7
			1	2	3	4	5	6	7		
1. Was he/she knowledgeable of the regulations (n=257)	5.78	4.3	0.4	1.6	2.3	11.7	17.5	32.7	33.9	84.0	
2. Was he/she courteous (n=257)	5.67	5.4	0.8	1.9	2.7	12.1	19.5	32.7	30.4	82.5	
3. Was he/she cooperative (n=257)	5.52	5.4	0.4	2.7	2.3	13.6	27.2	27.2	26.5	80.9	
4. Did he/she explain the procedures clearly (n=256)	5.47	9.0	1.6	2.3	5.1	15.2	19.9	26.2	29.7	75.8	
5. Was he/she objective/fair (n=257)	5.39	10.5	1.9	3.5	5.1	14.4	19.8	28.8	26.5	75.1	
6. Was he/she knowledgeable about truck operations (n=257)	5.23	13.6	2.3	5.1	6.2	16.3	19.5	25.3	25.3	70.0	

Q-22. HOW WOULD YOU RATE THE FAIRNESS AND OBJECTIVITY OF THE INSPECTOR IN EVALUATING EACH AREA OF THE REVIEW?

Item	Mean	Percentages									
		1+2+3	Very Unfair						Very Fair		5+6+7
			1	2	3	4	5	6	7		
1. Part 387 - Ensuring that the company meets the minimum levels of financial responsibility (e.g., insurance requirements) (n=253)	5.82	3.2	0.4	0.4	2.4	12.6	19.0	28.5	36.8	84.2	
2. Part 383 - Ensuring compliance with Commercial Driver's License standards (n=247)	5.70	2.4	0.0	0.8	1.6	14.6	19.8	36.0	27.1	83.0	
3. Part 391 - Meeting the other minimum prescribed driver qualifications (e.g., age and health) (n=255)	5.68	4.7	0.0	0.8	3.9	14.5	18.0	32.5	30.2	80.8	
4. Part 391 - Compliance with drug and/or alcohol testing requirements (n=235)	5.65	4.7	0.9	1.3	2.6	14.9	19.1	30.2	31.1	80.4	
5. Part 393 - Meeting the specific equipment requirements for safe operation (n=251)	5.62	4.4	0.4	1.6	2.4	14.7	21.5	31.1	28.3	80.9	
6. Part 396 - Ensuring regular inspection, repair and maintenance of vehicles requirements are met (n=252)	5.62	6.3	0.8	0.8	4.8	13.5	18.7	32.1	29.4	80.2	
7. Part 397 - Ensuring compliance with hazardous materials transportation regulations (if applicable) (n=193)	5.61	2.6	0.0	0.0	2.6	20.7	17.6	31.6	27.5	76.7	
8. Part 392 - Understanding basic rules for the driving of commercial motor vehicles (n=255)	5.57	3.9	0.4	0.8	2.7	16.1	23.1	31.0	25.9	80.0	
9. Part 395 - Ensuring compliance with the hours-of-service of drivers (n=255)	5.43	10.6	2.0	3.5	5.1	14.1	18.8	27.1	29.4	75.3	

Q-23. IN YOUR OPINION, HOW EFFECTIVE ARE THE FOLLOWING COMPONENTS OF THE REVIEW IN IMPROVING THE SAFETY OF YOUR FIRM?

Item	Mean	Percentages									5+6+7
		1+2+3	Not at All Effective			Very Effective			5+6+7		
			1	2	3	4	5	6		7	
1. Part 391 - Compliance with drug and/or alcohol testing requirements (n=251)	5.21	16.7	4.0	6.0	6.8	15.1	13.1	26.7	28.3	68.1	
2. Part 396 - Ensuring regular inspection, repair and maintenance of vehicles requirements are met (n=257)	5.19	15.2	3.5	6.2	5.4	14.0	20.2	24.1	26.5	70.8	
3. Part 397 - Ensuring compliance with hazardous materials transportation regulations (if applicable) (n=200)	5.19	13.0	3.5	4.0	5.5	18.5	19.0	25.0	24.5	68.5	
4. Part 391 - Meeting the other minimum prescribed driver qualifications (e.g., age and health) (n=258)	5.16	14.0	4.3	5.4	4.3	17.1	17.1	29.5	22.5	69.0	
5. Part 393 - Meeting the specific equipment requirements for safe operation (n=257)	5.07	16.7	4.3	7.0	5.4	15.6	19.1	25.3	23.3	67.7	
6. Part 395 - Ensuring compliance with the hours-of-service of drivers (n=257)	4.93	19.8	6.2	7.8	5.8	14.8	20.2	22.2	23.0	65.4	
7. Part 392 - Understanding basic rules for the driving of commercial motor vehicles (n=257)	4.91	17.9	3.9	5.8	8.2	19.5	22.2	20.6	19.8	62.6	
8. Part 383 - Ensuring compliance with Commercial Driver's License standards (n=255)	4.83	20.8	6.7	9.0	5.1	16.9	20.4	20.0	22.0	62.4	
9. Part 387 - Ensuring that the company meets the minimum levels of financial responsibility (e.g., insurance requirements) (n=256)	4.77	24.2	9.0	8.6	6.6	14.8	16.8	21.5	22.7	60.9	

Q-24. WHAT WAS YOUR OVERALL IMPRESSION OF THE REVIEW PROCESS?

Item	Mean	Percentages								5+6+7
		1+2+3	Very Negative			Very Positive			5+6+7	
			1	2	3	4	5	6		
1. Impression of review (n=261)	4.84	18.8	4.6	4.2	10.0	16.9	24.9	27.6	11.9	64.4

Q-25. DO YOU BELIEVE REVIEWS SHOULD OCCUR MORE OR LESS FREQUENTLY?

Item	Mean	Percentages								
		1+2+3	Much Less Frequent			Much More Frequent			5+6+7	
			1	2	3	4	5	6		7
1. For entire industry (n=302)	4.20	27.2	5.6	7.6	13.9	35.1	18.9	9.9	8.9	37.7
2. Per carrier (n=286)	3.81	36.4	7.7	10.8	17.8	35.7	16.1	8.0	3.8	28.0

Q-26. ARE YOU FAMILIAR WITH THE SELECTION PROCESS FOR REVIEWS?

Item (n=308)	Number Responding	Percent
1. No	190	61.7
2. Yes	118	38.3

Q-28. IN YOUR OPINION, HOW FAIR IS THE SELECTION PROCESS FOR SAFETY/COMPLIANCE REVIEWS?

Item	Mean	Percentages								
		1+2+3	Very Unfair			Very Fair			5+6+7	
			1	2	3	4	5	6		7
1. Safety/compliance review selection fairness (n=261)	4.18	20.7	6.5	5.7	8.4	41.8	22.2	10.3	5.0	37.5

Q-30. HOW INFORMED OF THE MCSAP, AS EXPLAINED ON THE FIRST PAGE, WERE YOU BEFORE RECEIVING THIS SURVEY?

Item	Mean	Percentages								
		1+2+3	Not at All Informed			Very Informed			5+6+7	
			1	2	3	4	5	6		7
1. Familiarity with the MCSAP (n=315)	4.46	25.1	5.7	6.0	13.3	26.3	19.4	18.1	11.1	48.6

Q-31. HAVE YOU EVER HEARD A PRESENTATION CONCERNING THE FOLLOWING?

Item	Percent	
	Yes	No
1. MCSAP (n=318)	45.6	54.4
2. Roadside inspections (n=319)	57.7	42.3
3. Safety/compliance reviews (n=320)	67.8	32.2

Q-32. IF YOU HAVE HAD DISCUSSIONS REGARDING THE MCSAP WITH INDIVIDUALS AFFILIATED WITH THE FOLLOWING GROUPS, INDICATE HOW INFORMATIVE THEY WERE TO YOU.

Item	Mean	Percentages								
		1+2+3	Not at All Informative			Very Informative			5+6+7	
			1	2	3	4	5	6		7
1. Professional Associations (n=209)	5.11	11.0	5.3	1.0	4.8	18.7	21.5	34.9	13.9	70.3
2. FHWA's Office of Motor Carriers (n=185)	4.85	18.9	6.5	4.9	7.6	14.6	25.9	25.4	15.1	66.5
3. State DOT or Public Service/Utilities Commission (n=190)	4.57	24.7	6.8	9.5	8.4	17.4	21.6	25.8	10.5	57.9
4. Other trucking firms (n=184)	4.52	23.4	6.5	4.3	12.5	22.8	22.3	23.9	7.6	53.8
5. Highway Patrol / State Police (n=187)	4.47	28.9	9.1	8.6	11.2	15.5	19.8	25.1	10.7	55.6
6. Insurance industry (n=180)	4.36	31.1	7.8	10.0	13.3	16.7	21.7	21.1	9.4	52.2

Q-33. PLEASE DESCRIBE YOUR RELATIONSHIP WITH YOUR STATE'S MCSAP INSPECTORS REGARDING THE FOLLOWING SUBJECTS.

Item	Mean	Percentages								
		1+2+3	Very Negative			Very Positive			5+6+7	
			1	2	3	4	5	6		7
1. Safety and compliance reviews (n=259)	4.92	11.2	2.7	3.1	5.4	31.3	19.7	22.0	15.8	57.5
2. Roadside inspections (n=270)	4.79	14.8	2.2	4.4	8.1	29.3	23.3	18.5	14.1	55.9

Q-34. DO YOU FEEL THAT MCSAP PERSONNEL:

Item	Mean	Percentages								
		1+2+3	Strongly Disagree			Strongly Agree			5+6+7	
			1	2	3	4	5	6		7
1. Are only interested in discovering violations (n=278)	5.12	20.9	2.9	10.4	7.6	12.2	15.1	21.6	30.2	66.9
2. Only try to identify problems (n=277)	4.83	20.2	4.0	8.3	7.9	19.5	19.5	22.4	18.4	60.3
3. Are genuinely concerned about improving your firm's safety (n=280)	4.01	38.6	11.8	12.1	14.6	22.1	13.2	15.7	10.4	39.3
4. Try to identify problems and offer solutions (n=278)	3.83	42.8	11.2	12.9	18.7	20.1	16.2	17.3	3.6	37.1

Q-35. HAVE YOU HAD ANY EXPERIENCE WITH THE MCSAP IN OTHER STATES?

Item (n=297)	Number Responding	Percent
1. No	141	47.5
2. Yes	156	52.5

Q-37. DO YOU THINK A PARTNERSHIP EXISTS BETWEEN THE TRUCKING INDUSTRY AND THE MCSAP?

Item	Mean	Percentages								
		1+2+3	Not at All			Very Much			5+6+7	
			1	2	3	4	5	6		7
1. Partnership exists between industry and MCSAP (n=304)	3.40	49.3	15.5	18.1	15.8	25.7	15.8	4.9	4.3	25.0

Q-38. DO YOU THINK IT WOULD BE TO YOUR FIRM'S ADVANTAGE TO IMPROVE THE PARTNERSHIP BETWEEN YOUR FIRM AND THE MCSAP?

Item	Mean	Percentages								
		1+2+3	Not at All			Very Much			5+6+7	
			1	2	3	4	5	6		7
1. Advantageous to improve partnership (n=310)	5.66	7.7	2.9	1.6	3.2	11.3	14.8	31.9	34.2	81.0

Q-39. DO YOU PERCEIVE THAT SAFETY IS A PROBLEM IN THE TRUCKING INDUSTRY?

Item	Mean	Percentages								
		1+2+3	Not at All			Very Much			5+6+7	
			1	2	3	4	5	6		7
1. Safety a problem for trucking industry (n=311)	4.45	28.0	2.6	6.4	19.0	22.5	24.8	14.1	10.6	49.5

Q-40. REGARDING THE MCSAP, PLEASE INDICATE HOW YOU FEEL FUNDS SHOULD BE PRIORITIZED.

Item	Mean	Percentages								
		1+2+3	Much Less			Much More			5+6+7	
			1	2	3	4	5	6		7
1. Roadside inspections (n=304)	4.77	19.4	3.6	6.9	8.9	23.0	20.7	20.7	16.1	57.6
2. Safety/compliance reviews (n=300)	3.92	37.0	6.0	10.0	21.0	32.7	15.7	9.0	5.7	30.3

Q-41. DO YOU THINK MORE OR LESS HIGHWAY TRUST FUNDS SHOULD BE DEVOTED TO THE MCSAP?

Item	Mean	Percentages								
		1+2+3	Much Less			Much More			5+6+7	
			1	2	3	4	5	6		7
1. MCSAP funding (n=312)	3.94	33.0	10.9	9.0	13.1	27.2	25.0	11.2	3.5	39.7

Q-43. HOW FAMILIAR ARE YOU WITH THE FOLLOWING INTELLIGENT VEHICLE/HIGHWAY SYSTEM FOR COMMERCIAL VEHICLE OPERATIONS (IVHS-CVO) CONCEPTS?

Item	Mean	Percentages								
		1+2+3	Very Unfamiliar			Very Familiar			5+6+7	
			1	2	3	4	5	6		7
1. Electronic regulatory clearance (e.g., weight, registration) (n=303)	3.37	52.5	21.1	15.8	15.5	17.5	17.2	8.3	4.6	30.0
2. General IVHS-CVO concept (n=304)	3.01	61.8	30.3	16.8	14.8	13.8	13.5	5.9	4.9	24.3
3. Automated roadside safety inspection (n=302)	2.85	66.2	28.1	20.2	17.9	16.9	8.9	5.0	3.0	16.9
4. Electronic credential acquisition and report filling (n=302)	2.84	65.9	31.5	20.2	14.2	13.2	11.9	6.0	3.0	20.9

Q-45. DO YOU BELIEVE IVHS-CVO WILL BENEFIT THE TRUCKING INDUSTRY?

Item	Mean	Percentages								
		1+2+3	Not at All					Very Much		5+6+7
			1	2	3	4	5	6	7	
1. Industry benefits of IVHS-CVO (n=231)	4.23	28.6	8.7	8.7	11.3	26.0	21.6	15.6	8.2	45.5

Q-48. IN WHICH STATE ARE YOUR FIRM'S HEADQUARTERS LOCATED?

Region	State	Number Responding	Percent
Region 1			
	Connecticut	5	1.6
	Maine	0	0.0
	Massachusetts	0	0.0
	New Hampshire	6	1.9
	New Jersey	9	2.8
	New York	0	0.0
	Rhode Island	0	0.0
	Vermont	1	0.3
	Total for Region 1	21	6.5
Region 3			
	Delaware	0	0.0
	Maryland	7	2.2
	Pennsylvania	17	5.3
	Virginia	6	1.9
	Washington, D.C.	0	0.0
	West Virginia	1	0.3
	Total for Region 3	31	9.7
Region 4			
	Alabama	7	2.2
	Florida	8	2.5
	Georgia	3	0.9
	Kentucky	3	0.9
	Mississippi	0	0.0
	North Carolina	13	4.1
	South Carolina	3	0.9
	Tennessee	10	3.1
	Total for Region 4	47	14.6
Region 5			
	Illinois	28	8.7
	Indiana	16	5.0
	Michigan	14	4.4
	Minnesota	13	4.1
	Ohio	21	6.5
	Wisconsin	13	4.1
	Total for Region 5	105	32.7

Q-48. IN WHICH STATE ARE YOUR FIRM'S HEADQUARTERS LOCATED?

Region	State	Number Responding	Percent
Region 6			
	Arkansas	5	1.6
	Louisiana	3	0.9
	New Mexico	2	0.6
	Oklahoma	7	2.2
	Texas	7	2.2
	Total for Region 6	24	7.5
Region 7			
	Iowa	14	4.4
	Kansas	6	1.9
	Missouri	9	2.8
	Nebraska	12	3.7
	Total for Region 7	41	12.8
Region 8			
	Colorado	4	1.2
	Montana	1	0.3
	North Dakota	3	0.9
	South Dakota	3	0.9
	Utah	4	1.2
	Wyoming	0	0.0
	Total for Region 8	15	4.7
Region 9			
	Arizona	3	0.9
	California	6	1.9
	Hawaii	0	0.0
	Nevada	0	0.0
	Total for Region 9	9	2.8
Region 10			
	Alaska	1	0.3
	Idaho	2	0.6
	Oregon	2	0.6
	Washington	4	1.2
	Total for Region 10	9	2.8
	No Response	19	5.9
Total		321	100.0

Q-49. APPROXIMATELY, HOW MANY POWER UNITS AND DRIVERS DOES YOUR FIRM HAVE?

Item	Mean	Median	Range
1. Power units (company and contract):			
Tractors (n=297)	291.27	59	0 - 10,200
Straight-trucks (n=230)	351.57	2	0 - 70,000
2. Employee drivers (n=289)	291.30	50	0 - 12,000
3. Owner-operators (if applicable) (n=214)	123.29	3	0 - 9,000

Q-49N1A. APPROXIMATELY HOW MANY TRACTORS (COMPANY AND CONTRACT) DOES YOUR FIRM HAVE?

Item (n=297)	Number Responding	Percent	Cumulative Percent
0 tractors	1	0.3	0.3
1 tractor	5	1.7	2.0
2 - 6 tractors	21	7.1	9.1
7 - 15 tractors	37	12.5	21.5
16 - 25 tractors	28	9.4	31.0
26 - 40 tractors	34	11.4	42.4
41 - 63 tractors	35	11.8	54.2
64 - 100 tractors	38	12.8	67.0
101 - 200 tractors	38	12.8	79.8
201 - 500 tractors	36	12.1	91.9
501 - 1,000 tractors	11	3.7	95.6
More than 1,000 tractors	13	4.4	100.0

Q-49N1B. APPROXIMATELY HOW MANY STRAIGHT-TRUCKS (COMPANY AND CONTRACT) DOES YOUR FIRM HAVE?

Item (n=230)	Number Responding	Percent	Cumulative Percent
0 straight-trucks	88	38.3	38.3
1 straight-truck	23	10.0	48.3
2 - 6 straight-trucks	55	23.9	72.2
7 - 15 straight-trucks	19	8.3	80.5
16 - 25 straight-trucks	8	3.5	84.0
26 - 40 straight-trucks	7	3.0	87.0
41 - 63 straight-trucks	9	3.9	90.9
64 - 100 straight-trucks	6	2.6	93.5
101 - 200 straight-trucks	7	3.0	96.6
201 - 500 straight-trucks	4	1.7	98.3
501 - 1,000 straight-trucks	1	0.4	98.7
More than 1,000 straight-trucks	3	1.3	100.0

Q-49N2. APPROXIMATELY HOW MANY EMPLOYEE DRIVERS DOES YOUR FIRM HAVE?

Item (n=289)	Number Responding	Percent	Cumulative Percent
0 employee drivers	4	1.4	1.4
1 employee driver	1	0.3	1.7
2 - 5 employee drivers	11	3.8	5.5
6 - 15 employee drivers	36	12.5	18.0
16 - 25 employee drivers	24	8.3	26.3
26 - 40 employee drivers	45	15.6	41.8
41 - 71 employee drivers	50	17.3	59.1
72 - 100 employee drivers	24	8.3	67.4
101 - 200 employee drivers	34	11.8	79.2
201 - 500 employee drivers	29	10.0	89.2
501 - 1,000 employee drivers	20	6.9	96.2
More than 1,000 employee drivers	11	3.8	100.0

Q-49N3. APPROXIMATELY HOW MANY OWNER-OPERATORS DOES YOUR FIRM HAVE?

Item (n=214)	Number Responding	Percent	Cumulative Percent
0 owner-operators	89	41.6	41.6
1 owner-operator	11	5.1	46.7
2 - 5 owner-operators	21	9.8	56.5
6 - 15 owner-operators	19	8.9	65.4
16 - 25 owner-operators	20	9.3	74.7
26 - 40 owner-operators	11	5.1	79.9
41 - 71 owner-operators	12	5.6	85.5
72 - 100 owner-operators	12	5.6	91.1
101 - 200 owner-operators	4	1.9	93.0
201 - 500 owner-operators	9	4.2	97.2
501 - 1,000 owner-operators	2	0.9	98.1
More than 1,000 owner-operators	4	1.9	100.0

Q-49. TOTAL POWER UNITS (Q49N1A+Q49N1B) AND DRIVERS (Q49N2+Q49N3):

Item	Mean	Median	Range
1. Total power units (tractors+straight-trucks) (n=297)	563.53	65	1 - 70,000
2. Total drivers (employee drivers+owner-operators) (n=297)	372.28	65	1 - 12,000

Q-49. TOTAL POWER UNITS (TRACTORS+STRAIGHT-TRUCKS):

Item (n=297)	Number Responding	Percent	Cumulative Percent
1 power unit	2	0.7	0.7
2 - 6 power units	14	4.7	5.4
7 - 15 power units	31	10.4	15.9
16 - 25 power units	27	9.1	24.9
26 - 40 power units	31	10.4	35.4
41 - 63 power units	39	13.1	48.5
64 - 100 power units	44	14.8	63.3
101 - 200 power units	44	14.8	78.1
201 - 500 power units	34	11.4	89.6
501 - 1,000 power units	16	5.4	95.0
More than 1,000 power units	15	5.1	100.0

Q-49. TOTAL DRIVERS (EMPLOYEE DRIVERS+OWNER-OPERATORS):

Item (n=297)	Number Responding	Percent	Cumulative Percent
1 driver	2	0.7	0.7
2 - 5 drivers	11	3.7	4.4
6 - 15 drivers	37	12.5	16.9
16 - 25 drivers	21	7.1	23.9
26 - 40 drivers	28	9.4	33.4
41 - 71 drivers	58	19.5	52.9
72 - 100 drivers	29	9.8	62.7
101 - 200 drivers	38	12.8	75.4
201 - 500 drivers	36	12.1	87.6
501 - 1,000 drivers	21	7.1	94.6
More than 1,000 drivers	16	5.4	100.0

Q-50. WHICH CATEGORY BEST DESCRIBES THE SCOPE OF YOUR FIRM'S U.S. OPERATIONS?

Item (n=302)	Number Responding	Percent
1. Local	25	8.3
2. Regional	148	49.0
3. Nationwide	129	42.7

Q-51. WHICH CATEGORY BEST REPRESENTS THE GEOGRAPHIC RANGE OF YOUR FIRM'S U.S. OPERATIONS?

Item (n=296)	Number Responding	Percent
1. Less than 100 miles	16	5.4
2. 100 to 500 miles	117	39.5
3. More than 500 miles	163	55.1

Q-52. DOES YOUR FIRM ALSO CONDUCT BUSINESS IN :

Item (n=321)	Frequency	Percent
1. Canada	130	40.5
2. Mexico	48	15.0

Q-53. HOW MANY YEARS HAS YOUR FIRM BEEN INVOLVED IN THE TRUCKING BUSINESS?

Item	Mean	Median	Range
1. Years involved in trucking (n=298)	34.40	30	2 - 148

Q-53. HOW MANY YEARS HAS YOUR FIRM BEEN INVOLVED IN THE TRUCKING BUSINESS?

Item (n=298)	Number Responding	Percent	Cumulative Percent
1 - 5 years	8	2.7	2.7
6 - 10 years	21	7.0	9.7
11 - 15 years	36	12.1	21.8
16 - 20 years	27	9.1	30.9
21 - 25 years	36	12.1	43.0
26 - 30 years	40	13.4	56.4
31 - 40 years	44	14.8	71.2
41 - 50 years	37	12.4	83.6
51 - 75 years	38	12.8	96.3
More than 75 years	11	3.7	100.0

Q-54. WHICH CATEGORY BEST DESCRIBES THE SHIPMENTS HANDLED BY YOUR FIRM?

Item (n=284)	Number Responding	Percent
1. Truckload	230	81.0
2. Less-than-truckload	52	18.3
3. Package	2	0.7

Q-55. WHICH CATEGORY BEST DESCRIBES THE SERVICES PROVIDED BY YOUR FIRM?

Item (n=298)	Number Responding	Percent
1. Private	114	38.3
2. For-hire	184	61.7

Q-57. WHICH OF THE FOLLOWING TRAILER TYPES DOES YOUR FIRM OPERATE?

Item (n=321)	Frequency	Percent
1. Dry Van	220	68.5
2. Refrigerated Van	98	30.5
3. Flatbed	96	29.9
4. Tanker	49	15.3
5. Other	33	10.3
6. Intermodal	21	6.5
7. Hopper Bottom	14	4.4
8. Household Goods	5	1.6
9. Auto Carrier	1	0.3

DISTRIBUTION OF SURVEYS RECEIVED FROM ITCC, NPTC, RCCC, OR SCRA:

Item	Number of Surveys	Percent
1. ITCC (Interstate Truckload Carriers Conference)	132	41.1
2. NPTC (National Private Truck Council)	129	40.2
3. RCCC (Regular Common Carriers Conference)	31	9.7
4. SCRA (Specialized Carriers and Riggers Association)	29	9.0
Total	321	100.0

Appendix B

Results Tables of State Administrator Perceptions of the MCSAP

Q-1. OVERALL, DO YOU FEEL THE MCSAP IMPROVES SAFETY FOR THE MOTOR CARRIER INDUSTRY?

Item	Mean	Percentages								
		1+2+3	Not at All			Very Much			5+6+7	
			1	2	3	4	5	6		7
1. MCSAP improves safety for the industry (n=32)	6.25	0.0	0.0	0.0	0.0	3.1	18.8	28.1	50.0	96.9

Q-2. DO YOU FEEL THAT ROADSIDE INSPECTIONS ARE:

Item	Mean	Percentages								
		1+2+3	Strongly Disagree			Strongly Agree			5+6+7	
			1	2	3	4	5	6		7
1. Worthwhile (n=32)	6.47	0.0	0.0	0.0	0.0	0.0	12.5	28.1	59.4	100.0
2. Improve safety for the industry (n=32)	6.25	0.0	0.0	0.0	0.0	3.1	9.4	46.9	40.6	96.9
3. Conducted fairly (n=31)	6.19	0.0	0.0	0.0	0.0	0.0	16.1	48.4	35.5	100.0
4. Thorough regarding the equipment (n=32)	5.97	0.0	0.0	0.0	0.0	6.3	25.0	34.4	34.4	93.8
5. Thorough regarding the driver (n=32)	5.75	6.3	0.0	0.0	6.3	12.5	15.6	31.3	34.4	81.3

Q-3. DO YOU BELIEVE ROADSIDE INSPECTIONS SHOULD OCCUR MORE OR LESS FREQUENTLY?

Item	Mean	Percentages								
		1+2+3	Much Less Frequent			Much More Frequent			5+6+7	
			1	2	3	4	5	6		7
1. Frequency of roadside inspections (n=32)	4.84	0.0	0.0	0.0	0.0	46.9	25.0	25.0	3.1	53.1

Q-5. IN YOUR OPINION, HOW FAIR IS THE SELECTION PROCESS FOR ROADSIDE INSPECTIONS?

Item	Mean	Percentages								
		1+2+3	Very Unfair			Very Fair			5+6+7	
			1	2	3	4	5	6		7
1. Inspection selection fairness (n=32)	5.81	0.0	0.0	0.0	0.0	3.1	43.8	21.9	31.3	96.9

Q-7. PLEASE RATE THE INSPECTORS WHO CONDUCT YOUR SAFETY/COMPLIANCE REVIEWS :

Item	Mean	Percentages								
		1+2+3	Not at All			Very Much			5+6+7	
			1	2	3	4	5	6		7
1. Are they courteous (n=29)	6.31	0.0	0.0	0.0	0.0	3.4	6.9	44.8	44.8	96.6
2. Are they objective/fair (n=29)	6.24	0.0	0.0	0.0	0.0	3.4	3.4	58.6	34.5	96.6
3. Are they knowledgeable of the regulations (n=29)	6.24	0.0	0.0	0.0	0.0	6.9	10.3	34.5	48.3	93.1
4. Are they cooperative (n=29)	6.21	0.0	0.0	0.0	0.0	3.4	10.3	48.3	37.9	96.6
5. Do they explain the procedures clearly (n=28)	5.93	0.0	0.0	0.0	0.0	7.1	14.3	57.1	21.4	92.9
6. Are they knowledgeable about truck operations (n=29)	5.79	0.0	0.0	0.0	0.0	10.3	24.1	41.4	24.1	89.7

Q-8. HOW WOULD YOU RATE THE FAIRNESS AND OBJECTIVITY OF THE CRITERIA USED IN EVALUATING THE MOTOR CARRIER IN EACH AREA OF THE REVIEW?

Item	Mean	Percentages								
		1+2+3	Very Unfair			Very Fair			5+6+7	
			1	2	3	4	5	6		7
1. Part 395 - Ensuring compliance with the hours-of-service of drivers (n=29)	6.07	6.9	0.0	0.0	6.9	0.0	17.2	31.0	44.8	93.1
2. Part 387 - Ensuring that the company meets the minimum levels of financial responsibility (e.g., insurance requirements) (n=29)	5.97	3.4	0.0	0.0	3.4	6.9	17.2	34.5	37.9	89.7
3. Part 393 - Meeting the specific equipment requirements for safe operation (n=29)	5.93	6.9	0.0	0.0	6.9	0.0	10.3	58.6	24.1	93.1
4. Part 383 - Ensuring compliance with Commercial Driver's License standards (n=29)	5.93	6.9	0.0	0.0	6.9	6.9	6.9	44.8	34.5	86.2
5. Part 391 - Meeting the other minimum prescribed driver qualifications (e.g., age and health) (n=29)	5.86	3.4	0.0	0.0	3.4	0.0	24.1	51.7	20.7	96.6
6. Part 396 - Ensuring regular inspection, repair and maintenance of vehicles requirements are met (n=29)	5.86	3.4	0.0	0.0	3.4	6.9	17.2	44.8	27.6	89.7
7. Part 397 - Ensuring compliance with hazardous materials transportation regulations (if applicable) (n=29)	5.72	3.4	0.0	0.0	3.4	3.4	31.0	41.4	20.7	93.1
8. Part 392 - Understanding basic rules for the driving of commercial motor vehicles (n=29)	5.66	3.4	0.0	0.0	3.4	6.9	27.6	44.8	17.2	89.7
9. Part 391 - Compliance with drug and/or alcohol testing requirements (n=29)	5.41	6.9	0.0	0.0	6.9	10.3	37.9	24.1	20.7	82.8

**Q-9. IN YOUR OPINION, HOW EFFECTIVE ARE THE FOLLOWING COMPONENTS OF THE REVIEW
IN IMPROVING THE SAFETY OF THE MOTOR CARRIER INDUSTRY?**

Item	Mean	Percentages									5+6+7
		1+2+3	Not at All Effective						Very Effective		
			1	2	3	4	5	6	7		
1. Part 391 - Meeting the other minimum prescribed driver qualifications (e.g., age and health) (n=29)	5.52	3.4	3.4	0.0	0.0	3.4	41.4	34.5	17.2	93.1	
2. Part 397 - Ensuring compliance with hazardous materials transportation regulations (if applicable) (n=29)	5.48	3.4	3.4	0.0	0.0	13.8	27.6	34.5	20.7	82.8	
3. Part 396 - Ensuring regular inspection, repair and maintenance of vehicles requirements are met (n=29)	5.34	10.3	3.4	3.4	3.4	6.9	27.6	37.9	17.2	82.8	
4. Part 383 - Ensuring compliance with Commercial Driver's License standards (n=29)	5.34	6.9	3.4	0.0	3.4	10.3	34.5	31.0	17.2	82.8	
5. Part 391 - Compliance with drug and/or alcohol testing requirements (n=29)	5.31	6.9	3.4	3.4	0.0	13.8	31.0	27.6	20.7	79.3	
6. Part 387 - Ensuring that the company meets the minimum levels of financial responsibility (e.g., insurance requirements) (n=29)	5.31	10.3	3.4	3.4	3.4	17.2	17.2	31.0	24.1	72.4	
7. Part 393 - Meeting the specific equipment requirements for safe operation (n=29)	5.24	6.9	3.4	3.4	0.0	10.3	41.4	24.1	17.2	82.8	
8. Part 395 - Ensuring compliance with the hours-of-service of drivers (n=29)	5.14	10.3	3.4	3.4	3.4	20.7	24.1	24.1	20.7	69.0	
9. Part 392 - Understanding basic rules for the driving of commercial motor vehicles (n=29)	5.00	6.9	3.4	3.4	0.0	20.7	41.4	17.2	13.8	72.4	

Q-10. WHAT IS YOUR OVERALL IMPRESSION OF THE REVIEW PROCESS?

Item	Mean	Percentages								5+6+7
		1+2+3	Very Negative					Very Positive		
			1	2	3	4	5	6	7	
1. Impression of review (n=29)	5.76	6.9	3.4	3.4	0.0	3.4	17.2	41.4	31.0	89.7

Q-11. DO YOU BELIEVE REVIEWS SHOULD OCCUR MORE OR LESS FREQUENTLY?

Item	Mean	Percentages								5+6+7
		1+2+3	Much Less Frequent					Much More Frequent		
			1	2	3	4	5	6	7	
1. For entire motor carrier industry (n=28)	5.18	3.6	3.6	0.0	0.0	32.1	21.4	21.4	21.4	64.3

Q-11. DO YOU BELIEVE REVIEWS SHOULD OCCUR MORE OR LESS FREQUENTLY?

Item	Mean	Percentages								
		1+2+3	Much Less Frequent			Much More Frequent			5+6+7	
			1	2	3	4	5	6		7
2. Per carrier (n=27)	4.74	7.4	3.7	0.0	3.7	33.3	33.3	22.2	3.7	59.3

Q-13. IN YOUR OPINION, HOW FAIR IS THE SELECTION PROCESS FOR SAFETY/COMPLIANCE REVIEWS?

Item	Mean	Percentages								
		1+2+3	Very Unfair			Very Fair			5+6+7	
			1	2	3	4	5	6		7
1. Safety/compliance review selection fairness (n=29)	5.41	3.4	0.0	0.0	3.4	13.8	34.5	34.5	13.8	82.8

Q-15. DO YOUR INSPECTORS PROVIDE PRESENTATIONS TO THE TRUCKING INDUSTRY CONCERNING THE FOLLOWING?

Item	Percent	
	Yes	No
1. MCSAP (n=32)	93.8	6.3
2. Roadside inspections (n=32)	100.0	0.0
3. Safety/compliance reviews (n=30)	86.7	13.3

Q-16. PLEASE DESCRIBE THE RELATIONSHIP BETWEEN YOUR STATE'S MCSAP INSPECTORS AND THE TRUCKING INDUSTRY REGARDING THE FOLLOWING SUBJECTS.

Item	Mean	Percentages								
		1+2+3	Very Negative			Very Positive			5+6+7	
			1	2	3	4	5	6		7
1. Roadside inspections (n=32)	5.72	3.1	0.0	0.0	3.1	12.5	18.8	40.6	25.0	84.4
2. Safety and compliance reviews (n=27)	5.56	3.7	0.0	3.7	0.0	18.5	14.8	40.7	22.2	77.8

Q-17. DO YOU FEEL THAT MCSAP PERSONNEL:

Item	Mean	Percentages									5+6+7
		1+2+3	Strongly Disagree			Strongly Agree			5+6+7		
			1	2	3	4	5	6		7	
1. Are genuinely concerned about improving your firm's safety (n=32)	6.28	0.0	0.0	0.0	0.0	0.0	0.0	9.4	53.1	37.5	100.0
2. Try to identify problems and offer solutions (n=32)	5.59	3.1	0.0	0.0	3.1	15.6	12.5	56.3	12.5		81.3
3. Only try to identify problems (n=32)	3.25	56.3	15.6	28.1	12.5	12.5	21.9	9.4	0.0		31.3
4. Are only interested in discovering violations (n=32)	3.25	59.4	18.8	21.9	18.8	15.6	9.4	12.5	3.1		25.0

Q-18. HAVE YOU HAD ANY EXPERIENCE WITH THE MCSAP IN OTHER STATES?

Item (n=30)	Number Responding	Percent
1. No	8	26.7
2. Yes	22	73.3

Q-20. DO YOU THINK A PARTNERSHIP EXISTS BETWEEN THE TRUCKING INDUSTRY AND THE MCSAP?

Item	Mean	Percentages									5+6+7
		1+2+3	Not at All			Very Much			5+6+7		
			1	2	3	4	5	6		7	
1. Partnership exists between industry and MCSAP (n=32)	5.09	6.3	0.0	0.0	6.3	21.9	34.4	31.3	6.3	71.9	

Q-21. DO YOU THINK IT WOULD BE TO YOUR STATE'S ADVANTAGE TO IMPROVE THE PARTNERSHIP BETWEEN THE MCSAP AND THE TRUCKING INDUSTRY?

Item	Mean	Percentages									5+6+7
		1+2+3	Not at All			Very Much			5+6+7		
			1	2	3	4	5	6		7	
1. Advantageous to improve partnership (n=32)	6.06	0.0	0.0	0.0	0.0	6.3	18.8	37.5	37.5	93.8	

Q-22. DO YOU PERCEIVE THAT SAFETY IS A PROBLEM IN THE TRUCKING INDUSTRY?

Item	Mean	Percentages								
		1+2+3	Not at All					Very Much		5+6+7
			1	2	3	4	5	6	7	
1. Safety a problem for trucking industry (n=32)	5.59	0.0	0.0	0.0	0.0	12.5	28.1	46.9	12.5	87.5

Q-23. REGARDING THE MCSAP, PLEASE INDICATE HOW YOU FEEL FUNDS SHOULD BE PRIORITIZED.

Item	Mean	Percentages								
		1+2+3	Much Less					Much More		5+6+7
			1	2	3	4	5	6	7	
1. Roadside inspections (n=31)	5.55	3.2	0.0	0.0	3.2	16.1	19.4	45.2	16.1	80.6
2. Safety/compliance reviews (n=31)	5.10	9.7	0.0	3.2	6.5	16.1	38.7	22.6	12.9	74.2

Q-24. DO YOU THINK MORE OR LESS HIGHWAY TRUST FUNDS SHOULD BE DEVOTED TO THE MCSAP?

Item	Mean	Percentages								
		1+2+3	Much Less					Much More		5+6+7
			1	2	3	4	5	6	7	
1. MCSAP funding (n=31)	6.00	0.0	0.0	0.0	0.0	9.7	9.7	51.6	29.0	90.3

Q-26. HOW FAMILIAR ARE YOU WITH THE FOLLOWING INTELLIGENT VEHICLE/HIGHWAY SYSTEM FOR COMMERCIAL VEHICLE OPERATIONS (IVHS-CVO) CONCEPTS?

Item	Mean	Percentages								
		1+2+3	Very Unfamiliar					Very Familiar		5+6+7
			1	2	3	4	5	6	7	
1. Automated roadside safety inspection (n=31)	4.81	16.1	3.2	6.5	6.5	19.4	29.0	25.8	9.7	64.5
2. General IVHS-CVO concept (n=32)	4.78	9.4	3.1	0.0	6.3	28.1	37.5	18.8	6.3	62.5
3. Electronic regulatory clearance (e.g., weight, registration) (n=32)	4.72	15.6	3.1	3.1	9.4	18.8	40.6	18.8	6.3	65.6
4. Electronic credential acquisition and report filling (n=31)	4.58	25.8	3.2	6.5	16.1	12.9	32.3	22.6	6.5	61.3

Q-28. DO YOU BELIEVE IVHS-CVO WILL BENEFIT:

Item	Mean	Percentages								
		1+2+3	Not at All			Very Much			5+6+7	
			1	2	3	4	5	6		7
1. The trucking industry (n=31)	5.90	0.0	0.0	0.0	0.0	6.5	25.8	38.7	29.0	93.5
2. State truck safety regulatory programs (n=31)	5.39	6.5	0.0	6.5	0.0	19.4	22.6	25.8	25.8	74.2

Q-30. PLEASE IDENTIFY YOUR STATE:

Region	State	Number Responding	Percent
Region 1			
	Connecticut	0	0.0
	Maine	0	0.0
	Massachusetts	0	0.0
	New Hampshire	1	3.1
	New Jersey	1	3.1
	New York	0	0.0
	Rhode Island	1	3.1
	Vermont	1	3.1
	Total for Region 1	4	12.5
Region 3			
	Delaware	1	3.1
	Maryland	1	3.1
	Pennsylvania	1	3.1
	Virginia	1	3.1
	Washington, D.C.	0	0.0
	West Virginia	1	3.1
	Total for Region 3	5	15.6
Region 4			
	Alabama	1	3.1
	Florida	0	0.0
	Georgia	0	0.0
	Kentucky	0	0.0
	Mississippi	0	0.0
	North Carolina	0	0.0
	South Carolina	0	0.0
	Tennessee	1	3.1
	Total for Region 4	2	6.3

Q-30. PLEASE IDENTIFY YOUR STATE:

Region	State	Number Responding	Percent
Region 5			
	Illinois	1	3.1
	Indiana	1	3.1
	Michigan	1	3.1
	Minnesota	0	0.0
	Ohio	0	0.0
	Wisconsin	1	3.1
	Total for Region 5	4	12.5
Region 6			
	Arkansas	0	0.0
	Louisiana	0	0.0
	New Mexico	1	3.1
	Oklahoma	0	0.0
	Texas	1	3.1
	Total for Region 6	2	6.3
Region 7			
	Iowa	1	3.1
	Kansas	1	3.1
	Missouri	0	0.0
	Nebraska	1	3.1
	Total for Region 7	3	9.4
Region 8			
	Colorado	1	3.1
	Montana	1	3.1
	North Dakota	1	3.1
	South Dakota	0	0.0
	Utah	1	3.1
	Wyoming	1	3.1
	Total for Region 8	5	15.6
Region 9			
	Arizona	0	0.0
	California	1	3.1
	Hawaii	0	0.0
	Nevada	1	3.1
	Total for Region 9	2	6.3
Region 10			
	Alaska	0	0.0
	Idaho	1	3.1
	Oregon	1	3.1
	Washington	1	3.1
	Total for Region 10	3	9.4
	No Response	2	6.3
Total		32	100.0

Q-31. HOW MANY SAFETY INVESTIGATORS DOES YOUR STATE EMPLOY?

Item	Mean	Median	Range
1. Safety investigators (n=31)	86.94	28	0 - 857

Q-31. HOW MANY SAFETY INVESTIGATORS DOES YOUR STATE EMPLOY?

Item (n=31)	Number Responding	Percent	Cumulative Percent
0 safety investigators	2	6.5	6.5
1 - 5 safety investigators	5	16.1	22.6
6 - 10 safety investigators	1	3.2	25.9
11 - 20 safety investigators	4	12.9	38.8
21 - 30 safety investigators	4	12.9	51.7
31 - 50 safety investigators	5	16.1	67.8
51 - 100 safety investigators	3	9.7	77.5
101 - 200 safety investigators	4	12.9	90.4
201 - 500 safety investigators	2	6.5	96.8
More than 500 safety investigators	1	3.2	100.0

Q-32. PLEASE ALLOCATE, BY FTE, YOUR STATE'S EMPLOYMENT DEVOTED TO:

Item	Mean	Median	Range
1. Roadside inspections (n=25)	428.28	30	4 - 8,500
2. Safety/Compliance Reviews (n=25)	19.12	4	0 - 245

Q-32N1. PLEASE ALLOCATE, BY FTE, YOUR STATE'S EMPLOYMENT DEVOTED TO ROADSIDE INSPECTIONS:

Item (n=25)	Number Responding	Percent	Cumulative Percent
0 FTEs for roadside inspections	0	0.0	0.0
1 - 5 FTEs for roadside inspections	2	8.0	8.0
6 - 10 FTEs for roadside inspections	1	4.0	12.0
11 - 20 FTEs for roadside inspections	5	20.0	32.0
21 - 30 FTEs for roadside inspections	5	20.0	52.0
31 - 50 FTEs for roadside inspections	4	16.0	68.0
51 - 100 FTEs for roadside inspections	1	4.0	72.0
101 - 200 FTEs for roadside inspections	2	8.0	80.0
201 - 500 FTEs for roadside inspections	3	12.0	92.0
More than 500 FTEs for roadside inspections	2	8.0	100.0

Q-32N2. PLEASE ALLOCATE, BY FTE, YOUR STATE'S EMPLOYMENT DEVOTED TO SAFETY/COMPLIANCE REVIEWS:

Item (n=25)	Number Responding	Percent	Cumulative Percent
0 FTEs for safety/compliance reviews	2	8.0	8.0
1 FTE for safety/compliance reviews	2	8.0	16.0
2 FTEs for safety/compliance reviews	3	12.0	28.0
3 FTEs for safety/compliance reviews	5	20.0	48.0
4 FTEs for safety/compliance reviews	4	16.0	64.0
5 - 10 FTEs for safety/compliance reviews	4	16.0	80.0
11 - 25 FTEs for safety/compliance reviews	3	12.0	92.0
More than 25 FTEs for safety/compliance reviews	2	8.0	100.0

Q-33. HOW MANY YEARS HAVE YOU (PERSONALLY) BEEN INVOLVED IN THE MCSAP?

Item	Mean	Median	Range
1. Years involved in the MCSAP (n=29)	8.14	8	2 - 15

Q-33. HOW MANY YEARS HAVE YOU (PERSONALLY) BEEN INVOLVED IN THE MCSAP?

Item (n=29)	Number Responding	Percent	Cumulative Percent
1 - 5 years involved in MCSAP	5	17.2	17.2
6 - 10 years involved in MCSAP	17	58.6	75.8
11 - 15 years involved in MCSAP	7	24.1	100.0

Q-34. HOW MANY YEARS HAVE YOU (PERSONALLY) BEEN INVOLVED WITH TRUCK SAFETY REGULATORY PROGRAMS?

Item	Mean	Median	Range
1. Years involved with truck safety regulatory programs (n=29)	14.41	15	4 - 32

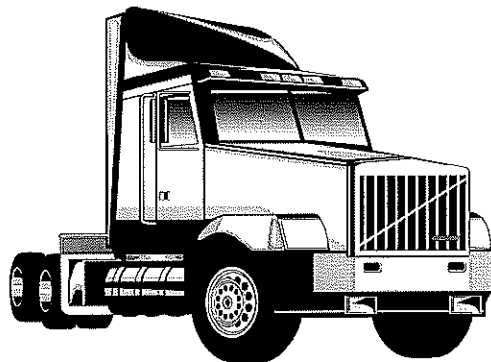
Q-34. HOW MANY YEARS HAVE YOU (PERSONALLY) BEEN INVOLVED WITH TRUCK SAFETY REGULATORY PROGRAMS?

Item (n=29)	Number Responding	Percent	Cumulative Percent
1 - 5 years involved with truck safety regulatory programs	2	6.9	6.9
6 - 10 years involved with truck safety regulatory programs	7	24.1	31.0
11 - 15 years involved with truck safety regulatory programs	10	34.5	65.5
16 - 20 years involved with truck safety regulatory programs	6	20.7	86.2
More than 20 years involved with truck safety regulatory programs	4	13.8	100.0

Appendix C

Motor Carrier Management Survey

***A SURVEY OF THE TRUCKING INDUSTRY'S
PERCEPTIONS OF THE MOTOR CARRIER
SAFETY ASSISTANCE PROGRAM***



February 1995

Instructions

1. Please read and answer all questions carefully.
2. Select the response that best represents your feelings. There is no right or wrong answer.
3. Do not put your name on this survey to ensure anonymity.
4. When you have finished, place this survey in the business reply envelope. You do not need a stamp to mail this.
5. Please return this survey as soon as possible.
6. Feel free to use any white space as well as the back of this survey for any comments you may have.

ALL RESPONSES AND COMMENTS ARE ANONYMOUS

THANK YOU FOR YOUR HELP

If you have any questions or concerns regarding this survey, please call Brenda Lantz with the Upper Great Plains Transportation Institute at (701) 231-7767.



OVERVIEW

The Motor Carrier Safety Assistance Program (MCSAP) was established by the Surface Transportation Assistance Act of 1982 and is sponsored by the Federal Highway Administration (FHWA). The MCSAP provides federal funds to the states in order for them to conduct commercial motor vehicle safety activities, such as roadside inspections and safety/compliance reviews of carriers.

Q-1. OVERALL, DO YOU FEEL THE MCSAP IMPROVES SAFETY? (circle number)

	Not At All						Very Much
1. For your firm	1	2	3	4	5	6	7
2. For the industry	1	2	3	4	5	6	7

ROADSIDE INSPECTIONS

Roadside inspections of the driver and/or vehicle are conducted en route either at a weigh station or along the roadside. If any serious violations of the safety regulations are found the driver and/or vehicle is placed **out-of-service** until the violation(s) are corrected.

Q-2. DO YOU FEEL THAT ROADSIDE INSPECTIONS ARE: (circle number)

	Strongly Disagree						Strongly Agree
1. Conducted fairly	1	2	3	4	5	6	7
2. Improve safety for the industry	1	2	3	4	5	6	7
3. Improve safety for your firm	1	2	3	4	5	6	7
4. Worthwhile	1	2	3	4	5	6	7
5. Thorough regarding the equipment	1	2	3	4	5	6	7
6. Thorough regarding the driver	1	2	3	4	5	6	7

Q-3. DO YOU BELIEVE ROADSIDE INSPECTIONS SHOULD OCCUR MORE OR LESS FREQUENTLY? (circle number)

	Less Frequent				More Frequent		
	1	2	3	4	5	6	7
1. Frequency of roadside inspection							

Q-4. APPROXIMATELY, HOW MANY ROADSIDE INSPECTIONS HAS YOUR COMPANY HAD:

1. IN THE LAST YEAR? _____
2. IN THE LAST THREE YEARS? (If applicable) _____

Q-5. HOW MANY OF YOUR FIRM'S DRIVERS AND VEHICLES HAVE BEEN PLACED OUT-OF-SERVICE IN THE LAST YEAR AS A RESULT OF A ROADSIDE INSPECTION?

1. Drivers: _____
2. Vehicles: _____

Q-6. APPROXIMATELY WHAT PERCENTAGE OF THESE OUT-OF-SERVICE ORDERS DO YOU FEEL WERE APPROPRIATE? (circle number)

	0 percent	25 percent	50 percent	100 percent
1. Drivers	1	2	3	4
2. Vehicles	1	2	3	4

Q-7. ARE YOU FAMILIAR WITH THE SELECTION PROCESS FOR ROADSIDE INSPECTIONS? (circle number)

1. No
2. Yes

Q-8. ON WHAT BASIS DO YOU THINK VEHICLES ARE SELECTED FOR INSPECTION AT THE ROADSIDE?

Q-9. IN YOUR OPINION, HOW FAIR IS THE SELECTION PROCESS FOR ROADSIDE INSPECTIONS? (circle number)

	Very Unfair						Very Fair
1. Inspection selection fairness	1	2	3	4	5	6	7

Q-10. PLEASE OFFER THREE (3) SUGGESTIONS ON HOW THE ROADSIDE INSPECTION PROCESS COULD BE IMPROVED.

1.

2.

3.

Although **safety reviews** are no longer in existence (they have recently been replaced with educational contacts and no safety rating is assigned), they were defined as an overview of a motor carrier's knowledge of the Federal Motor Carrier Safety Regulations. It was both a rating and monitoring instrument designed to provide field staff with a broad over-view of the motor carrier's safety operation. A substantial part of the rating was based on an interview with management. The carrier was left with questions and answers from the interview. The main purpose was to provide educational and technical assistance to motor carriers.

A **compliance review** is defined as an audit of required records to measure a carrier's compliance with the Federal Motor Carrier Safety Regulations and apparent risk to highway safety. A detailed review of records is made to check various categories of drivers, vehicles, and trips. The compliance status determination is based on violations discovered and may involve changing the carrier's rating, enforcement action, or placing the carrier in a selective monitoring program.

Q-11. ARE YOU FAMILIAR WITH THE FEDERAL HIGHWAY ADMINISTRATION'S SAFETY/COMPLIANCE REVIEW PROCESS?
(circle number)

1. No
2. Yes

Q-12. HAS YOUR COMPANY EVER HAD A SAFETY/COMPLIANCE REVIEW? (circle number)

1. No (please continue to question 25)
2. Yes

Q-13. IN THE LAST FIVE YEARS, HOW MANY REVIEWS HAS YOUR FIRM HAD? _____

Q-14. IN WHAT YEAR DID THE MOST RECENT REVIEW OF YOUR FIRM TAKE PLACE? _____

Q-15. REGARDING THE MOST RECENT REVIEW OF YOUR FIRM, WAS IT REQUESTED BY YOUR COMPANY? (circle number)

- 1. No
- 2. Yes, why? _____

Q-16. IF THIS REVIEW WAS NOT REQUESTED BY YOUR FIRM, DO YOU KNOW WHY YOUR FIRM WAS REVIEWED? (circle number)

- 1. No
- 2. Yes, why? _____

Q-17. WAS YOUR MOST RECENT REVIEW A SAFETY OR COMPLIANCE REVIEW? (circle number)

- 1. Safety Review
- 2. Compliance Review

Q-18. WHAT RATING WAS YOUR FIRM GIVEN AFTER ITS MOST RECENT REVIEW? (circle number)

- 1. Satisfactory
- 2. Conditional
- 3. Unsatisfactory

Q-19. DO YOU BELIEVE THIS RATING WAS FAIRLY ASSIGNED? (circle number)

	Very Unfair						Very Fair
1. Fairness of rating	1	2	3	4	5	6	7

Q-20. IF YOU FEEL THE RATING WAS UNFAIRLY ASSIGNED, PLEASE EXPLAIN WHY.

Q-21. PLEASE RATE THE INSPECTOR WHO CONDUCTED THE MOST RECENT REVIEW: (circle number)

	Not At All						Very Much
1. Was he/she cooperative	1	2	3	4	5	6	7
2. Was he/she courteous	1	2	3	4	5	6	7
3. Was he/she objective/fair	1	2	3	4	5	6	7
4. Did he/she explain the procedures clearly	1	2	3	4	5	6	7
5. Was he/she knowledgeable of the regulations	1	2	3	4	5	6	7
6. Was he/she knowledgeable about truck operations	1	2	3	4	5	6	7

Q-22. HOW WOULD YOU RATE THE FAIRNESS AND OBJECTIVITY OF THE INSPECTOR IN EVALUATING EACH AREA OF THE REVIEW? (circle number)

		Very Unfair					Very Fair	
1.	Part 383 - Ensuring compliance with Commercial Driver's License standards	1	2	3	4	5	6	7
2.	Part 392 - Understanding basic rules for the driving of commercial motor vehicles	1	2	3	4	5	6	7
3.	Part 387 - Ensuring that the company meets the minimum levels of financial responsibility (e.g., insurance requirements)	1	2	3	4	5	6	7
4.	Part 391 - Compliance with drug and/or alcohol testing requirements	1	2	3	4	5	6	7
5.	Part 391 - Meeting the other minimum prescribed driver qualifications (e.g., age and health)	1	2	3	4	5	6	7
6.	Part 393 - Meeting the specific equipment requirements for safe operation	1	2	3	4	5	6	7
7.	Part 395 - Ensuring compliance with the hours-of-service of drivers	1	2	3	4	5	6	7
8.	Part 396 - Ensuring regular inspection, repair and maintenance of vehicles requirements are met	1	2	3	4	5	6	7
9.	Part 397 - Ensuring compliance with hazardous materials transportation regulations (if applicable)	1	2	3	4	5	6	7

Q-23. IN YOUR OPINION, HOW EFFECTIVE ARE THE FOLLOWING COMPONENTS OF THE REVIEW IN IMPROVING THE SAFETY OF YOUR FIRM? (circle number)

		Not at all Effective					Very Effective	
1.	Part 383 - Ensuring compliance with Commercial Driver's License standards	1	2	3	4	5	6	7
2.	Part 392 - Understanding basic rules for the driving of commercial motor vehicles	1	2	3	4	5	6	7
3.	Part 387 - Ensuring that the company meets the minimum levels of financial responsibility (e.g., insurance requirements)	1	2	3	4	5	6	7
4.	Part 391 - Compliance with drug and/or alcohol testing requirements	1	2	3	4	5	6	7
5.	Part 391 - Meeting the other minimum prescribed driver qualifications (e.g., age and health)	1	2	3	4	5	6	7
6.	Part 393 - Meeting the specific equipment requirements for safe operation	1	2	3	4	5	6	7
7.	Part 395 - Ensuring compliance with the hours-of-service of drivers	1	2	3	4	5	6	7
8.	Part 396 - Ensuring regular inspection, repair and maintenance of vehicles requirements are met	1	2	3	4	5	6	7
9.	Part 397 - Ensuring compliance with hazardous materials transportation regulations (if applicable)	1	2	3	4	5	6	7

Q-24. WHAT WAS YOUR OVERALL IMPRESSION OF THE REVIEW PROCESS? (circle number)

		Very Negative					Very Positive	
1.	Impression of review	1	2	3	4	5	6	7

Q-25. DO YOU BELIEVE REVIEWS SHOULD OCCUR MORE OR LESS FREQUENTLY? (circle number)

	Much Less Frequent			Much More Frequent			
1. For entire industry	1	2	3	4	5	6	7
2. Per carrier	1	2	3	4	5	6	7

Q-26. ARE YOU FAMILIAR WITH THE SELECTION PROCESS FOR REVIEWS? (circle number)

- 1. No
- 2. Yes

Q-27. ON WHAT BASIS DO YOU THINK COMPANIES ARE SELECTED FOR REVIEW?

Q-28. IN YOUR OPINION, HOW FAIR IS THE SELECTION PROCESS FOR SAFETY/COMPLIANCE REVIEWS? (circle number)

	Very Unfair			Very Fair			
1. Safety/compliance review selection fairness	1	2	3	4	5	6	7

Q-29. PLEASE OFFER THREE (3) SUGGESTIONS ON HOW THE REVIEW PROCESS COULD BE IMPROVED.

1.

2.

3.

PARTNERSHIPING

Q-30. HOW INFORMED OF THE MCSAP, AS EXPLAINED ON THE FIRST PAGE, WERE YOU BEFORE RECEIVING THIS SURVEY? (circle number)

	Not at all Informed				Very Informed		
	1	2	3	4	5	6	7
1. Familiarity with the MCSAP							

Q-31. HAVE YOU EVER HEARD A PRESENTATION CONCERNING THE FOLLOWING?

1. MCSAP	Yes	No
2. Roadside Inspections	Yes	No
3. Safety/Compliance Reviews	Yes	No

Q-32. IF YOU HAVE HAD DISCUSSIONS REGARDING MCSAP WITH INDIVIDUALS AFFILIATED WITH THE FOLLOWING GROUPS, INDICATE HOW INFORMATIVE THEY WERE TO YOU. (circle number, if not applicable, please skip that category).

	Not at all Informative				Very Informative		
	1	2	3	4	5	6	7
1. FHWA's Office of Motor Carriers							
2. Highway Patrol / State Police							
3. State DOT or Public Service/Utilities Commission							
4. Insurance industry							
5. Other trucking firms							
6. Professional Associations							
7. Other: _____							

Q-33. PLEASE DESCRIBE YOUR RELATIONSHIP WITH YOUR STATE'S MCSAP INSPECTORS REGARDING THE FOLLOWING SUBJECTS. (circle number)

	Very Negative					Very Positive	
1. Safety and Compliance Reviews	1	2	3	4	5	6	7
2. Roadside Inspection	1	2	3	4	5	6	7

Q-34. DO YOU FEEL THAT MCSAP PERSONNEL: (circle number)

	Strongly Disagree					Strongly Agree	
1. Only try to identify problems	1	2	3	4	5	6	7
2. Try to identify problems and offer solutions	1	2	3	4	5	6	7
3. Are only interested in discovering violations	1	2	3	4	5	6	7
4. Are genuinely concerned about improving your firm's safety	1	2	3	4	5	6	7

Q-35. HAVE YOU HAD ANY EXPERIENCE WITH THE MCSAP IN OTHER STATES? (circle number)

1. No (please continue to question 37)
2. Yes

Q-36. COULD YOU PLEASE DESCRIBE OR INDICATE ANY DIFFERENCES BETWEEN STATES AND/OR REGIONS YOU HAVE NOTICED REGARDING THE MCSAP.

Q-37. DO YOU THINK A PARTNERSHIP EXISTS BETWEEN THE TRUCKING INDUSTRY AND THE MCSAP? (circle number)

	Not At All					Very Much	
I. Partnership exists between industry and MCSAP	1	2	3	4	5	6	7

Q-38. DO YOU THINK IT WOULD BE TO YOUR FIRM'S ADVANTAGE TO IMPROVE THE PARTNERSHIP BETWEEN YOUR FIRM AND THE MCSAP? (circle number)

	Not At All					Very Much	
I. Advantageous to improve partnership	1	2	3	4	5	6	7

Q-39. DO YOU PERCEIVE THAT SAFETY IS A PROBLEM IN THE TRUCKING INDUSTRY? (circle number)

	Not At All					Very Much	
I. Safety a problem for trucking industry	1	2	3	4	5	6	7

Q-40. REGARDING THE MCSAP, PLEASE INDICATE HOW YOU FEEL FUNDS SHOULD BE PRIORITIZED. (circle number)

	Much Less				Much More		
1. Roadside Inspections	1	2	3	4	5	6	7
2. Safety/Compliance Reviews	1	2	3	4	5	6	7
3. Other: _____	1	2	3	4	5	6	7

Q-41. DO YOU THINK MORE OR LESS HIGHWAY TRUST FUNDS SHOULD BE DEVOTED TO THE MCSAP? (circle number)

	Much Less				Much More		
1. MCSAP funding	1	2	3	4	5	6	7

Q-42. DO YOU HAVE ANY SUGGESTIONS FOR BETTER METHODS OF IMPROVING MOTOR CARRIER SAFETY (FOR EXAMPLE, MORE ROADSIDE INSPECTIONS, DRIVER TRAINING, DRIVER INCENTIVES, HOURS-OF-SERVICE CHANGES, ETC.)?

Q-43. HOW FAMILIAR ARE YOU WITH THE FOLLOWING INTELLIGENT VEHICLE/HIGHWAY SYSTEM FOR COMMERCIAL VEHICLE OPERATIONS (IVHS-CVO) CONCEPTS? (circle number)

	Very Unfamiliar				Very Familiar		
1. General IVHS-CVO concept	1	2	3	4	5	6	7
2. Electronic regulatory clearance (e.g., weight, registration)	1	2	3	4	5	6	7
3. Automated roadside safety inspection	1	2	3	4	5	6	7
4. Electronic credential acquisition and report filling	1	2	3	4	5	6	7

Q-44. WHAT ARE YOUR PERCEPTIONS OF IVHS-CVO AND ATTITUDES TOWARD IT?

Q-45. DO YOU BELIEVE IVHS-CVO WILL BENEFIT THE TRUCKING INDUSTRY? (circle number)

	Not At All				Very Much		
1. Industry benefits of IVHS-CVO	1	2	3	4	5	6	7

Q-46. IN WHAT WAYS DO YOU BELIEVE IVHS-CVO WILL BENEFIT THE TRUCKING INDUSTRY?

DEMOGRAPHICS

Q-47. PLEASE IDENTIFY YOUR

Position: _____

Department: _____

Q-48. IN WHICH STATE ARE YOUR FIRM'S HEADQUARTERS LOCATED?

Location: _____

Q-54. WHICH CATEGORY BEST DESCRIBES THE SHIPMENTS HANDLED BY YOUR FIRM? (circle number)

1. Truckload (Shipments greater than 10,000 lbs. that do not require a terminal or break-bulk operation)
2. Less-than-truckload (Terminal or break-bulk operation required)
3. Package (Shipments under 100 lbs. that require a terminal or break-bulk operation)

Q-55. WHICH CATEGORY BEST DESCRIBES THE SERVICES PROVIDED BY YOUR FIRM? (circle number)

1. Private
2. For-hire (provide services for a fee to practically any shipper)

Q-56. WHAT ARE YOUR THREE (3) MOST PREDOMINANT CARGO TYPES?

1. _____
2. _____
3. _____

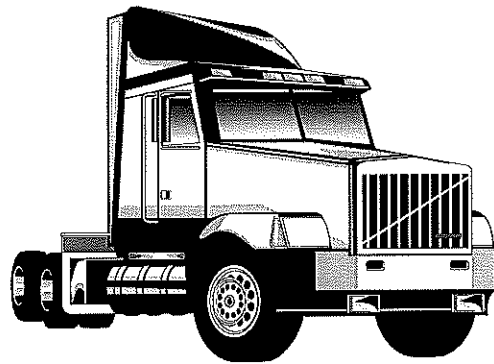
Q-57. WHICH OF THE FOLLOWING TRAILER TYPES DOES YOUR FIRM OPERATE? (circle all that apply)

1. Dry Van 2. Refrigerated Van 3. Hopper Bottom
4. Tanker 5. Flatbed 6. Household Goods
7. Auto Carrier 8. Intermodal
9. Other (specify): _____

Appendix D

State Administrator Survey

***A SURVEY OF PERCEPTIONS OF STATE
ADMINISTRATORS OF THE MOTOR CARRIER
SAFETY ASSISTANCE PROGRAM***



February 1995

Instructions

1. Please read and answer all questions carefully.
2. Select the response that best represents your feelings. There is no right or wrong answer.
3. Do not put your name on this survey to ensure anonymity.
4. When you have finished, place this survey in the business reply envelope. You do not need a stamp to mail this.
5. Please return this survey as soon as possible.
6. Feel free to use any white space as well as the back of this survey for any comments you may have.

ALL RESPONSES AND COMMENTS ARE ANONYMOUS

THANK YOU FOR YOUR HELP

If you have any questions or concerns regarding this survey, please call Brenda Lantz with the Upper Great Plains Transportation Institute at (701) 231-7767.



OVERVIEW

The Motor Carrier Safety Assistance Program (MCSAP) was established by the Surface Transportation Assistance Act of 1982 and is sponsored by the Federal Highway Administration (FHWA). The MCSAP provides federal funds to the states in order for them to conduct commercial motor vehicle safety activities, such as roadside inspections and safety/compliance reviews of carriers.

Q-1. OVERALL, DO YOU FEEL THE MCSAP IMPROVES SAFETY FOR THE MOTOR CARRIER INDUSTRY? (circle number)

	Not At All						Very Much
1. For the motor carrier industry	1	2	3	4	5	6	7

ROADSIDE INSPECTIONS

Roadside inspections of the driver and/or vehicle are conducted en route either at a weigh station or along the roadside. If any serious violations of the safety regulations are found the driver and/or vehicle is placed out-of-service until the violation(s) are corrected.

Q-2. DO YOU FEEL THAT ROADSIDE INSPECTIONS ARE: (circle number)

	Strongly Disagree						Strongly Agree
1. Conducted fairly	1	2	3	4	5	6	7
2. Improve safety for the industry	1	2	3	4	5	6	7
3. Worthwhile	1	2	3	4	5	6	7
4. Thorough regarding the equipment	1	2	3	4	5	6	7
5. Thorough regarding the driver	1	2	3	4	5	6	7

Q-3. DO YOU BELIEVE ROADSIDE INSPECTIONS SHOULD OCCUR MORE OR LESS FREQUENTLY? (circle number)

	Much Less Frequent			Much More Frequent			
I. Frequency of roadside inspection	1	2	3	4	5	6	7

Q-4. HOW ARE VEHICLES SELECTED FOR INSPECTION AT THE ROADSIDE?

Q-5. IN YOUR OPINION, HOW FAIR IS THE SELECTION PROCESS FOR ROADSIDE INSPECTIONS? (circle number)

	Very Unfair			Very Fair			
I. Inspection selection fairness	1	2	3	4	5	6	7

Q-6. PLEASE OFFER THREE (3) SUGGESTIONS ON HOW THE ROADSIDE INSPECTION PROCESS COULD BE IMPROVED.

1.

2.

3.

Although **safety reviews** are no longer in existence (they have recently been replaced with educational contacts and no safety rating is assigned), they were defined as an overview of a motor carrier's knowledge of the Federal Motor Carrier Safety Regulations. It was both a rating and monitoring instrument designed to provide field staff with a broad over-view of the motor carrier's safety operation. A substantial part of the rating was based on an interview with management. The carrier was left with questions and answers from the interview. The main purpose was to provide educational and technical assistance to motor carriers.

A **compliance review** is defined as an audit of required records to measure a carrier's compliance with the Federal Motor Carrier Safety Regulations and apparent risk to highway safety. A detailed review of records is made to check various categories of drivers, vehicles, and trips. The compliance status determination is based on violations discovered and may involve changing the carrier's rating, enforcement action, or placing the carrier in a selective monitoring program.

Q-7. PLEASE RATE THE INSPECTORS WHO CONDUCT YOUR SAFETY/COMPLIANCE REVIEWS: (circle number)

		Not At All					Very Much
1.	Are they cooperative	1	2	3	4	5	6 7
2.	Are they courteous	1	2	3	4	5	6 7
3.	Are they objective/fair	1	2	3	4	5	6 7
4.	Do they explain the procedures clearly	1	2	3	4	5	6 7
5.	Are they knowledgeable of the regulations	1	2	3	4	5	6 7
6.	Are they knowledgeable about truck operations	1	2	3	4	5	6 7

Q-8. HOW WOULD YOU RATE THE FAIRNESS AND OBJECTIVITY OF THE CRITERIA USED IN EVALUATING THE MOTOR CARRIER IN EACH AREA OF THE REVIEW? (circle number)

		Very Unfair					Very Fair	
		1	2	3	4	5	6	7
1.	Part 383 - Ensuring compliance with Commercial Driver's License standards	1	2	3	4	5	6	7
2.	Part 392 - Understanding basic rules for the driving of commercial motor vehicles	1	2	3	4	5	6	7
3.	Part 387 - Ensuring that the company meets the minimum levels of financial responsibility (e.g., insurance requirements)	1	2	3	4	5	6	7
4.	Part 391 - Compliance with drug and/or alcohol testing requirements	1	2	3	4	5	6	7
5.	Part 391 - Meeting the other minimum prescribed driver qualifications (e.g., age and health)	1	2	3	4	5	6	7
6.	Part 393 - Meeting the specific equipment requirements for safe operation	1	2	3	4	5	6	7
7.	Part 395 - Ensuring compliance with the hours-of-service of drivers	1	2	3	4	5	6	7
8.	Part 396 - Ensuring regular inspection, repair and maintenance of vehicles requirements are met	1	2	3	4	5	6	7
9.	Part 397 - Ensuring compliance with hazardous materials transportation regulations (if applicable)	1	2	3	4	5	6	7

Q-9. IN YOUR OPINION, HOW EFFECTIVE ARE THE FOLLOWING COMPONENTS OF THE REVIEW IN IMPROVING THE SAFETY OF THE MOTOR CARRIER INDUSTRY? (circle number)

		Not at all Effective					Very Effective	
1.	Part 383 - Ensuring compliance with Commercial Driver's License standards	1	2	3	4	5	6	7
2.	Part 392 - Understanding basic rules for the driving of commercial motor vehicles	1	2	3	4	5	6	7
3.	Part 387 - Ensuring that the company meets the minimum levels of financial responsibility (e.g., insurance requirements)	1	2	3	4	5	6	7
4.	Part 391 - Compliance with drug and/or alcohol testing requirements	1	2	3	4	5	6	7
5.	Part 391 - Meeting the other minimum prescribed driver qualifications (e.g., age and health)	1	2	3	4	5	6	7
6.	Part 393 - Meeting the specific equipment requirements for safe operation	1	2	3	4	5	6	7
7.	Part 395 - Ensuring compliance with the hours-of-service of drivers	1	2	3	4	5	6	7
8.	Part 396 - Ensuring regular inspection, repair and maintenance of vehicles requirements are met	1	2	3	4	5	6	7
9.	Part 397 - Ensuring compliance with hazardous materials transportation regulations (if applicable)	1	2	3	4	5	6	7

Q-10. WHAT IS YOUR OVERALL IMPRESSION OF THE REVIEW PROCESS? (circle number)

		Very Negative					Very Positive	
1.	Impression of review	1	2	3	4	5	6	7

Q-11. DO YOU BELIEVE REVIEWS SHOULD OCCUR MORE OR LESS FREQUENTLY? (circle number)

	Much Less Frequent				Much More Frequent		
1. For entire motor carrier industry	1	2	3	4	5	6	7
2. Per carrier	1	2	3	4	5	6	7

Q-12. HOW ARE MOTOR CARRIERS SELECTED FOR REVIEW?

Q-13. IN YOUR OPINION, HOW FAIR IS THE SELECTION PROCESS FOR SAFETY/COMPLIANCE REVIEWS? (circle number)

	Very Unfair				Very Fair		
1. Safety/compliance review selection fairness	1	2	3	4	5	6	7

Q-14. PLEASE OFFER THREE (3) SUGGESTIONS ON HOW THE REVIEW PROCESS COULD BE IMPROVED.

1.

2.

3.

PARTNERSHIPING

Q-15. DO YOUR INSPECTORS PROVIDE PRESENTATIONS TO THE TRUCKING INDUSTRY CONCERNING THE FOLLOWING?

1.	MCSAP	Yes	No
2.	Roadside Inspections	Yes	No
3.	Safety/Compliance Reviews	Yes	No

Q-16. PLEASE DESCRIBE THE RELATIONSHIP BETWEEN YOUR STATE'S MCSAP INSPECTORS AND THE TRUCKING INDUSTRY REGARDING THE FOLLOWING SUBJECTS. (circle number)

		Very Negative					Very Positive	
1.	Safety and Compliance Reviews	1	2	3	4	5	6	7
2.	Roadside Inspection	1	2	3	4	5	6	7

Q-17. DO YOU FEEL THAT MCSAP PERSONNEL: (circle number)

		Strongly Disagree					Strongly Agree	
1.	Only try to identify problems	1	2	3	4	5	6	7
2.	Try to identify problems and offer solutions	1	2	3	4	5	6	7
3.	Are only interested in discovering violations	1	2	3	4	5	6	7
4.	Are genuinely concerned about improving the trucking industry's safety	1	2	3	4	5	6	7

Q-18. HAVE YOU HAD ANY EXPERIENCE WITH THE MCSAP IN OTHER STATES? (circle number)

- 1. No (please continue to question 20)
- 2. Yes

Q-19. COULD YOU PLEASE DESCRIBE OR INDICATE ANY DIFFERENCES BETWEEN STATES AND/OR REGIONS YOU HAVE NOTICED REGARDING THE MCSAP.

Q-20. DO YOU THINK A PARTNERSHIP EXISTS BETWEEN THE TRUCKING INDUSTRY AND THE MCSAP? (circle number)

	Not At All					Very Much	
I. Partnership exists between industry and MCSAP	1	2	3	4	5	6	7

Q-21. DO YOU THINK IT WOULD BE TO YOUR STATE'S ADVANTAGE TO IMPROVE THE PARTNERSHIP BETWEEN THE MCSAP AND THE TRUCKING INDUSTRY? (circle number)

	Not At All					Very Much	
I. Advantageous to improve partnership	1	2	3	4	5	6	7

Q-22. DO YOU PERCEIVE THAT SAFETY IS A PROBLEM IN THE TRUCKING INDUSTRY? (circle number)

	Not At All						Very Much
	1	2	3	4	5	6	7
1. Safety a problem for trucking industry							

Q-23. REGARDING THE MCSAP, PLEASE INDICATE HOW YOU FEEL FUNDS SHOULD BE PRIORITIZED. (circle number)

	Much Less			Much More			
	1	2	3	4	5	6	7
1. Roadside Inspections							
2. Safety/Compliance Reviews							
3. Other: _____							

Q-24. DO YOU THINK MORE OR LESS HIGHWAY TRUST FUNDS SHOULD BE DEVOTED TO THE MCSAP? (circle number)

	Much Less					Much More	
	1	2	3	4	5	6	7
1. MCSAP funding							

Q-25. DO YOU HAVE ANY SUGGESTIONS FOR BETTER METHODS OF IMPROVING MOTOR CARRIER SAFETY (FOR EXAMPLE, MORE ROADSIDE INSPECTIONS, DRIVER TRAINING, DRIVER INCENTIVES, HOURS-OF-SERVICE CHANGES, ETC.)?

Q-26. HOW FAMILIAR ARE YOU WITH THE FOLLOWING INTELLIGENT VEHICLE/HIGHWAY SYSTEM FOR COMMERCIAL VEHICLE OPERATIONS (IVHS-CVO) CONCEPTS? (circle number)

		Very Unfamiliar			Very Familiar			
1.	General IVHS-CVO concept	1	2	3	4	5	6	7
2.	Electronic regulatory clearance (e.g., weight, registration)	1	2	3	4	5	6	7
3.	Automated roadside safety inspection	1	2	3	4	5	6	7
4.	Electronic credential acquisition and report filling	1	2	3	4	5	6	7

Q-27. WHAT ARE YOUR PERCEPTIONS OF IVHS-CVO AND ATTITUDES TOWARD IT?

Q-28. DO YOU BELIEVE IVHS-CVO WILL BENEFIT: (circle number)

		Not At All			Very Much			
1.	The trucking industry	1	2	3	4	5	6	7
2.	State truck safety regulatory programs	1	2	3	4	5	6	7

Q-29. IN WHAT WAYS DO YOU BELIEVE IVHS-CVO WILL BENEFIT STATE TRUCK SAFETY REGULATORY PROGRAMS?

DEMOGRAPHICS

Q-30. PLEASE IDENTIFY YOUR

Position: _____

Department: _____

Agency: _____

State: _____

Q-31. HOW MANY SAFETY INVESTIGATORS DOES YOUR STATE EMPLOY? _____

Q-32. PLEASE ALLOCATE, BY FTE, YOUR STATE'S EMPLOYMENT DEVOTED TO:

Roadside inspections _____

Safety/Compliance Reviews _____

Q-33. HOW MANY YEARS HAVE YOU (PERSONALLY) BEEN INVOLVED IN THE MCSAP? _____

Q-34. HOW MANY YEARS HAVE YOU (PERSONALLY) BEEN INVOLVED WITH TRUCK SAFETY REGULATORY PROGRAMS?
