

**APPENDIX C
FLEET SAFETY MANAGER SURVEY FORM**

**Transportation Research Board
Commercial Truck & Bus Safety
Synthesis Program**



CARRIER SAFETY MANAGER SURVEY

Under sponsorship of the Transportation Research Board, the Virginia Tech Transportation Institute (VTTI) is conducting a review and survey of Effective Commercial Truck and Bus Safety Management Techniques. This study is identifying major commercial vehicle operations (CVO) safety management problems of concern, and describing and assessing various approaches to enhanced CVO safety management.

As a fleet safety manager, your knowledge and opinions are of great interest and importance to this study. This survey seeks your input on various CVO safety problems and carrier-based solutions. The survey, which will take about 20 minutes to complete, asks you to rate traffic safety problems in terms of their significance in your organization and carrier-based safety management methods in terms of their potential effectiveness in your organizations' fleet safety. There is also a space for your comments and suggestions. **All survey responses are anonymous and confidential.**

Upon completion of the survey, please mail, fax, or e-mail your form to the VTTI Principal Investigator, Dr. Ron Knipling, at the following address: 7054 Haycock Road, Falls Church, VA 22043, Voice phone: (703) 538-8439, Fax: (703) 538-8450, E-mail: rknippling@vtti.vt.edu.

All survey respondents will receive electronic and hard copies of the study final report, to be published in spring 2003.

This survey form is also available on-line at www.vtti.vt.edu/TRBSurvey.

Safety Management Problem Areas

For each of the following safety problem areas, please indicate the degree to which you agree that the problem area is important in relation to your organizations’ fleet safety. Highly-rated problem areas would be priority concerns for your fleets’ safety management systems. Answer in regard to commercial motor vehicle (CMV) drivers, not other motorists on the highways. **Please read each question carefully and circle the number that best states whether you believe the problem area is important and significant, or not, in your organization. The 5-point scale is: 1=Strongly Disagree (i.e., it’s not very important), 2=Disagree, 3=Not Sure/Neutral, 4=Agree, 5=Strongly Agree (i.e., it’s very important).**

	Strongly Disagree	Disagree	Not Sure/Neutral	Agree	Strongly Agree	Among Top 5?
1. Insufficient training:						
a) Lack of basic driving skills.....	1	2	3	4	5	
b) Poor knowledge of federal, state, and/or company rules.....	1	2	3	4	5	
2. At-risk driving behaviors (e.g., speeding, tailgating).....	1	2	3	4	5	
3. Aggressive driving (i.e., “road rage”).....	1	2	3	4	5	
4. Lack of defensive driving skills (e.g., space management around vehicle).....	1	2	3	4	5	
5. Driver fatigue/drowsiness.....	1	2	3	4	5	
6. Delays associated with loading and unloading (e.g., resulting in long working hours, tight schedules, and fatigue).....	1	2	3	4	5	
7. Alcohol and/or illicit drug abuse.....	1	2	3	4	5	
8. Driver health & wellness problems; specifically:						
a) Lifestyle/general health-related (e.g., poor diet, smoking).....	1	2	3	4	5	
b) Sleep apnea.....	1	2	3	4	5	
c) Cardiovascular illness/heart disease.....	1	2	3	4	5	
d) Prescription drug side effects (e.g., drowsiness).....	1	2	3	4	5	
e) Mental illness (e.g., depression, anxiety, mood disorders).....	1	2	3	4	5	
9. Poor attitude and morale, loneliness, alienation, unhappiness.....	1	2	3	4	5	
10. Driver turnover resulting in unstable workforce.....	1	2	3	4	5	
11. Drivers unfamiliar with routes.....	1	2	3	4	5	
12. Neglect of vehicle maintenance (e.g., brakes, tires).....	1	2	3	4	5	
13. Failure to inspect vehicle (e.g., pre-/post-trip).....	1	2	3	4	5	
14. Unsecured loads.....	1	2	3	4	5	
15. High-risk drivers [all causes combined] (i.e., the degree to which managers should focus on the worst 10-20% of their drivers).....	1	2	3	4	5	
16. Please indicate the five most important problem areas in your organization by placing an “X” next to the item in the <i>Among Top 5?</i> column.						
17. Any additional important problem areas not listed above? Please feel free to comment in the space provided below.						

Safety Management Solutions

For each of the safety management methods or approaches listed below, please indicate **Yes or No**, if your organization currently uses the safety management system. Then, if you indicated your organization currently uses the safety management system (i.e., Yes), indicate your rating of its level of safety effectiveness in your organizations’ fleet safety. In other words, do you believe the safety management method is a viable and effective tool in increasing safety in your organizations’ fleet? **The 5-point scale is: 1=Highly Ineffective, 2=Ineffective, 3=Not Sure/Neutral, 4=Effective, 5=Highly Effective.**

	Highly Ineffective	Ineffective	Not Sure/Neutral	Effective	Highly Effective	Among Top 5?
1. Safe driver recruiting methods						
a) Requiring that new hires meet or exceed a minimum number of years of driving experience YES / NO	1	2	3	4	5	—
b) Hiring based on criteria relating to driver crash, violation, or incident history YES / NO	1	2	3	4	5	—
2. Training standards/programs:						
a) Standardized training for all new hires [e.g., company policy & procedures, customer relations, defensive driving skills, rules for driving (e.g., speeding, headway)] YES / NO	1	2	3	4	5	—
b) Apprenticeship and “finishing” programs for new drivers, conducted by safety manager or senior driver YES / NO	1	2	3	4	5	—
c) Regular refresher training for all drivers YES / NO	1	2	3	4	5	—
d) Remedial training programs for problem drivers YES / NO	1	2	3	4	5	—
3. Regularly-scheduled safety meetings YES / NO	1	2	3	4	5	—
4. Regular safety performance evaluations:						
a) Observation of driving behaviors through ride-alongs YES / NO ..	1	2	3	4	5	—
b) Continuous tracking of driver’s crashes/incidents/violations YES / NO	1	2	3	4	5	—
5. Tracking of overall fleet safety statistics (e.g., fleet crash/violation rate) YES / NO	1	2	3	4	5	—
6. Driver incentive programs for outcome-based safety measures (i.e., reward for crash-free miles) YES / NO	1	2	3	4	5	—
7. Behavior-based safety [i.e., observation, self-observation, feedback, incentives focusing on safety-related driving behaviors (e.g., safety belt use, safe speeds, safe headways)] YES / NO	1	2	3	4	5	—
8. On-board computer monitoring devices <i>with</i> management review, feedback and rewards/punishments for good/poor performance YES / NO	1	2	3	4	5	—
9. On-board computer monitoring (e.g., speed monitoring) and feedback to drivers <i>without</i> management review YES / NO	1	2	3	4	5	—

10.	Event-data recorders (“black boxes”) used to reconstruct crashes and incidents YES / NO	1	2	3	4	5	—
11.	Crash and incident investigation by carrier management (e.g., visit to crash site, completion of company forms, in-house review panel, final determination of fault/preventability with recommendations) YES / NO	1	2	3	4	5	—
12.	“How’s My Driving” placards and 800 numbers YES / NO	1	2	3	4	5	—
13.	Improved communication between drivers and dispatchers regarding scheduling and dispatching to prevent fatigue. YES / NO	1	2	3	4	5	—
14.	Fatigue management programs (i.e., employing fatigue education, sleep disorder screening [e.g., sleep apnea], and “fatigue-conscious” scheduling and dispatching) YES / NO	1	2	3	4	5	—
15.	Fleet-based medical programs:						
	a) Medical screening/counseling (e.g., sleep apnea, cardiovascular) YES / NO	1	2	3	4	5	—
	b) General health & wellness instruction/counseling YES / NO	1	2	3	4	5	—
16.	Preventive maintenance programs:						
	a) Regularly scheduled vehicle inspection and maintenance YES / NO	1	2	3	4	5	—
	b) Trip sheets (driver documentation of pre- and post-trip maintenance inspections) YES / NO	1	2	3	4	5	—
17.	Safety-related equipment on new vehicles:						
	a) Basic equipment (e.g., engine specs, conspicuity lighting) YES / NO	1	2	3	4	5	—
	b) Advanced technology collision avoidance systems (e.g., forward/rear obstacle detection) YES / NO	1	2	3	4	5	—
18.	Within carrier management, alignment of operational and safety functions (e.g., the safety manager is also a direct supervisor) YES / NO	1	2	3	4	5	—
19.	Safety management quality certification programs (i.e., involving outside consultant)						
	a) Certification of carrier safety management practices YES / NO	1	2	3	4	5	—
	b) Certification of individual fleet safety managers (i.e., professional certificate) YES / NO	1	2	3	4	5	—
20.	Please indicate the five most effective safety management methods in your organization by placing an “X” next to the item in the <i>Among Top 5?</i> column.						
21.	Any additional important safety management methods not listed above? Please feel free to comment in the space provided below.						

Respondent Information

1. Approximately how many years have you been a safety manager (for carrier motor operations)?

2. Approximately how many total years experience do you have in commercial vehicle operations?

3. How many power units are currently in your organizations' fleet? _____

4. How would you characterize your fleet's primary operation? Please circle or underline the operation type that best characterizes your fleet:

- For hire: long-haul/truckload
- For hire: long-haul/less-than-truckload (LTL)
- For hire: local/short-haul (most trips less than 100 miles from home base)
- Private industry: long-haul
- Private industry: local/short-haul (most trips less than 100 miles from home base)
- Passenger carrier: long-haul/motor coach
- Passenger carrier: local/transit
- Other: _____

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Thank you for your participation in this study!