

**APPENDIX D
OTHER EXPERT SURVEY FORM**

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



COMMERCIAL VEHICLE OPERATIONS SAFETY MANAGEMENT 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 an expert in CVO safety, 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 and carrier-based safety management methods in terms of their potential effectiveness. 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: rknipling@vtti.vt.edu.

All survey respondents will receive 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 commercial vehicle operations (CVO). Highly-rated problem areas would be priority concerns for carrier safety managers. Answer in regard to commercial motor vehicle (CMV) drivers, not other motorists on the highways. **Please read each question and circle (or otherwise mark) the number that best states whether you believe the problem area is important and significant, or not. 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:						
c) Lifestyle/general health-related (e.g., poor diet, smoking).....	1	2	3	4	5	
d) Sleep apnea.....	1	2	3	4	5	
e) Cardiovascular illness/heart disease.....	1	2	3	4	5	
f) Prescription drug side effects (e.g., drowsiness).....	1	2	3	4	5	
g) 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 top five most important problem areas by placing an “X” next to the item in the Among Top 5? 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 (circle or otherwise mark) your rating of its potential level of safety effectiveness in carrier safety management. In other words, do you believe the safety management method is a viable and effective tool in increasing safety in commercial fleets? **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.....	1	2	3	4	5	—
b) Hiring based on criteria relating to driver crash, violation, or incident history.....	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)].....	1	2	3	4	5	—
b) Apprenticeship and “finishing” programs for new drivers, conducted by safety manager or senior driver.....	1	2	3	4	5	—
c) Regular refresher training for all drivers.....	1	2	3	4	5	—
d) Remedial training programs for problem drivers.....	1	2	3	4	5	—
3. Regularly-scheduled safety meetings.....	1	2	3	4	5	—
4. Regular safety performance evaluations:						
a) Observation of driving behaviors through ride-alongs.....	1	2	3	4	5	—
b) Continuous tracking of driver’s crashes/incidents/violations.....	1	2	3	4	5	—
5. Tracking of overall fleet safety statistics (e.g., fleet crash/violation rate).....	1	2	3	4	5	—
6. Driver incentive programs for outcome-based safety measures (i.e., reward for crash-free miles).....	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]).....	1	2	3	4	5	—
8. On-board computer monitoring devices <i>with</i> management review, feedback and rewards/punishments for good/poor performance.....	1	2	3	4	5	—
9. On-board computer monitoring (e.g., speed monitoring) and feedback to drivers without management review.....	1	2	3	4	5	—
10. Event-data recorders (“black boxes”) used to reconstruct crashes and incidents.....	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).....	1	2	3	4	5	—

12. "How's My Driving" placards and 800 numbers.....	1	2	3	4	5	—
13. Improved communication between CMV drivers and dispatchers regarding scheduling and dispatching.....	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).....	1	2	3	4	5	—
15. Fleet-based medical programs:						
a) Medical screening/counseling (e.g., sleep apnea, cardiovascular)...	1	2	3	4	5	—
b) General health & wellness instruction/counseling.....	1	2	3	4	5	—
16. Preventive maintenance programs:						
a) Regularly scheduled vehicle inspection and maintenance.....	1	2	3	4	5	—
b) Trip sheets (driver documentation of pre- and post-trip maintenance inspections).....	1	2	3	4	5	—
17. Safety-related equipment on new vehicles:						
a) Safety-related equipment (e.g., engine specs, conspicuity lighting).....	1	2	3	4	5	—
b) Advanced technology collision avoidance systems (e.g., forward/rear obstacle detection).....	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).....	1	2	3	4	5	—
19. Safety management quality certification programs (i.e., involving outside consultant):						
a) Certification of carrier safety management practices.....	1	2	3	4	5	—
b) Certification of individual fleet safety managers (i.e., professional certificate).....	1	2	3	4	5	—
20. Please indicate the five most effective safety management methods 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 of professional experience do you have relating to CVO traffic safety?

2. Please circle or underline all experience areas below for which you have 1 year of experience or more relating to motor carrier safety.

- Government enforcement
- Other government (e.g., rulemaking)
- Industry trade association
- CMV driver
- Carrier safety manager
- Accident Investigation/Data Analysis
- Other carrier management position
- CVO safety research
- Journalist
- Driver trainer
- Insurance for motor carriers
- Other _____

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Thank you for your participation in this study!