

*An Evaluation of Commercial Vehicle Drivers' and
Roadside Safety Inspectors' Opinions Regarding the MCSAP,
the Roadside Inspection Process, and Motor Carrier Safety*

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ABSTRACT

This project evaluated the opinions of commercial vehicle drivers and safety inspectors regarding the roadside inspection process and motor carrier safety. Surveys were developed in cooperation with the Office of Motor Carriers and used to question a representative sample from each of the groups nationwide. Questions in the surveys addressed vehicle and driver roadside inspections; the inspection selection method, fairness, frequency, and location; evaluations of inspectors and drivers; the partnership between the two groups; suggestions for improvement of the roadside inspection process and the partnership; safety; fatigue; sharing the road; and several additional subjects. In addition to a complete analysis detailing the results from each survey as well as in comparison to each other, results from this study also are compared and contrasted with results from a previous study of State administrators of the Motor Carrier Safety Assistance Program and motor carrier company management.

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**AN EVALUATION OF COMMERCIAL VEHICLE DRIVERS' AND
ROADSIDE SAFETY INSPECTORS' OPINIONS REGARDING
THE MCSAP, THE ROADSIDE INSPECTION PROCESS,
AND MOTOR CARRIER SAFETY**

PRIMARY FINDINGS

- Both drivers and inspectors indicated a positive perception of roadside inspections.
- When asked if they were aware of the *specific* penalty for violating an out-of-service order, two-thirds of the drivers indicated that they did not know.
- Approximately half of the drivers disagreed with the statement that roadside inspections are the same from State to State.
- About 70 percent of drivers agreed that roadside inspections improve safety for their company, but only 43 percent of motor carrier managers agreed with this statement.
- The vast majority of drivers, inspectors, and State administrators of the MCSAP agreed that the selection process for roadside inspections is fair, but motor carrier managers were undecided about this issue.
- Drivers were extremely positive in their responses evaluating inspectors, indicating that roadside inspectors are doing an excellent job. However, drivers and inspectors evaluated driver performance lower than inspectors.
- When asked to define the relationship between inspectors and drivers, no one group gave an overwhelmingly positive response. However, all groups agreed that it would be beneficial to improve their partnership.

- About 81 percent of inspectors versus 53 percent of drivers indicated that safety is a problem in the commercial vehicle industry. Similarly, 88 percent of State administrators of the MCSAP versus 50 percent of motor carrier managers responded that safety is a problem.
- Almost 89 percent of inspectors, versus only 52 percent of drivers, responded that there was a problem with fatigued commercial vehicle drivers on the road. However, 84 percent of drivers and 72 percent of inspectors believed there was a need for more rest areas for drivers to get required rest.

INTRODUCTION

Congress created the Motor Carrier Safety Assistance Program (MCSAP) to improve the safety of commercial vehicle operations on public highways. The effectiveness of this program is partially dependent on how supportive the States are to the program, their willingness to participate in National program initiatives, and the perception of the industry affected by the program.

The success of the MCSAP depends on the efforts and cooperation of State motor carrier safety administrators, roadside inspectors, carriers, industry, and drivers. In 1995, the Federal Highway Administration (FHWA) decided to conduct an assessment of the MCSAP partnership as perceived by State motor carrier safety administrators and motor carrier industry managers. This assessment was performed by the Upper Great Plains Transportation Institute (UGPTI) (1).

Roadside inspectors and drivers are the operational backbone of the motor carrier safety program. These professionals are on the road daily working with the mechanics of our safety system — the vehicles, the drivers, and the regulators.

The FHWA, through a MCSAP grant to North Dakota, and the UGPTI conducted the present study to evaluate and analyze the opinions of commercial vehicle drivers and safety inspectors regarding the MCSAP, the roadside inspections process, and motor carrier safety.

PROCEDURE

The initial surveys were developed by the UGPTI in cooperation with the North Dakota Highway Patrol and the FHWA / Office of Motor Carriers (OMC). Several representatives from the Commercial Vehicle Safety Alliance (CVSA), the Owner-Operator Independent Drivers Association (OOIDA), and other State agencies were contacted for comments and suggestions, which subsequently were incorporated into the final surveys. For a complete copy of the surveys, refer to Appendices A and B.

All the contiguous States in the United States were contacted to seek participation in the study. Every State, with the exception of Iowa, agreed to participate. However, South Dakota indicated that it did not have any safety inspectors supported by the MCSAP, and South Carolina later withdrew from participation. Thus, 46 jurisdictions (including Washington, D.C.) participated in this study. A total of 1,703 inspector surveys and 8,515 driver surveys were mailed to the jurisdictions.

Each State received enough surveys to distribute one (1) to each of their inspectors (with an approximate maximum of 50 surveys), and enough driver surveys so each inspector could distribute five (5) to drivers as part of a Level I CVSA inspection. This ensured that drivers receiving the survey had experience with at least one inspection, and perhaps more. Each survey included a cover letter explaining the purpose of the document and a postage-paid return envelope so the inspectors and

drivers could mail the survey directly back to the UGPTI at their convenience, which helped to encourage candid replies.

RESPONDENTS

There were 563 inspector surveys and 642 driver surveys returned from 42 States, as illustrated in the following table:

Federal Region	Inspector Surveys Returned		Driver Surveys Returned	
	Number	Percent	Number	Percent
Region 1	61	10.8	72	11.2
Region 3	79	14.0	70	10.9
Region 4	75	13.3	72	11.2
Region 5	104	18.5	122	19.0
Region 6	77	13.7	106	16.5
Region 7	63	11.2	86	13.4
Region 8	29	5.2	39	6.1
Region 9	27	4.8	17	2.6
Region 10	48	8.5	58	9.0
Total	563	100.0	642	100.0

The federal regions are defined in Figure 1.

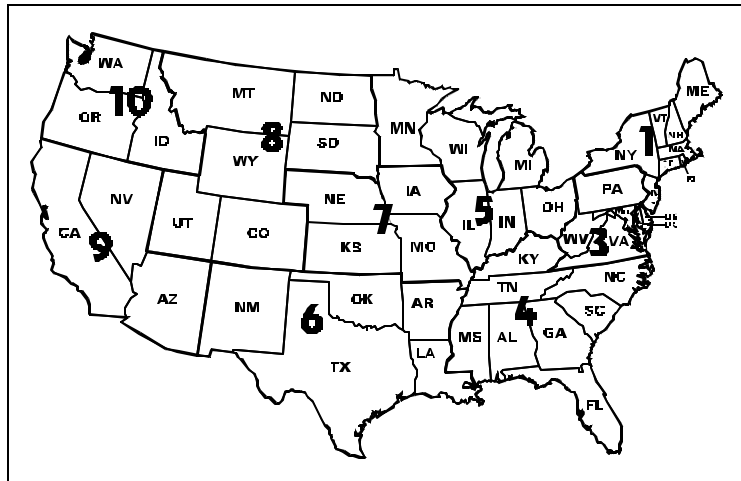


Figure 1 Federal Regions

Inspectors

Approximately 63 percent of the responding inspectors have five or more years of experience as a roadside safety inspector, while only 6 percent have less than one year of experience. The majority, 65 percent, have full law enforcement powers and work for either the Highway Patrol (35 percent), the State Police (36 percent), or the Department of Transportation (15 percent). Fully 87 percent indicated that they perform motor carrier enforcement full-time. The remaining 13 percent indicated that MCSAP activities occupy about 47 percent of their time, on average.

About 70 percent of inspectors have completed the 80-hour North American Standard Driver / Vehicle Inspection course with the remaining 30 percent completing the 40-hour course. The majority of inspectors also have completed other courses such as Hazardous Materials Roadside Inspections

(92 percent), Cargo Tank and Bulk Packaging (79 percent), and Drug Interdiction Awareness (70 percent). In addition, about 17 percent have been trained to perform compliance reviews.

Responding inspectors conduct about 400 Level I inspections per year on average. Of these, they self-report giving a CVSA decal¹ for 25 percent on average, and placing about 14 percent of drivers and 34 percent of vehicles out-of-service. In addition, inspectors reported that they do a driver record check during the course of a Level I inspection about half of the time on average. Of the driver record checks, inspectors reported that about 50 percent are conducted through NLETS, 57 percent through NCIC, and/or 70 percent through the local/State DMV on average.

Drivers

Approximately 65 percent of responding drivers indicated they were a professional drivers for more than 10 years, while only 4 percent indicated less than one year of experience. The majority are company drivers (72 percent) and owner-operators (23 percent). About 55 percent categorized the average length of their trips to be more than 400 miles, 31 percent indicated 101-400 miles, and the remaining 14 percent indicated primarily local trips of less than 100 miles. The drivers are evenly distributed across the country regarding the regions they drive in most often.

About 77 percent of drivers indicated that the shipments handled by their company primarily are truckload, 10 percent indicated less-than-truckload, 11 percent indicated primarily hazardous materials cargo, 1 percent indicated passengers, and about 1 percent indicated package shipments.

¹ A CVSA decal is issued after a Level I or Level V inspection has been performed and no vehicle defects are found which are, or could lead to, an out-of-service violation.

At the time of their most recent inspection, about 29 percent of the drivers were operating a tractor trailer with a dry van, 15 percent with a refrigerated van, 14 percent with a flatbed, and 10 percent with a tanker; another 11 percent were operating a straight truck, about 3 percent a straight truck with a trailer, about 1 percent a bus, and about 3 percent a double or triple trailer. Approximately 14 percent indicated transporting hazardous materials at the time of their most recent inspection.

Responding drivers indicated undergoing about three driver and/or vehicle inspections in the last year, on average. Of these, they reported being placed out-of-service about 3.4 percent of the time, having their vehicle placed out-of-service about 11.3 percent of the time, and receiving a CVSA decal about 40.1 percent of the time.

Regarding their most recent inspection, 43.8 percent of drivers indicated that they received a CVSA decal, 16.3 percent indicated their vehicle was placed out-of-service, and about 2.8 percent indicated that they (the driver) were placed out-of-service. Drivers also reported that their most recent inspection took an average of 34.8 minutes.

OVERALL RESULTS

The results are organized to follow the questions as they were asked of the commercial vehicle driver. Wherever possible, responses to similar questions asked of the roadside safety inspectors are given for comparison. Refer to Appendices C and D for complete tables detailing all of the survey results for drivers and inspectors respectively. In addition, if a similar question was asked of motor carrier company managers (referred to as *managers*) and/or of State administrators of the MCSAP (referred to as *administrators*) in the previous 1995 study, the responses of the two groups also are given.

When asked if they were aware of the *specific* penalty for violating an out-of-service order, about two-thirds of the drivers indicated that they did not know. This presents a good opportunity for education to make drivers more aware of the seriousness of an out-of-service order.

Vehicle Inspections

Both drivers and inspectors indicated a positive perception of roadside inspections of vehicles. A majority of the responding drivers indicated that they agreed to strongly agreed with the statements that vehicle inspections:

- 1) are thorough regarding the equipment (79 percent)
- 2) improve safety for the motor carrier industry (78 percent)
- 3) improve safety for their company (73 percent)
- 4) make them more aware of commercial vehicle safety (73 percent)
- 5) are conducted fairly (70 percent)

Similarly, more than 80 percent of inspectors agreed to strongly agreed with statements 1, 2, and 3 above.

The one question in this section on which drivers and inspectors disagreed somewhat was with the question whether roadside inspections of vehicles help to reduce commercial vehicle involved accidents. While 79 percent of inspectors agreed with this statement, only 61 percent of drivers agreed. This indicates that although drivers agree that vehicle inspections improve safety in general, they are not as sure that they specifically help to reduce accidents.

The final question in this section inquired if drivers believed that vehicle inspections were the same from State to State. Fully 54 percent of drivers disagreed to strongly disagreed with this statement, which indicates a definite need for more consistency between States.

Driver Inspections

Similar questions were asked regarding driver inspections. Here the percentages were slightly lower, but still a majority of the drivers agreed to strongly agreed with the statements that roadside inspections of drivers:

- 1) are thorough regarding the driver (76 percent)
- 2) are conducted fairly (71 percent)
- 3) improve safety for the motor carrier industry (68 percent)
- 4) make them more aware of commercial vehicle safety (67 percent)
- 5) improve safety for their company (64 percent)

Once again, more than 70 percent of inspectors also agreed to strongly agreed with statements 1, 3, and 5 above.

The same discrepancy as was noted with vehicle inspections also was apparent with driver inspections. While 74 percent of inspectors agreed to strongly agreed that driver inspections help to reduce commercial vehicle involved accidents, only 59 percent of drivers agreed.

Similarly, although slightly lower than with vehicle inspections, still 46 percent of drivers disagreed or strongly disagreed with the statement that driver inspections are the same from State to State.

Managers/Administrators Response Regarding Inspections

In the 1995 survey, motor carrier managers and State administrators of the MCSAP were asked one general question regarding roadside inspections; it was not divided between driver and vehicle. Although slightly lower than driver responses, the majority of managers agreed to strongly agreed with the statements that roadside inspections:

- 1) improve safety for the industry (70 percent)
- 2) are thorough regarding the driver (60 percent)
- 3) are thorough regarding the equipment (58 percent)

Similarly, a majority of the administrators, more than 80 percent, agreed to strongly agreed with these three statements.

The significant discrepancy noted here was responses to the statement that roadside inspections are conducted fairly. Fully 100 percent of the administrators agreed with this statement, while only 40 percent of managers agreed. It is interesting to note that more than 70 percent of drivers in the present survey agreed to strongly agreed that roadside inspections are conducted fairly.

Another discrepancy noted between manager responses in the 1995 survey and driver responses in the present survey was to the statement that roadside inspections improve safety for their company. While approximately 70 percent of drivers agreed with this statement, only 43 percent of managers agreed.

Inspection Selection Method

Both drivers and inspectors were asked how vehicles and drivers should be selected for roadside inspection. Their responses were similar:

- 1) 35 percent of drivers and 34 percent of inspectors think the selection process should be random
- 2) 22 percent of drivers and 31 percent of inspectors think it should be based on a visual scan of the vehicle/driver
- 3) 12 percent of drivers and 5 percent of inspectors think it should only occur during a traffic enforcement stop
- 4) 5 percent of drivers and 1 percent of inspectors think it should be based on the carrier's prior safety record
- 5) About 27 percent of drivers and 29 percent of inspectors think selection should be based on some combination of the above methods

Inspection Selection Fairness

When asked if the selection process for roadside inspections (as they believe it to be) was fair, 79 percent of drivers and 86 percent of inspectors responded that they believed it was fair to very fair. Similarly, almost 97 percent of State administrators from the 1995 survey agreed the process was fair. Conversely, only 31 percent of motor carrier managers from the 1995 survey thought the process was fair; however, 42 percent responded that they were neutral, perhaps indicating a lack of knowledge of what the inspection process is.

Inspection Frequency

Drivers and inspectors also were asked if they believed roadside inspections of vehicles and/or drivers should occur more or less frequently. Not surprisingly, inspectors believed more so than drivers

that the frequency should be increased. Approximately 79 percent of inspectors thought that roadside inspections of drivers should occur more frequently, compared with only 45 percent of drivers who believed so. Similarly, 70 percent of inspectors thought vehicle inspections should occur more frequently, compared with only 48 percent of drivers who believed so. Approximately one-third of the drivers believed the current frequency of vehicle and driver inspections is about right.

In the 1995 survey, managers and administrators were asked if roadside inspections in general should occur more or less frequently. Only 53 percent of the administrators believed that inspections should occur more frequently. The remaining 47 percent thought the frequency was about right. As expected, only about one-third of the motor carrier managers believed that inspections should occur more frequently, one-third thought the frequency was about right, and one-third believed they should be less frequent.

When asked for their overall impression of the roadside inspection process, 65 percent of drivers and 89 percent of inspectors had a positive to very positive impression. The impression was slightly more positive toward vehicle inspections than driver inspections (64 percent versus 62 percent for driver response and 89 percent versus 86 percent for inspector response).

Inspector Evaluation

Drivers were asked seven specific questions to evaluate the safety inspector who had conducted their most recent roadside inspection. Drivers were extremely positive in their responses indicating that the inspector:

- 1) was professional (94 percent)

- 2) clearly gave information on the results of the inspection and answered any questions they had (91 percent)
- 3) was courteous (91 percent)
- 4) gave clear instructions before and during the inspection process (90 percent)
- 5) was objective/fair (90 percent)
- 6) as knowledgeable of the regulations (88 percent)
- 7) was knowledgeable about commercial vehicle operations (87 percent)

In addition, 98 percent of the drivers indicated that the officer gave them a copy of the inspection report. However, when asked if they had ever been inspected, received the inspection report and a CVSA decal, and within hours been required to go through another inspection, 24 percent of the drivers indicated that this had happened to them. There appears to be a need to help ensure that all roadside safety inspectors respect the CVSA decal.

Drivers who had experienced more than one roadside inspection (n=474) also were asked to evaluate roadside safety inspectors in general. The responses to the seven items were slightly lower than above, but still extremely positive, ranging from 72 percent to 81 percent. In comparison, inspectors were asked to evaluate other safety inspectors in general. Their responses to the same seven items also were quite positive, ranging from 79 percent to 87 percent. All the above results indicate the perception that roadside safety inspectors do an excellent job.

There are two areas where some work may be needed. When drivers were asked if they had ever had a CVSA inspection with no violations and not received an inspection report, about 20 percent responded yes. On average, this had happened to the drivers at least twice. In addition, when asked if

they had ever had a complete vehicle inspection with no violations and not received a CVSA decal, fully 40 percent responded yes. Again, the average number of times that this had occurred was twice.

To try to check the accuracy of the drivers' answers to this last question, a query of the Motor Carrier Management Information System was conducted. It appears that drivers may have a legitimate complaint. In the states that surveys were returned from in this study, there were 838,478 Level I inspections conducted in the one-year period between October 1996 and October 1997. Of these inspections, 77,290 (9.2 percent) indicated that there were zero violations found, but no CVSA decal given. A regional evaluation reveals that this percentage ranges from a low of 0.5 percent in region 10 to a high of 16.4 percent in Region 9. The remainder of the regions fall between 2.5 percent and 6.6 percent.

Perception of the Goals of Inspectors

Drivers and inspectors also were asked four specific questions about the goals of safety inspectors in general. Although the majority of the responses were positive, the inspector response was significantly more positive in three of the questions.

- 1) 85 percent of drivers and 92 percent of inspectors agreed that inspectors are interested in discovering violations
- 2) 77 percent of drivers and 92 percent of inspectors agreed that inspectors try to identify problems
- 3) 58 percent of drivers and 77 percent of inspectors agreed that inspectors identify problems and offer solutions

- 4) 66 percent of drivers and 90 percent of inspectors agreed that inspectors are genuinely concerned about improving safety

A similar question was asked of motor carrier managers and State administrators of the MCSAP in the 1995 survey. The results were as follows:

- 1) 67 percent of managers versus 25 percent of administrators agreed that MCSAP personnel are *only* interested in discovering violations
- 2) 60 percent of managers versus 31 percent of administrators agreed that MCSAP personnel *only* try to identify problems
- 3) 37 percent of managers versus 81 percent of administrators agreed that MCSAP personnel try to identify problems and offer solutions
- 4) 39 percent of managers versus 100 percent of administrators agreed that MCSAP personnel are genuinely concerned about improving safety

Some reasons for the discrepancies between the results of the two surveys could include (1) the slightly different wording (i.e., the word *only* was omitted in the most recent survey) and, (2) in the 1995 survey, managers were evaluating both roadside safety inspectors and inspectors who conduct compliance reviews. Even so, there appears to be an opportunity to improve the perception of the goals of the inspector.

Driver Evaluation

For comparison purposes, drivers and inspectors were asked to evaluate commercial vehicle drivers in general. Interestingly, *both* drivers and inspectors evaluated driver performance lower than inspectors.

- 1) 59 percent of drivers and 56 percent of inspectors responded that drivers were professional
- 2) 51 percent of drivers and 55 percent of inspectors responded that drivers were courteous
- 3) 60 percent of drivers and 50 percent of inspectors responded that drivers were knowledgeable about commercial vehicle operations
- 4) 52 percent of drivers and only 21 percent of inspectors responded that drivers were knowledgeable of the regulations

Partnership

Both drivers and inspectors were asked to define the *relationship* between drivers and inspectors. About 42 percent of drivers indicated that they believed the relationship was positive to very positive, 27 percent were neutral, and 31 percent thought the relationship was negative. Inspectors were more positive with 59 percent indicating that they believed a positive relationship exists, 29 percent indicating neutral, and only 13 percent indicating the relationship was negative.

Motor carrier managers in the 1995 survey were more positive than drivers with 56 percent indicating a positive relationship and only 15 percent indicating a negative one. Administrators in the 1995 survey were the most positive with 78 percent indicating a positive relationship and only 4 percent

indicating a negative one between inspectors and the commercial vehicle industry. Still, no one group gave an overwhelmingly positive response, indicating that there may be a need to work on the relationship between the two groups.

This is further verified by the results from the question of whether a *partnership* exists between roadside safety inspectors and the commercial vehicle industry. Only 43 percent of drivers and 54 percent of inspectors believed that there currently is a partnership between them. Similarly, in the 1995 survey, only 25 percent of the motor carrier company managers and 72 percent of the State administrators believed that there was a partnership between the industry and the State inspectors.

However, when asked if they believed it would be *advantageous to improve the partnership*, all groups clearly agreed. Approximately 89 percent of drivers, 87 percent of inspectors, 81 percent of motor carrier managers, and 94 percent of administrators agreed that it would be beneficial to improve the partnership between the groups.

Suggestions for Improvement

Drivers and inspectors were asked if they had any suggestions on how the roadside inspection process and/or the partnership between the commercial vehicle industry and State roadside safety inspectors could be improved. There were many good responses, some of the most common (in order of frequency) included:

from Drivers:

- do inspections at safe/permanent locations, not on the roadside
- inspectors should be more courteous, have better attitudes, be more professional
- drivers and inspectors should communicate better, have better attitudes, and respect each other

- do inspections for safety, not money
- inspectors should not get too picky, don't give tickets for minor infractions
- same regulations for all States
- have the company be responsible for safety of the vehicle and violations
- do inspections at the owner's yard/company
- inspectors should be well-trained
- inspectors should be more helpful/informative, such as for repairs
- instead of giving fines, give a warning or allow the problem to be fixed
- don't do an inspection if the driver is sleeping or on break
- no inspection if a current CVSA decal is in the window
- place CVSA decals on all vehicles that pass inspection
- do more inspections
- have less time involved with inspections
- increase the hours of service to 12 hours driving a day
- educate the public about road safety and sharing the road
- uniform speed limits

from Inspectors:

Many inspectors repeated some of the comments of drivers, other common responses included:

- more interaction and better communication between the industry and inspectors (i.e., interaction on the job, inspectors going to companies, attending safety meetings, training sessions, learning about each other's job, asking and answering questions)
- educate drivers and companies about inspections, regulations, what we look for in inspections, how it is done, out-of-service violations, etc., have trucking industry personnel come to inspection sites and see an inspection being done
- make inspections and enforcement uniform throughout each State
- need more safe areas to do inspections

Drivers and inspectors also were asked what they thought has been done (or could be done) to produce the most *positive* impact on commercial vehicle safety. Common responses from both groups included:

- roadside inspections / the inspection process
- educating the general public about trucks and safety
- CDLs, random drug tests
- uniform speed limits, enforcement, regulations, and fines
- CVSA program
- pay drivers by the hour not the mile.

Finally, both groups were asked what they thought has been done (or could be done) to produce a *negative* impact on commercial vehicle safety. Common responses included:

From drivers (negative impact):

- rude behavior, bad attitudes of inspectors, inspectors' treatment of drivers
- bad publicity of trucks
- different speed limits
- regulations on hours of service
- fines and out-of-service for small violations

From inspectors (negative impact):

- deregulation of safety regulations, lowering out-of-service criteria, increasing the hours a driver can drive
- negative attitude from inspector to driver
- too much emphasis on number of inspections instead of quality
- lack of uniformity on rules, regulations, and enforcement
- reducing roadside inspections
- lack of communication / interaction between inspectors and industry

Safety

All groups were asked a general question if they perceived safety to be a problem in the commercial vehicle industry. Approximately 81 percent of inspectors versus 53 percent of drivers indicated somewhat to very much. Similarly, 88 percent of State administrators versus 50 percent of motor carrier managers in the 1995 survey responded somewhat to very much.

Inspection Location

Approximately 72 percent of drivers indicated that they had been stopped by a commercial vehicle enforcement officer at a location other than a permanent inspection facility on the average about one to four times. About 90 percent of inspectors indicated that they conduct inspections at locations other than permanent facilities approximately 50 percent of the time on average.

About 43 percent of drivers have been stopped at a location that was, in their opinion, unsafe to perform an inspection. This has occurred one to three times on average. When asked what type of location it was, the majority of the drivers responded on the side/shoulder of the road or interstate. Encouragingly, however, almost 80 percent of the inspectors indicated that they have received training on safe stopping and reentry for trucks for other than fixed site locations.

Fatigue

Because fatigue has been identified as a top safety issue, drivers were asked the question that if violations of the hours-of-service regulations occur, to what extent six different items contribute. These items, in the order of the percentage drivers believe they contribute somewhat to very much to a violation of the hours-of-service regulations, are:

- 1) Pressure from the company manager or dispatcher (74 percent)
- 2) Pressure from the shipper (70 percent)
- 3) Negative impact on earnings (67 percent)
- 4) Pride in delivering on time (62 percent)

- 5) Fear of losing their job (58 percent)
- 6) Pressure from other drivers (16 percent)

Obviously, there is a need to educate companies and shippers on the importance of the hours-of-service regulations and to allow drivers the time they need to rest without fear of penalty.

Further, both drivers and inspectors were asked if they believed there was a problem with fatigued commercial vehicle drivers on the road. While 52 percent of drivers responded somewhat to very much, almost 89 percent of inspectors responded somewhat to very much. Interestingly, however, when asked if there was a need for more rest areas for commercial vehicle drivers to get required rest, a greater percentage of drivers (84 percent) than inspectors (72 percent) answered somewhat to very much.

Sharing the Road

Drivers and inspectors agreed that new passenger vehicle drivers should have “sharing the road with commercial vehicles” questions on their written exams (95 percent and 93 percent respectively). However, only 57 percent of drivers, versus 81 percent of inspectors, believed there was a need for new commercial vehicle drivers to complete a written exam regarding commercial vehicle safety and sharing the road with passenger vehicles. Similarly, only 44 percent of drivers, versus 79 percent of inspectors, thought “sharing the road with passenger vehicles” questions should be included in the CDL renewal process.

Contacts for Questions

The final question asked of drivers was if they knew of any groups or organizations that could answer questions they may have about commercial vehicle safety or roadside inspections. Only 32 percent of drivers answered yes to this question (the most often cited organizations included the DOT, highway patrol, State police, company safety department, or ATA). This indicates a need to better distribute information to drivers regarding places to contact if they have questions.

Computers

Four additional questions were asked of inspectors. First, they were asked if they, personally, used a pen-based, laptop, or desktop computer to help perform roadside inspections. Approximately 47 percent (n=261) indicated that they do use a computer. Of these, many indicated in writing that it was a helpful and useful tool. Other comments included that it saves time, that the company history and Inspection Selection System information are helpful, the reports are easy to read, it makes inspections look professional, and it enables them to get information into SafetyNet much faster. Additional comments specific to the computer or software were also given (i.e., too slow, screen fades in sunlight, too many problems/malfunctions).

Numbers of Out-of-Service

The second additional question asked of inspectors was if they thought the number of vehicles and/or drivers put out-of-service is increasing, decreasing, or about the same since they began conducting roadside inspections. About 31 percent thought the number of *drivers* put out-of-service is increasing, 43 percent thought it was about the same, and 26 percent thought it was decreasing.

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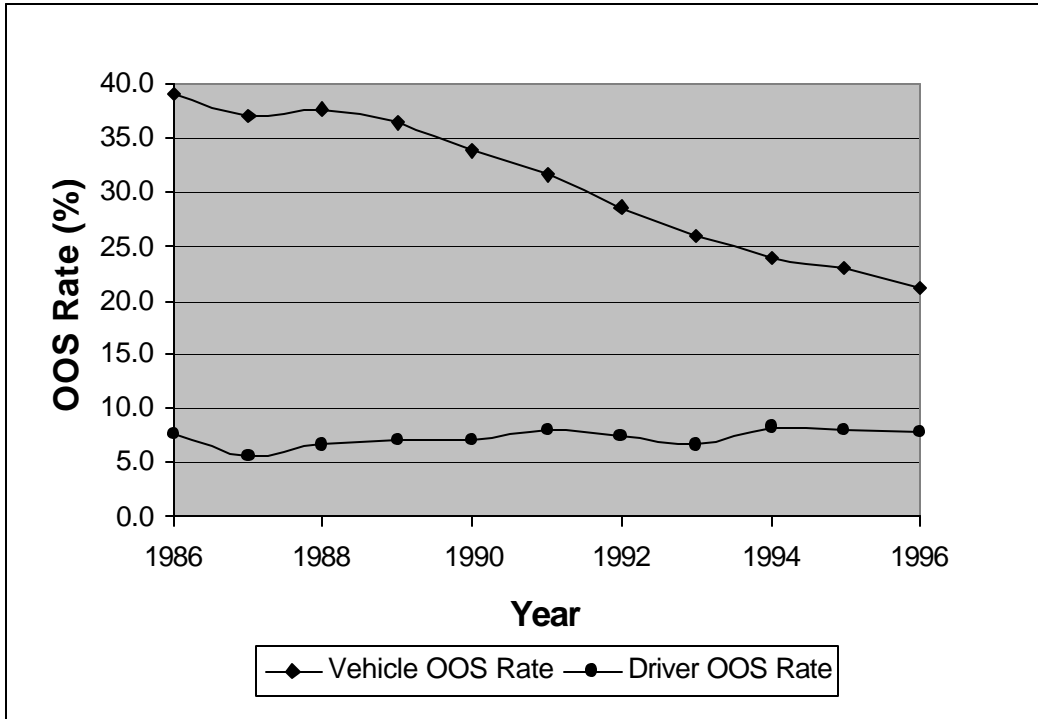


Figure 2 Out-of-Service (OOS) Rates by Year (2)

vehicles put out-of-service is increasing, 34 percent thought it was about the same, and almost 49 percent thought it was decreasing.

The *actual* driver and vehicle out-of-service rates were examined over the last 10 years for comparison purposes (refer to Figure 2). As the graph illustrates, the overall driver out-of-service rates have remained relatively constant while the overall vehicle out-of-service rates have been decreasing over the last 10 years. However, this trend may not hold for each individual State.

When asked for reasons why they thought the number of *drivers* being placed out-of-service is increasing or decreasing, some common responses included:

Why driver out-of-service is decreasing:

- more inspections and enforcement
- drivers are doing a better job
- CDL
- companies are clamping down on drivers
- industry is better educated about the regulations

Why driver out-of-service is increasing:

- companies are pushing drivers too hard
- drivers want to make more money
- more Level III inspections
- more training for inspectors on looking at drivers/log books

When asked for reasons why they thought the number of ***vehicles*** being placed out-of-service is increasing or decreasing, some common responses included:

Why vehicle out-of-service is decreasing:

- better equipment/better maintenance
- increased inspections and enforcement of the regulations
- company loses money when vehicle is out-of-service

Why vehicle out-of-service is increasing:

- poor maintenance
- more experienced / better inspectors
- better selection of unsafe vehicles/carriers
- more trucks on the road
- companies more concerned about profit

Challenge

The third additional question for inspectors regarded the Annual Inspector's Competition — *Challenge*. Approximately 88 percent indicated that they were familiar with it, but only 57 percent had a somewhat to very positive impression of it; 30 percent were neutral. When asked how inspectors from their State were chosen for *Challenge*, 44 percent indicated by competition, 18 percent by supervisor's choice, 22 percent did not know, and 16 percent indicated another method, i.e., volunteer or seniority.

Training

The final additional question asked of inspectors was if there were any additional training courses they would like available in order to be more effective in their job. The most common responses included more training in hazardous materials, drug interdiction, refresher training in general, post-accident training, advanced log book training, personal computer training, more brake / mechanical training, and Spanish classes.

OVERALL RECOMMENDATIONS

Although the majority of the survey results were quite positive regarding the MCSAP and roadside inspections, some areas for improvement were noted.

- There is a need for education to make drivers more aware of the seriousness of an out-of-service order.
- Drivers indicated a definite desire for more consistency in roadside inspections from State to State.
- One-fifth of drivers indicated that, at least once, they had undergone a CVSA inspection with no violations and not received an inspection report.
- When asked if they had ever had a complete vehicle inspection with no violations and not received a CVSA decal, fully 40 percent of drivers responded yes.
- Results indicate a need to improve the perception of the goals of the inspector (i.e., only interested in discovering violations versus genuinely concerned about improving safety).
- Although drivers and inspectors evaluated inspectors very positively, *both* groups evaluated driver performance lower. Either there is a need for drivers to work on their courteousness, professionalism, and knowledge of the regulations; or there is a need to improve the perception of drivers.
- Drivers, inspectors, State administrators of the MCSAP, and motor carrier managers all overwhelmingly agreed that it would be beneficial to improve their partnerships.

- A strong percentage of drivers have been stopped at locations that were, in their opinion, unsafe to perform an inspection. Inspection locations may need to be considered more carefully.
- Several fatigue-related questions stressed the need to educate companies and shippers about the importance of the hours-of-service regulations and to allow drivers the time they need to rest without fear of penalty.
- Both drivers and inspectors strongly agreed that new passenger vehicle drivers should have “sharing the road with commercial vehicles” questions on their written exams.
- Inspectors also strongly agreed there was a need for new commercial vehicle drivers to complete a written exam regarding commercial vehicle safety and sharing the road with passenger vehicles, and that questions regarding this be included in the CDL renewal process. Drivers were more undecided about these issues.
- Less than one-third of drivers knew of any organizations that could answer questions they have about commercial vehicle safety indicating a need to better distribute this information to drivers.
- Only slightly more than half of inspectors had a positive impression of *Challenge*.
- Inspectors identified many areas that they desired additional training (i.e., hazardous materials, drug interdiction, post-accident, log books, personal computers).

REGIONAL RESULTS

Specific questions were selected to evaluate differences in responses between regions of the country. The majority of this analysis is directed toward inspector responses as it is not certain if driver responses are representative of any particular region of the country.

The one driver question examined is their evaluation of the inspector who conducted their most recent inspection, as this is indicative of particular regions. Appendix E contains the table of results for this analysis. This table displays each question and the regional means, on a 1 to 7 scale, in descending order. Thus, for the regions listed first, drivers generally agreed with or were more positive toward the question. Overwhelmingly across all regions, drivers were positive in their evaluations of the inspector. The means for all seven questions ranged from a low of 5.78 to a high of 6.71.

Although it is not certain that all the surveys sent to each state were actually distributed, the region with the best inspector response rate was Region 10. Idaho, Oregon, and Washington were sent 75 inspector surveys and 48 were returned for a response rate of 64 percent. The next best was Region 7. Kansas, Missouri, and Nebraska (Iowa declined to participate) were sent 150 surveys and 63 were returned for a response rate of 42 percent. The remaining regions' response rates in descending order were: Region 3 with a rate of 40 percent (79 out of 198), Region 6 with a rate of 39 percent (77 out of 199), Region 5 with a rate of 37 percent (104 out of 282), Region 8 with a rate of 35 percent (29 out of 82), Region 4 with a rate of 24 percent (75 out of 309), Region 9 with a rate of 22 percent (27 out of 122), and Region 1 with a rate of 21 percent (61 out of 286). The driver regional response rates followed the same general order.

Refer to Appendix F for the safety inspector regional results tables. They are interpreted in the same way as described for the driver regional results table above.

Regarding the question where inspectors were asked to evaluate commercial vehicle drivers, the opinion of drivers' professionalism, courteousness, and knowledge of commercial vehicle operations was only slightly above the average across the regions. The means ranged from a low of 4.08 in Region 9 to a high of 4.90 in Region 8. The opinion of drivers' knowledge of the regulations dropped below average across the regions, with means ranging from a low of 3.12 in Region 9 to a high of 3.79 in Region 6.

Inspectors across the regions overall were very positive regarding the roadside inspection process. The mean overall impression ranged from 5.50 in Region 5 to 6.11 in Region 8.

When asked to define the relationship between inspectors and drivers, inspectors only rated it slightly better than average, with the means ranging from a low of 4.29 in Region 5 to a high of 5.03 in Region 8.

Regarding the perceptions of the goals of an inspector, inspectors rated all items above average across the regions. Interestingly, the range of the means for the item that inspectors "try to identify problems" was 5.44 in Region 7 to 5.93 in Region 8, but the range of means for the item that inspectors "try to identify problems and offer solutions" was lower with means ranging from 4.88 in Region 10 to 5.46 in Region 4. The ranges for the items that inspectors "are interested in discovering violations" and "are genuinely concerned about improving safety" were much higher ranging from 5.58 to 6.12.

When asked if a partnership exists between inspectors and the commercial vehicle industry to improve safety, means ranged from a low of only 4.08 in Region 9 to a high of 5.17 in Region 8.

However, when asked if it would be advantageous to improve this partnership, the means jumped up to a low of 5.67 in Region 1 to a high of 6.10 in Region 8.

Regarding the perception of safety as a problem in the commercial vehicle industry, all regions generally agreed with this statement with the means ranging from 5.20 in Region 5 to 6.00 in Region 9.

When asked questions regarding the need for new commercial vehicle drivers and passenger vehicle drivers completing a written exam regarding “sharing the road,” as well as including such questions in the CDL renewal process, all regions generally agreed with these ideas. The range of means for new commercial vehicle drivers completing the exam was 5.28 in Region 3 to 6.00 in Region 9, for including the questions in the CDL renewal process was 5.05 in Region 3 to 6.07 in Region 9, and for new passenger vehicle drivers completing the exam, the means jumped to a range of 5.91 in Region 3 to 6.61 in Region 1.

Finally, when asked if there was a problem with fatigued commercial vehicle drivers on the road, again all regions generally agreed this was a problem, with the means ranging from 5.66 in Region 4 to 6.10 in Region 8. Interestingly, however, when asked if there was need for more rest areas for drivers to get rest, the means dropped to a range of 4.74 in Region 7 to 5.84 in Region 1 (although these are still well above average.)

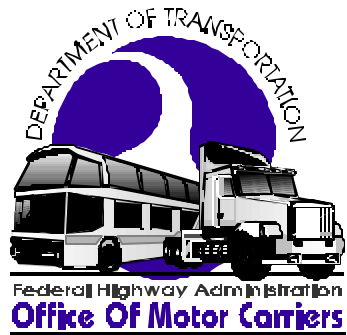
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- (1) Griffin, Gene C., Brenda M. Lantz, and Matthew J. Titus. *Perceptions of the MCSAP: Motor Carrier Management and State Administrators*. Upper Great Plains Transportation Institute Publication No.108. Fargo, ND: North Dakota State University, October 1995.
- (2) Sienicki, Dale. Editor. *Motor Carrier Safety Analysis, Facts, and Evaluation (MCSAFE)*. Volume 3, No. i, October 1997.

Appendix A

**Commercial Vehicle
Driver Survey**

***A SURVEY OF COMMERCIAL VEHICLE
DRIVERS' PERCEPTIONS OF THE MOTOR
CARRIER SAFETY ASSISTANCE PROGRAM***



May 1997

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

This survey is being conducted by the Upper Great Plains Transportation Institute at North Dakota State University in cooperation with the North Dakota Highway Patrol. Results from this study will be shared with State and Federal agencies to aid in the improvement of the Motor Carrier Safety Assistance Program.

If you have any questions or concerns regarding this survey, please call Brenda Lantz with the Upper Great Plains Transportation Institute at (701) 231-7766.



OVERVIEW

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

Roadside inspections of the driver and/or commercial vehicle are conducted en route either at a weigh station or along the roadside. If the vehicle passes a complete inspection, a Commercial Vehicle Safety Alliance decal (**CVSA decal**) is placed on the vehicle. If any serious violations of the safety regulations are found, the driver and/or vehicle is placed **out-of-service** (OOS) until the violation(s) is (are) corrected.

Q-1. APPROXIMATELY HOW MANY TIMES IN THE PAST 12 MONTHS HAVE YOU PERSONALLY, OR THE COMMERCIAL VEHICLE YOU WERE DRIVING AT THE TIME, UNDERGONE A ROADSIDE INSPECTION?

1. Driver (you): _____ number of roadside inspections
2. Your vehicle: _____ number of roadside inspections

Q-2. APPROXIMATELY HOW LONG DID YOUR MOST RECENT INSPECTION TAKE TO PERFORM?

_____ minutes to conduct your last inspection

Q-3. AFTER YOUR MOST RECENT INSPECTION: (circle answer)

- | | | | |
|----|--|----|-----|
| 1. | Did you receive a CVSA decal for your vehicle? | No | Yes |
| 2. | Was your vehicle placed out-of-service? | No | Yes |
| 3. | Were you (the driver) placed out-of-service? | No | Yes |

Q-4. IF YOU HAVE HAD MORE THAN ONE ROADSIDE INSPECTION IN THE PAST 12 MONTHS, APPROXIMATELY HOW MANY OF THESE ROADSIDE INSPECTIONS RESULTED IN RECEIVING A CVSA DECAL, OR IN YOU AND/OR YOUR VEHICLE PLACED OUT-OF-SERVICE:

1. CVSA Decals: _____ number received
2. Driver (you): _____ number out-of-service
3. Your Vehicle: _____ number out-of-service

Q-5. ARE YOU AWARE OF THE SPECIFIC PENALTY FOR VIOLATING AN OUT-OF-SERVICE ORDER? (circle number)

- 1. No
- 2. Yes

If Yes, what is it? _____

Q-6. DO YOU FEEL THAT ROADSIDE INSPECTIONS OF VEHICLES (brakes, coupling devices, exhaust, frames, fuel system, lighting, steering, suspension, tires, etc.): (circle number)

		Strongly Disagree				Strongly Agree		
1.	Are conducted fairly	1	2	3	4	5	6	7
2.	Are thorough regarding the equipment	1	2	3	4	5	6	7
3.	Improve safety for the motor carrier industry	1	2	3	4	5	6	7
4.	Improve safety for your company	1	2	3	4	5	6	7
5.	Are the same from state to state	1	2	3	4	5	6	7
6.	Help to reduce commercial vehicle involved accidents	1	2	3	4	5	6	7
7.	Make you more aware of commercial vehicle safety	1	2	3	4	5	6	7

Q-7. DO YOU FEEL THAT ROADSIDE INSPECTIONS OF DRIVERS (Commercial Driver's License (CDL), medical card, hours-of-service, etc.): (circle number)

		Strongly Disagree				Strongly Agree		
1.	Are conducted fairly	1	2	3	4	5	6	7
2.	Are thorough regarding the driver	1	2	3	4	5	6	7
3.	Improve safety for the motor carrier industry	1	2	3	4	5	6	7
4.	Improve safety for your company	1	2	3	4	5	6	7
5.	Are the same from state to state	1	2	3	4	5	6	7
6.	Help to reduce commercial vehicle involved accidents	1	2	3	4	5	6	7
7.	Make you more aware of commercial vehicle safety	1	2	3	4	5	6	7

Q-8. HOW DO YOU THINK SAFETY INSPECTORS SHOULD SELECT COMMERCIAL VEHICLES AND/OR DRIVERS FOR ROADSIDE INSPECTION? (circle number)

1. Random
2. Based on a visual scan of vehicle/driver
3. Based on carrier's prior safety record
4. Only inspect during a traffic enforcement stop (probable cause)
5. Other_____

Q-9. DO YOU KNOW WHAT THE SELECTION PROCESS OR REASON WAS FOR YOUR MOST RECENT ROADSIDE INSPECTION? (circle number)

1. No
2. Yes
If Yes, what was it? _____

Q-10. IF YOU ANSWERED YES TO Q-9, IN YOUR OPINION, HOW FAIR WAS THAT PARTICULAR SELECTION PROCESS OR REASON FOR THE ROADSIDE INSPECTION? (circle number)

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

Q-11. DO YOU BELIEVE ROADSIDE INSPECTIONS SHOULD OCCUR MORE OR LESS FREQUENTLY: (i.e., do you feel more or less vehicles and drivers should be inspected)? (circle number)

		Less Frequent					More Frequent	
		1	2	3	4	5	6	7
1.	For vehicles							
2.	For drivers							

Q-12. PLEASE EVALUATE THE SAFETY INSPECTOR WHO CONDUCTED YOUR MOST RECENT ROADSIDE INSPECTION:
(circle number)

		Not At All					Very Much	
1.	Was he/she professional	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 give clear instructions to you before and during the inspection process	1	2	3	4	5	6	7
5.	After the inspection was performed, did he/she clearly give you information on the results of the inspection and answer any questions you may have had	1	2	3	4	5	6	7
6.	Was he/she knowledgeable of the regulations	1	2	3	4	5	6	7
7.	Was he/she knowledgeable about commercial vehicle operations	1	2	3	4	5	6	7

Q-13. DID THE OFFICER GIVE YOU A COPY OF THE INSPECTION REPORT? (circle answer)

No Yes

Q-14. HAVE YOU EVER BEEN INSPECTED AT ONE LOCATION, RECEIVED THE INSPECTION REPORT AND CVSA DECAL, AND WITHIN HOURS BEEN REQUIRED TO GO THROUGH ANOTHER INSPECTION? (circle answer)

No Yes

Q-15. IF YOU HAVE EXPERIENCED MORE THAN ONE INSPECTION, PLEASE EVALUATE THE SAFETY INSPECTORS IN GENERAL: (circle number)

		Not At All					Very Much	
1.	Were they professional	1	2	3	4	5	6	7
2.	Were they courteous	1	2	3	4	5	6	7
3.	Were they objective/fair	1	2	3	4	5	6	7
4.	Did they give clear instructions to you before and during the inspection process	1	2	3	4	5	6	7
5.	After the inspection was performed, did they clearly give you information on the results of the inspection and answer any questions you may have had	1	2	3	4	5	6	7
6.	Were they knowledgeable of the regulations	1	2	3	4	5	6	7
7.	Were they knowledgeable about commercial vehicle operations	1	2	3	4	5	6	7

Q-16. HAVE YOU EVER HAD A CVSA INSPECTION WITH NO VIOLATIONS AND NOT RECEIVED AN INSPECTION REPORT? (circle number)

1. No
 2. Yes
- If Yes, how many times has this occurred? _____

Q-17. HAVE YOU EVER HAD A COMPLETE VEHICLE INSPECTION WITH NO VIOLATIONS (WHICH INCLUDED BRAKE MEASUREMENT), AND NOT RECEIVED A CVSA DECAL? (circle number)

1. No
 2. Yes
- If Yes, how many times has this occurred? _____

Q-18. FROM YOUR OBSERVATIONS OF COMMERCIAL VEHICLE DRIVERS, HOW WOULD YOU EVALUATE THEM IN GENERAL: (circle number)

		Not At All					Very Much	
1.	Are they professional	1	2	3	4	5	6	7
2.	Are they courteous	1	2	3	4	5	6	7
3.	Are they knowledgeable of the regulations	1	2	3	4	5	6	7
4.	Are they knowledgeable about commercial vehicle operations	1	2	3	4	5	6	7

Q-19. WHAT IS YOUR IMPRESSION OF THE ROADSIDE INSPECTION PROCESS? (circle number)

	Very Negative				Very Positive		
1. Impression of roadside inspections of vehicles	1	2	3	4	5	6	7
2. Impression of roadside inspections of drivers	1	2	3	4	5	6	7
3. Overall impression	1	2	3	4	5	6	7

Q-20. HOW WOULD YOU DEFINE THE RELATIONSHIP BETWEEN ROADSIDE SAFETY INSPECTORS AND COMMERCIAL VEHICLE DRIVERS? (circle number)

	Very Negative				Very Positive		
1. Relationship between inspectors and drivers	1	2	3	4	5	6	7

Q-21. DO YOU FEEL THAT ROADSIDE INSPECTORS: (circle number)

	Strongly Disagree				Strongly Agree		
1. Try to identify problems	1	2	3	4	5	6	7
2. Identify problems and offer solutions	1	2	3	4	5	6	7
3. Are interested in discovering violations	1	2	3	4	5	6	7
4. Are genuinely concerned about improving safety	1	2	3	4	5	6	7

Q-22. DO YOU FEEL THAT A PARTNERSHIP EXISTS BETWEEN THE COMMERCIAL VEHICLE INDUSTRY AND STATE ROADSIDE SAFETY INSPECTORS TO IMPROVE SAFETY? (circle number)

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

Q-23. DO YOU THINK IT WOULD BE ADVANTAGEOUS TO IMPROVE THE PARTNERSHIP BETWEEN THE COMMERCIAL VEHICLE INDUSTRY AND STATE ROADSIDE SAFETY INSPECTORS? (circle number)

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

Q-24. DO YOU PERCEIVE THAT SAFETY IS A PROBLEM IN THE COMMERCIAL VEHICLE INDUSTRY? (circle number)

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

Q-25. HAVE YOU EVER BEEN STOPPED BY A COMMERCIAL VEHICLE ENFORCEMENT OFFICER AT A LOCATION OTHER THAN A PERMANENT INSPECTION FACILITY (PERMANENT FACILITIES ARE WEIGH STATIONS, REST AREAS, OR PORTS-OF-ENTRY)? (circle number)

- 1. No
- 2. Yes
If Yes, approximately how many times? _____

Q-26. HAVE YOU EVER BEEN STOPPED AT A LOCATION THAT WAS, IN YOUR OPINION, UNSAFE TO PERFORM AN INSPECTION? (circle number)

- 1. No
- 2. Yes
If Yes, how many times has this occurred? _____
What type of location(s) was it and why do you feel it was unsafe?

Q-27. DO YOU HAVE ANY SUGGESTIONS ON HOW THE ROADSIDE INSPECTION PROCESS AND/OR THE PARTNERSHIP BETWEEN THE COMMERCIAL VEHICLE INDUSTRY AND STATE ROADSIDE SAFETY INSPECTORS COULD BE IMPROVED?

Q-28. WHAT DO YOU THINK HAS BEEN DONE (OR COULD BE DONE) TO PRODUCE THE MOST POSITIVE IMPACT ON COMMERCIAL VEHICLE SAFETY AND WHY?

Q-29. WHAT DO YOU THINK HAS BEEN DONE (OR COULD BE DONE) TO PRODUCE THE MOST NEGATIVE IMPACT ON COMMERCIAL VEHICLE SAFETY AND WHY?

Q-30. TO YOUR KNOWLEDGE, IF VIOLATIONS OF THE HOURS-OF-SERVICE REGULATIONS OCCUR, TO WHAT EXTENT DO EACH OF THE FOLLOWING CONTRIBUTE? (circle number)

		Not At All					Very Much	
1.	Pride in delivering on-time	1	2	3	4	5	6	7
2.	Pressure from company manager or dispatcher	1	2	3	4	5	6	7
3.	Pressure from the shipper	1	2	3	4	5	6	7
4.	Pressure from other drivers	1	2	3	4	5	6	7
5.	Negative impact on earnings	1	2	3	4	5	6	7
6.	Fear of losing your job	1	2	3	4	5	6	7

Q-31. PLEASE ANSWER THE FOLLOWING: (circle number)

	Not At All						Very Much
1. Do you think there is a need for new commercial vehicle drivers to complete a written exam regarding commercial vehicle safety and sharing the road with passenger vehicles?	1	2	3	4	5	6	7
2. Do you think "sharing the road with passenger vehicles" questions should be included in the CDL renewal process?	1	2	3	4	5	6	7
3. Do you think new passenger vehicle drivers should have "sharing the road with commercial vehicles" questions on their written exams (about commercial vehicles and their blind spots)	1	2	3	4	5	6	7
4. Do you believe that there is a problem with fatigued commercial vehicle drivers on the road?	1	2	3	4	5	6	7
5. Do you believe there is a need for more rest areas for commercial vehicle drivers to get required rest?	1	2	3	4	5	6	7

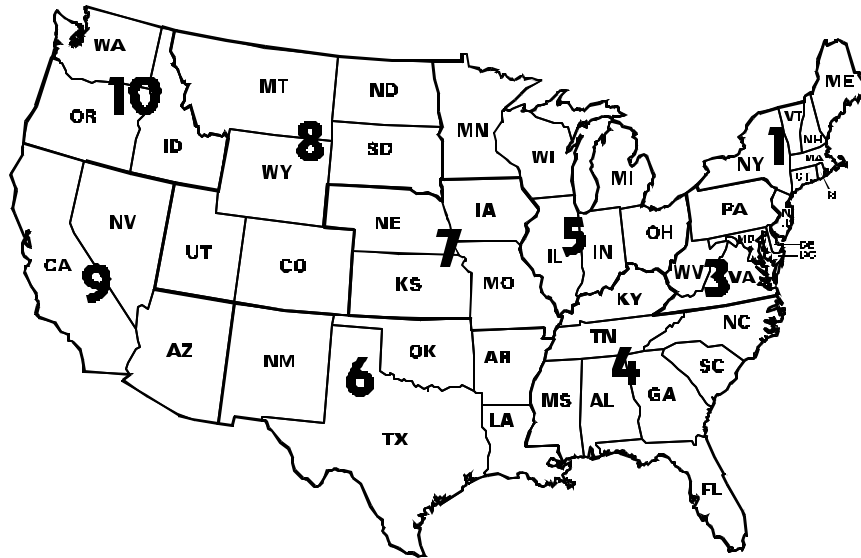
Q-32. DO YOU KNOW OF ANY GROUP(S) OR ORGANIZATION(S) THAT CAN ANSWER QUESTIONS YOU MAY HAVE ABOUT COMMERCIAL VEHICLE SAFETY OR ROADSIDE INSPECTIONS? (circle number)

1. No
2. Yes

If Yes, what is (are) the organization(s)? _____

DEMOGRAPHICS

Q-33. PLEASE CIRCLE THE NUMBER(S) OF THE AREA(S) OF THE COUNTRY YOU DRIVE IN MOST OFTEN. (circle all that apply)



Q-34. HOW LONG HAVE YOU DRIVEN A COMMERCIAL VEHICLE PROFESSIONALLY? (circle number)

1. Less than 6 months
2. 6 months - 1 year
3. 1 - 2 years
4. 3 - 5 years
5. 6 - 10 years
6. Over 10 years

Q-35. HOW LONG HAVE YOU DRIVEN FOR YOUR PRESENT COMPANY? (circle number)

1. Less than 6 months
2. 6 months - 1 year
3. 1 - 2 years
4. 3 - 5 years
5. 6 - 10 years
6. Over 10 years

Q-36. WHAT TYPE OF DRIVER ARE YOU? (circle number)

1. Company driver (the company owns the vehicle you drive)
2. Owner-operator (you own, lease, or make payments on the vehicle you drive)
3. Fleet driver (you drive for someone else who owns the vehicle and leases it to the company)
4. An "infrequent" driver (you drive only when needed in an emergency)

Q-37. WHAT BEST DESCRIBES THE AVERAGE LENGTH OF YOUR TRIPS? (circle number)

1. Local (less than 100 mile radius)
2. Short haul (101-400 miles)
3. Long haul (more than 400 miles)

Q-38. WHICH CATEGORY BEST DESCRIBES THE SHIPMENTS HANDLED BY YOUR COMPANY? (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)
4. Bus/Passengers
5. Primarily Hazardous Material Cargo

Q-39. WHICH OF THE FOLLOWING VEHICLE OR TRAILER TYPE WERE YOU DRIVING AT THE TIME OF YOUR MOST RECENT ROADSIDE INSPECTION? (circle number and/or letter)

1. Bus
2. Straight truck
3. Straight truck with trailer
4. Tractor trailer with the following trailer type:
 - a. Dry Van
 - b. Refrigerated Van
 - c. Hopper Bottom
 - d. Tanker
 - e. Flatbed
 - f. Household Goods
 - g. Auto Carrier
 - h. Intermodal
 - i. Double Trailer
 - j. Triple Trailer
 - k. Other_____

Q-40. WERE YOU TRANSPORTING HAZARDOUS MATERIALS AT THE TIME OF YOUR MOST RECENT INSPECTION? (circle answer)

No Yes

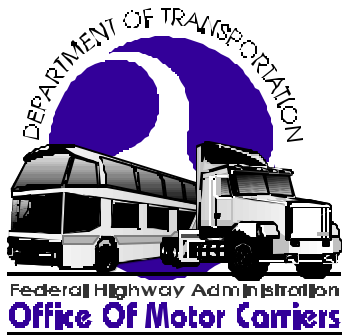
**Please use this space for any additional comments
or recommendations you wish to make.**

THANK YOU!

Appendix B

Commercial Vehicle Safety Inspector Survey

A SURVEY OF COMMERCIAL VEHICLE SAFETY INSPECTORS' PERCEPTIONS OF THE MOTOR CARRIER SAFETY ASSISTANCE PROGRAM



May 1997

Instructions

1. Please read and answer all questions carefully.
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OVERVIEW

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Roadside inspections of the driver and/or commercial vehicle are conducted en route either at a weigh station or along the roadside. If the vehicle passes a complete inspection, a Commercial Vehicle Safety Alliance decal (**CVSA decal**) is placed on the vehicle. If any serious violations of the safety regulations are found, the driver and/or vehicle is placed **out-of-service** (OOS) until the violation(s) is (are) corrected.

Q-1. ON AVERAGE, APPROXIMATELY HOW MANY LEVEL I ROADSIDE INSPECTIONS DO YOU PERSONALLY CONDUCT IN A YEAR?

_____ number of Level I inspections in a year

Q-2. ON AVERAGE, APPROXIMATELY WHAT PERCENTAGE OF THE LEVEL I ROADSIDE INSPECTIONS YOU CONDUCT RESULT IN YOU GIVING A CVSA DECAL, OR IN AN OUT-OF-SERVICE DRIVER AND/OR VEHICLE:

1. CVSA decal: _____ percent given
2. Driver: _____ percent out-of-service
3. Vehicle: _____ percent out-of-service

Q-3. APPROXIMATELY WHAT PERCENT OF THE TIME DO YOU DO A DRIVER RECORD CHECK DURING THE COURSE OF A LEVEL I ROADSIDE INSPECTION?

_____ percent of time you do a driver record check

Q-4. OF THE DRIVER RECORD CHECKS YOU DO AT THE ROADSIDE, APPROXIMATELY WHAT PERCENT FALL INTO THE FOLLOWING CATEGORIES:

1. NLETS: _____ percent
2. NCIC: _____ percent
3. Local/State DMV: _____ percent

Q-5. DO YOU FEEL THAT LEVEL I ROADSIDE INSPECTIONS OF VEHICLES (brakes, coupling devices, exhaust, frames, fuel system, lighting, steering, suspension, tires, etc.): (circle number)

		Strongly Disagree				Strongly Agree		
1.	Are thorough regarding the equipment	1	2	3	4	5	6	7
2.	Improve safety for the motor carrier industry	1	2	3	4	5	6	7
3.	Improve safety for the particular company	1	2	3	4	5	6	7
4.	Help to reduce commercial vehicle involved accidents	1	2	3	4	5	6	7

Q-6. DO YOU FEEL THAT ROADSIDE INSPECTIONS OF DRIVERS (Commercial Driver's License (CDL), medical card, hours-of-service, etc.): (circle number)

		Strongly Disagree				Strongly Agree		
1.	Are thorough regarding the driver	1	2	3	4	5	6	7
2.	Improve safety for the motor carrier industry	1	2	3	4	5	6	7
3.	Improve safety for the particular company	1	2	3	4	5	6	7
4.	Help to reduce commercial vehicle involved accidents	1	2	3	4	5	6	7

Q-7. MOST OFTEN, WHAT IS YOUR SELECTION PROCESS FOR ROADSIDE INSPECTIONS? (circle number)

1. Random
2. Based on a visual scan of vehicle/driver
3. Based on carrier's prior safety record (using the ISS or your own experience)
4. Only inspect during a traffic enforcement stop or for probable cause
5. Other _____

Q-8. 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-9. HOW DO YOU THINK COMMERCIAL VEHICLES AND/OR DRIVERS SHOULD BE SELECTED FOR ROADSIDE INSPECTION? (circle number)

1. Random
2. Based on a visual scan of vehicle/driver
3. Based on carrier's prior safety record
4. Only inspect during a traffic enforcement stop or for probable cause
5. Other_____

Q-10. DO YOU BELIEVE ROADSIDE INSPECTIONS SHOULD OCCUR MORE OR LESS FREQUENTLY: (i.e., do you feel more or less vehicles and drivers should be inspected)? (circle number)

		Less Frequent				More Frequent		
1.	For vehicles	1	2	3	4	5	6	7
2.	For drivers	1	2	3	4	5	6	7

Q-11. FROM YOUR OBSERVATIONS OF OTHER SAFETY INSPECTORS, HOW WOULD YOU EVALUATE THEM IN GENERAL: (circle number)

		Not At All				Very Much		
1.	Are they professional	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 give clear instructions to the driver before and during the inspection process	1	2	3	4	5	6	7
5.	After the inspection is performed, do they clearly give the driver information on the results of the inspection and answer any questions they may have had	1	2	3	4	5	6	7
6.	Are they knowledgeable of the regulations	1	2	3	4	5	6	7
7.	Are they knowledgeable about commercial vehicle operations	1	2	3	4	5	6	7

Q-12. HOW WOULD YOU EVALUATE COMMERCIAL VEHICLE DRIVERS IN GENERAL: (circle number)

		Not At All					Very Much	
1.	Are they professional	1	2	3	4	5	6	7
2.	Are they courteous	1	2	3	4	5	6	7
3.	Are they knowledgeable of the regulations	1	2	3	4	5	6	7
4.	Are they knowledgeable about commercial vehicle operations	1	2	3	4	5	6	7

Q-13. WHAT IS YOUR IMPRESSION OF THE ROADSIDE INSPECTION PROCESS? (circle number)

		Very Negative					Very Positive	
1.	Impression of roadside inspections of vehicles	1	2	3	4	5	6	7
2.	Impression of roadside inspections of drivers	1	2	3	4	5	6	7
3.	Overall impression	1	2	3	4	5	6	7

Q-14. HOW WOULD YOU DEFINE THE RELATIONSHIP BETWEEN ROADSIDE SAFETY INSPECTORS AND COMMERCIAL VEHICLE DRIVERS? (circle number)

		Very Negative					Very Positive	
1.	Relationship between inspectors and drivers	1	2	3	4	5	6	7

Q-15. DO YOU FEEL THAT ROADSIDE INSPECTORS IN GENERAL: (circle number)

		Strongly Disagree					Strongly Agree	
1.	Try to identify problems	1	2	3	4	5	6	7
2.	Identify problems and offer solutions	1	2	3	4	5	6	7
3.	Are interested in discovering violations	1	2	3	4	5	6	7
4.	Are genuinely concerned about improving safety	1	2	3	4	5	6	7

Q-16. DO YOU FEEL THAT A PARTNERSHIP EXISTS BETWEEN THE COMMERCIAL VEHICLE INDUSTRY AND STATE ROADSIDE INSPECTORS TO IMPROVE SAFETY? (circle number)

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

Q-17. DO YOU THINK IT WOULD BE ADVANTAGEOUS TO IMPROVE THE PARTNERSHIP BETWEEN THE COMMERCIAL VEHICLE INDUSTRY AND STATE ROADSIDE INSPECTORS? (circle number)

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

Q-18. DO YOU PERCEIVE THAT SAFETY IS A PROBLEM IN THE COMMERCIAL VEHICLE INDUSTRY? (circle number)

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

Q-19. DO YOU EVER CONDUCT INSPECTIONS AT LOCATIONS OTHER THAN PERMANENT INSPECTION FACILITIES (PERMANENT FACILITIES ARE WEIGH STATIONS, REST AREAS, OR PORTS-OF-ENTRY)? (circle number)

- 1. No
- 2. Yes
If Yes, approximately what percent of the time? _____

Q-20. HAVE YOU BEEN TRAINED ON SAFE STOPPING AND REENTRY FOR TRUCKS (FOR OTHER THAN FIXED SITE LOCATIONS)? (circle answer)

- No
- Yes

Q-21. DO YOU HAVE ANY SUGGESTIONS ON HOW THE ROADSIDE INSPECTION PROCESS AND/OR THE PARTNERSHIP BETWEEN THE COMMERCIAL VEHICLE INDUSTRY AND STATE ROADSIDE SAFETY INSPECTORS COULD BE IMPROVED?

Q-22. WHAT DO YOU THINK HAS BEEN DONE (OR COULD BE DONE) TO PRODUCE THE MOST POSITIVE IMPACT ON COMMERCIAL VEHICLE SAFETY AND WHY?

Q-23. WHAT DO YOU THINK HAS BEEN DONE (OR COULD BE DONE) TO PRODUCE THE MOST NEGATIVE IMPACT ON COMMERCIAL VEHICLE SAFETY AND WHY?

Q-24. DO YOU, PERSONALLY, USE A PEN-BASED, LAPTOP, OR DESKTOP COMPUTER TO HELP YOU PERFORM ROADSIDE INSPECTIONS? (circle number)

- 1. No
- 2. Yes

If Yes, do you have any comments regarding the usefulness of computer technology at the roadside?

Q-25. IN YOUR EXPERIENCE, DO YOU THINK THE NUMBER OF VEHICLES AND/OR DRIVERS PUT OUT-OF-SERVICE IS INCREASING, DECREASING, OR ABOUT THE SAME SINCE YOU BEGAN CONDUCTING ROADSIDE INSPECTIONS? (circle number)

		About						
		Decreasing		the Same			Increasing	
1.	Number of Vehicles put OOS	1	2	3	4	5	6	7
2.	Number of Drivers put OOS	1	2	3	4	5	6	7

Q-26. IF YOU BELIEVE THE NUMBER OF DRIVERS AND/OR VEHICLES PUT OOS IS INCREASING OR DECREASING, WHY DO YOU THINK THIS IS THE CASE?

Q-27. PLEASE ANSWER THE FOLLOWING: (circle number)

	Not At All						Very Much
1. Do you think there is a need for new commercial vehicle drivers to complete a written exam regarding commercial vehicle safety and sharing the road with passenger vehicles?	1	2	3	4	5	6	7
2. Do you think "sharing the road with passenger vehicles" questions should be included in the CDL renewal process?	1	2	3	4	5	6	7
3. Do you think new passenger vehicle drivers should have "sharing the road with commercial vehicles" questions on their written exams (about commercial vehicles and their blind spots)?	1	2	3	4	5	6	7
4. Do you believe that there is a problem with fatigued commercial vehicle drivers on the road?	1	2	3	4	5	6	7
5. Do you believe there is a need for more rest areas for commercial vehicle drivers to get required rest?	1	2	3	4	5	6	7

Q-28. ARE YOU FAMILIAR WITH THE ANNUAL INSPECTOR'S COMPETITION - CHALLENGE? (circle number)

1. No
2. Yes

Q-29. IF YOU ANSWERED YES TO Q-28, WHAT IS YOUR IMPRESSION OF CHALLENGE? (circle number)

	Very Negative						Very Positive
1. Impression of <i>Challenge</i>	1	2	3	4	5	6	7

Q-30. HOW ARE INSPECTORS FROM YOUR STATE CHOSEN FOR CHALLENGE? (circle number)

1. Don't know
2. Supervisor's choice
3. Competition
4. Other_____

DEMOGRAPHICS

Q-31. HOW LONG HAVE YOU BEEN A ROADSIDE SAFETY INSPECTOR? (circle number)

1. Less than 6 months
2. 6 months - 1 year
3. 1 - 2 years
4. 3 - 5 years
5. 6 - 10 years
6. Over 10 years

Q-32. WHAT TYPE OF ENFORCEMENT POWERS DO YOU HAVE TO PERFORM MCSAP ACTIVITIES? (circle number)

1. Motor carrier only – civilian
2. Motor carrier only – limited powers of arrest
3. Motor carrier – full law enforcement powers (sworn or by statute)
4. Other_____

Q-33. WHAT TYPE OF AGENCY DO YOU WORK FOR? (circle number)

1. Highway Patrol
2. State Police
3. Department of Motor Vehicles
4. Department of Transportation
5. Department of Revenue Services
6. Public Utility Commission
7. Local Police Department
8. Other_____

Q-34. DO YOU PERFORM MOTOR CARRIER ENFORCEMENT FULL-TIME OR PART-TIME? (circle number)

1. Full-time
2. Part-time
If part-time, what percentage of your overall time is spent on MCSAP activities? _____percent

Q-35. WHICH OF THE FOLLOWING NASTI (NORTH AMERICAN STANDARD DRIVER/VEHICLE INSPECTION) COURSES HAVE YOU COMPLETED? (circle number)

- 1. 40-hour course (Date? _____)
- 2. 80-hour course (Date? _____)

Q-36. WHICH ADDITIONAL COURSES, IF ANY, HAVE YOU COMPLETED? (circle all that apply)

- 1. Hazardous Materials Roadside Inspections (Date? _____)
- 2. Cargo Tank and Bulk Packaging Course (Date? _____)
- 3. Drug Interdiction Awareness (Date? _____)
- 4. Other _____ (Date? _____)

Q-37. HAVE YOU HAD A REFRESHER COURSE IN COMMERCIAL VEHICLE INSPECTIONS? (circle number)

- 1. No
- 2. Yes (Most recent date? _____)

Q-38. HAVE YOU BEEN TRAINED TO PERFORM COMPLIANCE REVIEWS? (circle number)

- 1. No
- 2. Yes
If Yes, approximately how many compliance reviews have you completed? _____

Q-39. ARE THERE ANY ADDITIONAL TRAINING COURSES YOU WOULD LIKE AVAILABLE TO YOU IN ORDER TO BE MORE EFFECTIVE IN YOUR JOB?

Appendix C

Commercial Vehicle Driver Overall Results Tables

Distribution of Driver Surveys Returned

Region	State (of last inspection)	Number Returned	Percent
Region 1			
	Connecticut	11	1.7
	Maine	8	1.2
	Massachusetts	9	1.4
	New Hampshire	7	1.1
	New Jersey	3	0.5
	New York	22	3.4
	Rhode Island	0	0.0
	Vermont	12	1.9
	Total for Region 1	72	11.2
Region 3			
	Delaware	4	0.6
	Maryland	24	3.7
	Pennsylvania	0	0.0
	Virginia	42	6.5
	Washington, D.C.	0	0.0
	West Virginia	0	0.0
	Total for Region 3	70	10.9
Region 4			
	Alabama	4	0.6
	Florida	7	1.1
	Georgia	15	2.3
	Kentucky	13	2.0
	Mississippi	3	0.5
	North Carolina	20	3.1
	South Carolina	0	0.0
	Tennessee	10	1.6
	Total for Region 4	72	11.2

Distribution of Driver Surveys Returned

Region	State (of last inspection)	Number Returned	Percent
Region 5			
	Illinois	12	1.9
	Indiana	25	3.9
	Michigan	21	3.3
	Minnesota	12	1.9
	Ohio	21	3.3
	Wisconsin	31	4.8
	Total for Region 5	122	19.0
Region 6			
	Arkansas	21	3.3
	Louisiana	8	1.2
	New Mexico	62	9.7
	Oklahoma	3	0.5
	Texas	12	1.9
	Total for Region 6	106	16.5
Region 7			
	Iowa	0	0.0
	Kansas	13	2.0
	Missouri	55	8.6
	Nebraska	18	2.8
	Total for Region 7	86	13.4
Region 8			
	Colorado	5	0.8
	Montana	16	2.5
	North Dakota	4	0.6
	South Dakota	0	0.0
	Utah	14	2.2
	Wyoming	0	0.0
	Total for Region 8	39	6.1
Region 9			
	Arizona	9	1.4
	California	4	0.6
	Hawaii	0	0.0
	Nevada	4	0.6
	Total for Region 9	17	2.6

Distribution of Driver Surveys Returned

Region	State (of last inspection)	Number Returned	Percent
Region 10			
	Alaska	0	0.0
	Idaho	6	0.9
	Oregon	31	4.8
	Washington	21	3.3
	Total for Region 10	58	9.0
Total		642	100.0

Q-1. Approximately, how many times in the past 12 months have you personally, or the commercial vehicle you were driving at the time, undergone a roadside inspection?

Item	Mean	Median	Range
1. Driver (you): (n=629)	2.78	2	0 - 60
2. Your vehicle: (n=596)	2.64	2	0 - 50

Q-1N1. Approximately, how many times in the past 12 months have you (driver) undergone a roadside inspection?

Item	Number Responding	Percent	Cumulative Percent
0 roadside inspections	51	8.1	8.1
1 roadside inspections	183	29.1	37.2
2 roadside inspections	155	24.6	61.8
3 roadside inspections	101	16.1	77.9
4 roadside inspections	58	9.2	87.1
5 roadside inspections	25	4.0	91.1
6-10 roadside inspections	43	6.8	97.9
More than 10 roadside inspections	13	2.1	100.0
Total	629	100.0	

Q-1N2. Approximately, how many times in the past 12 months has the commercial vehicle you were driving at the time undergone a roadside inspection?

Item	Number Responding	Percent	Cumulative Percent
0 roadside inspections	43	7.2	7.2
1 roadside inspections	192	32.2	39.4
2 roadside inspections	128	21.5	60.9
3 roadside inspections	104	17.5	78.4
4 roadside inspections	61	10.2	88.6
5 roadside inspections	21	3.5	92.1
6-10 roadside inspections	36	6.0	98.2
More than 10 roadside inspections	11	1.8	100.0
Total	596	100.0	

Q-2. Approximately how long did your most recent inspection take to perform?

Item	Mean	Median	Range
1. Minutes to conduct your last inspection (n=622)	34.79	30	2 - 180

Q-2. Approximately how long did your most recent inspection take to perform?

Item	Number Responding	Percent	Cumulative Percent
2 - 15 minutes	85	13.7	13.7
16 - 20 minutes	86	13.8	27.5
21 - 30 minutes	225	36.2	63.7
31- 40 minutes	51	8.2	71.9
41 - 50 minutes	93	15.0	86.8
51 - 60 minutes	47	7.6	94.4
61 - 180 minutes	35	5.6	100.0
Total	622	100.0	

**Q-3. After your most recent inspection:
1. Did you receive a CVSA decal for your vehicle?**

Item (n=628)	Number Responding	Percent
1. No	353	56.2
2. Yes	275	43.8

**Q-3. After your most recent inspection:
2. Was your vehicle placed out-of-service?**

Item (n=621)	Number Responding	Percent
1. No	520	83.7
2. Yes	101	16.3

**Q-3. After your most recent inspection:
3. Were you (the driver) placed out-of-service?**

Item (n=614)	Number Responding	Percent
1. No	597	97.2
2. Yes	17	2.8

Q-4. If you have had more than one roadside inspection in the past 12 months, approximately how many of these roadside inspections resulted in receiving a CVSA decal, or in you and/or your vehicle placed out-of-service:

Item	Mean	Median	Range
1. CVSA Decals: (n=508)	0.93	1	0 - 11
2. Driver (you): (n=489)	0.11	0	0 - 10
3. Your Vehicle: (n=496)	0.36	0	0 - 21

Q-4N1. If you have had more than one roadside inspection in the past 12 months, approximately how many of these roadside inspections resulted in *receiving a CVSA decal*:

Item	Number Responding	Percent	Cumulative Percent
0 CVSA decals	237	46.7	46.7
1 CVSA decals	151	29.7	76.4
2 CVSA decals	75	14.8	91.1
3 CVSA decals	30	5.9	97.0
4 CVSA decals	8	1.6	98.6
5 CVSA decals	3	0.6	99.2
6 CVSA decals	2	0.4	99.6
11 CVSA decals	2	0.4	100.0
Total	508	100.0	

Q-4N2. If you have had more than one roadside inspection in the past 12 months, approximately how many of these roadside inspections resulted in *you (driver) placed out-of-service*:

Item	Number Responding	Percent	Cumulative Percent
0 drivers placed out-of-service	452	92.4	92.4
1 drivers placed out-of-service	29	5.9	98.4
2 drivers placed out-of-service	7	1.4	99.8
10 drivers placed out-of-service	1	0.2	100.0
Total	489	100.0	

Q-4N3. If you have had more than one roadside inspection in the past 12 months, approximately how many of these roadside inspections resulted in your vehicle placed out-of-service:

Item	Number Responding	Percent	Cumulative Percent
0 vehicles placed out-of-service	386	77.8	77.8
1 vehicles placed out-of-service	84	16.9	94.8
2 vehicles placed out-of-service	17	3.4	98.2
3 vehicles placed out-of-service	5	1.0	99.2
4 vehicles placed out-of-service	2	0.4	99.6
15-21 vehicles placed out-of-service	2	0.4	100.0
Total	496	100.0	

Q-5. Are you aware of the specific penalty for violating an out-of-service order?

Item (n=610)	Number Responding	Percent
1. No	405	66.4
2. Yes	205	33.6

Q-5. If you are aware of the specific penalty for violating an out-of-service order, what is it?

For a summary of the essay responses to this question, please refer to the main report.

Q-6. Do you feel that roadside inspections of vehicles (brakes, coupling devices, exhaust, frames, fuel system, lighting, steering, suspension, tires, etc.):

Item	Mean	Percentages									
		1+2+3	Strongly Disagree					Strongly Agree			5+6+7
			1	2	3	4	5	6	7		
1. Are conducted fairly (n=631)	5.27	12.0	5.1	2.1	4.9	17.7	20.0	19.0	31.2	70.2	
2. Are thorough regarding the equipment (n=631)	5.56	8.7	2.5	1.4	4.8	12.5	20.3	24.4	34.1	78.8	
3. Improve safety for the motor carrier industry (n=631)	5.65	10.1	3.6	2.7	3.8	11.7	13.6	21.9	42.6	78.1	
4. Improve safety for your company (n=625)	5.40	14.6	5.4	4.2	5.0	12.8	14.4	20.0	38.2	72.6	
5. Are the same from state to state (n=598)	3.33	53.5	24.1	13.4	16.1	22.1	9.9	5.4	9.2	24.4	
6. Help to reduce commercial vehicle involved accidents (n=627)	4.91	21.5	8.6	4.6	8.3	17.1	16.6	16.6	28.2	61.4	
7. Make you more aware of commercial vehicle safety (n=631)	5.35	13.9	6.3	4.0	3.6	13.2	16.5	19.8	36.6	72.9	

Q-7. Do you feel that roadside inspections of drivers (Commercial Driver's License (CDL), medical card, hours-of-service, etc.):

Item	Mean	Percentages									
		1+2+3	Strongly Disagree					Strongly Agree			5+6+7
			1	2	3	4	5	6	7		
1. Are conducted fairly (n=634)	5.22	13.4	6.2	2.1	5.2	15.9	20.7	21.1	28.9	70.7	
2. Are thorough regarding the driver (n=631)	5.45	9.7	3.5	2.9	3.3	14.1	20.0	23.9	32.3	76.2	
3. Improve safety for the motor carrier industry (n=630)	5.22	17.6	5.6	3.5	8.6	14.6	15.1	19.0	33.7	67.8	
4. Improve safety for your company (n=630)	5.07	19.7	7.8	4.3	7.6	15.9	14.9	17.0	32.5	64.4	
5. Are the same from state to state (n=600)	3.66	46.3	22.5	10.0	13.8	20.7	11.3	8.7	13.0	33.0	
6. Help to reduce commercial vehicle involved accidents (n=631)	4.83	23.6	9.4	4.8	9.5	17.6	14.9	16.5	27.4	58.8	

Q-7. Do you feel that roadside inspections of drivers (Commercial Driver’s License (CDL), medical card, hours-of-service, etc.):

Item	Mean	Percentages								
		1+2+3	Strongly Disagree			Strongly Agree			5+6+7	
			1	2	3	4	5	6	7	
7. Make you more aware of commercial vehicle safety (n=631)	5.11	19.5	9.2	3.2	7.1	13.9	15.2	16.8	34.5	66.6

Q-8. How do you think safety inspectors should select commercial vehicles and/or drivers for roadside inspection?

Item (n=637)	Number Responding	Percent
1. Random	223	35.0
2. Based on visual scan of vehicle/driver	138	21.7
3. Based on carrier's prior safety record	30	4.7
4. Only inspect during a traffic enforcement stop	73	11.5
5. Other	173	27.2

Q-8. If you think other, what is it?

For a summary of the essay responses to this question, please refer to the main report.

Q-9. Do you know what the selection process or reason was for your most recent roadside inspection?

Item (n=636)	Number Responding	Percent
1. No	298	46.9
2. Yes	338	53.1

Q-9. If you do know the selection process for your most recent roadside inspection, what was it?

For a summary of the essay responses to this question, please refer to the main report.

Q-10. If you answered YES to Q-9, in your opinion, how fair was that particular selection process or reason for the roadside inspection?

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=415)	5.70	11.3	4.3	1.9	5.1	10.1	12.0	19.5	47.0	78.6	

Q-11. 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. For vehicles (n=629)	4.64	18.4	6.8	3.3	8.3	33.4	17.8	9.7	20.7	48.2	
2. For drivers (n=618)	4.55	20.1	6.8	5.3	7.9	35.1	15.4	10.0	19.4	44.8	

Q-12. Please evaluate the safety inspector who conducted your most recent roadside inspection:

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 professional (n=629)	6.32	3.0	1.4	0.3	1.3	2.9	11.4	21.0	61.7	94.1
2. Was he/she courteous (n=628)	6.28	4.9	2.4	0.6	1.9	3.7	8.6	18.3	64.5	91.4
3. Was he/she objective/fair (n=625)	6.22	5.8	2.4	1.6	1.8	4.0	8.0	20.3	61.9	90.2
4. Did he/she give clear instructions to you before and during the inspection process (n=629)	6.27	4.6	1.3	1.3	2.1	5.1	8.4	18.8	63.1	90.3
5. After the inspection was performed, did he/she clearly give you information on the results of the inspection and answer any questions you may have had (n=627)	6.28	5.6	1.8	1.0	2.9	3.7	6.7	20.4	63.6	90.7
6. Was he/she knowledgeable of the regulations (n=626)	6.19	4.3	1.1	1.4	1.8	7.3	9.3	19.2	59.9	88.3
7. Was he/she knowledgeable about commercial vehicle operations (n=623)	6.06	6.4	2.2	1.4	2.7	7.1	10.1	21.0	55.4	86.5

Q-13. Did the officer give you a copy of the inspection report?

Item (n=628)	Number Responding	Percent
1. No	13	2.1
2. Yes	615	97.9

Q-14. Have you ever been inspected at one location, received the inspection report and CVSA decal, and within hours been required to go through another inspection?

Item (n=627)	Number Responding	Percent
1. No	476	75.9
2. Yes	151	24.1

Q-15. If you have experienced more than one inspection, please evaluate the safety inspectors in general:

Item	Mean	Percentages								
		1+2+3	Not at All					Very Much		5+6+7
			1	2	3	4	5	6	7	
1. Were they professional (n=474)	5.49	9.5	2.1	1.1	6.3	10.3	26.8	23.2	30.2	80.2
2. Were they courteous (n=474)	5.26	14.8	4.0	4.4	6.3	13.1	21.5	20.5	30.2	72.2
3. Were they objective/fair (n=470)	5.34	14.3	3.4	4.0	6.8	13.2	18.1	22.6	31.9	72.6
4. Did they give clear instructions to you before and during the inspection process (n=473)	5.55	11.2	2.3	3.8	5.1	11.2	16.5	25.2	35.9	77.6
5. After the inspection was performed, did they clearly give you information on the results of the inspection and answer any questions you may have had (n=473)	5.68	9.1	1.9	3.0	4.2	10.4	17.8	22.2	40.6	80.5
6. Were they knowledgeable of the regulations (n=474)	5.57	10.8	2.5	3.8	4.4	10.8	17.5	23.6	37.3	78.5
7. Were they knowledgeable about commercial vehicle operations (n=472)	5.37	14.4	3.8	5.7	4.9	11.9	17.4	21.8	34.5	73.7

Q-16. Have you ever had a CVSA inspection with no violations and not received an inspection report?

Item (n=621)	Number Responding	Percent
1. No	498	80.2
2. Yes	123	19.8

Q-16. If you have had a CVSA inspection with no violations and not received an inspection report, how many times has this occurred?

Item	Mean	Median	Range
1. Number of times (n=110)	2.39	2	1 - 15

Q-16. If you have had a CVSA inspection with no violations and not received an inspection report, how many times has this occurred?

Item	Number Responding	Percent	Cumulative Percent
1 time	47	42.7	42.7
2 times	33	30.0	72.7
3 times	8	7.3	80.0
4 times	11	10.0	90.0
5 times	4	3.6	93.6
6 times	3	2.7	96.4
8-10 times	2	1.8	98.2
12-15 times	2	1.8	100.0
Total	110	100.0	

Q-17. Have you ever had a complete vehicle inspection with no violations (which included brake measurement), and not received a CVSA decal?

Item (n=629)	Number Responding	Percent
1. No	375	59.6
2. Yes	254	40.4

Q-17. If you have had a complete vehicle inspection with no violations (which included brake measurement), and did not receive a CVSA decal, how many times has this occurred?

Item	Mean	Median	Range
1. Number of times (n=214)	1.40	2	1 - 60

Q-17. If you have had a complete vehicle inspection with no violations (which included brake measurement), and did not receive a CVSA decal, how many times has this occurred?

Item	Number Responding	Percent	Cumulative Percent
1 time	84	39.3	39.3
2 times	69	32.2	71.5
3 times	19	8.9	80.4
4 times	17	7.9	88.3
5 times	6	2.8	91.1
6 times	5	2.3	93.5
7 times	4	1.9	95.3
8 times	3	1.4	96.7
9 times	3	1.4	98.1
10 times	2	0.9	99.1
15 times	1	0.5	99.5
60 times	1	0.5	100.0
Total	214	100.0	

Q-18. From your observations of commercial vehicle drivers, how would you evaluate them in general:

Item	Mean	Percentages								
		1+2+3	Not at All			Very Much			5+6+7	
			1	2	3	4	5	6	7	
1. Are they professional (n=637)	4.80	11.9	1.7	3.5	6.8	28.7	30.1	19.2	10.0	59.3
2. Are they courteous (n=637)	4.53	20.6	2.7	4.9	13.0	28.4	27.9	13.8	9.3	51.0
3. Are they knowledgeable of the regulations (n=637)	4.54	22.6	2.7	6.8	13.2	25.4	25.7	15.9	10.4	52.0
4. Are they knowledgeable about commercial vehicle operations (n=636)	4.82	14.6	2.0	4.6	8.0	25.2	27.7	20.4	12.1	60.2

Q-19. What is your impression of the roadside inspection process?

		Percentages								
Item	Mean	1+2+3	Very Negative			Very Positive			5+6+7	
			1	2	3	4	5	6		7
1. Impression of roadside inspections of vehicles (n=635)	4.91	16.9	6.8	4.9	5.2	19.2	23.8	18.3	21.9	63.9
2. Impression of roadside inspections of drivers (n=635)	4.86	18.0	6.9	5.0	6.0	20.3	22.7	17.2	21.9	61.7
3. Overall impression (n=635)	4.91	18.1	6.5	5.0	6.6	17.3	23.9	18.6	22.0	64.6

Q-20. How would you define the relationship between roadside safety inspectors and commercial vehicle drivers?

		Percentages								
Item	Mean	1+2+3	Very Negative			Very Positive			5+6+7	
			1	2	3	4	5	6		7
1. Relationship between inspectors and drivers (n=638)	4.18	30.9	9.1	8.3	13.5	26.8	20.1	11.0	11.3	42.3

Q-21. Do you feel that roadside inspectors:

		Percentages								
Item	Mean	1+2+3	Strongly Disagree			Strongly Agree			5+6+7	
			1	2	3	4	5	6		7
1. Try to identify problems (n=633)	5.43	10.6	3.3	1.9	5.4	13.0	21.5	24.5	30.5	76.5
2. Identify problems and offer solutions (n=628)	4.63	26.0	7.6	8.0	10.4	16.4	22.6	15.3	19.7	57.6
3. Are interested in discovering violations (n=631)	5.89	7.0	2.2	1.6	3.2	7.6	15.7	23.1	46.6	85.4
4. Are genuinely concerned about improving safety (n=634)	5.08	18.8	5.8	4.4	8.5	15.8	18.1	17.0	30.3	65.5

Q-22. Do you feel that a partnership exists between the commercial vehicle industry and state roadside safety inspectors to improve safety?

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 state (n=636)	4.09	36.2	13.4	10.1	12.7	21.2	18.4	9.0	15.3	42.6

Q-23. Do you think it would be advantageous to improve the partnership between the commercial vehicle industry and state roadside safety inspectors?

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=637)	6.16	4.2	2.0	0.5	1.7	6.6	10.8	20.6	57.8	89.2

Q-24. Do you perceive that safety is a problem in the commercial vehicle 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 commercial vehicle industry (n=638)	4.65	26.8	3.6	8.8	14.4	20.5	19.0	12.2	21.5	52.7

Q-25. Have you ever been stopped by a commercial vehicle enforcement officer at a location other than a permanent inspection facility (permanent facilities are weigh stations, rest areas, or ports-of-entry)?

Item (n=639)	Number Responding	Percent
1. No	177	27.7
2. Yes	462	72.3

Q-25. If you have ever been stopped by a commercial vehicle enforcement officer at a location other than a permanent inspection facility (permanent facilities are weigh stations, rest areas, or ports-of-entry), how many times has this occurred?

Item	Mean	Median	Range
1. Number of times (n=417)	4.10	3	1 - 99

Q-25. If you have ever been stopped by a commercial vehicle enforcement officer at a location other than a permanent inspection facility (permanent facilities are weigh stations, rest areas, or ports-of-entry), how many times has this occurred?

Item	Number Responding	Percent	Cumulative Percent
1 time	101	24.2	24.2
2 times	103	24.7	48.9
3 times	79	18.9	67.9
4 times	34	8.2	76.0
5 times	24	5.8	81.8
6 times	27	6.5	88.2
7-10 times	27	6.5	94.7
11-20 times	17	4.1	98.8
40-99 times	5	1.2	100.0
Total	417	100.0	

Q-26. Have you ever been stopped at a location that was, in your opinion, unsafe to perform an inspection?

Item (n=638)	Number Responding	Percent
1. No	361	56.6
2. Yes	277	43.4

Q-26. If you have ever been stopped at a location that was, in your opinion, unsafe to perform an inspection, how many times has this occurred?

Item	Mean	Median	Range
1. Number of times (n=251)	2.60	2	1 - 30

Q-26. If you have ever been stopped at a location that was, in your opinion, unsafe to perform an inspection, how many times has this occurred?

Item	Number Responding	Percent	Cumulative Percent
1 time	113	45.0	45.0
2 times	54	21.5	66.5
3 times	36	14.3	80.9
4 times	13	5.2	86.1
5 times	11	4.4	90.4
6-10 times	18	7.2	97.6
11-30 times	6	2.4	100.0
Total	251	100.0	

Q-26. If you have ever been stopped at a location that was, in your opinion, unsafe to perform an inspection, what type of location(s) was it and why do you feel it was unsafe?

For a summary of the essay responses to this question, please refer to the main report.

Q-27. Do you have any suggestions on how the roadside inspection process and/or the partnership between the commercial vehicle industry and state roadside safety inspectors could be improved?

For a summary of the essay responses to this question, please refer to the main report.

Q-28. What do you think has been done (or could be done) to produce the most positive impact on commercial vehicle safety and why?

For a summary of the essay responses to this question, please refer to the main report.

Q-29. What do you think has been done (or could be done) to produce the most negative impact on commercial vehicle safety and why?

For a summary of the essay responses to this question, please refer to the main report.

Q-30. To your knowledge, if violations of the hours-of-service regulations occur, to what extent do each of the following contribute?

Item	Mean	Percentages								
		1+2+3	Not at All					Very Much		5+6+7
			1	2	3	4	5	6	7	
1. Pride in delivering on-time (n=623)	4.88	21.5	9.0	4.2	8.3	16.2	18.9	16.9	26.5	62.3
2. Pressure from company manager or dispatcher (n=621)	5.42	16.3	7.1	5.3	3.9	10.1	11.8	19.8	42.0	73.6
3. Pressure from the shipper (n=621)	5.31	16.3	7.2	4.2	4.8	13.8	12.6	18.8	38.5	69.9
4. Pressure from other drivers (n=623)	2.83	63.7	32.6	16.5	14.6	20.7	8.0	2.2	5.3	15.6
5. Negative impact on earnings (n=622)	5.17	18.8	9.6	3.9	5.3	14.3	13.2	15.1	38.6	66.9
6. Fear of losing your job (n=621)	4.65	30.8	17.1	7.1	6.6	11.8	11.8	12.1	33.7	57.5

Q-31. Please answer the following:

Item	Mean	Percentages								
		1+2+3	Not at All					Very Much		5+6+7
			1	2	3	4	5	6	7	
1. Do you think there is a need for new commercial vehicle drivers to complete a written exam regarding commercial vehicle safety and sharing the road with passenger vehicles? (n=631)	4.70	28.5	15.5	6.2	6.8	14.6	12.7	9.8	34.4	56.9
2. Do you think "sharing the road with passenger vehicles" questions should be included in the CDL renewal process? (n=633)	4.08	39.3	23.1	8.7	7.6	16.3	10.3	10.1	24.0	44.4
3. Do you think new passenger vehicle drivers should have "sharing the road with commercial vehicles" questions on their written exams (about commercial vehicles and their blind spots)? (n=632)	6.64	1.9	1.1	0.3	0.5	3.0	4.1	9.0	82.0	95.1
4. Do you believe that there is a problem with fatigued commercial vehicle drivers on the road? (n=629)	4.67	23.7	3.8	7.5	12.4	24.2	19.1	12.1	21.0	52.1

Q-31. Please answer the following:

Item	Mean	Percentages									
		1+2+3	Not at All						Very Much		5+6+7
			1	2	3	4	5	6	7		
5. Do you believe there is a need for more rest areas for commercial vehicle drivers to get required rest? (n=629)	6.05	6.8	2.7	1.7	2.4	9.4	9.5	13.7	60.6	83.8	

Q-32. Do you know of any group(s) or organization(s) that can answer questions you may have about commercial vehicle safety or roadside inspections?

Item (n=606)	Number Responding	Percent
1. No	410	67.7
2. Yes	196	32.3

Q-32. If you do know of any group(s) or organization(s) that can answer questions you may have about commercial vehicle safety or roadside inspections, what is (are) the organization(s)?

For a summary of the essay responses to this question, please refer to the main report.

Q-33. Please circle the number(s) of the area(s) of the country you drive in most often.

Item (n=642)	Number Responding	Percent
1. Region 1	165	25.7
2. Region 3	248	38.6
3. Region 4	292	45.5
4. Region 5	299	46.6
5. Region 6	274	42.7
6. Region 7	254	39.6
7. Region 8	166	25.9
8. Region 9	165	25.7
9. Region 10	138	21.5

Q-34. How long have you driven a commercial vehicle professionally?

Item (n=629)	Number Responding	Percent
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1.	Less than 6 months	8	1.3
2.	6 months - 1 year	19	3.0
3.	1 - 2 years	27	4.3
4.	3 - 5 years	79	12.6
5.	6 - 10 years	88	14.0
6.	Over 10 years	408	64.9

Q-35. How long have you driven for your present company?

Item (n=624)	Number Responding	Percent
1. Less than 6 months	82	13.1
2. 6 months - 1 year	81	13.0
3. 1 -2 years	108	17.3
4. 3 - 5 years	131	21.0
5. 6 - 10 years	89	14.3
6. Over 10 years	133	21.3

Q-36. What type of driver are you?

Item (n=620)	Number Responding	Percent
1. Company driver	448	72.3
2. Owner-operator	140	22.6
3. Fleet driver	25	4.0
4. An "infrequent" driver	7	1.1

Q-37. What best describes the average length of your trips?

Item (n=600)	Number Responding	Percent
1. Local	84	14.0
2. Short haul	185	30.8
3. Long haul	331	55.2

Q-38. Which category best describes the shipments handled by your company?

Item (n=603)	Number Responding	Percent
1. Truckload	464	76.9
2. Less-than-truckload	62	10.3
3. Package	5	0.8
4. Bus/Passengers	8	1.3
5. Primarily Hazardous Material Cargo	64	10.6

Q-39. Which of the following vehicle or trailer type were you driving at the time of your most recent roadside inspection?

Item (n=613)	Number Responding	Percent
1. Bus	8	1.3
2. Straight truck	66	10.8
3. Straight truck with trailer	20	3.3
4. Tractor trailer with the following trailer type:		
a. Dry Van	175	28.5
b. Refrigerated Van	92	15.0
c. Hopper Bottom	16	2.6
d. Tanker	61	10.0
e. Flatbed	87	14.2
f. Household Goods	4	0.6
g. Auto Carrier	4	0.6
h. Intermodal	5	0.8
i. Double Trailer	14	2.3
j. Triple Trailer	1	0.2
k. Other	60	9.8

Q-39. If other, what type of trailer was it?

For a summary of the essay responses to this question, please refer to the main report.

Q-40. Were you transporting Hazardous Materials at the time of your most recent inspection?

Item (n=623)	Number Responding	Percent
1. No	536	86.0
2. Yes	87	14.0

Do you have any other comments or recommendations?

For a summary of the essay responses to this question, please refer to the main report.

Appendix D

Commercial Vehicle Safety Inspector Overall Results Tables

Distribution of Inspector Surveys Returned

Region	State	Number Returned	Percent
Region 1			
	Connecticut	6	1.1
	Maine	4	0.7
	Massachusetts	7	1.2
	New Hampshire	5	0.9
	New Jersey	6	1.1
	New York	25	4.4
	Rhode Island	2	0.4
	Vermont	6	1.1
	Total for Region 1	61	10.8
Region 3			
	Delaware	5	0.9
	Maryland	43	7.6
	Pennsylvania	0	0.0
	Virginia	31	5.5
	Washington, D.C.	0	0.0
	West Virginia	0	0.0
	Total for Region 3	79	14.0
Region 4			
	Alabama	8	1.4
	Florida	3	0.5
	Georgia	12	2.1
	Kentucky	11	2.0
	Mississippi	3	0.5
	North Carolina	18	3.2
	South Carolina	0	0.0
	Tennessee	20	3.6
	Total for Region 4	75	13.3

Distribution of Inspector Surveys Returned

Region	State	Number Returned	Percent
Region 5			
	Illinois	12	2.1
	Indiana	13	2.3
	Michigan	23	4.1
	Minnesota	14	2.5
	Ohio	17	3.0
	Wisconsin	25	4.4
	Total for Region 5	104	18.5
Region 6			
	Arkansas	17	3.0
	Louisiana	8	1.4
	New Mexico	20	3.6
	Oklahoma	3	0.5
	Texas	29	5.2
	Total for Region 6	77	13.7
Region 7			
	Iowa	0	0.0
	Kansas	9	1.6
	Missouri	42	7.5
	Nebraska	12	2.1
	Total for Region 7	63	11.2
Region 8			
	Colorado	5	0.9
	Montana	6	1.1
	North Dakota	3	0.5
	South Dakota	0	0.0
	Utah	15	2.7
	Wyoming	0	0.0
	Total for Region 8	29	5.2
Region 9			
	Arizona	2	0.4
	California	11	2.0
	Hawaii	0	0.0
	Nevada	14	2.5
	Total for Region 9	27	4.8

Distribution of Inspector Surveys Returned

Region	State	Number Returned	Percent
Region 10			
	Alaska	0	0.0
	Idaho	4	0.7
	Oregon	30	5.3
	Washington	14	2.5
	Total for Region 10	48	8.5
Total		563	100.0

Q-1. On average, approximately how many Level I roadside inspections do you personally conduct in a year?

Item	Mean	Median	Range
1. Number of Level I inspections in a year (n=549)	407.46	300	0 - 2000

Q-1. On average, approximately how many Level I roadside inspections do you personally conduct in a year?

Item	Number Responding	Percent	Cumulative Percent
0-50 roadside inspections	47	8.6	8.6
51-100 roadside inspections	72	13.1	21.7
101-150 roadside inspections	65	11.8	33.5
151-200 roadside inspections	47	8.6	42.1
201-300 roadside inspections	72	13.1	55.2
301-400 roadside inspections	50	9.1	64.3
401-500 roadside inspections	45	8.2	72.5
501-650 roadside inspections	39	7.1	79.6
651-900 roadside inspections	49	8.9	88.5
901-2000 roadside inspections	63	11.5	100.0
Total	549	100.0	

Q-2. On average, approximately what percentage of the Level I roadside inspections you conduct result in you giving a CVSA decal, or in an out-of-service driver and/or vehicle:

Item	Mean	Median	Range
1. CVSA Decal: (n=551)	25.38	20	0 - 95
2. Driver: (n=549)	14.28	10	0 - 80
3. Vehicle: (n=551)	34.26	30	0 - 90

Q-2N1. On average, approximately what percentage of the Level I roadside inspections you conduct result in you giving a CVSA decal:

Item	Number Responding	Percent	Cumulative Percent
0-5 percent	101	18.3	18.3
6-10 percent	122	22.1	40.5
11-20 percent	95	17.2	57.7
21-30 percent	65	11.8	69.5
31-40 percent	47	8.5	78.0
41-50 percent	60	10.9	88.9
51-60 percent	23	4.2	93.1
61-70 percent	19	3.4	96.6
71-95 percent	19	3.4	100.0
Total	551	100.0	

Q-2N2. On average, approximately what percentage of the Level I roadside inspections you conduct result in an out-of-service driver:

Item	Number Responding	Percent	Cumulative Percent
0-5 percent	142	25.9	25.9
6-10 percent	182	33.2	59.0
11-15 percent	56	10.2	69.2
16-20 percent	69	12.6	81.8
21-25 percent	37	6.7	88.5
26-30 percent	31	5.6	94.2
31-40 percent	15	2.7	96.9
41-50 percent	12	2.2	99.1
51-80 percent	5	0.9	100.0
Total	549	100.0	

Q-2N3. On average, approximately what percentage of the Level I roadside inspections you conduct result in an out-of-service vehicle:

Item	Number Responding	Percent	Cumulative Percent
0-10 percent	50	9.1	9.1
11-15 percent	37	6.7	15.8
16-20 percent	67	12.2	27.9
21-25 percent	65	11.8	39.7
26-30 percent	89	16.2	55.9
31-35 percent	38	6.9	62.8
36-40 percent	51	9.3	72.1
41-50 percent	75	13.6	85.7
51-60 percent	31	5.6	91.3
61-70 percent	21	3.8	95.1
71-90 percent	27	4.9	100.0

Total	551	100.0
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Q-3. Approximately what percentage of the time do you do a driver record check during the course of a Level I roadside inspection?

Item	Mean	Median	Range
1. Percent of time you do a driver record check (n=543)	54.84	50	0 - 100

Q-3. Approximately what percentage of the time do you do a driver record check during the course of a Level I roadside inspection?

Item	Number Responding	Percent	Cumulative Percent
0-5 percent	74	13.6	13.6
6-10 percent	69	12.7	26.3
11-20 percent	45	8.3	34.6
21-30 percent	37	6.8	41.4
31-40 percent	19	3.5	44.9
41-50 percent	31	5.7	50.6
51-60 percent	6	1.1	51.8
61-70 percent	8	1.5	53.2
71-80 percent	38	7.0	60.2
81-90 percent	45	8.3	68.5
91-99 percent	51	9.4	77.9
100 percent	120	22.1	100.0
Total	543	100.0	

Q-4. Of the driver record checks you do at the roadside, approximately what percent fall into the following categories:

Item	Mean	Median	Range
1. NLETS: (n=339)	50.39	50	0 - 100

2.	NCIC: (n=441)	56.72	75	0 - 100
3.	Local/State DMV: (n=493)	69.65	95	0 - 100

Q-4N1. Of the driver record checks you do at the roadside, approximately what percent fall into *NLETS*:

Item	Number Responding	Percent	Cumulative Percent
0 percent	49	14.5	14.5
1-5 percent	57	16.8	31.3
6-10 percent	32	9.4	40.7
11-30 percent	21	6.2	46.9
31-50 percent	17	5.0	51.9
51-70 percent	14	4.1	56.0
71-90 percent	26	7.7	63.7
91-99 percent	12	3.5	67.3
100 percent	111	32.7	100.0
Total	339	100.0	

Q-4N2. Of the driver record checks you do at the roadside, approximately what percent fall into *NCIC*:

Item	Number Responding	Percent	Cumulative Percent
0 percent	26	5.9	5.9
1-5 percent	85	19.3	25.2
6-15 percent	40	9.1	34.2
16-30 percent	33	7.5	41.7
31-50 percent	19	4.3	46.0
51-70 percent	12	2.7	48.8
71-90 percent	36	8.2	56.9
91-99 percent	15	3.4	60.3
100 percent	175	39.7	100.0

Total

441

100.0

Q-4N3. Of the driver record checks you do at the roadside, approximately what percent fall into *Local/State DMV*:

Item	Number Responding	Percent	Cumulative Percent
0 percent	7	1.4	1.4
1-5 percent	48	9.7	11.2
6-20 percent	54	11.0	22.1
21-40 percent	32	6.5	28.6
41-60 percent	28	5.7	34.3
61-80 percent	40	8.1	42.4
81-99 percent	52	10.5	52.9
100 percent	232	47.1	100.0
Total	493	100.0	

Q-5. Do you feel that roadside inspections of VEHICLES (brakes, coupling devices, exhaust, frames, fuel system, lighting, steering, suspension, tires, etc.):

Item	Mean	Percentages								
		1+2+3	Strongly Disagree			Strongly Agree			5+6+7	
			1	2	3	4	5	6		7
1. Are thorough regarding the equipment (n=558)	5.68	6.3	1.6	2.2	2.5	6.1	24.0	34.9	28.7	87.6
2. Improve safety for the motor carrier industry (n=560)	5.97	5.7	2.0	1.4	2.3	6.4	12.9	29.8	45.2	87.9
3. Improve safety for the particular company (n=558)	5.58	8.4	2.2	2.5	3.8	11.5	21.0	25.3	33.9	80.1
4. Help to reduce commercial vehicle involved accidents (n=559)	5.60	9.1	2.0	3.4	3.8	12.0	16.6	26.7	35.6	78.9

Q-6. Do you feel that roadside inspections of DRIVERS (Commercial Driver's License (CDL), medical card, hours-of-service, etc.):

Item	Mean	Percentages								
		1+2+3	Strongly Disagree			Strongly Agree			5+6+7	
			1	2	3	4	5	6	7	
1. Are thorough regarding the driver (n=559)	5.27	8.8	1.3	3.2	4.3	17.7	27.9	23.1	22.5	73.5
2. Improve safety for the motor carrier industry (n=560)	5.47	8.6	1.8	2.0	4.8	13.4	24.5	24.1	29.5	78.0
3. Improve safety for the particular company (n=559)	5.25	12.5	1.8	3.6	7.2	16.6	23.3	21.8	25.8	70.8
4. Help to reduce commercial vehicle involved accidents (n=560)	5.37	12.0	2.5	3.2	6.3	14.5	20.2	23.2	30.2	73.6

Q-7. Most often, what is your selection process for roadside inspections?

Item (n=562)	Number Responding	Percent
1. Random	226	40.2
2. Based on visual scan of vehicle/driver	180	32.0
3. Based on carrier's prior safety record	7	1.2
4. Only inspect during a traffic enforcement stop	37	6.6
5. Other	112	19.9

Q-7. If other selection process, what is it?

For a summary of the essay responses to this question, please refer to the main report.

Q-8. 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=561)	5.86	2.9	1.1	0.4	1.4	11.4	19.1	27.6	39.0	85.7

Q-9. How do you think commercial vehicles and/or drivers should be selected for roadside inspection?

Item (n=561)	Number Responding	Percent
1. Random	191	34.0
2. Based on visual scan of vehicle/driver	175	31.2
3. Based on carrier's prior safety record	8	1.4
4. Only inspect during a traffic enforcement stop	26	4.6
5. Other	161	28.7

Q-9. If you think other, what is it?

For a summary of the essay responses to this question, please refer to the main report.

Q-10. 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. For vehicles (n=563)	5.32	8.0	0.9	1.2	5.9	22.2	22.9	21.0	25.9	69.8	
2. For drivers (n=561)	5.71	3.7	0.4	0.2	3.2	17.5	17.1	26.0	35.7	78.8	

Q-11. From your observations of other safety inspectors, how would you evaluate them in general:

Item	Mean	Percentages									
		1+2+3	Not at All				Very Much				5+6+7
			1	2	3	4	5	6	7		
1. Are they professional (n=556)	5.57	2.3	0.4	0.2	1.8	11.3	30.4	37.9	18.0	86.3	
2. Are they courteous (n=557)	5.39	5.6	0.4	0.9	4.3	15.1	29.3	33.2	16.9	79.4	
3. Are they objective/fair (n=553)	5.51	3.8	0.4	0.4	3.1	12.8	28.4	37.1	17.9	83.4	
4. Do they give clear instructions to the driver before and during the inspection process (n=555)	5.51	4.1	0.2	0.5	3.4	12.3	30.6	33.3	19.6	83.6	
5. After the inspection is performed, do they clearly give the driver information on the results of the inspection and answer any questions they may have had (n=555)	5.70	3.8	0.0	0.5	3.2	9.4	24.3	37.1	25.4	86.8	

Q-11. From your observations of other safety inspectors, how would you evaluate them in general:

			Percentages							
Item	Mean	1+2+3	Not at All					Very Much		5+6+7
			1	2	3	4	5	6	7	
6. Are they knowledgeable of the regulations (n=556)	5.58	2.5	0.0	0.2	2.3	13.8	25.9	38.1	19.6	83.6
7. Are they knowledgeable about commercial vehicle operations (n=556)	5.38	7.0	0.4	0.9	5.8	14.2	28.1	33.1	17.6	78.8

Q-12. How would you evaluate commercial vehicle drivers in general:

			Percentages							
Item	Mean	1+2+3	Not at All					Very Much		5+6+7
			1	2	3	4	5	6	7	
1. Are they professional (n=558)	4.59	10.6	0.2	1.6	8.8	33.7	41.0	13.1	1.6	55.7
2. Are they courteous (n=557)	4.54	13.8	0.7	2.2	11.0	31.1	40.9	12.0	2.2	55.1
3. Are they knowledgeable of the regulations (n=556)	3.49	52.9	4.1	15.5	33.3	26.6	16.4	3.1	1.1	20.5
4. Are they knowledgeable about commercial vehicle operations (n=557)	4.42	21.9	1.8	4.8	15.3	28.2	30.7	16.3	2.9	49.9

Q-13. What is your impression of the roadside inspection process?

			Percentages							
Item	Mean	1+2+3	Very Negative					Very Positive		5+6+7
			1	2	3	4	5	6	7	
1. Impression of roadside inspections of vehicles (n=557)	5.70	2.5	0.2	0.5	1.8	8.6	27.8	37.5	23.5	88.9
2. Impression of roadside inspections of drivers (n=556)	5.65	3.4	0.2	0.4	2.9	11.0	25.2	37.2	23.2	85.6
3. Overall impression (n=554)	5.71	2.2	0.2	0.5	1.4	9.0	28.5	35.6	24.7	88.8

Q-14. How would you define the relationship between roadside safety inspectors and commercial vehicle drivers?

Item	Mean	Percentages								
		1+2+3	Very Negative					Very Positive		5+6+7
			1	2	3	4	5	6	7	
1. Relationship between inspectors and drivers (n=555)	4.63	13.0	0.7	3.8	8.5	28.5	38.7	17.3	2.5	58.6

Q-15. Do you feel that roadside inspectors in general:

Item	Mean	Percentages								
		1+2+3	Strongly Disagree					Strongly Agree		5+6+7
			1	2	3	4	5	6	7	
1. Try to identify problems (n=557)	5.75	2.2	0.0	0.0	2.2	5.7	29.3	40.8	22.1	92.1
2. Identify problems and offer solutions (n=555)	5.21	7.2	0.5	2.2	4.5	15.9	34.2	30.6	12.1	76.9
3. Are interested in discovering violations (n=556)	5.90	1.8	0.0	0.5	1.3	6.1	21.8	40.6	29.7	92.1
4. Are genuinely concerned about improving safety (n=555)	5.86	4.0	0.0	1.3	2.7	6.5	20.5	36.6	32.4	89.5

Q-16. Do you feel that a partnership exists between the commercial vehicle industry and state roadside safety inspectors to improve safety?

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 state (n=557)	4.57	19.7	2.7	4.8	12.2	26.2	28.5	18.3	7.2	54.0

Q-17. Do you think it would be advantageous to improve the partnership between the commercial vehicle industry and state roadside safety inspectors?

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=561)	5.90	4.3	1.4	1.2	1.6	8.4	16.2	31.4	39.8	87.3

Q-18. Do you perceive that safety is a problem in the commercial vehicle 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 commercial vehicle industry (n=561)	5.54	5.3	0.2	0.9	4.3	13.4	26.7	29.6	25.0	81.3

Q-19. Do you ever conduct inspections at locations other than a permanent inspection facility (permanent facilities are weigh stations, rest areas, or ports-of-entry)?

Item (n=561)	Number Responding	Percent
1. No	59	10.5
2. Yes	502	89.5

Q-19. If you do ever conduct inspections at locations other than permanent inspection facilities (permanent facilities are weigh stations, rest areas, or ports-of-entry), approximately what percent of the time do you?

Item	Mean	Median	Range
1. Percent of time (n=487)	48.12	50	1 - 100

Q-19. If you do ever conduct inspections at locations other than permanent inspection facilities (permanent facilities are weigh stations, rest areas, or ports-of-entry), approximately what percent of the time do you?

Item	Number Responding	Percent	Cumulative Percent
1-5 percent	74	15.2	15.2
6-10 percent	50	10.3	25.5
11-20 percent	41	8.4	33.9
21-35 percent	49	10.1	43.9
36-50 percent	75	15.4	59.3
51-65 percent	18	3.7	63.0
66-80 percent	66	13.6	76.6
81-90 percent	42	8.6	85.2
91-99 percent	39	8.0	93.2
100 percent	33	6.8	100.0
Total	487	100.0	

Q-20. Have you ever been trained on safe stopping and reentry for trucks (for other than fixed site locations)?

Item (n=558)	Number Responding	Percent
1. No	114	20.4
2. Yes	444	79.6

Q-21. Do you have any suggestions on how the roadside inspection process and/or the partnership between the commercial vehicle industry and state roadside safety inspectors could be improved?

For a summary of the essay responses to this question, please refer to the main report.

Q-22. What do you think has been done (or could be done) to produce the most positive impact on commercial vehicle safety and why?

For a summary of the essay responses to this question, please refer to the main report.

Q-23. What do you think has been done (or could be done) to produce the most negative impact on commercial vehicle safety and why?

For a summary of the essay responses to this question, please refer to the main report.

Q-24. Do you, personally, use a pen-based, laptop, or desktop computer to help you perform roadside inspections?

Item (n=559)	Number Responding	Percent
1. No	298	53.3
2. Yes	261	46.7

Q-24. If you, personally, use a pen-based, laptop, or desktop computer to help you perform roadside inspections, do you have any comments regarding the usefulness of computer technology at the roadside?

For a summary of the essay responses to this question, please refer to the main report.

Q-25. In your experience, do you think the number of vehicles and/or drivers put out-of-service is increasing, decreasing, or about the same since you began conducting roadside inspections?

Item	Mea n	Percentages								
		1+2+3	Decreasing			Increasing			5+6+7	
			1	2	3	4	5	6	7	
1. Number of Vehicles put OOS (n=557)	3.46	48.8	4.5	20.8	23.5	34.1	10.6	5.2	1.3	17.1
2. Number of Drivers put OOS (n=547)	4.06	26.0	2.2	9.1	14.6	42.6	19.6	10.1	1.8	31.4

Q-26. If you believe the number of drivers and/or vehicles put OOS is increasing or decreasing, why do you think this is the case?

For a summary of the essay responses to this question, please refer to the main report.

Q-27. Please answer the following:

Item	Mean	Percentages								
		1+2+3	Not at All					Very Much		5+6+7
			1	2	3	4	5	6	7	
1. Do you think there is a need for new commercial vehicle drivers to complete a written exam regarding commercial vehicle safety and sharing the road with passenger vehicles? (n=561)	5.69	9.1	2.3	1.6	5.2	10.3	17.8	21.4	41.4	80.6
2. Do you think "sharing the road with passenger vehicles" questions should be included in the CDL renewal process? (n=561)	5.61	9.1	2.7	2.0	4.5	12.1	18.2	22.8	37.8	78.8
3. Do you think new passenger vehicle drivers should have "sharing the road with commercial vehicles" questions on their written exams (about commercial vehicles and their blind spots)? (n=561)	6.26	3.0	1.2	0.4	1.4	4.3	12.1	21.9	58.6	92.7
4. Do you believe that there is a problem with fatigued commercial vehicle drivers on the road? (n=559)	5.90	1.6	0.0	0.2	1.4	9.8	22.5	28.4	37.6	88.6
5. Do you believe there is a need for more rest areas for commercial vehicle drivers to get required rest? (n=561)	5.39	12.1	4.3	3.6	4.3	16.0	16.6	19.6	35.7	71.8

Q-28. Are you familiar with the Annual Inspector's Competition - Challenge?

Item (n=560)	Number Responding	Percent
1. No	70	12.5
2. Yes	490	87.5

Q-29. If you answered YES to Q-28, what is your impression of Challenge?

Item	Mean	Percentages								
		1+2+3	Very Negative					Very Positive		5+6+7
			1	2	3	4	5	6	7	
1. Impression of Challenge (n=492)	4.89	13.4	4.7	2.4	6.3	30.1	17.7	20.1	18.7	56.5

Q-30. How are inspectors from your state chosen for *Challenge*?

Item (n=542)	Number Responding	Percent
1. Don't know	121	22.3
2. Supervisor's choice	98	18.1
3. Competition	237	43.7
4. Other	86	15.9

Q-30. If other, how are they chosen?

For a summary of the essay responses to this question, please refer to the main report.

Q-31. How long have you been a roadside safety inspector?

Item (n=559)	Number Responding	Percent
1. Less than 6 months	6	1.1
2. 6 months - 1 year	26	4.7
3. 1 - 2 years	56	10.0
4. 3 - 5 years	122	21.8
5. 6 - 10 years	173	30.9
6. Over 10 years	176	31.5

Q-32. What type of enforcement powers do you have to perform MCSAP activities?

Item (n=554)	Number Responding	Percent
1. Motor carrier only -- civilian	64	11.6
2. Motor carrier only -- limited powers of arrest	115	20.8
3. Motor carrier -- full law enforcement powers	359	64.8
4. Other	16	2.9

Q-32. If other, what is the type?

For a summary of the essay responses to this question, please refer to the main report.

Q-33. What type of agency do you work for?

Item (n=556)	Number Responding	Percent
1. Highway Patrol	196	35.3
2. State Police	200	36.0
3. Department of Motor Vehicles	31	5.6
4. Department of Transportation	83	14.9
5. Department of Revenue Services	7	1.3
6. Public Utility Commission	12	2.2
7. Local Police Department	6	1.1
8. Other	21	3.8

Q-33. If other, what type is it?

For a summary of the essay responses to this question, please refer to the main report.

Q-34. Do you perform motor carrier enforcement full-time or part-time?

Item (n=559)	Number Responding	Percent
1. Full-time	488	87.3
2. Part-time	71	12.7

Q-34. If you do perform motor carrier enforcement part-time, what percentage of your overall time is spent on MCSAP activities?

Item	Mean	Median	Range
1. Percentage of time (n=66)	46.68	50	1 - 99

Q-34. If you do perform motor carrier enforcement part-time, what percentage of your overall time is spent on MCSAP activities?

Item	Number Responding	Percent	Cumulative Percent
1-10 percent	8	12.1	12.1
11-20 percent	6	9.1	21.2
21-30 percent	9	13.6	34.8
31-40 percent	7	10.6	45.5
41-50 percent	18	27.3	72.7
51-60 percent	1	1.5	74.2
61-70 percent	2	3.0	77.3
71-80 percent	7	10.6	87.9
81-90 percent	3	4.5	92.4
91-99 percent	5	7.6	100.0
Total	66	100.0	

Q-35. Which of the following NASTI (North American Standard Driver/Vehicle Inspection) courses have you completed?

Item (n=563)	Number Responding	Percent
1. 40-hour course	189	33.6
2. 80-hour course	390	69.3

Q-35N1. If you have completed the 40-hour NASTI course, when did you?

Item	Number Responding	Percent	Cumulative Percent
Before 1985	10	7.7	7.7
1985-1990	77	59.2	66.9
1991	10	7.7	74.6
1992	5	3.8	78.5
1993	6	4.6	83.1
1994	4	3.1	86.2
1995	7	5.4	91.5
1996	9	6.9	98.5
1997	2	1.5	100.0
Total	130	100.0	

Q-35N2. If you have completed the 80-hour NASTI course, when did you?

Item	Number Responding	Percent	Cumulative Percent
Before 1985	9	3.2	3.2
1985-1990	65	23.1	26.3
1991	15	5.3	31.7
1992	17	6.1	37.7
1993	27	9.6	47.3
1994	30	10.7	58.0
1995	52	18.5	76.5
1996	44	15.7	92.2
1997	22	7.8	100.0
Total	281	100.0	

Q-36. Which additional courses, if any, have you completed?

Item (n=563)	Number Responding	Percent
1. Hazardous Materials Roadside Inspections	515	91.5
2. Cargo Tank and Bulk Packaging Course	443	78.7
3. Drug Interdiction Awareness	396	70.3
4. Other	95	16.9

Q-36. If other, what course is it?

For a summary of the essay responses to this question, please refer to the main report.

Q-36N1. If you have completed the Hazardous Materials Roadside Inspections course, when did you?

Item	Number Responding	Percent	Cumulative Percent
Before 1985	5	1.5	1.5
1985-1990	64	19.5	21.0
1991	10	3.0	24.0
1992	15	4.6	28.6
1993	24	7.3	35.9
1994	43	13.1	48.9
1995	52	15.8	64.7
1996	79	24.0	88.8
1997	37	11.2	100.0
Total	329	100.0	

Q-36N2. If you have completed the Cargo Tank and Bulk Packaging Course, when did you?

Item	Number Responding	Percent	Cumulative Percent
Before 1985	4	1.5	1.5
1985-1990	43	15.7	17.2
1991	12	4.4	21.5
1992	16	5.8	27.4
1993	17	6.2	33.6
1994	30	10.9	44.5
1995	59	21.5	66.1
1996	65	23.7	89.8
1997	28	10.2	100.0
Total	274	100.0	

Q-36N3. If you have completed the Drug Interdiction Awareness course, when did you?

Item	Number Responding	Percent	Cumulative Percent
Before 1985	1	0.4	0.4
1985-1990	28	12.1	12.5
1991	13	5.6	18.1
1992	11	4.7	22.8
1993	20	8.6	31.5
1994	28	12.1	43.5
1995	42	18.1	61.6
1996	58	25.0	86.6
1997	31	13.4	100.0
Total	232	100.0	

Q-36N4. If you have completed another course, when did you?

Item	Number Responding	Percent	Cumulative Percent
Before 1985	1	1.6	1.6
1985-1990	6	9.5	11.1
1991	4	6.3	17.5
1992	2	3.2	20.6
1993	8	12.7	33.3
1994	8	12.7	46.0
1995	16	25.4	71.4
1996	12	19.0	90.5
1997	6	9.5	100.0
Total	63	100.0	

Q-37. Have you had a refresher course in commercial vehicle inspections?

Item (n=557)	Number Responding	Percent
1. No	198	35.5
2. Yes	359	64.5

Q-37N2. If you have completed a refresher course in commercial vehicle inspections, when did you?

Item	Number Responding	Percent	Cumulative Percent
Before 1985	0	0.0	0.0
1985-1990	7	2.5	2.5
1991	5	1.8	4.2
1992	1	0.4	4.6
1993	1	0.4	4.9
1994	10	3.5	8.4
1995	43	15.1	23.5
1996	128	44.9	68.4
1997	90	31.6	100.0
Total	285	100.0	

Q-38. Have you been trained to perform Compliance Reviews?

Item (n=553)	Number Responding	Percent
1. No	461	83.4
2. Yes	92	16.6

Q-38. If you have been trained to perform Compliance Reviews, approximately how many compliance reviews have you completed?

Item	Mean	Median	Range
1. Number of Compliance Reviews (n=80)	100.84	32.5	0 - 1995

Q-38. If you have been trained to perform Compliance Reviews, approximately how many compliance reviews have you completed?

Item	Number Responding	Percent	Cumulative Percent
0 compliance reviews	5	6.3	6.3
1-4 compliance reviews	8	10.0	16.3
8-10 compliance reviews	7	8.8	25.0
12-16 compliance reviews	9	11.3	36.3
20-30 compliance reviews	11	13.8	50.0
35-50 compliance reviews	15	18.8	68.8
60-100 compliance reviews	9	11.3	80.0
150-200 compliance reviews	7	8.8	88.8
218-300 compliance reviews	4	5.0	93.8
375-1995 compliance reviews	5	6.3	100.0
Total	80	100.0	

Q-39. Are there any additional training courses you would like available to you in order to be more effective in your job?

For a summary of the essay responses to this question, please refer to the main report.

Do you have any other additional comments or recommendations?

For a summary of the essay responses to this question, please refer to the main report.

Appendix E

Commercial Vehicle Driver Regional Results Table

**Q-12. Please evaluate the safety inspector who conducted
your most recent roadside inspection:
(Scale: 1=Not at All to 7=Very Much)**

1. Was he/she professional	Region	8	10	7	9	4	6	1	3	5
	Mean	6.69	6.59	6.47	6.35	6.32	6.27	6.27	6.19	6.12
2. Was he/she courteous	Region	8	10	7	4	9	6	3	1	5
	Mean	6.54	6.53	6.48	6.39	6.29	6.27	6.24	6.20	5.96
3. Was he/she objective/fair	Region	8	4	10	7	9	3	6	1	5
	Mean	6.62	6.41	6.40	6.36	6.35	6.23	6.20	6.11	5.85
4. Did he/she give clear instructions to you before and during the inspection process	Region	8	7	10	4	3	6	1	5	9
	Mean	6.67	6.49	6.38	6.35	6.28	6.16	6.14	6.08	5.94
5. After the inspection was performed, did he/she clearly give you information on the results of the inspection and answer any questions you may have had	Region	8	7	10	9	4	3	6	1	5
	Mean	6.69	6.56	6.55	6.29	6.22	6.21	6.18	6.10	6.09
6. Was he/she knowledgeable of the regulations	Region	9	8	7	10	4	1	3	6	5
	Mean	6.71	6.67	6.48	6.40	6.35	6.17	6.03	5.97	5.86
7. Was he/she knowledgeable about commercial vehicle operations	Region	9	8	10	7	4	3	6	1	5
	Mean	6.41	6.39	6.31	6.28	6.20	6.06	5.90	5.87	5.78

Appendix F

Commercial Vehicle Safety Inspector Regional Results Tables

**Q-12. How would you evaluate commercial vehicle drivers in general:
(Scale: 1=Not at All to 7=Very Much)**

1. Are they professional	Region	8	1	4	10	3	6	5	7	9
	Mean	4.90	4.85	4.67	4.65	4.61	4.57	4.53	4.33	4.27
2. Are they courteous	Region	1	8	10	4	3	6	5	7	9
	Mean	4.89	4.72	4.64	4.59	4.58	4.52	4.41	4.29	4.27
3. Are they knowledgeable of the regulations	Region	6	10	3	4	8	5	7	1	9
	Mean	3.79	3.60	3.56	3.55	3.48	3.45	3.30	3.30	3.12
4. Are they knowledgeable about commercial vehicle operations	Region	8	6	10	1	5	4	3	7	9
	Mean	4.69	4.66	4.45	4.44	4.44	4.41	4.30	4.19	4.08

**Q-13. What is your impression of the roadside inspection process?
(Scale: 1=Very Negative to 7=Very Positive)**

1. Impression of roadside inspections of vehicles	Region	8	1	9	3	10	7	4	6	5
	Mean	6.07	5.95	5.88	5.86	5.75	5.65	5.56	5.55	5.50
2. Impression of roadside inspections of drivers	Region	8	10	4	9	3	1	7	6	5
	Mean	5.93	5.88	5.78	5.77	5.73	5.64	5.52	5.49	5.49
3. Overall impression	Region	8	10	1	3	9	4	7	6	5
	Mean	6.11	5.87	5.84	5.81	5.80	5.68	5.63	5.58	5.50

**Q-14. How would you define the relationship between roadside safety inspectors and commercial vehicle drivers?
(Scale: 1=Very Negative to 7=Very Positive)**

Relationship between inspectors and drivers	Region	8	4	6	9	10	3	1	7	5
	Mean	5.03	4.90	4.77	4.73	4.68	4.62	4.61	4.44	4.29

**Q-15. Do you feel that roadside inspectors in general:
(Scale: 1=Strongly Disagree to 7=Strongly Agree)**

1. Try to identify problems	Region	8	3	9	4	1	10	5	6	7
	Mean	5.93	5.90	5.85	5.84	5.80	5.77	5.70	5.66	5.44
2. Identify problems and offer solutions	Region	4	9	8	3	7	6	5	1	10
	Mean	5.46	5.38	5.38	5.33	5.25	5.17	5.10	5.08	4.88
3. Are interested in discovering violations	Region	9	1	4	3	8	5	6	10	7
	Mean	6.12	6.05	6.00	5.99	5.97	5.92	5.79	5.71	5.63
4. Are genuinely concerned about improving safety	Region	4	3	8	10	1	7	6	5	9
	Mean	6.11	6.03	6.00	5.92	5.87	5.78	5.75	5.67	5.58

**Q-16. Do you feel that a partnership exists between the commercial vehicle industry and state roadside safety inspectors to improve safety?
(Scale: 1=Not at All to 7=Very Much)**

Partnership exists between industry and state	Region	8	4	6	10	7	1	3	5	9
	Mean	5.17	4.74	4.73	4.65	4.57	4.54	4.52	4.29	4.08

**Q-17. Do you think it would be advantageous to improve the partnership between the commercial vehicle industry and state roadside safety inspectors?
(Scale: 1=Not at All to 7=Very Much)**

Advantageous to improve partnership	Region	8	6	4	9	10	7	5	3	1
	Mean	6.10	6.09	6.04	6.00	5.96	5.87	5.82	5.73	5.67

**Q-18. Do you perceive that safety is a problem in the commercial vehicle industry?
(Scale: 1=Not at All to 7=Very Much)**

Safety a problem for commercial vehicle industry	Region	9	7	6	1	8	3	10	4	5
	Mean	6.00	5.79	5.77	5.63	5.62	5.54	5.42	5.39	5.20

**Q-27. Please answer the following:
(Scale: 1=Not at All to 7=Very Much)**

1. Do you think there is a need for new commercial vehicle drivers to complete a written exam regarding commercial vehicle safety and sharing the road with passenger vehicles?	Region	9	7	8	6	4	1	5	10	3
	Mean	6.00	5.95	5.86	5.86	5.76	5.70	5.64	5.50	5.28
2. Do you think “sharing the road with passenger vehicles” questions should be included in the CDL renewal process?	Region	9	8	4	1	7	6	5	10	3
	Mean	6.07	6.00	5.93	5.84	5.74	5.60	5.50	5.31	5.05
3. Do you think new passenger vehicle drivers should have “sharing the road with commercial vehicles” questions on their written exams (about commercial vehicles and their blind spots)?	Region	1	5	9	4	8	7	10	6	3
	Mean	6.61	6.41	6.41	6.38	6.31	6.21	6.19	6.04	5.91
4. Do you believe that there is a problem with fatigued commercial vehicle drivers on the road?	Region	8	10	5	7	3	1	6	9	4
	Mean	6.10	6.04	6.01	6.00	5.94	5.93	5.75	5.74	5.66
5. Do you believe there is a need for more rest areas for commercial vehicle drivers to get required rest?	Region	1	3	4	5	8	10	6	9	7
	Mean	5.84	5.76	5.62	5.43	5.34	5.17	5.14	5.04	4.74