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**COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF TRANSPORTATION**

**PENNDOT RESEARCH**



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**I-95 CORRIDOR COALITION  
FIELD OPERATIONAL TEST 10:  
COORDINATED SAFETY MANAGEMENT**

**VOLUME II: SURVEY OF STATE MOTOR CARRIER  
SAFETY ACTIVITIES**

**University-Based Research, Education and Technology Transfer Program  
AGREEMENT NO. 359704, WORK ORDER 8**

**FINAL REPORT**

**August 2001**

**By M.L. Patten**

**PENNSSTATE**



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I-95 CORRIDOR COALITION  
FIELD OPERATIONAL TEST #10: COORDINATED SAFETY MANAGEMENT

VOLUME II: SURVEY OF STATE MOTOR CARRIER SAFETY ACTIVITIES

University-Based Research, Education and Technology Transfer Program  
Agreement No. 359704  
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Submitted to

The Pennsylvania Department of Transportation

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This report does not constitute a standard, specification, or regulation.

PTI 2002-04, II

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# **1. INTRODUCTION**

During mid-August 1999, a survey of state motor carrier safety agencies throughout the United States was conducted to provide information concerning their motor carrier safety enforcement and educational activities. The survey was conducted by Pennsylvania Transportation Institute at The Pennsylvania State University to assist the I-95 Corridor Coalition to develop a coordinated motor carrier safety management program for the member states. The results of this project will be used to develop a prototype comprehensive, performance-based motor carrier safety compliance and management program to support region's commercial vehicle operations (CVO) activities.

## **SURVEY METHODOLOGY**

### **The Survey Materials**

The survey was conducted via a mailback questionnaire included in a packet with an introductory letter, a business reply envelope and a confidentiality statement. The mailback questionnaire format was utilized to maximize the number of potential respondents that could be contacted within cost, time, and personnel constraints of the study. In addition, the use of mailback procedure helped to minimize the potential that the survey responses would be biased by a study team member's interaction with respondents. The provision of a business reply envelope encouraged a prompt return of the questionnaire with little effort on the part of the respondent. The confidentiality statement was to assure the respondents that their answers would be kept completely confidential.

The questionnaire (see appendix A) contained 27 questions and was organized into four sections. Section 1 asked questions about the states' motor carrier safety activities, section 2 consisted of questions about how the agencies viewed the safety practices of the motor carrier industry, section 3 concentrated on the states' overall relationships with the motor carrier industry, while section 4 requested demographic and statistical information about the states' motor carrier safety operations.

### **Survey Distribution**

On August 5, 1999 the survey was mailed to the lead CVO administrative official of all 50 states and the District of Columbia. On September 3, 1999 a second mailing was made to the states that had not yet returned a completed questionnaire. The last date for receipt of returned surveys was September 30, 1999.

## Response Rate

Of the 51 questionnaires mailed, 42 were returned for an overall response rate of 82.4%. All of the returned questionnaires are usable, yielding a usable response rate of 82.4%.

## STATISTICS REPORTED

For many of the questions in the survey the respondents were asked to rate a series of items on a scale of 1 to 4. For example, in questions 4, 10, 13, and 15 the scale used a 1 to equal “not effective” and a 4 to equal “very effective” (figure 1). The appropriate rating scale will be described for each set of questions.

Not Effective	Not Very Effective	Effective	Very Effective
1	2	3	4

Figure 1. Example rating scale.

For each of the rated items a mean rating was calculated using the following formula:

$$Mean = \frac{\sum R}{n}$$

Where:  $R$  = the respondents' ratings of the effectiveness of that program, and  
 $n$  = the number of responses indicating the use of that program.

This mean will be reported for each item as well as the percentage of respondents rating the item as a 3 or a 4. Additionally, graphs of the response distribution will also be provided as appropriate.

## 2. STATE MOTOR CARRIER SAFETY ACTIVITIES

The first section of the survey asked questions about the states' motor carrier safety activities. Following is a description of the responses to these items.

### MOTOR CARRIER SAFETY ENFORCEMENT PROGRAMS AND ACTIVITIES

Question 1 listed twenty potential motor carrier safety enforcement programs and activities. The respondents were asked to indicate which of these are used in their state and their opinions about how effective that program or activity has been in improving motor carrier safety in their states. The effectiveness is measured on a scale of 1 to 4, with 1 equaling "not effective" and 4 equaling "very effective" (figure 2). Note that this rating scale was also used for questions 4, 10, 13, and 15.

Not Effective	Not Very Effective	Effective	Very Effective
1	2	3	4

Figure 2. Rating scale for questions 1, 4, 10, 13, and 15.

### Roadside Safety Inspections

All 42 respondents indicated that their states use roadside safety inspections, the mean rating of the effectiveness of roadside inspections is 3.74 with 73.8 percent of the respondents rating it as "very effective." All of the respondents rated inspections as "effective" or "very effective."

### Use of Computerized Information Systems

Among the 42 responding states, 31 (73.8%) use the Inspection Selection System (ISS) to select vehicles and/or carriers for inspection, the average rating of the effectiveness for the ISS system is 2.81 with 64.5 percent indicating an effectiveness of 3 or 4 (table 1). Thirty-four (81%) of the responding states use ASPEN to collect and/or access inspection data, the average rating for the effectiveness of ASPEN use is 3.58 with 97.0 percent indicating an effectiveness of 3 or 4. Twenty-two states (52.4%) use the SafeStat (Safety Status Measurement System) to identify carriers requiring

safety enforcement actions, the average rating for the effectiveness of SafeStat use is 2.73 with 59.1 percent indicating an effectiveness of 3 or 4. Twenty-two states also exchange data via the Safety and Fitness Electronic Records (SAFER) Mailbox, the average rating for the effectiveness of the SAFER use is 3.27 with 90.9 percent indicating an effectiveness of 3 or 4. Only two of the respondents indicated that their states use PRISM to monitor motor carriers, the average rating for the effectiveness of the PRISM use is 3.33 with 66.7 percent indicating an effectiveness of 3 or 4. Eleven states (26%) reported that they link various state maintained motor carrier safety and credentialing databases to assist in motor carrier safety enforcement. The mean rating of the effectiveness of this program was 3.09 with 72.7 percent rating it as “effective” or “very effective.” Figure 3 shows the distribution of responses for these items.

Table 1. Use of computerized information systems.

Program	Number of States Using	Mean Rating	Percentage Rating as 3 or 4
ASPEN	34	3.58	97.0
PRISM	2	3.33	66.7
SafeStat	22	3.27	90.9
Linking Safety & Credentialing Databases	11	3.09	72.7
ISS	31	2.81	64.5
SAFER	22	2.73	59.1

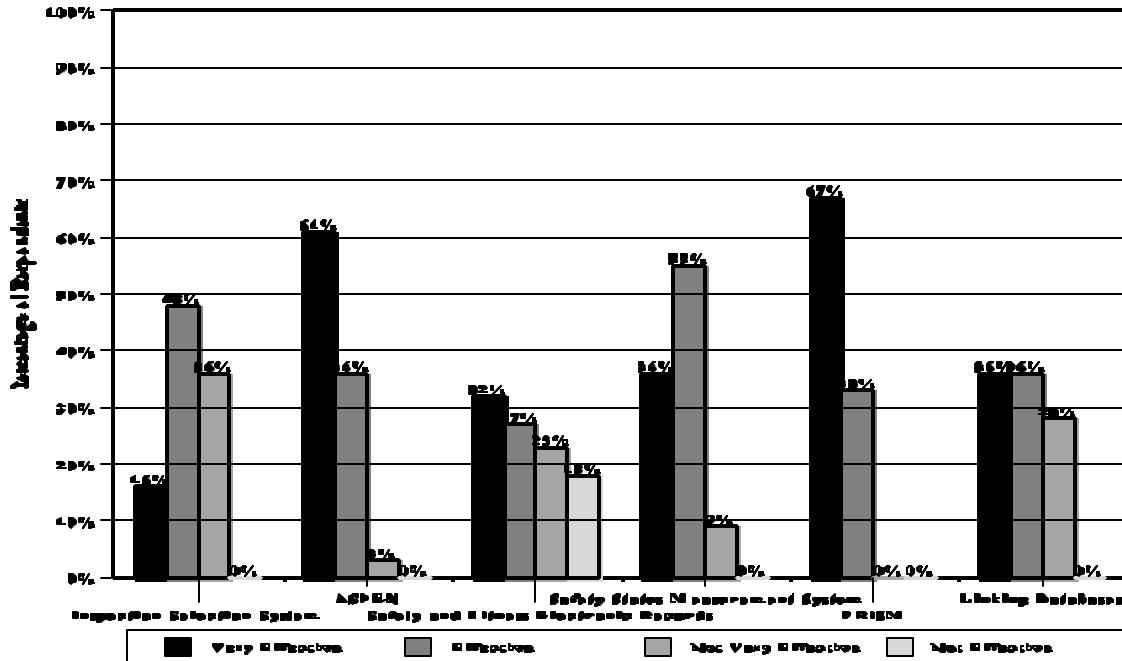


Figure 3. Use of computerized information systems.

### Use of Inspection and Weight-Enforcement Sites and Mobile Teams

Thirty-nine states (93%) reported that they use fixed roadside safety inspection sites. The average effectiveness rating for these sites is 3.28 with 87.2 percent of the respondents rating their effectiveness as a 3 or 4 (table 2). All respondents reported that they use mobile safety inspection teams. The average effectiveness rating for the mobile teams is 3.64 with all respondents rating them as “effective” or “very effective.” Thirty-four (81%) of the states use weigh-in-motion (WIM) equipment for enforcement activities. These respondents rated the effectiveness of WIM as 2.91 with 68 percent giving a 3 or 4 rating. Forty-one of the responding states use mobile weight enforcement teams. The average effectiveness rating for these teams was 3.51 with 88 percent rating them as “effective” or “very effective.” Figure 4 shows the distribution of responses for these items.

Table 2. Use of inspection and weight-enforcement sites and teams.

Program	Number of States Using	Mean Rating	Percentage Rating as 3 or 4
Mobile safety inspection teams	42	3.64	100.0
Mobile weight-enforcement team	41	3.51	87.8
Fixed safety inspection sites	39	3.28	87.2
Weigh-in-motion equipment	34	2.91	67.6

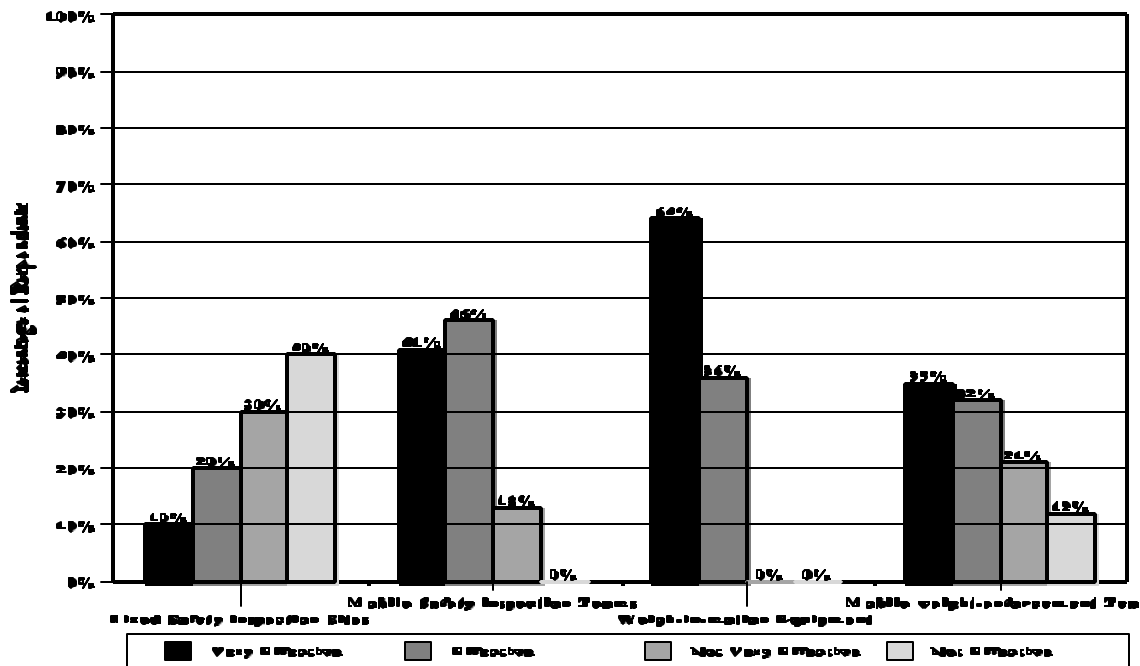


Figure 4. Use of inspection and weight-enforcement sites and teams.

## Other Motor Carrier Safety Programs

Thirty-nine states (71.4%) have programs to investigate commercial vehicle accidents, the average rating for the effectiveness of this program is 3.20 with 86.7 percent indicating an effectiveness of 3 or 4 (table 3). Nine states (21.4%) check motor carrier safety records before issuing registration documents, the average rating for the effectiveness of this program is 3.14 with 71.4 percent indicating

an effectiveness of 3 or 4. Thirty-two (76.2%) of the responding states conduct regular on-site motor carrier safety compliance reviews and/or audits, the average rating for the effectiveness of this program is 3.31 with 87.5 percent indicating an effectiveness of 3 or 4. One-half of the respondents indicated that their states have a program requiring annual or other periodic commercial vehicle safety inspections. The mean score of these programs is 3.33 with 81.0 percent rating them as “effective” or “very effective.” Figure 5 shows the distribution of responses for these items.

Table 3. Other Motor Carrier Safety Programs.

Program	Number of States Using	Mean Rating	Percentage Rating as 3 or 4
Annual/Periodic Inspections	21	3.33	81.0
On-site safety compliance reviews	32	3.31	87.5
Accident investigation	30	3.20	86.7
Check of safety records	9	3.14	71.4

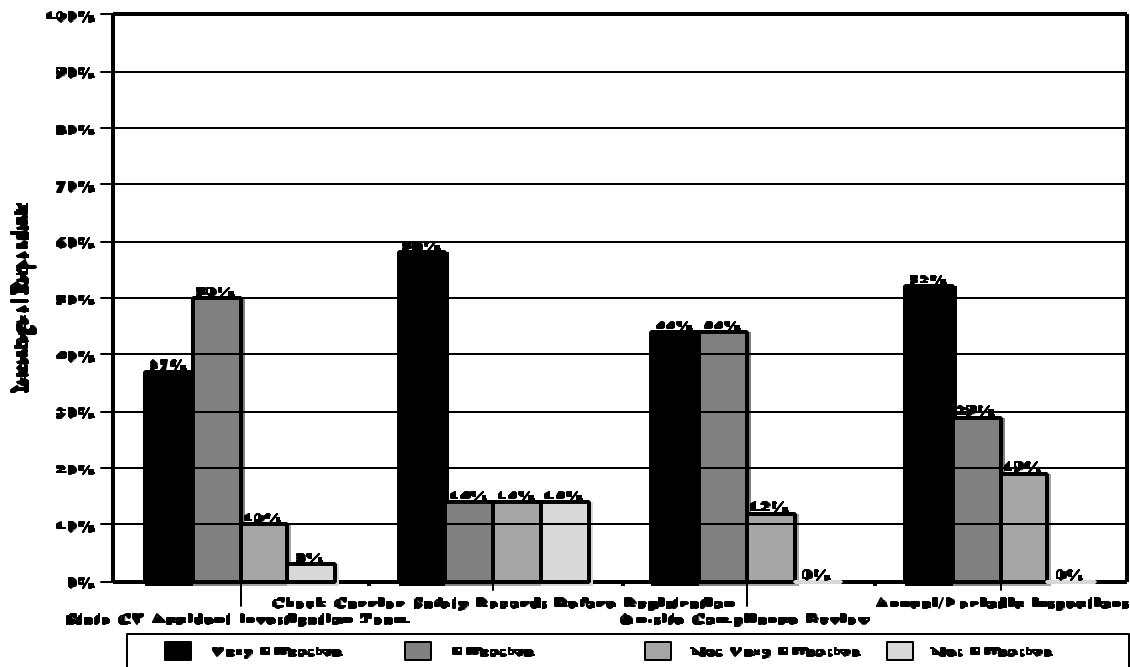


Figure 5. Other Motor Carrier Safety Programs

## Use of Electronic Clearance with Roadside Inspections

Only ten states (23.8%) use roadside electronic clearance of vehicles to assist in targeting vehicles for roadside safety inspections, the average rating for the effectiveness of this program is 2.5 with 40.0 percent indicating an effectiveness of 3 or 4 (table 4). Eight states (19.0%) use a pre-clearance program to electronically identify vehicles that have already been inspected to that they can pass multiple safety inspection sites, the average rating for the effectiveness of this program is 2.71 with 57.1 percent indicating an effectiveness of 3 or 4. Figure 6 shows the distribution of responses for these items.

Table 4. Use of electronic clearance with roadside inspections.

Program	Number of States Using	Mean Rating	Percentage Rating as 3 or 4
Pre-clearance	8	2.71	57.1
Roadside Electronic Clearance	10	2.50	40.0

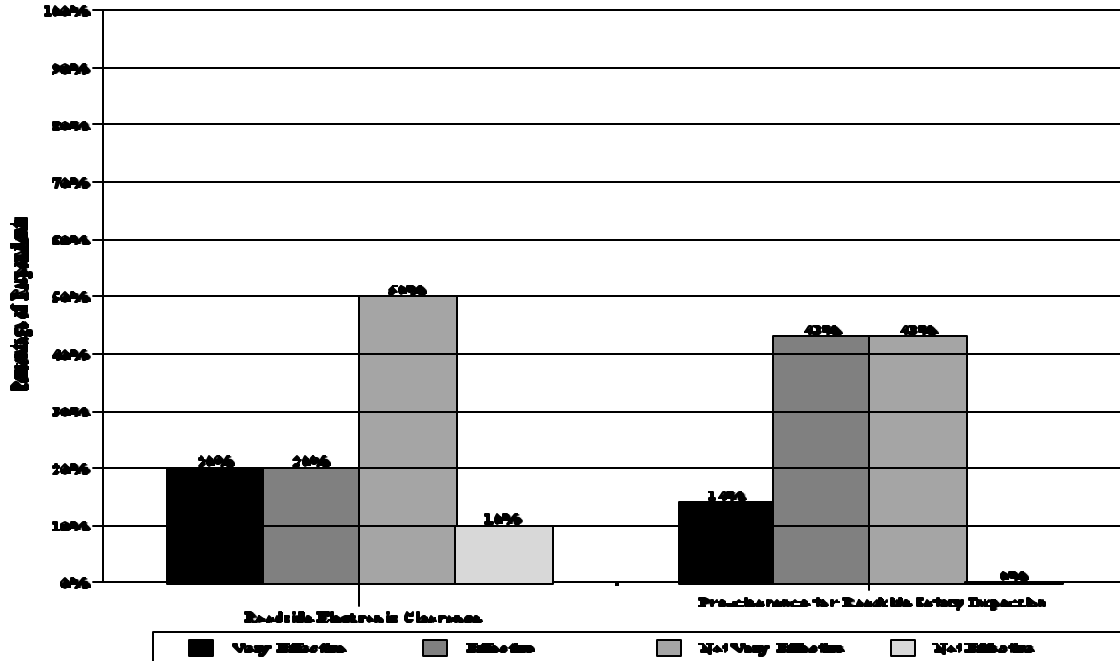


Figure 6. Use of electronic clearance with roadside inspections.

## Educational Programs for General Motoring Public

Thirty-nine of the respondents indicated that their states use educational programs to help the general motoring public understand how to share the road with large trucks (e.g., “No-Zone”), the mean rating of the effectiveness of these programs was 3.15 with (79.5 %) rating them as effective or very effective (see figure 7).

## Use of Safety Programs Developed by Others

Thirty-seven states (88.1%) indicated that they sponsor, coordinate, and/or participate in the delivery of motor carrier safety programs developed by others (e.g., FHWA, insurance companies, motor carrier associations, etc.), the mean rating of the effectiveness of this activity is 3.10 with 81.1 percent rating these programs as effective or very effective (see figure 7).

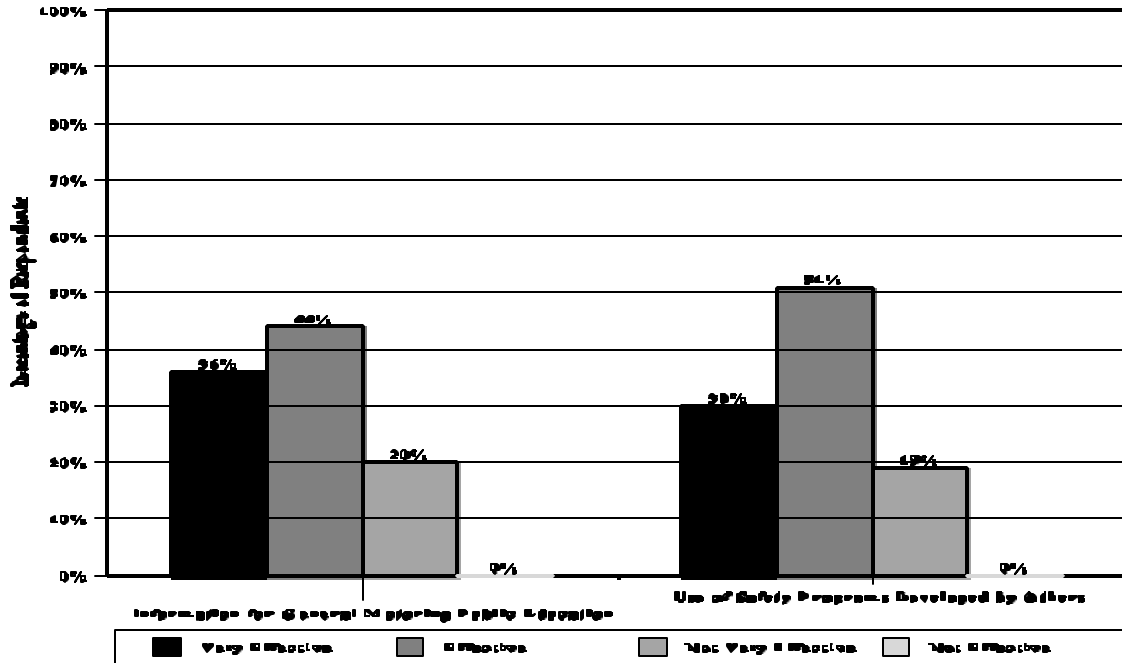


Figure 7. Use of safety education programs.

## ADDITIONAL MOTOR CARRIER SAFETY PROGRAMS

In addition to the safety programs listed above, the respondents were asked to list any additional motor carrier safety programs their states utilize (see appendix B for complete list of responses to this question). The programs cited most often were:

- Coordination and/or contact with state motor transport associations and carriers for education purposes—6 states;
- Public outreach program for education—4 states; and
- Use of the Inspection Repair Audit Program (IRAP)—4 states.

## CRITICAL MOTOR CARRIER SAFETY ISSUES

The respondents were also asked what the three most critical motor carrier safety issues in their states are and what steps are being taken to address these issues. There were 40 responses to this question. The most commonly cited issues were: truck accidents (24); moving violations by trucks

(11); hour-of-service violations (9); and lack of personnel, funding, inspection sites and coordination with other agencies (6 states each). A complete listing of critical issues is provided in appendix B.

The most commonly listed strategies were: increasing both on-site and off-site inspection and enforcement as a solution to decrease accidents, moving violations and H-O-S violations (27); and providing guidelines, handouts, manuals to commercial drivers, carriers and public for educational and training to help reduce H-O-S violations (11).

## **MOTOR CARRIER SAFETY EDUCATIONAL PROGRAMS AND ACTIVITIES**

The respondents were asked to review a list of potential motor carrier safety programs and activities and to indicate which of them were used in their state and their opinions about how effective that program or activity has been in improving motor carrier safety in their states. As before, the effectiveness rating was on a scale of 1 to 4, with 1 equaling “not effective” and 4 equaling “very effective”.

### **State Sponsored Safety Education Activities**

Thirty- three states (78.6%) sponsor safety seminars, classes, or conference for the motor carrier industry, the average rating for the effectiveness of this activity is 3.36 with 97.0 percentage indicating an effectiveness of 3 or 4 (table 5). Twenty-two states (52.4%) indicated that they sponsor motor carrier safety publicity programs, the average rating of the effectiveness for these programs is 2.95 with 81.8 percent indicating an effectiveness of 3 or 4. Thirty states (71.4%) reported that they produce and distribute motor carrier safety-related publications (brochures, manuals, pamphlets, newsletters, bulletins, etc.), the average rating of the effectiveness of this activity is 3.07 with 82.8 percent indicating an effectiveness of 3 or 4. Thirty-five respondents (83.3%) indicated that their agencies conduct site visits to assist motor carriers in setting up or enhancing existing safety programs, the mean rating of this program was 3.31 with a 85.7 percent rating it as a 3 or 4 (see figure 8).

Table 5. State sponsored safety education activities.

Program	Number of States Using	Mean Rating	Percentage Rating as 3 or 4
Seminars/Classes/Conferences	33	3.36	97.0
Site Visits to Enhance Safety MC Programs	35	3.31	85.7
State Produced Publications	30	3.07	82.8
Safety Publicity Programs	22	2.95	81.8

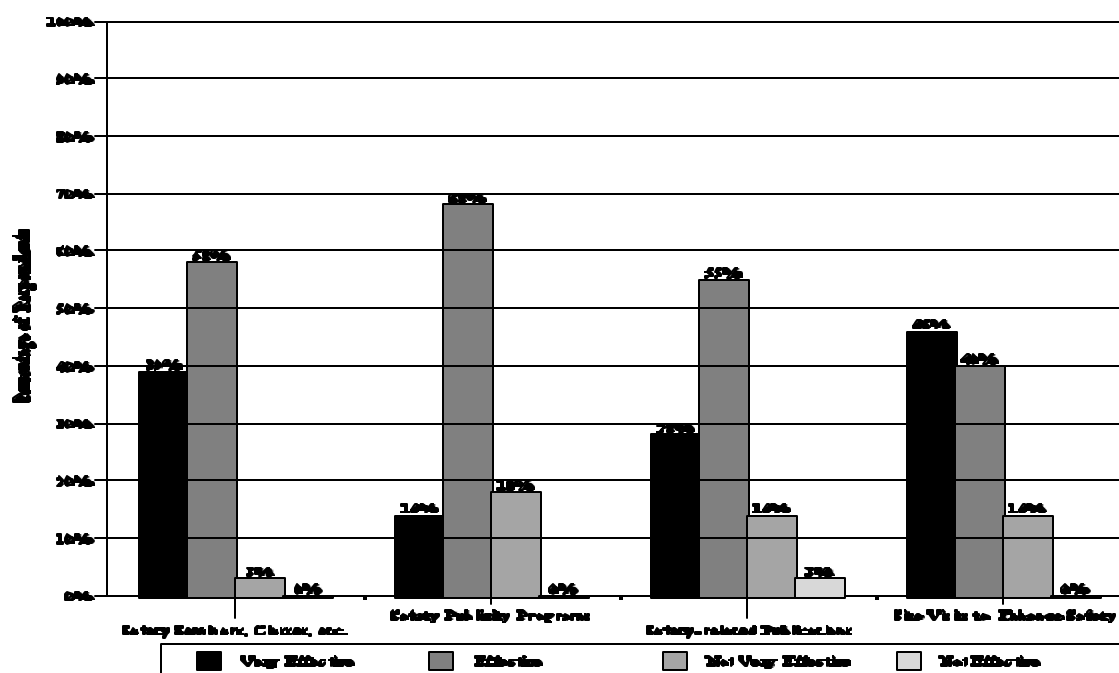


Figure 8. State sponsored safety educational programs.

## Internet Use for Motor Carrier Safety Educational Programs and Activities

As shown in table 6, 17 states (40.5%) reported that they maintain an Internet site that provides general motor carrier safety information, the average rating of the effectiveness for this activity is 2.67 with 66.7 percent indicating an effectiveness of 3 or 4. Eighteen respondents (42.5%) indicated that their states post motor carrier rules and regulations on an Internet site, the average rating of the effectiveness for this activity is 2.44 with only 50 percent indicating an effectiveness of 3 or 4.

Table 6. Internet use for motor carrier safety educational programs and activities.

Program	Number of States Using	Mean Rating	Percentage Rating as 3 or 4
Internet Site for General Safety Information	17	2.67	66.7
Internet Site for Rules and Regulations	18	2.44	50.0

### **Provision of Motor Carrier Safety Performance Information**

Thirteen states (31%) indicated that they regularly provide safety performance information to carriers in “hardcopy” form, the average rating of the effectiveness of this activity as 3.23 with 84.6 percent indicating an effectiveness of 3 or 4. Only 1 state regularly provides safety performance information to carriers in electronic format which they reported to be effective (table 7).

Table 7. Provision of Safety Performance Information.

Program	Number of States Using	Mean Rating	Percentage Rating as 3 or 4
Hardcopy Format	13	3.23	84.6
Electronic Format	1	3.00	100.0

### **Additional Motor Carrier Safety Educational Programs**

The respondents were asked to list any additional motor carrier safety educational programs their states utilize. The programs mentioned most often were: “No Zone” campaign (9 states); public or judicial outreach program (5 states), cooperation with industry association for safety education purposes (4 states). A complete listing of responses is provided in appendix B.

## **PASSENGER CARRIERS SAFETY ENFORCEMENT AND EDUCATIONAL PROGRAMS**

Twenty-three states listed safety enforcement or educational programs directed specifically at passenger carriers (e.g., intercity bus companies, school bus operators, etc.). The programs in this area cited most often were: conducting school bus seminars (8 states); mandatory school bus inspections (7 states); and intercity bus inspections (7 states). A complete listing of responses is provided in appendix B.

## **CRITICAL MOTOR CARRIER EDUCATIONAL NEEDS**

Question 7 asked the respondents to list the three most critical motor carrier educational needs in their states and the steps being taken to address them. Seven of them indicated that “sharing the road” was the most critical carrier educational need in their states; seven listed the “no zone”; six cited driver impairment and fatigue, while four mentioned aggressive driving by truck drivers. A complete listing of responses is provided in appendix B.

When asked what methods would be appropriate to address these needs, nineteen of the respondents thought conducting seminars, forum, training and outreach programs are good solutions to “No zone” problem and driver impairment and fatigue, seven thought providing more inspection and enforcement will help with all the issues of “sharing the road”, “no zone”, driver impairment and fatigue, and aggressive driving by truck drivers, while five respondents thought distributing more safety educational brochures is a good way to address all of the issues. A complete listing of responses is provided in appendix B.

## **STATES WITH EXCELLENT MOTOR CARRIER SAFETY PROGRAMS**

The respondents were asked to list the states that they thought have excellent motor carrier safety programs and to give reasons why they cited programs. Table 8 lists the states that were mentioned two or more times.

Table 8. States noted as having excellent motor carrier safety programs.

States	Citation Frequency
Minnesota	4
Connecticut	4
Oregon	3
North Carolina	2
Massachusetts	2
California	2
Tennessee	2

The two reasons cited most often for excellent programs were: having adequate manpower and equipment (12 states) and providing good educational and technical assistance (8 states).

## **PARTICIPATION IN THE PRISM PROGRAM**

The last question in section 1 asked the respondents if their states plan to participate in the PRISM program. As noted earlier, two states already participate in PRISM. Of the 38 states answering this question, eighteen (64.3%) indicated that their state was planning to use PRISM, and ten (35.7%) indicated their states did not plan to participate. Among the 18 states which plan to use PRISM, one planned to begin participation in 1999, one in 2000, and six in 2001. The remaining states did not report a projected implementation date.

### 3. SAFETY PRACTICES OF MOTOR CARRIERS

The second section of the survey asked the respondents' opinions about the safety practices of the motor carrier industry. Following is a description of the responses to these items.

#### EFFECTIVENESS OF SEVERAL POSSIBLE MOTOR CARRIER SAFETY PRACTICE

The respondents were asked to rate ten potential motor carrier safety practices. As before, the effectiveness rating was on a scale of 1 to 4, with 1 equaling "not effective" and 4 equaling "very effective". The respondents' ratings on the effectiveness of these practices are shown in table 9 and the distribution of their responses in figure 10.

Table 9. Motor carrier safety practices.

Safety Practices	Mean Rating	Percentage Rating as 3 or 4
Top management commitment and involvement in safety	3.88	100.0
Driver hiring screening criteria	3.64	95.2
Integration of safety into the company's hiring, compensation, and retention programs	3.56	97.6
Monitoring of driver performance on the road	3.48	100.0
Follow-ups on the results of roadside safety inspection results	3.36	90.5
Accident review procedures	3.22	87.8
Requiring drivers to complete a certified driver training program	3.21	90.5
Safety incentive and awards programs	3.17	88.1
In-house driver training programs	3.17	85.4
Company mandated fleet speeds below posted speed limits	2.56	53.8

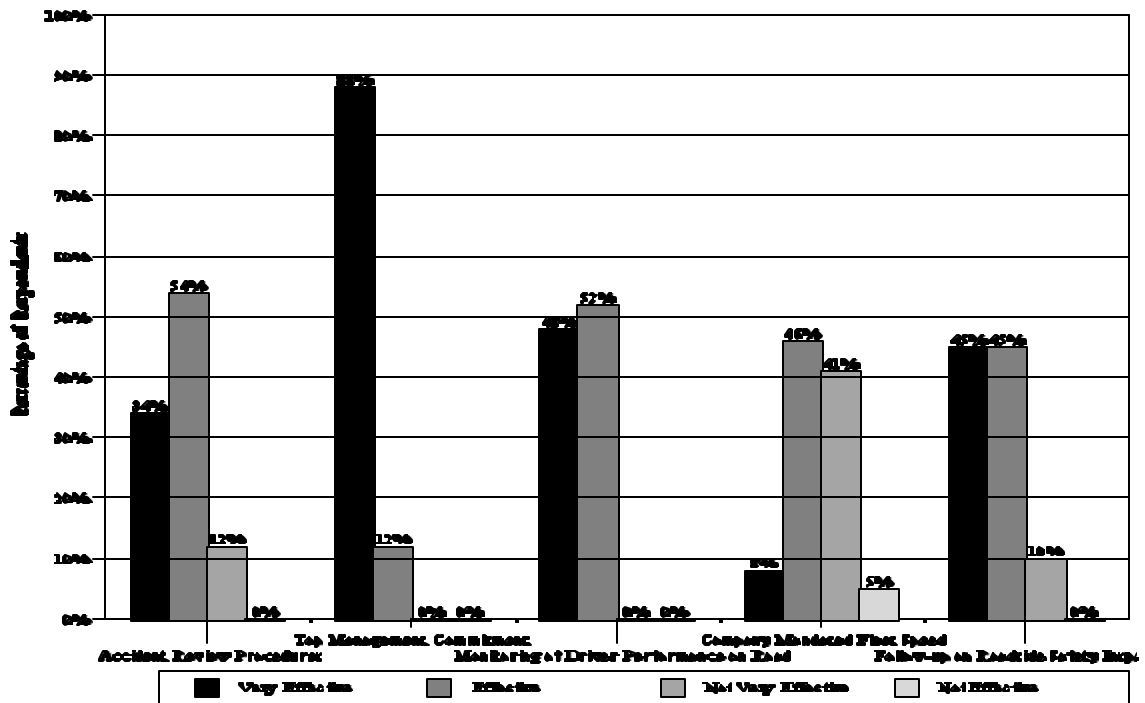
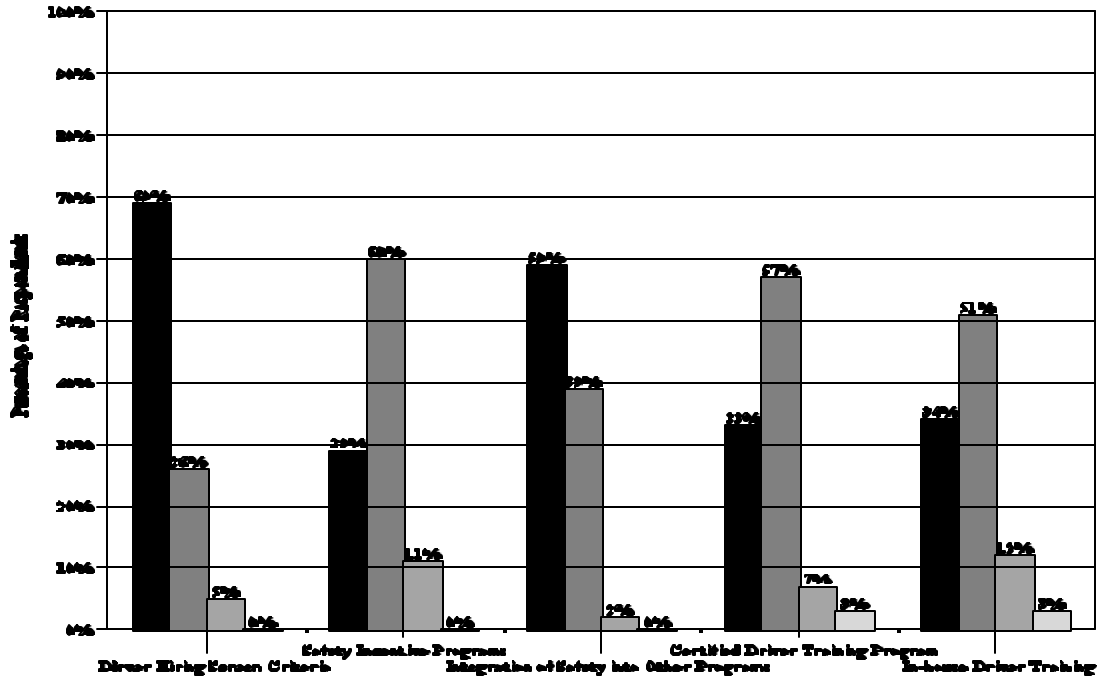


Figure 9. Motor carrier safety practices.

## KEY ISSUES FOR CARRIER SAFETY OPERATION IMPROVEMENT

The respondents were asked to list key actions motor carriers could do to improve the safety of their operations. The following safety actions were cited most often (four states each): commitment to safety; systematic driver screening and monitoring programs; staying with hours-of-service regulations by using realistic delivery schedules; driver fatigue awareness training; and putting the drivers on an hourly rate. A complete listing of responses is provided in appendix B.

## PERFORMANCE OF MOTOR CARRIER ASSOCIATION MEMBERS

Question 12 asked the respondents to rate the safety performance of carriers that belong to state motor carrier associations versus those that do not on the following 5-point scale:

Much worse	Somewhat Worse	No Difference	Somewhat Better	Much Better
1	2	3	4	5

The 38 respondents to this item rated association members as much better (4.34 average) than non-members with all of them giving a rating of three or higher and 89.5 percent rating giving a 4 or 5.

## Effectiveness of State Motor Carrier Association Activities

The respondents were asked to rate the effectiveness of several state motor carrier association activities (table 10 and figure 10). The average score for the effectiveness of state motor carrier associations providing current safety information to their members is 3.37, with 92.7 percent rating as “effective” or very “effective.” The associations were rated effective (3.32) in educating their members on safety issues, with 92.7 percent rating them as “effective” or “very effective.” However, the associations were not rated as highly when serving as an intermediary for resolving disputed citations, etc. (average of 2.49 with only 56.4 percent rating as a 3 or 4).

Table 10. Effectiveness of state motor carrier association activities.

Activities	Number of States Using	Mean Rating	Percentage Rating as 3 or 4
Providing Current Safety Information	41	3.37	92.7
Education on Safety Issues	41	3.32	92.7
Serving as Intermediary	39	2.49	56.4

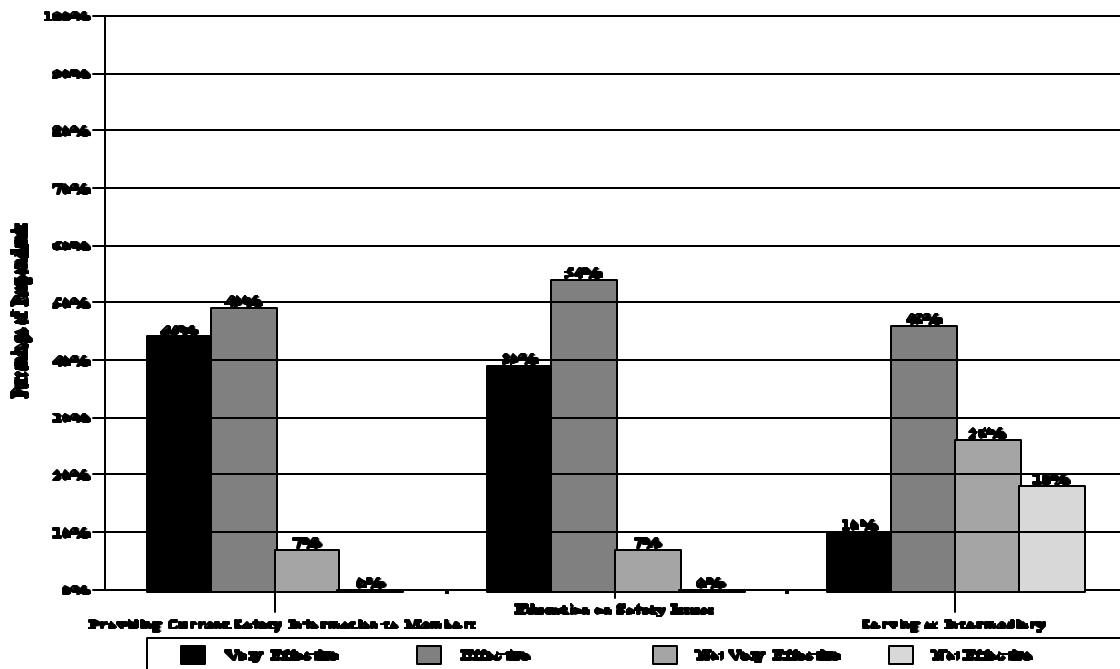


Figure 10. State motor carrier association activities.

## **4. GOVERNMENT RELATIONS WITH THE MOTOR CARRIER INDUSTRY**

The third section of the survey asked the respondents' about their states' relationship with the motor carrier industry. Following is a description of the responses to these items.

### **CURRENT RELATIONSHIP BETWEEN STATE AGENCY AND CARRIER**

The respondents were asked to evaluate the relationship between their states' motor carrier safety enforcement agencies and motor carrier industry. This item used the following 5-point scale:

Usually Very Confrontational	Usually Confrontational	Neutral	Usually Cooperative	Usually Very Cooperative
1	2	3	4	5

All 42 respondents answered this question. The average rating of the relationship was 4.57 with 97.6 percent giving a rating of 4 or 5. Significantly, 62 percent of the respondents reported the relationship was “Usually very cooperative.”

### **RELATIONSHIP BUILDING ACTIVITIES**

The respondents were asked to rate a series of activities that could be used to improve the relationship between state motor carrier safety enforcement agencies and the motor carriers. The rating was on a scale of 1 to 4, where 1 equals “not effective” and 4 equals “very effective” (see figure 2).

Thirty-six states (86%) reported that they have periodic meetings with motor carrier representatives to discuss key issues. This activity received an average score of 3.46 with 94.3 percent rating it effective or very effective. Twenty-five states (60%) include motor carrier representatives in planning activities (e.g., strategic plans, business plans, etc.). This activity received an average score of 3.29 with 91.7 percent rating it as “effective” or “very effective.” Forty-one states (98%) reported that

they cooperate with the motor carrier industry in safety education activities (e.g., seminars, short courses, publications, etc.) The average score for this activity was 3.53 with 97.5 percent of the respondents rating it as “effective” or “very effective.” Twenty states (64.3%) indicated that they provide motor carriers with timely access to state-maintained safety data (e.g., inspection reports, carrier safety ratings, etc.). This program received an average score of 3.19 with 84.6 percent rating as “effective” or “very effective.” The distribution of responses is shown in figure 11.

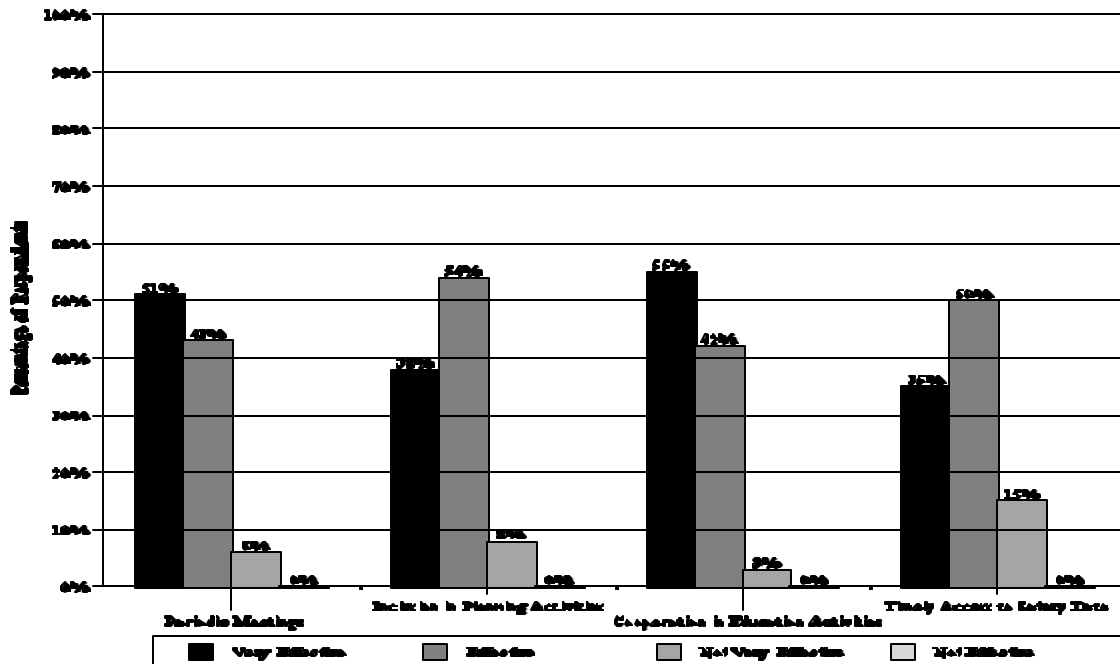


Figure 11. Relationship building activities.

## ADDITIONAL METHODS TO IMPROVE AGENCY-INDUSTRY RELATIONSHIPS

The respondents were asked to list any other methods they use to improve the relationship between their agencies and motor carrier industry. The methods cited most often were: acting as judges for each other in the driving or inspection competitions (4 states); industry outreach programs (4

states); transportation industry associations (3 states); and serving as a member of the motor carrier advisory board (3 states). A complete listing of responses is provided in appendix B.

## **ISSUES AFFECTING AGENCY-INDUSTRY RELATIONSHIPS**

Question 17 asked the respondents to list the three most important issues affecting the state's relationship with the motor carrier industry. The issues listed most often were: education, training and enforcement on annual legislation (10 states); communication (9 states); commitment of the carriers to driver and equipment safety (7 states); cooperation (7 states); trust (4 states); and uniformity of interstate and intrastate regulations (3 states). A complete listing of responses is provided in appendix B.

## **METHODS TO IMPROVE AGENCY-CARRIER RELATIONSHIPS**

Question 18 asked the respondents what they thought were the best ways to improve the relationship between state agencies and the motor carrier industry. Communications between the two entities was cited most often (13 states). A complete listing of responses is provided in appendix B.

## 5. RESPONDENT DEMOGRAPHICS

The final section of the survey requested demographic and statistical information about motor carrier safety operations in the various states. Following is a description of the responses to these items.

### NUMBER OF MOTOR CARRIERS BASED IN THE RESPONDING STATES

The number of carriers based in the responding states ranged from a low of 1,500 to a high of 101,747 with a median of 12,000 motor carriers. Table 11 shows the distribution of responses to this question.

Table 11. Number of motor carriers registered in the state.

Number of Motor Carriers	Frequency	Percentage
1000-10,000	12	44.5
10,001-20,000	9	33.3
20,001-30,000	2	7.4
30,001 - 40,000	2	7.4
40,001+	2	7.4
Total	27	100.0

### STATE AGENCIES RESPONSIBLE FOR MOTOR CARRIER SAFETY

The respondents were asked to list all of the state agencies that were involved with motor carrier safety in their states. Twenty-four states reported having more than one agencies involved (high of 6) and 13 only one agency. Table 17 lists the number of times each type of agency was mentioned.

Table 12. State agencies most involved in motor carrier safety activities.

Type of Agency	Times Mentioned
State Police/Highway Patrol	33
Transportation/Highway Department	23
Department/Bureau of Motor Vehicles	13
Revenue Agency	6
Utilities Commission	4
Other	8

## NUMBER OF STATE PERSONNEL INVOLVED IN MOTOR CARRIER SAFETY ACTIVITIES

The total number of state personnel involved in motor carrier safety activities varies widely from state to state. One state reported having only nine people involved, while the state with the most safety personnel reported 902 with the median number of personnel being 133. Table 13 shows the distribution of responses to this item.

Table 13. Number of state agency personnel involved in motor carrier safety activities.

Number of Personnel	Frequency	Percentage
1-100	18	42.9
101-200	12	28.6
201-300	5	11.9
301-400	4	9.5
400+	3	7.1
Total	42	100.0

## **PERCENTAGE OF TIME SPENT ON MOTOR CARRIER SAFETY EDUCATION ACTIVITIES**

The highest percentage of staff time spent on motor carrier safety education activities was 30 percent with a low of 3 percent. The average percentage of time reported was 11 percent and the median is 8. Table 14 shows the distribution of response to this question.

Table 14. Percentage of Time Spent on Safety Education Activities.

Percentage of Time	Frequency	Percentage
1-10	27	71.1
11-20	8	21.1
21-30	3	7.8
Total	38	100.0

## **NUMBER OF ROADSIDE INSPECTIONS CONDUCTED IN PREVIOUS YEAR**

The highest number of inspections reported for 1998 was 452,856, the lowest number 2,692, with a median of 31,250. Table 15 shows the distribution of these numbers.

Table 15. Number of roadside inspections in the previous year.

Number of Inspections	Frequency	Percentage
1 - 10,000	8	19.0%
10,001 - 20,000	8	19.0%
20,001 - 30,000	5	11.9%
30,001 - 40,000	8	19.0%
40,001- 50,000	3	7.1%
50,001 - 60,000	2	4.8%
60,001 - 70,000	3	7.1%
70,001 - 100,000	2	4.8%
100,001+	3	7.1%
<b>Total</b>	<b>42</b>	<b>100.0%</b>

## **NON-INSPECTION SAFETY-RELATED MOTOR CARRIER SAFETY CONTACTS**

### **Non-Inspection Related Motor Carrier Safety Enforcement Contacts**

The highest number of annual non-inspection safety enforcement contacts reported was 600,000 and the lowest number is 0 with a median of 200. Table 15 shows the distribution of responses.

Table 16. Number of motor carrier safety enforcement contacts other than inspections.

Number of Contacts	Frequency	Percentage
0 - 100	12	41.4%
101 - 200	3	10.3%
201 - 300	4	13.8%
1,001+	10	34.5%
<b>Total</b>	<b>29</b>	<b>100.0%</b>

### Motor Carrier Educational Contacts

Thirty-two states reported having educational contacts with motor carriers. The highest number reported was 5,000, the lowest number is 0, with the mean of 68 per year. Table 17 shows the distribution of responses.

Table 17. Number of motor carrier educational contacts.

Number of Contacts	Frequency	Percentage
0 - 100	20	62.5%
101 - 200	3	9.4%
201 - 300	1	3.1%
301 - 400	1	3.1%
401 - 500	3	9.4%
501+	4	12.5%
<b>Total</b>	<b>32</b>	<b>100.0%</b>

## FUNDING OF MOTOR CARRIER SAFETY ACTIVITIES

The annual amount of motor carrier safety funding reported by the respondents ranged from a high of \$20 million to a low of \$30,000 dollars with an average of \$4.3 million (median \$2.45 million). The percentage of this funding spent on motor carrier safety education activities ranged from one to 90 percent (average of 12% and median of 5%). Tables 18 and 19 show the distribution of responses for these questions respectively.

Table 18. Funding for motor carrier safety activities.

Funding (\$)	Frequency	Percentage
0 - 1,000,000	6	20.7%
1,000,001 - 2,000,000	6	20.7%
2,000,001 - 3,000,000	6	20.7%
3,000,001 - 4,000,000	3	10.3%
4,000,001+	8	27.6%
<b>Total</b>	<b>29</b>	<b>100.0%</b>

Table 19. Percentage of funds spent on motor carrier safety education.

Percentage of Funds	Frequency	Percentage
1 - 10	22	81.5
11 - 20	1	3.7
21+	4	14.8
<b>Total</b>	<b>27</b>	<b>100.0</b>

## **APPENDIX A: SURVEY MATERIALS**

## **APPENDIX B: WRITTEN RESPONSES TO QUESTIONS**

**Note: The written responses are presented verbatim as written on the survey forms.**

## **Additional motor carrier safety programs.**

Cooperation with the Motor Transport Association and other various groups to further education and public outreach

IRAP Program (follow up to inspections) offers education where needed or additional enforcement if carrier continues to be non compliant

Public safety awareness campaigns

IRAP = Inspection Repair Audit Program

Intra-state CR's = Compliance Reviews based on Carrier SafetyNet Data

CVISN Participant = Commercial Vehicle Information Systems Network

Westa Model State = Weigh Station Simulation for I-65 Northbound Seymour

CDL = Medical Pilot State

“Virtual Scales” = Project with Indiana Department of Transportation.

Concentration on traffic enforcement on commercial vehicles

Wireless communication currently being set up for SDM

Supply overtime funds for some local police departments to perform motor carrier enforcement and inspections.

Inspection Repair & Audit Program (IRAP) follows up on roadside inspections. U.S. 301 Corridor Project targets CMV traffic violations.

Project ADVANCE targets aggressive driving on the Capital Beltway.

We have been testing the “Breakaway” Torque Brake Tester to reveal hidden brake defects on CMV's.

We have been working to maximize truck parking availability to combat fatigue driving. We participate in International Highway Transportation Safety Week

We are now just starting to field MDT's that will allow us to use ISS, Safer, etc.

The Michigan Center for Truck Safety, with funding provided by the Michigan Truck Safety Commission, conducts the following:

Driver Performance Measurement—The Michigan Center for Decision Driving.

Mobile Classroom to bring driver training to carriers—Interactive video training.

Also have a Hazardous Materials Unit and Investigation (Criminal and Regulatory) Unit.

Truck inspection safety program in partnership with industry and the Minn. Dept. of Transportation on state construction sites

Continuing partnerships with local law enforcement to provide commercial vehicle enforcement

Intrastate SafeStat system

Intrastate CR program

Consortia training

New carrier awareness training

Participation on industry response activities

**Additional motor carrier safety programs.**

Maps Team—Metropolitan aggressive selective team—set up in metropolitan areas and concentrate on CMV's that are not normally inspected at roadside.

CAPRI—for Compliance Reviews of motor carriers

Governor's School Bus Task Force

Operation TrashNat

International Highway Safety Week (June of every year)

Operation AirBrake

NYS Public Transportation Safety Board—Bus accident investigators and site visits

Annual Motor Carrier Safety Conference

Judicial Outreach Program with magistrates/judges

Educational outreach to trucking firms and drivers

Follow-up maintenance audits

Educational contacts

Special study inspection—we do a driver (Level II) inspection with one officer while another officer directs the vehicle to run through a brake testing machine, thus we inspect the number 1 cause of C.U. accidents (the driver) and the number 1 mechanical failures (brakes) and only these two areas (driver/brakes)

**Three most critical motor carrier safety issues in your state and what steps are being taken by your state to address them?**

Most critical issue is high crash rate on certain highways. These high crash corridors are saturated several times monthly with extra patrols to target CMV's committing serious traffic violations and remove fatigued/impaired drivers

- Excessive speeds
- HOS violations
- Construction zone crashes > active enforcement

1. Moving violations
2. CVSA out-of-service guidelines
3. Size and weight issues

1. Lack of adequate personnel
2. Currently reassessing structure
3. Accidents

1. Intersection fatalities involving CMVs
2. Off-site roadside safety inspections at critical intersections

1. Reduce CMV crashes
2. Increase level 1 inspections
3. Public safety information—enforcement

- Driver fatigue/education and driver enforcement
- Driver error/education

1. Drivers—Safety and Commercial Motor Vehicle crash concerns to reduce CMV fatalities,
2. Weights—Detection of overweights,
3. Money for CVISN deployment

- CMV Fatality Accidents—increased enforcement efforts
- CMV Fatal Accident Report Data Entry—trying to increase personnel
- ITS—attending meetings and trying to secure funding to provide these services.

1. Moving violations concentrated traffic enforcement effort
2. Unqualified drivers—conducting of intrastate compliance reviews
3. Reporting of crash inspection data—overhaul of reporting criteria

1. Crashes (emphasis on rollovers on ramps) selective enforcement on ramps including A. Speed, B. Hours of service, C. Load securement.
2. Aggressive CMV operation—increase awareness of troopers
3. Overweight vehicles—some with maintenance issues—Level 1 inspections with overweight screening

- Fatigue driving—we are working with trucking associations and state agencies to maximize the availability of parking areas for truckers to obtain uninterrupted rest
- Compliance Reviews—We are working toward dedicating more people to perform CR's on a regular basis
- Moving Violations—90-95% of CMV involved crashes are caused by some type of driver error. We will strive to increase enforcement efforts on moving violations without sacrificing safety inspections.

Hours of service—enforcement priority, almost 30% of our summonses are issued for this

- CMV Crashes—Fatal Accident Complaint Team - Fatigue Studies - Checklanes, audits, expanded Truck Parking
- No Zone - Hazardous Action Ride-Along and Crash Uploads—working with other agencies
- Speed—Increased speed enforcement activities and Automated inspection uploads—computer assigned per officers

**Three most critical motor carrier safety issues in your state and what steps are being taken by your state to address them?**

- Driver alertness impairment
- Speeding
- Other driving violations
- Leaking loads—construction trucks (example)
- Gravel—sand

- Accidents—inspections, CR’s, traffic enforcement
- ITS/CVO—ongoing projects
- Education starting new PI&E programs safe-driving campaigns

1. CMV Crashes—use slick top enforcement patrol vehicles/increased level III inspections
2. CMV Crashes—Greater concentration on serious CDL violations on CMV’s
3. CMV Crashes—Increased special traffic enforcement operation/identified high crash counties and corridors and increased enforcement in those areas/public outreach—“no zone”—J.O.P., etc.

1. Collection of data, working with ND DOT to improve collection forms—training officers
2. Manpower—we are involving our entire department
3. Increasing traffic at Canadian border ports—building inspection locations at these sites

- Accidents—Identified top 10 accident CMV corridor assigned CVE team to work accident corridors, assigned MAPS team to work metropolitan areas
- Education, No-Zone providing information to motor carriers

- Reduction of CMV crashes
- Education of Public and the motor carrier industry about safety—see attached CVSP

- State Regulated truck ban (vehicles 103" wide/53' long) on secondary roadways—solution—decreased enforcement on these roadways, and strict penalties
- Moving Traffic Enforcement programs—involving commercial vehicles—solution—dedicated patrols for CMV hazardous violation
- Motorcoach compliance—increased motorcoach detection inspection

1. Poor maintenance—CR Program, seminars trucking events
2. State has several separate CVO databases that do not relate to each other
3. Non-compliance with OOS orders. Very limited follow-up (L 20%)

- Integrating Intrastate Carriers into OMCHS Data Bases
- Inadequate truck parking/rest area facilities to complement hours of service requirements
- Lack of adequate safety inspectors within NYC

1. Inter-agency coordination lacking
2. Inadequate staffing enforcement and regulatory agencies
3. Lack of organized industry support little being done

Aggressive driving—focused moving violation enforcement

1. Lack of funding for the unit. All State and Federal resources are being looked at
2. Crash reduction in our crash corridors. Evaluating our programs and maximizing our limited resources
3. New ITS Technologies, replacement of old equipment and technical support for the ITS technologies. Getting personnel trained and using our Federal and State partners resources

- Crashes involving CMV: saturation teams in critical areas
- CDL: investigation of false or non-existence, suspended license
- HazMat: HM inspections and shipper reviews

**Three most critical motor carrier safety issues in your state and what steps are being taken by your state to address them?**

- Hours of service
- Serious traffic violations
- Defective equipment
- Active education and enforcement programs are used to address all three issues

- Unsafe commercial vehicles from Mexico—enhanced inspection activities at the border
- Motor Carrier Compliance—more emphasis on CR program, use civilian auditors
- Fatal accidents involving commercial motor vehicles—using task force operations, in some areas suing multi-agency task force operation

- I-80 Corridor Project—Performance based project
- I-15 reconstruction—commercial vehicle issues
- Local commercial vehicle—traffic issues

1. Reduce tractor trailer crashes—More traffic enforcement
2. New computers for data entry and targets problem carriers—seeking funds
3. More enforcement personnel—Making requests for more personnel

- Lack of inspection sites
- No compliance reviews—department just sent first inspector to the training

1. Sharing the road with trucks. Use marked and unmarked patrol vehicles public education
2. Identifying carriers with poor safety performance. Safety audits data, safe stat, accident reports, inspections
3. Insure out of service compliance. Re inspect truck before proceeding, severe penalties for non-compliance

- Motor coach crashes—we have increased our motor coach inspection program
- HazMat safety—we are dedicating more time to HazMat inspections
- General motor carrier safety—we are doing more mobile enforcement to get the carriers who avoid a fixed facility

C.V. accidents—we have enacted a plan called “Operation Safety First” our commission funded \$140,000.00 in overtime hours to do enforcement and driver/vehicle inspections on 4 corridors defined as high C.V. crash areas and 10 “non” interstate highways also defined as high C.V. crash areas

- Weather related accidents—billboards
- Mountain driving with unfamiliar drivers—handouts
- Driver log books and vehicle equipment—training more & Inspections

**Additional motor carrier educational programs your state utilizes.**

“No zone” program in conjunction with FHWA and industry

IRAP Program (see question #2)

Motorcoach

Load securement

No zone awareness displays are set up with trucking industry and LA Highway Safety Commission personnel to educate the public on sharing the road with commercial vehicles

Judicial Outreach Program—We attempt to keep judges and prosecutors current with motor carrier safety regulations

Industry Day—once each year we dedicate a day to informing motor carriers about what is going on in the way of programs and activities that may be of interest to them.

Michigan Center for Truck Safety—This group designs and implements safety programs such as decision driving, driver performance measures, and motor carrier safety education

No-Zone—Auditing log books

Hazardous materials—repair and maintenance

Driver qualifications—hours of service

Preparation for DOT audits

Drug and alcohol testing CFR Parts 382-397

Individual agencies conduct motor carrier safety programs

Judging state truck driving championships with OMC at drivers education classes—“Share the Road”

No-Zone campaign

Partnership with New Hampshire Motor Transport Association on “No-Zone” campaign at high schools and student driving classes

Monthly motor carrier safety meetings with industry and the public

Truck rodeo and driver championship—challenge events

BAITFISH—Bus Accident Investigation Training Program—4 courses

Annual Motor Carrier Safety Training

State Agency State/County Fair Exhibits

Buckle Up New York

Judicial outreach to magistrates

Work closely with SC Trucking Association and their on-going safety presentations

Work with the SC Motor Coach Association by attending meetings and providing speakers to their annual conferences

In partnership with OMCHS/FHWA we have presented a “no zone” videotape to each of the 60 plus high schools who still teach driver education

**Safety enforcement or educational programs directed specifically at passenger carriers.**

Our educational outreach program provides safety talks/lectures to industry upon request

School bus mandatory inspection, state conducted

Review and re-exam of school bus drivers

Provisions for twice yearly inspections of motor coaches registered in state

MCSAP/NHTSA are point of contact for us

School bus safety seminars and annual inspections

Motorcoach safety counsel

Motorcoach partnership program

The Public Service Commission regulates passenger carriers and performs periodic inspections on their vehicles

We inspect all school buses twice a year

Michigan Department of Transportation—Intercity buses

Michigan State Police—School Bus Safety Inspection Program

Independent unit to annually inspect school buses

Motor coach inspection programs at terminals and destinations

State law recently has required us to establish safety standards for CMV transporting 15 people or less

Terminal inspection program for all school buses

Outreach by regional bus supervisors

PTSB bus site visits

Annual "Report Card" mailing to 3,000 bus carriers

PUC does safety reviews of all intercity carriers (bi-annually)

SC requires all passenger carriers to have a safety rating when applying for intrastate authority (records are checked and buses are inspected).

We also have an active Motor Coach Inspection Program.

School bus driver clinics—(once every four years for the driver required)

Annual (100%) school bus inspection program during summer months. 25% inspection during winter months

Each tour bus domiciled in WV has at least two inspections each year at the terminal

**The three most critical motor carrier educational needs in your state and what steps are being taken to address them?**

- Small to moderate sized carriers distribute FHWA brochures, FMC Srs
- Share the road
- Construction zone driver behavior> brochures being considered and enforcement

New carrier entrance program—new carriers don't understand or choose not to afford themselves of educational opportunities

Regulatory changes, education to meet the needs and advise carriers of new laws

- Driver impairment and fatigue = assigning more officers specifically for driver inspection
- No-Zone = more officers
- Load securement = assigning officers specifically for load securement details.

- Educate intrastate carriers on drug/alcohol testing req.—conduct seminars to train carriers in requirement
- Young drivers—plans are underway to incorporate no-zone type training into driver education program
- Educate intrastate carrier on hours of service req. conduct seminars to train carriers in requirements

- Forum to Educate adult drivers (adult share the road)
- NASTI, HAZMAT, Cargo Tank Training and Recertification—on-going process of training at regional academy
- Dissemination of new motor carrier laws and updates to drivers to eliminate “coffee shop laws”—initiate pamphlet campaign.

- Fatigued Driving—industry is educating their membership through various seminars. Enforcement has developed a training class for officers regarding fatigued driving. Working to maximize truck rest areas
- Inspections—CMV operators need a better understanding of what is checked during a roadside inspection so they can pass it. Industry and enforcement conduct seminars
- Aggressive Driving—enforcement personnel give talks upon request, PSA's are used. Industry desires to improve their image by reducing instances of aggressive driving.

- Public education for passenger vehicles (Share the Road, No Zones), work with outreach, drivers ed, AARP
- Motor Carrier education in crash causation—program being developed for 2000
- Driver fatigue education for all motorists—work with sleep clinic. Also, Hazardous Materials—with MTSC

Educating the motorist about truck safety issues “no-zone”

- Safe driving by truck drivers—defensive driving—no program—accident reduction training—no program to date
- Identifying problem drivers—no program to date

Manpower to provide presentations

- Regulatory Compliance—NSP providing safety program
- Driver training

- New Motor Carrier Guide Book for New Hampshire—Education and Awareness of Motor Carriers
- A new motor carrier guidebook is being updated and monthly meetings with the industry are planned starting in October

- Fatigue—Fatigue Driver Task Force established
- Aggressive Driving—Aggressive Driving Campaign established
- Commercial Vehicle Safety Awareness—both public and private sector presentations via State Police available by request

1. Private vehicle operator violating truck space—no-zone
2. Partial implementation of uniform fine schedule CVSPP staff
3. No coordination between NHTSA and FHWA safety programs

- Enhanced commercial (& auto) Driver training
- Share the Road/No Zone Training
- Dealing with aggressive driving and driver fatigue

**The three most critical motor carrier educational needs in your state and what steps are being taken to address them?**

- Educate CMV drivers on known crash causes (if government even figures out what they are)
- “No Zone”

1. Getting the information out to the industry members. We attended seminars and produced a truck manual with information and contact information
2. Incorrect information that is given out by the industry. We attend seminars and answer all questions

- Drug and Alcohol: educational contacts
- CDL: Seminars/educational contacts
- Public awareness of CMV operations: Safety talks with civic groups, trucking companies, participation in career fairs and public information booth at the State Fair each year

- CMV Driver Training—exploring options at this time
- Automobile driver operation around CMV’s—no zone and share the road
- CMV driver safety—discussions with trucking associations on possible program to improve truck driver image with other motorists

1. Raising standards for CDL driver training schools (changing state standards to conform with FHWA standards)
2. Training of entry level tractor trailer drivers

Drug and alcohol testing. Emphasis to Id carrier w/o drug and alcohol testing

- Outreach similar to “share the road” for experienced drivers—problem has been identified but has not been implemented
- Safety review information—have begun to develop this program for implementation
- General information outreach—we must continue to stay active in this area

1. Drivers speeding—increased our C.V. traffic enforcement
2. Driver fatigue—increased our Level II and III inspections
3. Drivers of automobiles not aware of trucks capabilities promoted “no zone” program.
4. We award (on certain days) the driver whose vehicle passes a Level I inspection an illuminated by reflection sign which (30" x 24") displays “If You Can’t See My Mirrors I Can’t See You”!!! Then, don’t hang out in the no zone

Educate driver and company on Title 49 regulation step up safety talks to companies

**Other key things motor carriers should do to improve the safety of their operations.**

Put safety first by having top management commit to safety

Motor carrier should be knowledgeable of the motor carrier regulations

Commit to a safety program, that not only they comply with Federal and State Laws, they make it possible for drivers to maintain compliance with these same Laws. Sometimes it's more difficult to avoid the Laws than to just comply with them.

Better background and drug screening methods. We are starting to see an increase in drug arrests for personal possession.

Reward drivers who exhibit exemplary safety performance but penalize those who don't. Loss of fringe benefits and safety awards will encourage low performances to improve

Help insure compliance with hours-of-service by having realistic delivery schedules

Driver fatigue awareness training

Learn about and comply with the safety regulations

Systematic preventive maintenance program

Systematic driver monitoring program (re: accidents, citations, hours of service, complaints)

Follow ups regularly on driver's driving records for serious traffic violations and more random alcohol/drug testing

Show commitment through financial support of mechanical repairs and through financial compensation of proven safe drivers

Put the driver on an hourly rate

Maintain a good safety program by having safety officer that can cover areas (terminals on a regular basis and have good knowledge of Title 49)

**Additional methods states uses to improve relationships with the motor carrier industry.**

Provide speakers/educational outreaches to virtually all of those who request it

Transportation Association

Motor carrier task force/advisory group

Compliance through education

Required education for liquid carriers going into business in Iowa

Maintain contact with Indiana Motor Truck Association (IMTA) and the American Bus Association (ABA)

We conduct educational seminars for carriers in conjunction with the state association

Industry is briefed on all proposed legislation before it gets to the legislature.

They are informed about new programs and activities that may effect them.

State personnel act as judges for industry driving championships and industry acts as judges for inspectors competitions

Member of the Motor Carrier Advisory Board

Member of MTSC

Member of the Motor Carrier Medical Review Board

Active participation in redoing Michigan Truck Driving Championships, Driver of the Year, and Safety Professional of the Year Competition sponsored by the Michigan Trucking Association

Informational panels with enforcement—FHWA, insurance and safety representatives at association meetings

Daily Assigned Information Officer (Mon-Fri) 8:00 a.m. to 4:00 p.m.

Meeting with industry regarding legislative issues

Members of Safety Council—provide judges for Safety Council Driver of the Month and Year awards

Annual MC Safety Conference

Industry Outreach Program

We have a great working relationship with our Trucking Association. We listen and treat one another FAIRLY. We do not take it personally but we fight hard for what we want and need. We work hard to keep this great relationship. We have the mind set of SAFETY FIRST

Motor Carrier Advisory Board

We furnish 5 to 6 officer's to be judges at their annual truck driving championship

**What are the three most important issues affecting your state's relationship with the motor carrier industry?**

- Intrastate regulations differ from interstate regulations
- Highly effective inspection program
- Speed limit difference between trucks and cars

Only legislation, that the industry is aware of changes or amendments

- Annual legislation
- Enforcement
- Training/Education

Commitment of:

1. Safety a. driver/ b. equipment.
2. Communication on both ends of the spectrum.
3. Public awareness of Commercial Motor Vehicles (CMV)

We have an excellent relationship with the Kansas Motor Carrier Association. We have meetings at least quarterly to discuss anything that might enhance our relationship reference to enforcement and educational aspects.

- Cooperation
- Geographics
- Trust

- Size and weight issues
- Dissemination of new laws to motor carriers resulting in their being cited—working with MMTA

- Fee increases
- Industry must be included in planning
- Obtain their support for legislation

We have a very cooperative work environment with the industry. The three primary reasons for that are cooperation, training and commitment to the same goals

- Hours of service regulations—(exempt haulers)
- Maintaining consistent inspection procedures

- Monitoring good working relationships
- Fairness on enforcement

1. Close working relationships with ND Motor Carriers Association
2. Cooperation with legislative liaison with the industry

- Trust
- Ability to work out disagreements
- Working closely with the Safety Council

- Mutual understanding of safety compliance
- Solid working relationship with State Motor Truck Association
- Endless communication with motor carrier industry via “open door policy” regarding concerns and complaints”

- Personal contact and trust
- Follow up on requests for information
- Joint involvement on law and regulations changes

- Ensuring consistency of enforcement statewide
- Equitable taxing of MC industry
- Diesel emissions inspection testing
- Special hauling/divisible load permit issuance

**What are the three most important issues affecting your state's relationship with the motor carrier industry?**

1. Lack of effective representation and leadership within "industry"
2. Politics
3. Paranoia on part of industry representatives

1. Fairness
2. Uniformity in State
3. Uniformity out of State

- Politics: The time it takes to pass and update legislation
- Communication and sharing of information with industry on new laws, regulations, etc.
- Enforcement action: law fines and no fine structure for multiple OOS violations

Open dialog

- Unified safety awareness program among within the industry
- Greater participation from all motor carriers in safety seminars
- A better way of notifying the industry of changes in the regulations—possibly through Internet website

- Safety
- Size
- Weight

1. Use of 53' trailers on Vermont roadways
2. New York's refusal to issue overweight permits to Vermont based carriers
3. Improve access to permitting process

- Effective communication
- Similar goals
- Willingness to work together

1. Our agreement on uniformity of inspections and that we issue a CVSA decal when appropriate
2. Drive issues—training—scheduling as not to demand speeding
3. Timely and more importantly, accurate data

**What do you think is the best way to improve relations between state safety oversight and enforcement agencies and the motor carrier industry?**

Education programs such as our CIEP (Commercial Industry Education Program) where we meet with drivers and other members of the industry and explain rules, regulations and CHP procedures

Better communications

Meeting with Transportation Association

Communication

Improving communications will improve relations

Keep an open line of communication at all times and work together to achieve a positive relationship.

Joint planning and inclusion of motor carrier industry personnel in safety management planning

Be "up front" on all issues that effect industry. Get their opinion and support whenever possible. Request their participation in programs and projects when practical

Active participation in Motor Carrier industry focus groups, activities, etc.

Re-certification of inspectors that conduct enforcement

Quality control on inspections

Positive relationship with driver on roadside to ensure that operator B thoroughly informed about enforcement results

Work together for common goals—include each other in decision making endeavors

Communicate

Currently relations are good

Close personnel working relationship, established through regular contact

Team approach—address the issue in a team perspective which avoids controversial issues at a later point in time

Periodic meetings about safety issues and training meeting with carrier drivers, officials, mechanics, etc.

Keep them involved in planning and inspection activities

Joint initiatives to address joint problems

SC now has an active Advisory Council (committee) that includes Federal, State and industry in an effort to improve relations and effect change

Open/honest relationship—work together on problem resolution including legislative issues

Better communication between parties

Meetings

Continue to increase education contacts and streamline permitting process

Communication

The commercial vehicle safety alliance CVSA meet twice each year. This alliance does more to promote harmony than all other educational programs conceived by FHWA

Public relations