

**MOTOR CARRIER CONCERNS
ABOUT TRANSPORTATION PROBLEMS IN OREGON**

Final Report

SR 500-081

by

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16. Abstract <p>This report summarizes an analysis of data from a statewide survey of freight motor carrier firms, conducted by the Oregon Department of Transportation (ODOT) in the summer of 2001, to identify freight industry concerns about problems they encounter on Oregon's roadways. The survey achieved a 61% response rate, yielding responses from 1,872 firms out of a sample of 3,064. Of respondents who said they encountered problems, about half mentioned concerns related to roadway infrastructure (such as pavement conditions, bridge problems, sharp curves, intersections or lane configurations). About 86% mentioned a variety of <u>non-infrastructure</u> issues. In this follow-up analysis of non-infrastructure problems, several specific topics of interest to the ODOT Motor Carrier Transportation Division were examined: weight enforcement, vehicle inspections, weight, length and height permits and restrictions; safety concerns; roadway speeds and speed limits; taxes on trucking; and roadway construction zones.</p> <p>Concerns about weight, height and length restrictions and enforcement tended to be somewhat evenly divided between trucking firms who see the restrictions themselves as a problem and those who have concerns about weigh stations and enforcement. Safety concerns tended to center around roadway physical conditions and configuration, and the behavior of other drivers. Truckers' concerns about speeds focused on the difference in posted speeds for autos versus trucks and the view that truck speeds should be increased. Taxes were cited as a problem by about 6% of those who identified problems. Among those who had concerns about construction zones, delays were a primary concern.</p>					
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Symbol	When You Know	Multiply By	To Find	Symbol	Symbol	When You Know	Multiply By	To Find	Symbol
<u>LENGTH</u>					<u>LENGTH</u>				
in	inches	25.4	millimeters	mm	mm	millimeters	0.039	inches	in
ft	feet	0.305	meters	m	m	meters	3.28	feet	ft
yd	yards	0.914	meters	m	m	meters	1.09	yards	yd
mi	miles	1.61	kilometers	km	km	kilometers	0.621	miles	mi
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ac	acres	0.405	hectares	ha	ha	hectares	2.47	acres	ac
mi ²	square miles	2.59	kilometers squared	km ²	km ²	kilometers squared	0.386	square miles	mi ²
<u>VOLUME</u>					<u>VOLUME</u>				
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gal	gallons	3.785	liters	L	L	liters	0.264	gallons	gal
ft ³	cubic feet	0.028	meters cubed	m ³	m ³	meters cubed	35.315	cubic feet	ft ³
yd ³	cubic yards	0.765	meters cubed	m ³	m ³	meters cubed	1.308	cubic yards	yd ³
NOTE: Volumes greater than 1000 L shall be shown in m ³ .									
<u>MASS</u>					<u>MASS</u>				
oz	ounces	28.35	grams	g	g	grams	0.035	ounces	oz
lb	pounds	0.454	kilograms	kg	kg	kilograms	2.205	pounds	lb
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°F	Fahrenheit	(F-32)/1.8	Celsius	°C	°C	Celsius	1.8C+32	Fahrenheit	°F

*SI is the symbol for the International System of Measurement

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1.0 INTRODUCTION

In the summer of 2001 the Oregon Department of Transportation (ODOT) contracted with Portland State University (PSU) to gather information on problems truck freight transportation firms encounter in moving freight on Oregon’s roads. A professional survey firm conducted telephone interviews of a randomly selected representative sample of freight shipper and motor carrier firms in each of the five ODOT administrative regions of the state. The survey achieved a 61% response rate, yielding responses from 1,872 firms out of a sample of 3,064 firms (*Lawson, Strathman and Riis 2002*).

The survey questionnaire posed several open-ended questions on what problems, if any, the respondents encountered on Oregon roads. (A copy of the survey instrument is included in Appendix A.) Trained telephone interviewers recorded the responses verbatim, and they were later grouped into broad categories by the PSU principal investigator for tabulation and analysis.

Table 1.1 summarizes the results of the survey in broad categories. About one fourth of the survey respondents said their firm encountered no transportation problems on the roads; nearly three fourths reported problems or had other comments and concerns. Among the problems mentioned, about one third were infrastructure problems, i.e. problems related to a physical feature of the road system, such as pavement conditions, bridge problems, sharp curves, intersections or lane configurations. These kinds of problems are of particular interest to freight planners, as they seek to address impediments to freight mobility throughout the state. ODOT freight planning staff has been analyzing these responses and has contracted with the University of Oregon to geo-code them for use in a Geographic Information System (GIS), to explore whether there may be geographic patterns in the information on infrastructure problems and needs.

Table 1.1: Summary of ODOT freight shipper and motor carrier survey results

	Number	Percent of Total
Total qualified sample ^a	3,064	100%
Total survey respondents	1,872	61%
Total survey respondents	1,872	100%
Responded “No” to initial question, “Can you think of any transportation problems your company experiences on the roads?”	501	27%
Responded “Yes” to initial question and reported one or more problems	1,255	67%
Responded “No” to initial question, but mentioned other comments and concerns	116	6%
Total number of problems described	2,277 ^b	100%
Infrastructure problems (e.g. pavement conditions, sharp curves, intersections)	784	34%
Other types of problems (e.g. congestion, other drivers, safety)	1,493	66%

^aThe term “qualified sample” refers to the number firms in the random sample minus those disqualified because they could not be contacted or did not operate any trucks.

^bThe total number of problems is greater than the total number survey respondents reporting problems, because some respondents cited more than one problem.

The other two thirds of the problems mentioned by the survey respondents were about other aspects of moving freight in Oregon, such as congestion, restrictions, other drivers, and safety. This report summarizes the findings of the survey on several of these “non-infrastructure issues.” The reader will note, however, that some aspects of these findings do sometimes relate to freight infrastructure concerns. For example, some concerns about safety may be related to specific physical problems, such as pavement condition or narrow roads.

Table 1.2 shows the frequency of the general problem types cited by the survey respondents who reported problems. Clearly, problems related to highway infrastructure tended to predominate in the survey responses, cited by 48% of the respondents. The non-infrastructure problem categories were: traffic congestion (both specific and general areas); restrictions (e.g., weight restrictions on bridges, length and height restrictions); other drivers (e.g., driving behavior, speeds, lack of courtesy); highway construction (e.g., delays, hazards, etc.); and other issues (e.g., weigh station delays, intersection sight distance, speed limits; etc.).

Table 1.2: Broad categories of problems cited

Problem Type	Number of Problem Mentions	Percent of Problems Cited (n=2,277)	Number of Respondents Citing Problem Type	Percent of Respondents Citing Problem Type (n=1,255)
Infrastructure	784	34.4%	653	47.6%
Traffic Congestion	357	15.7%	337	24.6%
Restrictions	179	7.9%	168	12.3%
Other Drivers	110	4.8%	103	7.5%
Highway Construction	79	3.5%	78	5.7%
Other Problems	768	33.7%	497	36.3%
Total	2,277 ^a	100.0%	1,836 ^a	n/a

^aThe total is greater than the total number survey respondents reporting problems, because some respondents cited more than one problem.

The graphs in Figure 1.1 show the incidence of these problem categories by ODOT region. Infrastructure concerns tended to be mentioned more often by respondents in Regions 4 and 5. Congestion concerns were mentioned more often in Regions 1 and 2. Restrictions were not mentioned by many respondents in any region, although respondents in Regions 3 and 5 tended to mention them more often than in other regions. Problems with Other Drivers or Construction were not mentioned with great frequency by respondents in any region. Other Problems tended to be mentioned more often by respondents in Regions 4 and 5 than by respondents in other regions.

A chi-square analysis of the frequency that each type of problem was mentioned by ODOT Region showed that the differences between regions were statistically significant (at $p \leq .05$) regarding Infrastructure, Congestion, Restrictions and Other problems. That is, the regional differences in responses were unlikely to be due to chance.

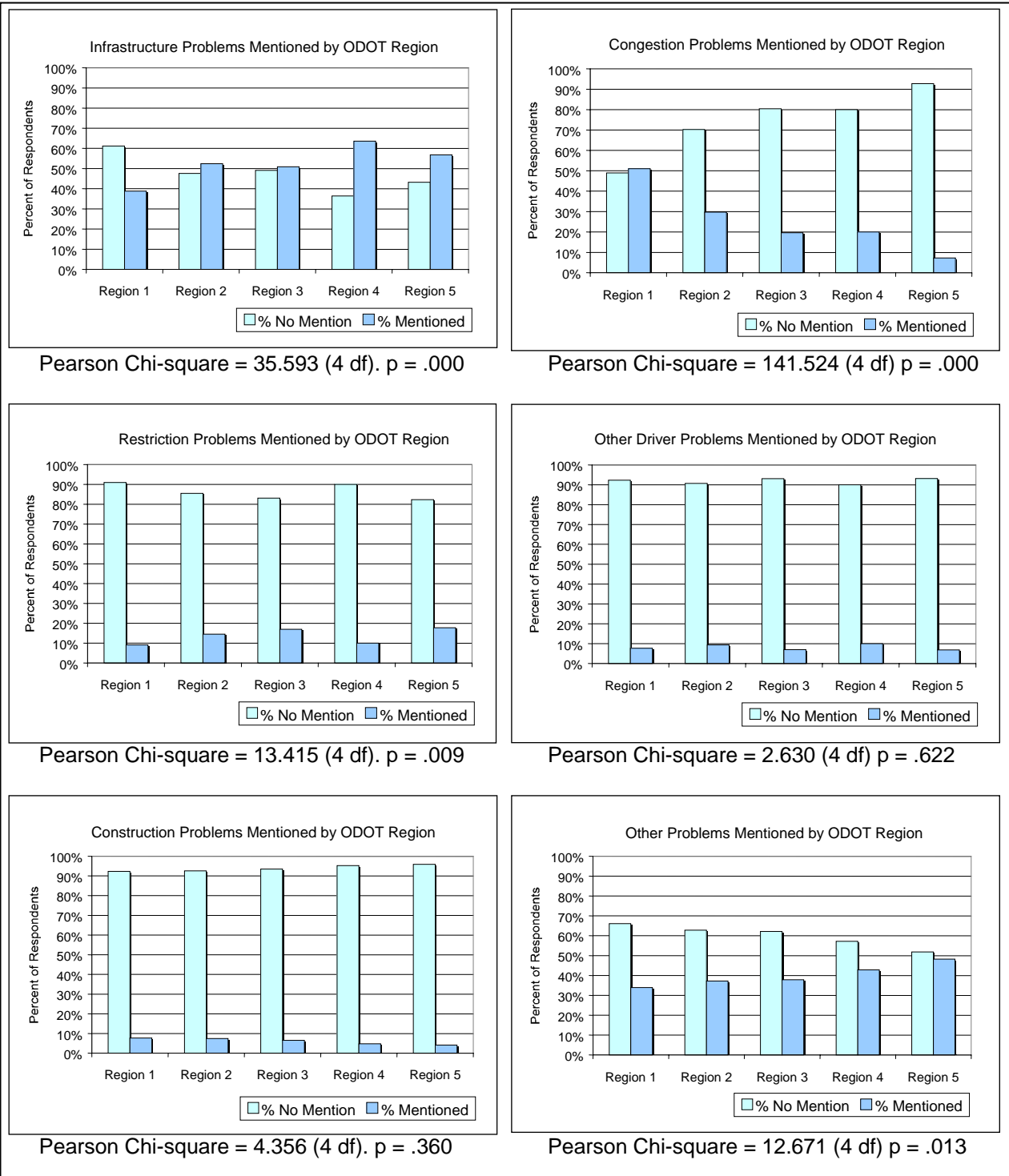


Figure 1.1: Breakdown of problem categories by region of respondent

This report focuses on a subset of problems likely to be of interest to the ODOT Motor Carrier Transportation Division, as it seeks to better understand the concerns of the freight industry. More specifically, the report addresses the following concerns raised by the survey respondents:

- Weight enforcement; vehicle inspections; weight, length and height permits and restrictions
- Safety concerns
- Roadway speeds and speed limits
- Taxes related to trucking
- Roadway construction zones

A total of 1,371 respondents were included in this analysis – those who indicated in Question 1 of the survey that they did encounter problems moving freight (1,255), plus those who initially said they encountered no problems but still had other comments or concerns (116), as shown in Table 1.1. Of this group, 1,183 (86.4%) mentioned one or more non-infrastructure issues. These responses were then coded and grouped into problem types. Table 1.3 shows the frequency that respondents mentioned the non-infrastructure problems selected for this investigation.

Table 1.3: Summary of response frequencies on selected non-infrastructure problems

Problem Type	Number of Respondents Citing Problem Type	Percent of Respondents Citing Problem Type (n=1,371)*
Weight enforcement; vehicle inspections; weight, length and height permits and restrictions	283	21%
Safety concerns	268	20%
Highway speeds and speed limits	133	10%
Taxes related to trucking	85	6%
Highway construction zones	84	6%

*The data were drawn from those respondents who initially indicated that they did encounter problems and also from those respondents who initially indicated that they did not, but then had other comments and concerns. (See Table 1.1.)

A comparison of Table 1.3 with Table 1.2 shows that these types of problems were cited far less frequently than infrastructure problems (47.6%) and with similar frequency to congestion problems and the other non-infrastructure categories. While any one type of problem may not figure prominently in the overall survey results, the data may provide insights on issues of concern to freight haulers.

A variety of other non-infrastructure problems was also mentioned by smaller numbers of survey respondents. These included such issues as police enforcement (22 respondents); bicycles/pedestrians (21 respondents); chain-up areas and requirements (17 respondents); rest areas and parking for truckers (11 respondents); fuel costs (11 respondents); drug testing (10 respondents); and triple trailers (9 respondents).

This report provides a closer examination of the non-infrastructure problems listed in Table 1.3 above. The analysis includes the following independent variables that were examined for their possible relationship to the perceptions of problems: ODOT Region where the respondent was located; Firm Size (up to five trucks, over five trucks); and Firm Type (private fleet, for-hire carrier).

2.0 WEIGHT ENFORCEMENT, VEHICLE INSPECTIONS AND RESTRICTIONS

A total of 283 respondents out of 1,371 (21%) perceived problems related to truck load restrictions (weight, height, length) vehicle inspections, permits, enforcement and similar issues. Table 2.1 shows the types of issues mentioned by respondents. A selection of typical responses is included in Appendix B.

Table 2.1: Concerns related to truck load restrictions, vehicle inspections and enforcement

Problem Type	Frequency	Percent
Weight, height, length restrictions or need for permits on bridges and roads (including local restrictions)	151	53.4%
Weigh stations and other inspection points – too many, too much delay, wastes time, too strict, by the book, intolerant, bad attitude, not competent	68	24.0%
Unequal treatment in enforcement, inconsistent enforcement, lack of enforcement	17	6.0%
Permitting process (confusing, inconsistent information, delays, costs, difficulty obtaining)	21	7.4%
Access to weigh stations, ports of entry (location, signing, hours of service, etc.)	11	3.9%
Other kinds of issues: (interstate differences; weight limits too high, etc)	15	5.3%
Total	283	100.0%

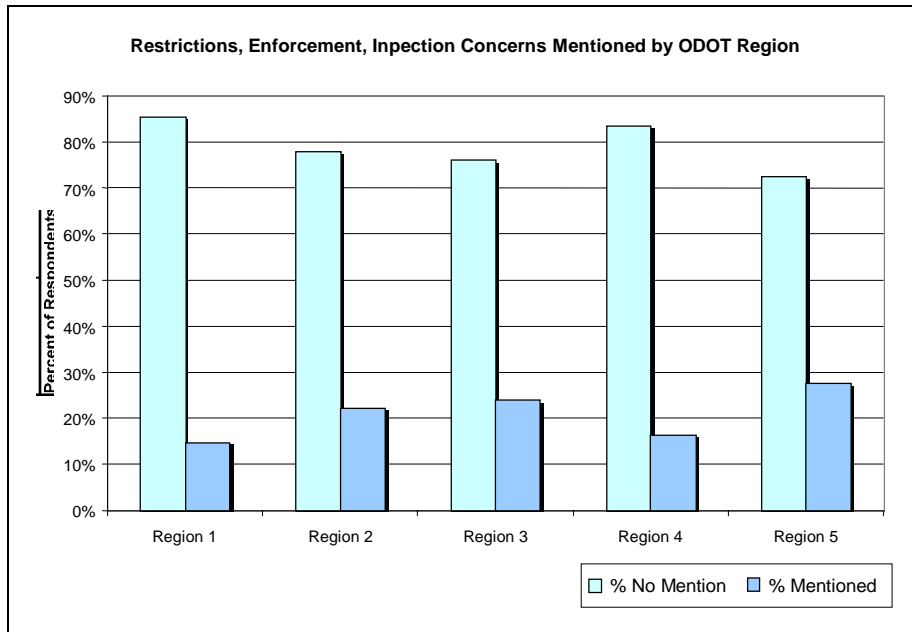
Over half of the respondents with concerns in this category (53%) referred to truck weight or size restrictions or the need for permits on bridges and roads throughout the state. These were seen as problems because they necessitated permits, which respondents saw as an inconvenience, or they necessitated using other routes, resulting in longer travel times and lower productivity. While some respondents indicated whether the problem occurred on state routes or in local jurisdictions, most did not.

Another 30% of the respondents in this group referred to inspections at weigh stations or elsewhere. These respondents often gave information about specific locations or circumstances. Some referred to inspections by police rather than at weigh stations:

- 24.0% referred to problems of delay, inflexibility, inspection frequency, enforcement attitudes, and competence, both at weigh stations and other inspection points; and
- 6.0% expressed opinions about unequal treatment, or inconsistent or lack of enforcement.

About 7% of the respondents in this group perceived problems with permitting processes, such as confusing or inconsistent information, difficulty obtaining information, or permit costs. Respondents also mentioned concerns about access to weigh stations and ports of entry (3.9%) and other kinds of issues related to truck restrictions (5.3%).

Figure 2.1 shows how respondents differed by ODOT Region in the frequency that these concerns were mentioned. These types of concern were mentioned somewhat more frequently by respondents in Regions 2, 3 and 5. While the differences are not great, they are statistically significant, i.e., not likely to be a chance occurrence.



Pearson Chi-square = 19.010 (4 df). p = .001

Figure 2.1: Restrictions, enforcement and inspection concerns mentioned by region of respondent

The survey responses were also cross-tabulated by firm size, to investigate possible differences in the types of problems that were cited. Table 2.2 shows the results of the cross-tabulation of problem types with firm size. The chi-square test performed on these data shows that differences between larger and smaller firms were statistically significant (at $p \leq .05$). While most firms, both small and large, cited restrictions on truck weight, height or length, larger firms cited this issue more often, and they mentioned weigh stations, inspections and other concerns less often.

Table 2.2: Cross-tabulation of problem type by size of firm

			Firm Size		Total
			Up to 5 Trucks	Over 5 Trucks	
Truck Restrictions, Inspections	Wt, ht, lgth restrictions	Count	93	52	145
		% of Firm Size	47.2%	67.5%	52.9%
	Weigh stations, inspections	Count	55	12	67
		% of Firm Size	27.9%	15.6%	24.5%
	Other concerns	Count	49	13	62
		% of Firm Size	24.9%	16.9%	22.6%
Total	Count	197	77	274	
	% of Firm Size	100.0%	100.0%	100.0%	

Pearson Chi-square = 9.328 (2 df). p = .009

An analysis of problem types by firm type showed that differences in responses between firms with private fleets and for-hire carrier firms were not statistically significant.

3.0 SAFETY CONCERNS

A total of 268 respondents out of 1,371 (20%) perceived problems related to safety. Table 3.1 shows the types of issues mentioned. Typical responses are included in Appendix C.

Table 3.1: Problems related to safety

Problem Type	Frequency	Percent
Unsafe roads – intersections, tight turns, sharp curves, lack of sight distance, lack of road markings, signs	62	23.1%
Narrow roads, bridges; lack of bike lane; lack of shoulders; lack of pullout areas	34	12.7%
Rough roads; ruts; uneven surface	44	16.4%
Behavior of other drivers (in private vehicles) – speeding, cutting in, careless, ignorant	42	15.7%
Other trucks – driving behavior, vehicle types (triple trailers, farm, scrap metal)	13	4.9%
Traffic, congestion	22	8.2%
Differential speed limit (autos 65 mph, trucks 55 mph)	18	6.7%
Bicyclists, pedestrians	7	2.6%
Weigh station location	6	2.2%
Chain-up areas (lack of); chain-up requirements	5	1.9%
Other	15	5.6%
Total	268	100.0%

The majority of respondents citing safety concerns – 52.2% – mentioned them in connection with roadway physical conditions or configurations:

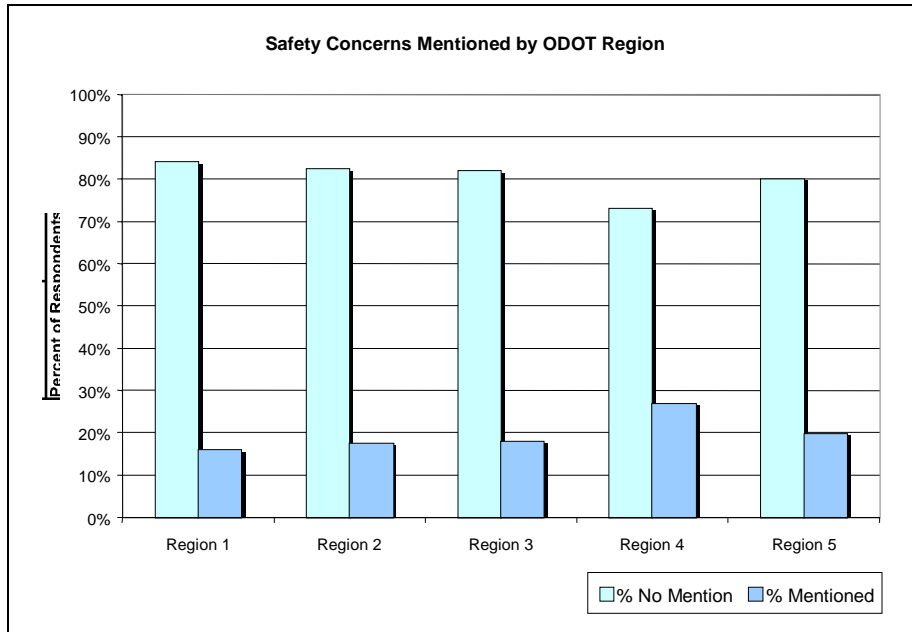
- 23.1% referred to hazardous roadway configurations, including intersections, turns, curves, sight distance, lack of road markings, and signs;
- 12.7% referred to concerns about narrow roads and bridges, or the lack of adequate shoulders, bike lanes, or pullout areas; and
- 16.4% referred to concerns about rough, rutted or uneven road surfaces.

Another 35.4% of the respondents who cited safety concerns referred to safety issues in connection with other motorized vehicles on the road:

- 15.7% referred to the hazardous behavior of non-commercial drivers;
- 4.9% referred to safety issues involving other trucks;
- 8.2% referred to traffic or congestion as a safety issue; and
- 6.7% referred to the difference in speed limits for autos versus trucks.

The remaining 12.3% of the respondents citing safety concerns mentioned a variety of issues, including bicyclists & pedestrians, weigh station locations, chain-up areas and requirements, and other issues.

Figure 3.1 shows how respondents differed by ODOT Region in the frequency that safety concerns were mentioned. Respondents in Region 4 mentioned safety concerns somewhat more frequently. While the differences were not great, they were statistically significant (at $p \leq .05$).



Pearson Chi-square = 13.008 (4 df). $p = .011$

Figure 3.1: Safety concerns mentioned by region of respondent

The frequency that respondents mentioned concerns about safety (20%) did not vary significantly by firm size or firm type.

4.0 SPEED CONCERNS

A total of 133 respondents out of 1,371 (10%) perceived problems related to highway speeds. Table 4.1 shows the types of issues mentioned by respondents. Typical responses are included in Appendix D.

Table 4.1: Problems related to highway speeds

Problem Type	Frequency	Percent
Opposed to differential speed limit	48	36.1%
Speed limit too low for trucks	40	30.1%
Opposed to increase in speed limits	7	5.3%
Auto speed too fast, too slow, erratic	16	12.0%
Truck speeds too fast	2	1.5%
Lack of speed limit enforcement	4	3.0%
Posted speed in specific areas – too high or too low	7	5.3%
Other concerns related to speed	9	6.8%
Total	133	100.1%

Two kinds of responses tended to predominate – those opposed to the difference in speed limits for trucks and automobiles (autos 65 mph and trucks 55 mph), and those with the view that the truck speed limit was too low. Although these two types of responses might be construed as the same, they were treated separately because it was theoretically possible that a respondent could favor a higher speed limit for trucks while still favoring the differential speed limit. In all, respondents expressing these two views comprised about 2/3 of the total group expressing concerns about speed:

- 36.1% of the respondents expressed opposition to the differential speed limit; and
- 30.1% expressed the view that highway speed limits for trucks were too low.

A small percentage of respondents who mentioned speed issues – 5.3% – expressed the opposite view, that there should not be increases in speed limits for trucks or autos.

About one in six respondents who mentioned speed concerns identified issues related to driver behavior rather than speed limits:

- 12.0% referred to autos driving too fast, too slow, or erratic speeds;
- 1.5% referred to trucks driving too fast; and
- 3.0% referred to a lack of enforcement of speed limits

A small percentage of respondents who were concerned about speed – 5.3% – mentioned posted speeds being too high or too low in certain areas.

Concerns about speed did not differ significantly across ODOT Regions from the statewide

frequency of 10%.

The types of survey responses in Table 4.1 were then collapsed into three categories: opposed to differential speed limit; speed limit too low for trucks; and all other concerns related to speed. As shown in Table 4.2, the differences among regions were statistically significant. Concerns other than the differential speed limit and the truck speed limit tended to predominate in the more urban areas of the state (Regions 1 and 2). The opinion that the speed limit for trucks is too low was more strongly represented in southwest Oregon (Region 3); and opposition to the differential speed limit predominated in eastern Oregon (Region 5).

Table 4.2: Cross-tabulation of speed concerns by ODOT Region

			Region					Total
			Region 1	Region 2	Region 3	Region 4	Region 5	
Speed Concern	Opposed to differential speed limit	Count	10	3	8	10	17	48
		% within Region	35.7%	15.8%	27.6%	41.7%	51.5%	36.1%
		% of Total	7.5%	2.3%	6.0%	7.5%	12.8%	36.1%
	Speed limit too low for trucks	Count	3	6	12	7	12	40
		% within Region	10.7%	31.6%	41.4%	29.2%	36.4%	30.1%
		% of Total	2.3%	4.5%	9.0%	5.3%	9.0%	30.1%
	Other comment	Count	15	10	9	7	4	45
		% within Region	53.6%	52.6%	31.0%	29.2%	12.1%	33.8%
		% of Total	11.3%	7.5%	6.8%	5.3%	3.0%	33.8%
Total	Count	28	19	29	24	33	133	
	% within Region	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
	% of Total	21.1%	14.3%	21.8%	18.0%	24.8%	100.0%	

Pearson Chi-Square = 20.339 (8 df), p = 0.009

Speed concerns also varied significantly by firm type, as shown in Table 4.3. Comments by for-hire carriers focused on speed limits, while those from private fleet respondents tended to address issues other than speed limits. This difference may exist because travel time may be a more critical factor among for-hire truckers than among truckers in private fleets.

Table 4.3: Cross-tabulation of speed concerns by firm type

			Firm Type		Total
			For-hire Fleet	Private Fleet	
Speed Concern	Opposed to differential speed limit	Count	44	4	48
		% within Firm Type	40.7%	16.0%	36.1%
	Speed limit too low for trucks	Count	32	8	40
		% within Firm Type	29.6%	32.0%	30.1%
	Other comment	Count	32	13	45
		% within Firm Type	29.6%	52.0%	33.8%
Total	Count	108	25	133	
	% within Firm Type	100.0%	100.0%	100.0%	

Pearson Chi-Square = 6.484 (2 df), p = 0.039

The frequency that respondents mentioned concerns about speeds did not vary significantly by firm size.

5.0 TAXES RELATED TO TRUCKING

A total of 85 respondents out of 1,371 (6%) perceived problems related to taxes. Table 5.1 shows the types of issues mentioned. Typical responses are included in Appendix E.

Table 5.1: Problems related to taxes

Problem Type	Frequency	Percent
Taxes paid do not appear to result in better roads; urban road improvement needs favored over rural; truck route needs ignored	23	27.1%
Weight-mile taxes too high	16	18.8%
Fuel taxes too high	8	9.4%
General comment that trucking-related taxes are too high	16	18.8%
Comment favoring elimination of weight-mile tax or fuel tax	10	11.8%
Other comments (taxes unfair, complicated, support for retaining or increasing tax)	12	14.1%
Total	85	100.0%

About one in four respondents who mentioned taxes expressed a concern that the revenues collected were not being used appropriately to make road improvements or were not being used where they are needed for truck travel.

Nearly half of this group of respondents' concerns related to taxes being too high:

- 18.8% referred to weight-mile taxes being too high;
- 9.4% referred to fuel taxes being too high; and
- 18.8% were nonspecific comments about truck-related taxes being too high.

Another 11.8% of the respondents who mentioned taxes favored the elimination of the weight-mile tax, the fuel tax, or both.

Some of the miscellaneous concerns about taxes included opinions that taxes are unfair, or that they are too cumbersome or complicated to manage. Occasional comments in favor of retaining or increasing taxes were also included in the "Other" category.

The frequency that respondents mentioned concerns about taxes (6%) did not vary significantly by ODOT Region, firm size or firm type.

6.0 ROADWAY CONSTRUCTION

A total of 84 respondents out of 1,371 (6%) mentioned problems related to roadway construction activity. Table 6.1 shows the types of issues mentioned. Typical responses are included in Appendix F.

Table 6.1: Problems related to roadway construction

Problem Type	Frequency	Percent
Delays; increased costs; poorer service to customer	56	66.7%
Safety concerns	6	7.1%
Wear and tear, damage to truck	5	6.0%
Problems with signing or traffic management	5	6.0%
Lack of information on construction zones; lack of adequate notice	4	4.8%
Other (construction taking too long; too many projects in an area; lack of speed enforcement)	8	9.5%
Total	84	100.1%

A large majority (2/3) of those who expressed concerns about construction mentioned delay, increased costs and related issues. Smaller percentages of respondents mentioned such issues as safety, wear and tear on trucks, problems with traffic management in construction zones, and lack of information about construction zones.

The frequency that respondents mentioned concerns about construction (6%) did not differ significantly by ODOT Region, firm size or firm type.

7.0 SUMMARY AND DISCUSSION

This report summarizes an analysis of data from a statewide survey of motor carriers, conducted by ODOT in the summer of 2001, to identify truck freight industry concerns about problems that they encounter on Oregon's roadways. The survey respondents were first asked whether they encountered any problems. If so, they were then asked to describe the problem, and their responses were recorded verbatim. About half of all respondents who said they encountered problems mentioned concerns related to highway infrastructure (such as pavement conditions, bridge problems, sharp curves, intersections or lane configurations). This report has focused on selected non-infrastructure problems mentioned by the survey respondents.

Only one in five respondents perceived problems related to weight enforcement, vehicle inspections and restrictions on vehicle weight, height or length; and a similar number mentioned safety concerns. Smaller percentages of respondents mentioned highway speeds, taxes related to trucking, and highway construction zones. Thus, overall, these non-infrastructure issues were not as great a concern to freight haulers as issues related to physical conditions on the roadways. Following is a summary of their perceptions:

- Concerns about weight, height and length restrictions and enforcement tended to be somewhat evenly divided between trucking firms who see the restrictions themselves as an impediment or inconvenience and those who have concerns about weigh stations and enforcement. Larger firms tended to cite weight, height and length restrictions more often than smaller firms.
- Safety concerns tended to center around roadway physical conditions and configuration, and the behavior of other drivers.
- Truckers' concerns about highway speeds focused on the difference in posted speeds for autos versus trucks and the view that truck speeds should be increased. Opposition to the differential speed limit was more of a concern to for-hire truckers than to private fleet operators.
- Taxes were cited as a problem by only 6% of those who identified problems. About half expressed the common view that taxes were too high.
- Delays were the main issues among those who had concerns about highway construction zones.

It should be noted that the survey results represent freight haulers' perceptions and opinions, which may or may not always correspond to actual conditions. These perceptions, nonetheless, are the way the respondents see things, and the ODOT Motor Carrier Transportation Division (MCTD) can use the survey findings as a representative indicator of the range of opinions among truck freight firms. If MCTD staff finds misperceptions about their programs or trucking regulations, they can use them as a basis for improving outreach or informational programs. For

example, one of the survey responses commented on the Green Light Program, which allows trucks with a transponder to bypass the weigh station: “The program is not transferable from state to state. The transponders in Oregon and Washington are not compatible.” Regarding this comment, MCTD staff has noted that the transponders in Oregon and Washington are completely compatible. Thus there may be misconceptions about the program that need addressing.

MCTD staff can also use the survey results to identify potential problem areas that may warrant further study or analysis. Concerns about weigh station hours of operation, adequate signing or ingress and egress may provide useful information for programming future improvements in operations. Thus the full record of survey responses is being provided to staff for their use (with any identifying information removed, to ensure the anonymity of respondents).

A series of MCTD customer satisfaction surveys conducted in 2002 provides a basis for comparison with some of the findings in the Freight Shipper and Motor Carrier Survey. Table 7.1 shows that the percentages of respondents who perceived problems were similar in magnitude in both survey efforts, regarding a) weigh stations and enforcement and b) permitting processes.

Table 7.1: Comparison of Freight Survey results with MCTD Customer Satisfaction surveys

Freight Shipper & Motor Carrier Survey		MCTD Customer Satisfaction Survey*	
Weigh stations and other inspection points – too many, too much delay, wastes time, too strict, by the book, intolerant, bad attitude, not competent. Unequal treatment in enforcement, inconsistent enforcement, lack of enforcement	6.2%	Customer Survey – Motor Carrier Safety Program:	
		<ul style="list-style-type: none"> • Respondents who <u>disagreed</u> with the statement that “ODOT inspectors conduct safety inspections in a professional, courteous manner.” • Respondents who <u>disagreed</u> with the statement that “ODOT’s Motor Carrier Transportation Division inspectors are knowledgeable of motor carrier regulations.” 	10% 4%
Permitting process (confusing, inconsistent information, delays, costs, difficulty obtaining)	1.5%	Customer Survey – Field Registration Services:	
		<ul style="list-style-type: none"> • Respondents who <u>disagreed</u> with the statement that “The Motor Carrier Transportation Division (MCTD) staff person (permit analyst) that I spoke with explained the registration and tax requirements for operating in Oregon and answered all my questions.” • Respondents who <u>disagreed</u> with the statement that “The permit analyst was knowledgeable of regulations and helped me solve any problems I had meeting Oregon requirements.” 	2% 2%

*Source: ODOT Motor Carrier Transportation Division 2002 Customer Surveys

The Freight Shipper and Motor Carrier Survey collected a considerable amount of information on how one important group of users view Oregon’s highway transportation system. It is hoped that this information can be useful to ODOT in its planning processes as it seeks to improve the freight transportation system in Oregon.

8.0 REFERENCES

Lawson, Catherine T., James G. Strathman and Elizabeth Riis. 2001. *Survey Methods for Assessing Freight Industry Opinions*. Final Report. FHWA-OR-RD-02-14. Oregon Department of Transportation. Research Group. Salem, OR.

APPENDICES

Appendix A – Freight Shipper and Motor Carrier Survey Instrument

INTRO:

IF NOT AVAILABLE, ARRANGE CALL-BACK

<LOCAL CALL / LONG DISTANCE CALL>

Company name: <comp>

IF DIFFERENT THAN LISTED ABOVE: Is your company affiliated with <comp>.

IF NO, VERIFY NUMBER DIALED.

INTRO...

A) Hi, I'm _____, calling on behalf of the Transportation Research Group at Portland State University, collecting information for the Oregon Department of Transportation, about problems motor carriers encounter on Oregon's roadways. You may have received a letter recently saying that we would be calling.

B) Are you the best person to talk to about this, or would someone else be more familiar with the transportation problems your company faces?

IF NO, ASK TO SPEAK TO THAT PERSON. ONCE ON LINE REREAD INTRO (IF SPEAKING TO A REFERRAL, STOP AT B

IF DON'T USE ROADS, PROBE: Does your company operate any trucks?

IF YES, CONTINUE / IF NO, NQ 61

PROBE: Problems could include things like poor quality or rough roads, narrow or low bridges and overpasses, congestion and traffic delays, sharp curves or steep grades, or weight restrictions.

IF NEEDED: * This study is being sponsored by the Oregon Department of Transportation to identify infrastructure problems in the state. We are talking with shippers and motor carriers.

*This information will help ODOT better understand concerns of motor carriers and more effectively plan to meet future needs.

*Your comments will be kept confidential and only released when grouped with other responses.

*It will just take a couple of minutes, depending on your answers.

*There is really only one main question, which is about what problems you experience.

Continue, No name given 91

Continue, RECORD NAME IF MENTIONED..... 92

Q1:

CLARIFY. PRESS ENTER TO CONTINUE

Can you think of any transportation problems your company experiences on the roads?

*IF NONE/DON'T KNOW, PROBE: Problems could include things like poor quality or rough roads, narrow or low bridges and overpasses, congestion and traffic delays, sharp curves or steep grades, or weight restrictions.

*IF NEEDED: Anything that you encounter on Oregon roads that impacts your ability to move your load. *IF MORE THAN ONE, SAY: Let me ask you more about one of them before we go on to the next.

*IF DON'T USE ROADS MUCH, PROBE: But when you do use the roads, do you have any problems?

None/Nothing - Probed	00	skip to Q10
RECORD COMMENTS.....	01	
Don't know/Uncertain - Probed	98	skip to Q10
Refused	99	skip to Q10

Q2:

PROBE FOR SPECIFICS

Can you give me a specific location where this occurs?

IF ALL, OR EVERYWHERE, CLARIFY: Can you tell me which cities or highways?

RECORD COMMENTS.....	01
Don't know/Uncertain	98
Refused	99

Q3:

PROBE TO FIT

Is it worse at certain times of day? IF YES, ASK: When is that?

No - not worse at certain times of day	01
All times.....	02
Early morning	03
Late evenings	04
Dark times/night-times.....	05
Both Morning and afternoon rush hours	06
Morning rush hour (6 AM to 9 AM).....	07
Afternoon rush hour (3 PM - 7 PM)	08
Mid-day.....	09
Other (SPECIFY:).....	10
Don't know/Uncertain	98
Refused	99

Q4:

PROBE TO FIT

Is it worse at certain times of year? IF YES, ASK: When is that?
No - not worse at certain times of year 01
All times 02
Winter 03
Spring 04
Summer 05
Fall 06
Snow/Icy times 07
Rainy times 08
Other (SPECIFY:) 09
Don't know/Uncertain 98
Refused 99

Q5:

CLARIFY. PRESS ENTER TO CONTINUE

What impact does this problem have on your business? PROBE: What makes it a problem for you?
RECORD COMMENTS 01
Don't know/Uncertain 98
Refused 99

Q6:

CLARIFY. PRESS ENTER TO CONTINUE

Do you have any alternatives to avoid this problem?
IF NEEDED: Is there anything you can do to avoid it?
IF YES, ASK: What can you do?
IF USE ALTERNATIVE, PROBE ONCE FOR SPECIFICS.
IF RESPONDENT REFUSES TO SAY, JUST RECORD COMMENTS.
No alternatives 00
RECORD COMMENTS 01
Don't know/Uncertain 98
Refused 99

Q7A1:

CLARIFY. PRESS ENTER TO CONTINUE

Are there other transportation problems your company experiences on the roads?
IF MORE THAN ONE, SAY: Let me ask you more about one of them before we go on to the next.

IF NEEDED: Anything that you encounter on Oregon roads that impacts your ability to move your load. IF NONE/DON'T KNOW, PROBE: Problems could include things like poor quality or rough roads, narrow or low bridges and overpasses, congestion and traffic delays, sharp curves or steep grades, or weight restrictions.

No other - Probed.....	00	skip to Q8
RECORD COMMENTS.....	01	
Don't know/Uncertain - Probed	98	skip to Q8
Refused	99	skip to Q8

Q7A2:

PROBE FOR SPECIFICS

Can you give me a specific location where this occurs?
IF ALL, OR EVERYWHERE, CLARIFY: Can you tell me which cities or highways?

Don't know/Uncertain	98
Refused	99

Q7A3:

CLARIFY, PROBE TO FIT

Is it worse at certain times of day? IF YES, ASK: When is that?

No - not worse at certain times of day	01
All times.....	02
Early morning	03
Late evenings	04
Dark times/night-times.....	05
Both Morning and Afternoon Rush hours.....	06
Morning rush hour (6 AM to 9 AM).....	07
Afternoon rush hour (3 PM - 7 PM)	08
Mid-day.....	09
Other (SPECIFY:).....	10
Don't know/Uncertain	98
Refused	99

Q7A4:

CLARIFY, PROBE TO FIT

Is it worse at certain times of year? IF YES, ASK: When is that?
No - not worse at certain times of year 01
All times 02
Winter 03
Spring 04
Summer 05
Fall 06
Snow/Icy times 07
Rainy times 08
Other (SPECIFY:) 09
Don't know/Uncertain 98
Refused 99

Q7A5:

CLARIFY. PRESS ENTER TO CONTINUE

What impact does this problem have on your business?
PROBE: What makes it a problem for you?
RECORD COMMENTS 01
Don't know/Uncertain 98
Refused 99

Q7A6:

CLARIFY. PRESS ENTER TO CONTINUE

Do you have any alternatives to avoid this problem?
IF NEEDED: Is there anything you can do to avoid it?
IF YES, ASK: What can you do? IF USE ALTERNATIVE, PROBE ONCE FOR SPECIFICS. IF RESPONDENT REFUSES TO SAY, JUST RECORD COMMENTS.
No alternatives 00
RECORD COMMENTS 01
Don't know/Uncertain 98
Refused 99

Q7B1:

CLARIFY. PRESS ENTER TO CONTINUE

Are there other transportation problems your company experiences on the roads?
IF MORE THAN ONE, SAY: Let me ask you more about one of them before we go on to the next.

IF NEEDED: Anything that you encounter on Oregon roads that impacts your ability to move your load. IF NONE/DON'T KNOW, PROBE: Problems could include things like poor quality or rough roads, narrow or low bridges and overpasses, congestion and traffic delays, sharp curves or steep grades, or weight restrictions.

No other - Probed.....	00	skip to Q8
RECORD COMMENTS.....	01	
Don't know/Uncertain	98	skip to Q8
Refused	99	skip to Q8

Q7B2:

PROBE FOR SPECIFICS

Can you give me a specific location where this occurs?

IF ALL, OR EVERYWHERE, CLARIFY: Can you tell me which cities or highways?

RECORD COMMENTS.....	01
Don't know/Uncertain	98
Refused	99

Q7B3:

CLARIFY, PROBE TO FIT

Is it worse at certain times of day? IF YES, ASK: When is that?

No - not worse at certain times of day	01
All times.....	02
Early morning	03
Late evenings	04
Dark times/night-times.....	05
Both Morning and Afternoon Rush hours.....	06
Morning rush hour (6 AM to 9 AM).....	07
Afternoon rush hour (3 PM - 7 PM)	08
Mid-day.....	09
Other (SPECIFY:).....	10
Don't know/Uncertain	98
Refused	99

Q7B4:

CLARIFY, PROBE TO FIT

Is it worse at certain times of year? IF YES, ASK: When is that?
No - not worse at certain times of year 01
All times 02
Winter 03
Spring 04
Summer 05
Fall 06
Snow/Icy times 07
Rainy times 08
Other (SPECIFY:) 09
Don't know/Uncertain 98
Refused 99

Q7B5:

CLARIFY. PRESS ENTER TO CONTINUE

What impact does this problem have on your business? PROBE: What makes it a problem for you?
RECORD COMMENTS 01
Don't know/Uncertain 98
Refused 99

Q7B6:

CLARIFY. PRESS ENTER TO CONTINUE

Do you have any alternatives to avoid this problem?
IF NEEDED: Is there anything you can do to avoid it? IF YES, ASK: What can you do?
IF USE ALTERNATIVE, PROBE ONCE FOR SPECIFICS.
IF RESPONDENT REFUSES TO SAY, JUST RECORD COMMENTS.
No alternatives 00
RECORD COMMENTS 01
Don't know/Uncertain 98
Refused 99

Q7C1:

CLARIFY. PRESS ENTER TO CONTINUE

Are there other transportation problems your company experiences on the roads?
IF MORE THAN ONE, SAY: Let me ask you more about one of them before we go on to the next.

IF NEEDED: Anything that you encounter on Oregon roads that impacts your ability to move your load. IF NONE/DON'T KNOW, PROBE: Problems could include things like poor quality or rough roads, narrow or low bridges and overpasses, congestion and traffic delays, sharp curves or steep grades, or weight restrictions.

No other - Probed.....	00	skip to Q8
RECORD COMMENTS.....	01	
Don't know/Uncertain	98	skip to Q8
Refused	99	skip to Q8

Q7C2:

PROBE FOR SPECIFICS

Can you give me a specific location where this occurs?
IF ALL, OR EVERYWHERE, CLARIFY: Can you tell me which cities or highways?

RECORD COMMENTS.....	01
Don't know/Uncertain	98
Refused	99

Q7C3:

Is it worse at certain times of day?

IF YES, ASK: When is that?

No - not worse at certain times of day	01
All times.....	02
Early morning	03
Late evenings	04
Dark times/night-times.....	05
Both Morning and Afternoon Rush hours.....	06
Morning rush hour (6 AM to 9 AM).....	07
Afternoon rush hour (3 PM - 7 PM)	08
Mid-day.....	09
Other (SPECIFY):.....	10
Don't know/Uncertain	98
Refused	99

Q7C4:

Is it worse at certain times of year?

IF YES, ASK: When is that?

No - not worse at certain times of year	01
All times	02
Winter	03
Spring	04
Summer	05
Fall	06
Snow/Icy times	07
Rainy times	08
Other (SPECIFY:)	09
Don't know/Uncertain	98
Refused	99

Q7C5:

CLARIFY. PRESS ENTER TO CONTINUE

What impact does this problem have on you and your business? PROBE: What makes it a problem for you?

RECORD COMMENTS	01
Don't know/Uncertain	98
Refused	99

Q7C6:

CLARIFY. PRESS ENTER TO CONTINUE

Do you have any alternatives to avoid this problem?

IF NEEDED: Is there anything you can do to avoid it? IF YES, ASK: What can you do?

IF USE ALTERNATIVE, PROBE ONCE FOR SPECIFICS.

IF RESPONDENT REFUSES TO SAY, JUST RECORD COMMENTS.

No alternatives	00
RECORD COMMENTS	01
Don't know/Uncertain	98
Refused	99

Q8:

UP TO 6 RESPONSES

When you encounter problems, are you in a single unit truck or a truck with a tractor or trailer? IF TRACTOR/TRAILERS, ASK: Would that be a tractor with 1, 2, or 3 trailers?

Single unit trucks	1
Truck and trailer.....	2
Tractor with 1 trailer	3
Tractor with 2 trailers.....	4
Tractor with 3 trailers.....	5
Other (SPECIFY:).....	6
Don't know/Uncertain	7
Refused	8

Q9:

UP TO 3 RESPONSES

Do problems typically occur on trips that are within 50 miles of your shop, between 50 and 100, or over 100 miles from your shop?

Under 50 miles.....	1
50 - 100 miles.....	2
Over 100 miles.....	3
All locations/Everywhere.....	4
Other (SPECIFY:).....	9
Not applicable	5
Don't know/Uncertain	6
Refused	7

Q10:

Can you tell me about how many trucks your shop operates?

Don't know/Uncertain	9998
Refused	9999

Q10A:

READ 1-4

Is that . . .

SKIP IF NOT Q10=9998 9999

One.....	1
2-5	2
6-25	3
Over 25	4
Don't know/Uncertain - DO NOT READ	5
Refused - DO NOT READ	6

Q11A:

Are you an owner-operator? IF NO, BUT MENTIONS TITLE, PLEASE RECORD

SKIP IF NOT Q10C=1 2 5 6

Yes	01
No, title not offered.....	02
No (VOLUNTEERED JOB TITLE - RECORD)	03
Don't know/Uncertain	98
Refused	99

Q11B:

Are you yourself a driver or a dispatcher?

SKIP IF Q11A=01 OR (Q11A=01-03 AND Q10C=1-2)

Driver	01
Dispatcher	02
Neither, no information.....	03
Neither (VOLUNTEERED JOB TITLE - RECORD).....	04
Both Driver and Dispatcher	
Don't know/Uncertain	98
Refused	99

Q12:

CLARIFY.

Is there anything else you'd like to add?

No/No comments	00	skip to Q13
RECORD COMMENTS.....	01	
Don't know/Uncertain	98	skip to Q13
Refused	99	skip to Q13

Q12AA:

WAS ANOTHER TRANSPORTATION PROBLEM MENTIONED?

Yes	1	
No.....	2	skip to Q13

Q12A2:

PROBE FOR SPECIFICS

Can you give me a specific location where this occurs?

IF ALL, OR EVERYWHERE, CLARIFY: Can you tell me which cities or highways?

RECORD COMMENTS.....	01
Don't know/Uncertain	98
Refused	99

Q12A3:

Is it worse at certain times of day? IF YES, ASK: When is that?

No - not worse at certain times of day	01
All times.....	02
Early morning	03
Late evenings	04
Dark times/night-times.....	05
Both Morning and afternoon rush hours	06
Morning rush hour (6 AM to 9 AM).....	07
Afternoon rush hour (3 PM - 7 PM)	08
Mid-day.....	09
Other (SPECIFY:).....	10
Don't know/Uncertain	98
Refused	99

Q12A4:

Is it worse at certain times of year? IF YES, ASK: When is that?

No - not worse at certain times of year	01
All times.....	02
Winter	03
Spring.....	04
Summer	05
Fall	06
Snow/Icy times.....	07
Rainy times	08
Other (SPECIFY:).....	09
Don't know/Uncertain	98
Refused	99

Q12A5:

CLARIFY. PRESS ENTER TO CONTINUE

What impact does this problem have on you and your business? PROBE: What makes it a problem for you?

RECORD COMMENTS.....	01
Don't know/Uncertain	98
Refused	99

Q12A6:

CLARIFY. PRESS ENTER TO CONTINUE

Do you have any alternatives to avoid this problem? IF YES, ASK: What can you do?

IF USE ALTERNATIVE, PROBE ONCE FOR SPECIFICS.

IF RESPONDENT REFUSES TO SAY, JUST RECORD COMMENTS.

- No alternatives00
- RECORD COMMENTS.....01
- Don't know/Uncertain98
- Refused99

Q13:

In case my supervisor needs to check my work, may I please have your first name?

SKIP IF INTRO=92

- Yes (RECORD NAME).....1
- No.....2
- Refused3

PHONE:

And may I verify that I have reached you at <tel02>

- Yes1 skip to GENDR
- No.....2
- Refused3 skip to GENDR

TEL03:

RECORD CORRECT PHONE NUMBER.

RECORD AREA CODE AND PHONE NUMBER ONLY EXAMPLE:
5032364551

GENDR:

DO NOT ASK!

RECORD GENDER

- Male1
- Female.....2

INT01:

That concludes my questions. Thank you very much for your time and cooperation.

F7:

- * We are not selling anything. This is strictly a survey for research purposes.
- * I work for Gilmore Research Group, an independent survey research firm located in Portland and we are calling for Portland State and the Oregon Department of Transportation.
- * If you would like to verify this call and get more information, you may call my supervisor at 800-218-6148 in Portland.
- * If you would like to contact our client to verify this survey you may call Jim Strathman at 503-725-4069.
- * ODOT has a recorded radio interview that describes the project. You may call 1-800-452-6368, and select the story, "Survey Will Chart Highway Freight Problems".

RETURN TO SURVEY 1

Appendix B – Typical Responses Concerning Weight Enforcement and Vehicle Inspections

Problem Type	Frequency	Percent
<p>Weight, height, length restrictions on bridges and roads (including local restrictions).</p> <p>Hwy 220 between Toledo and Philomath they have it set up where you can only be 65 feet in length, and I see no real reason for that.</p> <p>Weight limits on the bridges -- having to detour around bridges.</p> <p>Different counties having their own weight restrictions; they all want you to purchase their regulations, yet we are paying the PUC, and I think that should be enough.</p> <p>Weight restrictions on the 46,000 production truck.</p> <p>Over length restrictions on secondary roads.</p> <p>Overwidth and overheight restrictions.</p> <p>Weight limits that are marked after you are already on the road.</p>	151	53.4 %
<p>Weigh stations and other inspection points – too many, too much delay, wastes time, too strict, by the book, intolerant, bad attitude, not competent.</p> <p>The design of the Umatilla port of entry -- I have to sit in line forever to get back up the hill at the light; it takes 15 minutes from applying the brakes to get back up to speed. I never know if it's open and working or not. Sometimes every truck has to go in; sometimes all trucks they let go by.</p> <p>Too many ODOT inspectors on the road stopping trucks to check your brakes and tires and this and that.</p> <p>The weigh stations' nickel and dime crap -- I got a ticket for not having the license plate on the bumper; and I just had a new bumper put on and the plate was in the windshield.</p> <p>The only other problem we have is the hold-up getting weighed at the scales.</p> <p>The state scales -- they weigh incorrectly.</p> <p>The law enforcement in every county and city has vehicle inspection, and you are looking at a half an hour delay during your day.</p>	68	24.0%
<p>Unequal treatment in enforcement, inconsistent enforcement, lack of enforcement.</p> <p>Monitoring of the Weighmaster Division, in particular the CVSA inspectors -- what I want to say about them is that not everybody is on the same page; it just depends on who is working. But everything should be the same.</p> <p>Weigh stations are a little biased towards older rigs.</p> <p>The roadside DOT inspections -- they park on the same street every single day, and they always stop us, and they detain us for a lengthy period of time.</p> <p>Going thru the port authority, the weigh station – every time I go thru they pull me over, or back over the scale; they red light me. I am a Native American; they question me about off the wall things all the time.</p> <p>Lack of weight inspections for eastern Oregon -- our trucks don't get inspected as much as western Oregon. We only get bad inspections, not good ones.</p>	17	6.0%

Problem Type	Frequency	Percent
<p>Permitting process (confusing, inconsistent information, delays, costs, difficulty obtaining)</p> <p>Confusion about permits and stuff; every time you call Eugene you get a different person and a different idea about getting a permit for a vehicle, and this is with ODOT.</p> <p>Some of the permits are too expensive.</p> <p>It takes a long time to get permits for over-width and hauling on oversized pieces of equipment.</p> <p>When you call to get information from ODOT, one person tells us one thing and another person says something else. And I'm trying to keep up with the laws, like if you need a special permit. Then you just have problems mostly with communication and too many permits.</p> <p>I wish they would have one flat rate for permits, PUC's, IFTA, so truckers would have some organization and understanding of what is needed, instead going back and forth. Have one organization that controls it.</p>	21	7.4%
<p>Access to weigh stations, ports of entry (location, signing, hours of service, etc.)</p> <p>Weigh station - you come up on the station and there are no signs telling you if the station is open.</p> <p>Licensing - i have to go to Ashland to port of entry for license issues. It's about 70 miles away from my office. It's too far and the hours are only 8am to 5pm they should be open 24 hours-a-day.</p> <p>Sisters weigh station - you have to get weighed, then cross three lanes of traffic to get to Highway 26.</p>	11	3.9%
<p>Other kinds of issues: (interstate differences; weight limits too high, etc)</p> <p>Continuity between states is ridiculous, like the differences between Oregon and California, like the weight restrictions. All the states need to make the same restrictions.</p> <p>The licensing and the insurance -- they make me pay as much as 18 wheelers, even though I'm a single axle truck; it's unfair.</p> <p>We're overloading our bridges; the bridges weren't meant to hold 105,000-lb vehicles and triple trailers.</p>	15	5.3%
Total	269	100.0%

Appendix C – Typical Responses Concerning Highway Safety

Problem Type	Frequency	Percent
<p>Unsafe roads – intersections, tight turns, sharp curves, lack of sight distance, lack of road markings, signs</p> <p>West on Hwy 18 the junction of Hwy 101 going north; can't see far enough down the road; just a safety issue.</p> <p>Bad turn on Hwy 228 east of Brownsville, and sometimes chip trucks dump their load; the rest of the highway is pretty safe.</p> <p>Shrubs and trees on the corners blocking view; it's a safety issue.</p> <p>Real poor visibility on I-84 -- the lines on the roads. The reflectors are just about gone. When it's raining at night you can't tell which lane you're in. It's a safety issue.</p> <p>Safety hazard when the truck drivers can't see over the signs.</p> <p>There is a really dangerous road going towards Albany; people die in the road at this one corner, because it is kind of dished and when you come around it is hard to stay in your own lane.</p> <p>Hwy 97 going north between Port of Entry and Chiliquin. Also around Sun River on Hwy 97 too, the turn into the Sun River area has a 2 lane passing lane that abruptly stops right where cross traffic turns, and they need a light here or to take out the passing lane or something to make this safer.</p>	63	23.4%
<p>Narrow roads, bridges; lack of bike lane; lack of shoulders; lack of pullout areas</p> <p>Narrow bridges; stressful for the drivers and it is a safety hazard.</p> <p>Some of the local roads do not have wide enough shoulders to pull over onto; they're not wide enough to get completely off the roadway... and that can be unsafe for the drivers and the traffic behind them.</p> <p>Narrow roads, no space its to small, coming around the corners unsafe to drive when you can't see oncoming traffic.</p> <p>Have more pullouts for trucks to stop and pull out to alleviate the flow of traffic that is backed up behind the trucks. ... can cause road rage with a lot of traffic backed up.</p>	34	12.6%
<p>Rough roads; ruts; uneven surface</p> <p>The roughness on I-5 – there are a lot of wavy ruts and spots. It's a safety issue; just have to be aware of it.</p> <p>Rough roads, potholes, because of snow on rural roads. Creates maintenance problem, tire blowouts, and safety issue also -- you could possibly have an accident and lose equipment, and people can get hurt.</p> <p>Deep ruts in the highway -- the rig gets very darty under these conditions. It's a safety issue; we have to slow down in order to be safe.</p> <p>I-84 -- the center lane is rutted. It hinders my ability to drive safely.</p>	44	16.4%

Problem Type	Frequency	Percent
<p>Behavior of other drivers (in private vehicles) – speeding, cutting in, careless, ignorant</p> <p>The speed and un-courteous drivers -- they leave you with no safety space for stopping; they just pull right in front of you.</p> <p>... drivers just not having any common sense about trucks; they cut 'em off all the time, like he can stop that quick. It's unsafe; there needs to be more education for people about big trucks so we don't run the risk of being in an accident.</p> <p>It's a state wide problem; the traffic is becoming overwhelming every situation is becoming a safety hazard, cars cutting him off and following too close.</p> <p>Drivers with high beams, and with a lot of mirrors on the truck it's blinding -- the safety issue. You could lose your vision and be blinded by the headlights.</p> <p>Too many people don't understand rules of the road, running red lights, making improper left hand turns. ... makes it unsafe for my drivers.</p>	42	15.6%
<p>Other trucks – driving behavior, vehicle types (triple trailers, farm, scrap metal)</p> <p>We've got so many young new commercial drivers that don't have the experience to maintain a quality safety margin; there's a lack of courtesy and a lack of safety.</p> <p>Farm vehicles that don't have pilot cars or flaggers. ... an inconvenience and it is not safe.</p> <p>The triple trailers in the state of Oregon... they get by with a lot more as far the regulations then I get by with, according to the weather regulations ...I think it's unsafe to pull triples; I see the back trailer whipping. They say they have more braking power but they don't.</p>	13	4.8%
<p>Traffic, congestion</p> <p>Off ramps that you are 3 blocks around, waiting in traffic. Puts a high level of stress on the employees and the business. It's a time sensitive issue, and it causes a frustration factor, and that equates to being a huge safety factor for someone behind the wheel.</p> <p>The bridge that goes over the Willamette River down in Oregon City on I-205 is a real bottleneck. It is just jammed up with traffic constantly. ... a safety issue. People don't like trucks on the road and won't give you any quarter. You have to fight your way in and out of traffic, and in a big rig it is very hard.</p> <p>Traffic problems -- makes the days longer and the unsafe conditions: there is so much traffic that trying to negotiate turns and watching the traffic is really hard to do safely.</p>	22	8.2%
<p>Differential speed limit (autos 65 mph, trucks 55 mph)</p> <p>Split speed limits -- safety issue, it's not safe for truckers.</p> <p>Most of the other states are over the 55mph speed limit for trucks, and having all the cars pass us is a safety factor. All traffic should be going at the same speed.</p> <p>The difference in speed limits between trucks and cars -- it is so annoying and dangerous. One truck is going 57 mph and another 60 mph; one truck passes another truck, and it takes about 5 min. The cars are honking; talk about road rage! I don't care if the speed limit is 55 or 60; I think is a total safety violation to pass these laws.</p>	18	6.7%

Problem Type	Frequency	Percent
<p>Bicyclists, pedestrians</p> <p>Hwy 140 -- there are pedestrians and bicyclists; it's a long sweeping corner; trucks cross that curve; hazardous and safety factor.</p> <p>Bicyclers -- they ride in the road and they ride at night. Creates a real safety hazard; they are riding on the road and I have to pass them, and it is hard to do that.</p>	7	2.6%
<p>Weigh station location</p> <p>Safety hazard -- a weight station where the road splits, where you have a choice to go to Bend or Redmond. They have to go through the station and a big intersection, and it is absurd.</p>	6	2.2%
<p>Chain-up areas (lack of); chain-up requirements</p> <p>When they need to enforce more chain-ups on the mountains, develop a lane for truckers and a place to chain up. Develop it a little bit more for trucks and in Oregon we have many, many more trucks passing through our state. They need to be in a safe place to chain up, not on the mountain passes. They don't protect the people who could be hit and killed.</p>	5	1.9%
<p>Other</p> <p>If you have no place to layover its a safety problem; and the cost of insurance went up from 30% to 47%. I have never had an accident; have been in the business for 50 years and have had no accidents.</p> <p>Mis-marked construction zones -- they'll have "right lane closed" signs out and the left lane will be closed. Signs will be way too far in advance of the construction zone. It's safety; I've seen them so many times so far in advance of the construction that you just figure they've put the signs out but haven't gotten to work yet.</p> <p>The safety inspections on the side of the road -- it has increased over 100% and it seems to be a real hazard.</p>	15	5.6%
Total	269	100.0%

Appendix D – Typical Responses Concerning Highway Speeds

Problem Type	Frequency	Percent
<p>Opposed to differential speed limit</p> <p>The speed differential -- 55 mph for us and 65 mph for cars; and they always end up doing 70-75 mph while we are stuck doing 55 mph.</p> <p>The speed limit should be the same for all vehicles.</p> <p>The speed limit is way too much of a gap -- the cars are running around 70 all the time, and we have to do 55-60, and its a real big issue. The truck limit needs to higher, or lower the car limit.</p>	48	36.1%
<p>Speed limit too low for trucks</p> <p>Fifty-five is not a fast enough speed limit for the quality of equipment you have on modern trucks; they're geared to operate at 60.</p> <p>The 55mph speed limit for trucks -- I want it raised to 65mph.</p> <p>The 55mph speed limit is no good even for trucks. It's no good for the motor; it wastes gas.</p>	40	30.1%
<p>Opposed to increase in speed limits</p> <p>I would like to see the 55 mph speed limit stay the same.</p>	7	5.3%
<p>Auto speed too fast, too slow, erratic</p> <p>The general public on I-5 and highways speeding and driving erratically in a 75-mile radius of the Portland area.</p> <p>Slow drivers people who are not following the speed limit, from the nurseries. Hispanics are slow drivers, and that causes traffic to pass them and can cause bad situations.</p>	16	12.0%
<p>Truck speeds too fast</p> <p>Too many unregulated trucks getting in from the southern border. Main thing is that nobody abides by the speed limits.</p>	2	1.5%
<p>Lack of speed limit enforcement</p> <p>Put more cops in the construction zones. They don't seem to be patrolling the zones, and it makes it hard on us when everyone else is speeding.</p> <p>Logging companies -- there should be enforcement on speed of truckers; they drive too fast.</p>	4	3.0%
<p>Posted speed in specific areas – too high or too low</p> <p>They should cut the speed down coming into Forest Grove exits before you hit those stop signs. There is a lot of traffic in the rush hours there, and they should cut the speed from 55 to about 40 mph.</p>	7	5.3%

Other concerns related to speed	9	6.8%
<p>School zones -- what do the signs mean when it says "20 mph while children are present?" does it mean when they are outside or when the school is in session?</p> <p>Doing service calls like in a construction area -- there's no designated speed, and we're working alongside the highway.</p>		
Total	133	100.1%

Appendix E – Typical Responses Concerning Taxes on Trucking

Problem Type	Frequency	Percent
<p>Taxes paid do not appear to result in better roads; urban road improvement needs favored over rural; truck route needs ignored.</p> <p>I'd like to see a stronger trend of actually using the road taxes for the roads instead of something else. They ask for money but still don't fix the roads.</p> <p>Where is all the road tax money going?</p> <p>We pay the diesel taxes and the registration taxes. There is always a problem with the roads. Where is the money going?</p> <p>The tax dollars are being spent more in the metro area, and they should be spent in our area if we are the ones paying the tax.</p> <p>I feel the money they collect for trucks should be spent on roads that are for the trucks, not split for general traffic.</p>	23	27.1%
<p>Weight-mile taxes too high</p> <p>Road tax should be more like gas tax. Oregon's the only state that does road tax instead of diesel tax, and it's about 4 times too high.</p> <p>I wish my taxes for the PUC weren't so high.</p> <p>Lower highway use tax or price per mile tax.</p>	16	18.8%
<p>Fuel taxes too high</p> <p>The fuel tax is way too high in Oregon.</p> <p>High taxes -- Oregon has the worst fuel taxes; it costs 76 cents a mile in this state to drive. That's very expensive.</p>	8	9.4%
<p>General comment that trucking-related taxes are too high</p> <p>We pay too many taxes in this state for road use, and I'm 70 years old now and I can't afford to stop working.</p> <p>I think our cost load of taxes in Oregon is shameful. I think we are the highest state in the union.</p> <p>Well my biggest problem is the high taxes, but I know it takes money to make it all work.</p>	16	18.8%
<p>Comment favoring elimination of weight-mile tax or fuel tax</p> <p>Lighten up on hitting us up so hard on taxes. You should go to gallon tax rather than weight/mile tax. You should lower registration fees if PUCs go up.</p> <p>Keep a weight and mile tax but ban the fuel tax.</p> <p>Do away with the "ton mile" tax; it seems counter-productive. Every other state has abandoned it.</p>	10	11.8%

Problem Type	Frequency	Percent
<p>Other comments (taxes unfair, complicated, support for retaining or increasing tax)</p> <p>I wish ODOT would go with the IFTA program instead of the PUC tax.</p> <p>We should tax people that have studs on the tires; put a tax on the sales of studded tires like they do for cigarettes, because these studded tires tear up the roads.</p> <p>Taxing structure in the state of Oregon is unfair to trucks because its the highest in union for heavy trucks; and we have hard time competing because of that with out-of-state carriers.</p> <p>I think the weight mile tax is just and should be kept.</p> <p>There should be higher road use taxes over 80,000 lbs., like an excess weight tax, to extend the lives of highway bridges.</p>	12	14.1%
Total	85	100.0%

Appendix F – Typical Responses Concerning Highway Construction

Problem Type	Frequency	Percent
<p>Delays; increased costs; poorer service to customer</p> <p>Why do they decide to do a lot of construction at the same time on side streets and bridges? It slows you up; it can take up to and 2 and a half hours to get to my destinations because the shortest way is the best way.</p> <p>Construction -- costs more money, takes the driver longer.</p> <p>Too much construction in the same area, all being done at once. It slows us down cant meet our deadlines.</p> <p>Construction -- well, if it slows down our drivers, it slows down our efficiency.</p> <p>Road construction -- delays of up to 45 minutes; makes us late for our stops and causes overtime.</p> <p>Traffic delays -- the construction crews don't try too hard to get traffic moving. Nobody's going anywhere, just sitting in traffic. It delays me and every load of logs I carry. I can lose a load a day over this, and I get paid by the load.</p>	56	66.7%
<p>Safety concerns</p> <p>The construction in the Roseburg area -- it never gets done. They have these narrow lanes that are not wide enough, and it's just dangerous.</p> <p>The one big thing is the construction on an overpass; I-5 is underneath it. The lanes under the overpass have been narrowed and I can hardly get my truck through there. ... It probably increases having a wreck by about 2 or 3 times, because the lanes are so narrow there, I can barely get through there.</p> <p>Bridge construction on Hwy 140 going into Lakeview -- very dangerous situation; they have poor detours and could cause accidents; causes congestion.</p>	6	7.1%
<p>Wear and tear, damage to truck</p> <p>A lot of times in construction areas they put us in a position were our tall trucks run into things like wires.</p> <p>Road construction on Willamette Pass on Hwy 58 is really bad on my husband because of literally stopping on a down hill grade. At around 105,500 pounds, it's really bad on the brakes.</p>	5	6.0%
<p>Problems with signing or traffic management</p> <p>Construction signs when there are flaggers -- there should be signs letting you know.</p> <p>Construction zones not setting cones properly and the cones could be wider for truckers.</p>	5	6.0%
<p>Lack of information on construction zones; lack of adequate notice</p> <p>Temporary weight restrictions in areas where there's construction are very hard to keep track of. They send letters out, but it's hard to remember which ones are current.</p>	4	4.8%

Problem Type	Frequency	Percent
<p>The lack of communication by the DOT Department. I didn't get notice of the closure until the night before, and when I called to ask about it they didn't know which department was doing it. It's lack of communication amongst themselves. When I asked about a detour because of the bridge, I was told they didn't know, and when I found somebody there who had any ideas, I found out it's a 3 hour detour all the way up around Bend and that's ridiculous.</p>		
<p>Other (construction taking too long; too many projects in an area; lack of speed enforcement)</p> <p>Get the construction finished on I-5; it's taking forever to complete.</p> <p>Put more cops in the construction zones. They don't seem to be patrolling the zones, and it makes it hard on us when everyone else is speeding.</p> <p>Congestion from road construction in central Oregon; that's the Bend area. Stress for the owner and for my drivers; they take a lot of abuse from cars.</p>	8	9.5%
Total	84	100.1%