



## Consequences of Driver Detention: Shipper Survey

The American Transportation Research Institute (ATRI), the trucking industry’s not-for-profit research organization, is studying the various impacts that truck driver detention has on freight movements and supply chains.

ATRI’s Research Advisory Committee (RAC) identified this issue as a top industry priority in early 2023. This survey asks shippers and receivers to provide input on their experience with several different components of driver detention. Responses will be incorporated into research that identifies solutions for managing and reducing truck driver detention.

All responses will be kept completely **confidential**. The final report will only be presented in an aggregated, non-identifying format.

- 1) Please enter your contact information below. Occasionally ATRI will follow up with participants to clarify answers. Again, all information will be kept strictly confidential. **All participants will receive an advance copy of the full report.**

Company	Contact Name
City, State	Position/Title
Phone	Email

- 2) **How many terminals and/or warehouses does your company operate for shipping or receiving freight?**

\_\_\_\_\_

- 3) **How many outgoing *and/or* incoming trucks service all of the facilities referenced above, per seven-day week? (Estimates are satisfactory.)**

\_\_\_\_\_

4) What are the three **primary** types of freight that your company ships/receives? (Please select only the top 3 most frequently shipped/received commodities.)

- |   |   |
|---|---|
| <input type="checkbox"/> Agricultural Products            | <input type="checkbox"/> Intermodal Containers              |
| <input type="checkbox"/> Automotive Parts                 | <input type="checkbox"/> Livestock                          |
| <input type="checkbox"/> Construction/Building Materials  | <input type="checkbox"/> Manufactured Goods                 |
| <input type="checkbox"/> Electronics                      | <input type="checkbox"/> Mine Ores                          |
| <input type="checkbox"/> Finished Vehicles                | <input type="checkbox"/> Modular/Mobile Homes               |
| <input type="checkbox"/> Food Products – Refrigerated     | <input type="checkbox"/> Non-Hazardous Chemicals            |
| <input type="checkbox"/> Food Products – Non-Refrigerated | <input type="checkbox"/> Paper Products                     |
| <input type="checkbox"/> Forest Products / Wood           | <input type="checkbox"/> Petroleum Products                 |
| <input type="checkbox"/> Garbage or Sanitation            | <input type="checkbox"/> Pharmaceuticals                    |
| <input type="checkbox"/> General Freight                  | <input type="checkbox"/> Refrigerated Not-Food              |
| <input type="checkbox"/> Hazardous Materials              | <input type="checkbox"/> Retail Store / General Merchandise |
| <input type="checkbox"/> Heavy Machinery / Equipment      | <input type="checkbox"/> Steel / Metal Sheets, Coils, Etc.  |
| <input type="checkbox"/> Household Goods                  | <input type="checkbox"/> U.S. Mail/Parcel Service           |
| <input type="checkbox"/> Industrial Gases                 | <input type="checkbox"/> Other (please specify): _____      |

5) Do you track the amount of total dwell time spent by trucks at your facilities? (Dwell time is defined as loading/unloading + detention; it should not include planned driver breaks or early arrival time). If not, skip the next three questions. Y / N

6) If yes, please estimate the average total dwell time per truck at your facilities in 2023: (Dwell time is defined as loading/unloading + detention; it should not include planned driver breaks or early arrival time.)

\_\_\_\_\_ hours per stop

7) Please estimate the percentage of stops at your facilities for each dwell time bin: (Estimates are satisfactory and should total 100%)

0-1 Hours	1-2 Hours	2-3 Hours	3-4 Hours	4-5 Hours	5+ Hours
%	%	%	%	%	%

8) If your company tracks detention time (total dwell time minus time spent loading/unloading), what percent of total dwell time at your facilities is “detention time” on average?

\_\_\_\_\_ %

9) What percent of your shipments are contract freight?

\_\_\_ %

What percent of your contracted carriers charge detention fees?

\_\_\_ %

10) What percent of your shipments are brokered / spot market freight?

\_\_\_ %

What percent of your brokered / spot market carriers charge detention fees?

\_\_\_ %

11) How much were you invoiced in detention fees in 2023?

\$ \_\_\_

12) How much did you pay in detention fees in 2023?

\$ \_\_\_

13) How much do detention fees influence your decision to avoid certain motor carriers or brokers? Please answer on a scale of one to ten, with ten indicating very strong influence.

1----2----3----4----5----6----7----8----9----10

14) When negotiating contracts with motor carriers, which best describes your approach to detention fee schedules, rates, or conditions?

- a. Low priority (generally allow individual motor carriers to set detention fee schedule)
- b. Moderate priority (seek to negotiate detention fee schedule to match preferences but willing to settle)
- c. High priority (dictate fee schedule with little to no compromise)

15) How much of a priority is reducing or maintaining low driver dwell times within your company? Please answer on a scale of one to ten, with ten indicating very high priority.

1----2----3----4----5----6----7----8----9----10

16) Have motor carriers' detention fees led to your company reducing detention times?

- a. Yes, across all shipping operations
- b. Somewhat yes, across all shipping operations
- c. Somewhat yes, primarily for the motor carriers that charge detention fees
- d. No (prefer to simply pay fees or do business with other motor carriers)

**17) Please rank the following causes of detention by their frequency, with “1” representing the most frequent; if any causes of delay are *not* experienced at your facilities, leave them blank.**

- Facility understaffed
- Inadequate number of doors/docks for the current volume of loading/unloading operations
- Truck arrived late, causing additional facility delays
- Delays in production at the facility itself
- Delays in supply chains upstream / downstream of the facility
- Poor scheduling process / inaccurate communication on appointment parameters
- Other: \_\_\_\_\_

**18) Do you allow truck drivers to park at your facilities if they reach their maximum Hours-of-Service?**

Y / N

**19) Do you allow truck drivers to park at your facilities if they are waiting to load/unload?**

Y / N

**20) Do you allow truck drivers to use the bathroom at your facilities?**

Y / N

**21) What percentage of your facilities, if any, have truck driver lounges?**

\_\_\_\_ %

**22) Please list your top five tools or strategies for managing detention time based on their effectiveness (with 1 being the most effective).**

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