

Driver satisfaction survey

Leave your name off. Answer about your own job here. Dispatch and your manager will never see this sheet.

Terminal or yard

Date

For each statement, tick one box from 1 (strongly disagree) to 5 (strongly agree).

STATEMENT	STRONGLY DISAGREE					STRONGLY AGREE				
1 I can predict my pay from one week to the next.	1	2	3	4	5					
2 I am paid for all the time I work, waiting included.	1	2	3	4	5					
3 My schedule leaves enough time for life at home.	1	2	3	4	5					
4 My trips are planned so I can finish them legally.	1	2	3	4	5					
5 Dispatch tells me about changes as soon as they know.	1	2	3	4	5					
6 When I report a vehicle problem, it gets fixed fast.	1	2	3	4	5					
7 I can stop to rest when I need to, without trouble.	1	2	3	4	5					
8 Managers here treat drivers with respect.	1	2	3	4	5					
9 When drivers raise a problem, something changes.	1	2	3	4	5					

10 Do you see yourself driving for us a year from now?

☐ Yes, for sure

☐ Probably

☐ Not sure

☐ Probably not

☐ No

11 Which change would make the biggest difference to you?

☐ Steadier or higher pay

☐ More time at home

☐ Less unpaid waiting

☐ Better vehicles

☐ Better dispatch

12 What is the one thing that would make you more likely to stay?

Optional questions (1 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Pay, waiting and home time

13 How are you mainly paid?

- ☐ By the mile ☐ By the hour ☐ By the load or stop ☐ Share of the load ☐ Salary ☐ A mix

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
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14 I understand how my pay is worked out.

15 In a typical week, how long do you wait without pay?

- ☐ None ☐ Under 2 hours ☐ 2 to 5 hours ☐ 6 to 10 hours ☐ Over 10

16 How often do you get home on the day you were promised?

- ☐ Always ☐ Most times ☐ About half the time ☐ Rarely ☐ Never

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
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17 Our health and retirement benefits meet my needs.

Thinking about staying

18 How likely are you to recommend driving here to a driver you know?

Not at all likely Extremely likely

19 Have you looked at other driving jobs in the past three months?

- ☐ No ☐ Just looking ☐ I have applied ☐ I have an offer

20 What is the main reason you stay?

- ☐ Pay ☐ Home time ☐ Benefits ☐ Dispatch ☐ Equipment ☐ People

New drivers: the first 90 days

21 How well did the job match what your recruiter told you?

- ☐ Exactly ☐ Mostly ☐ Partly ☐ Not at all

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
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22 My orientation got me ready for my first solo trip.

23 I know who to call about pay, equipment or routes.

Optional questions (2 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Safety on the road

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
24 I can refuse a trip I think is unsafe, with no penalty.	☐	☐	☐	☐	☐
25 How often does work call or message you while you are driving?					
☐ Never ☐ Rarely ☐ Weekly ☐ Most days ☐ Several times a day					
26 In the past month, which of these put your safety at risk? (tick all that apply)					
☐ Tight delivery windows ☐ Waits that used up my hours ☐ Nowhere safe to park ☐ Calls while driving					
☐ Vehicle defects ☐ Bad weather routing ☐ None of these					
27 Do you know how to report a near miss or close call?					
☐ Yes, and I have used it ☐ Yes, never used it ☐ No					
28 Describe a close call from the last three months. What would have prevented it?					

Dispatch and trip planning

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
29 My dispatcher knows my home time and route needs.	☐	☐	☐	☐	☐
30 Trip details from dispatch are accurate.	☐	☐	☐	☐	☐
31 I can reach someone who can help at any hour I drive.	☐	☐	☐	☐	☐

Your truck or vehicle

STATEMENT	STRONGLY DISAGREE				STRONGLY AGREE
32 My seat and cab are comfortable for a full shift.	☐	☐	☐	☐	☐
33 If I break down, I get help quickly.	☐	☐	☐	☐	☐

Optional questions (3 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

About you (optional)

34 What do you mainly drive?

- ☐ Tractor-trailer ☐ Straight truck ☐ Delivery van ☐ Bus or coach ☐ Car or limo

35 What kind of routes do you run?

- ☐ Local, home daily ☐ Regional ☐ Over the road ☐ Dedicated ☐ It varies

36 How long have you driven for us?

- ☐ Under 3 months ☐ 3 to 12 months ☐ 1 to 3 years ☐ 3 years or more

37 How do you drive for us?

- ☐ Company driver ☐ Owner-operator or contractor ☐ Part-time or seasonal

Thank you. Fold this sheet and drop it in the sealed box.

poll-maker.com/driver-satisfaction