



**Attitudes & Perceptions
of Transportation in Michigan:
A 2015 Survey
of Michigan Freight Carrier
and Shipping Businesses**

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**Prepared for
The Michigan Department
of Transportation**

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Executive Summary

The key result of this survey is the Michigan shipper and carrier businesses appear to be less satisfied with MDOT than the public at large, and they are very unhappy with the condition of pavement on Michigan's state highway system. We do not doubt that satisfaction will have a hard time growing until state highway pavement conditions improve.

Another key finding is that by a 2-to-1 majority, shipper and carriers businesses want the state to drop the differential speed law. They feel that pavement condition and universal speed limits are the two most important changes MDOT can make to improve things for their businesses. Also satisfaction with MiTRIP and Mi Drive is high among those who use the on-line services, but overall awareness and usage among shipper and carrier business could definitely be improved.

This is the second Michigan Shipper and Carriers survey, and we are still searching to find the best way to capture a representative sample of sufficient size. We are not there yet, and readers should always keep in mind that this sample under represents businesses in the Detroit-Metro region, because fewer businesses in that region responded to our request to take the survey. In addition, the sample size of 139 means that these results should be seen as more suggestive than certain.

Evaluations of MDOT

Nearly two-thirds of Michigan shipper and carrier businesses are satisfied with the job MDOT is performing.

- Nearly two thirds (63%) of Michigan shipper and carrier businesses are satisfied with the job MDOT is performing, with only 7% very satisfied. Thirty-seven percent (37%) are dissatisfied, with 8% very dissatisfied.
 - Satisfaction with MDOT among these businesses is considerably lower than the satisfaction we have measured among the Michigan public (2015: 74% satisfied; 25% dissatisfied).
 - This level of satisfaction among businesses is higher than what we measured in the 2013 Shipper and Carrier survey of truckers: 57% satisfied; 44% dissatisfied. However, it must be noted the unit of analysis in the poll was truckers, not businesses and both polls suffer from very small and non-random samples.

Evaluation of the Michigan State Highway Transportation System

As is the case in the general public Attitudes and Perceptions survey, the survey of Michigan shippers and carriers finds that overwhelmingly the biggest concern for Michigan State highways is the condition of the pavement.

An overwhelming majority of Michigan shipper and carrier businesses say the condition of pavement on state highways is worse in Michigan than in other states.

Businesses believe improving the condition of pavement is the biggest need for state highways.

Two-thirds of shipper and carriers businesses want to do away with Michigan's differential speed law.

- Eighty-five percent (85%) of Michigan shipper and carrier businesses say **the condition of pavement** on state highways is worse in Michigan than in other states. Only 3% say pavement condition is better in Michigan.
- Michigan shipper and carrier businesses are divided over whether traffic congestion and the level of safety on state highways are better or worse in Michigan than in other states, with slight pluralities saying it is worse:
 - **Traffic congestion:** 23% better; 50% same 27% worse
 - **Level of safety:** 22% better; 50% same; 27% worse
- Opinion is considerably less strong about the **available information and communication about traffic, repairs, and highways conditions** in Michigan versus other states, with the most saying it is the same: 20% better; 58% same; 22% worse.
- When asked to rank order the four categories—pavement conditions, traffic congestion, level of safety, and available information and communication—by most to least in need of improvement for Michigan state highways, pavement condition is overwhelmingly seen as the biggest need (71%).
- Shipper and carriers businesses are very evenly divided over whether the next biggest need for improvement is the level of safety or easing traffic congestion.
- Of the four, improving the level of information and communication about real time highway conditions was the least in need of improving.
- However, when we asked an open-ended question about the biggest issues or problems for your company when it comes to freight transportation that MDOT can improve, doing away with differential speed limits was mentioned as often (27%) as pavement conditions (26%). Adding lanes and improving ramps on highways was also often cited (21%).
 - Another more direct question on maintaining differential speed on Michigan state highways found two-thirds (65%) want Michigan to drop the law.

- While shipper and carrier companies were very likely to say that the pavement conditions on Michigan state highways were responsible for the wear and tear on their trucks (69% said at least half of wear and tear is due to pavement conditions and 36% said most of it is due to pavement conditions), few of the companies (8%) said that road conditions were bad enough that their company has considered or may soon consider moving out of the state.
- Among those who have trucks weighed on Michigan state highways, 88% say the inspection and enforcement is conducted efficiently.

MDOT Communication and Services

Satisfaction with MiTRIP and, especially, Mi Drive is very high, although many are not aware or do not use the on-line sites.

- Of the one-quarter (25%) of shipper and carrier businesses that have ordered overweight or oversized permits in Michigan, 60% have used the online site MiTRIP to secure those permits.
 - Eighty-five percent (85%) of those very few respondents who used MiTRIP for ordering permits say they were satisfied.
 - Of those businesses who order permits, one-third (34%) was not aware that MiTRIP was an option for them.
- One third (32%) of shipper and carriers businesses say their drivers make use of Mi Drive for freight transportation.
 - Satisfaction with Mi Drive is very high (95%) for those who do use it.

Transportation Operation of Michigan Shipper and Carriers

As would be expected, Michigan shipper and carrier businesses operate mostly in the southern two-thirds of the state.

- Nearly two thirds (64%) of Michigan shipper and carrier businesses say they primarily use the state's interstates.
 - Thirty-one percent (31%) primarily use M Routes or US routes, with 6% primarily using local roads.
- As would be expected, Michigan shipper and carrier businesses operate mostly in the southern two-thirds of the state, where the general population is denser, as is the population of businesses, and there is more contact with other states and the interstate highway systems.

Chapter 1. Purpose and Methods

1.1.1 Purpose

This study explores the opinions and experiences of freight carrier and shipping businesses in the state of Michigan regarding the performance of the Michigan Department of Transportation (MDOT) and the quality of the state highway system in Michigan. This is the second such survey, the first being conducted in 2013. One notable difference between the two surveys is that the 2013 survey was based on individual truck drivers as the unit of analysis, while in 2015 the trucking business is the unit of analysis. The respondents in 2013 could be truckers who resided outside of Michigan but used Michigan highways. The 2015 survey was only conducted with businesses based in Michigan or that have shipping centers located within the state of Michigan. The recommendations in this report are intended to help MDOT in its continual transportation planning and efforts to improve the highway systems to better serve freight movement.

1.1.2 Mode

The mode for this survey was the Internet. The survey was open from June 14 to July 10. Respondents were sent a letter that was timed to arrive no sooner than June 15. The letters were sent to addresses in MDOT's employer database. Each of the respondents had a PIN number in the letter they received. In addition, an e-mail blast was sent by the Michigan Truckers Association (MTA) to their members to call attention to the survey and to remind those who may have received their letters. If someone took the survey from the link in the e-mail blast, but did not have their letter and PIN, they were told to enter a unique PIN and enter their business name and location, which could later be cross referenced with the larger data base of trucking businesses. Only three completes came via the e-mail MTA blast. The PIN allows us to make sure that no businesses took the survey more than once and to see the distribution of businesses both geographically and by business category.

1.1.3 Sample

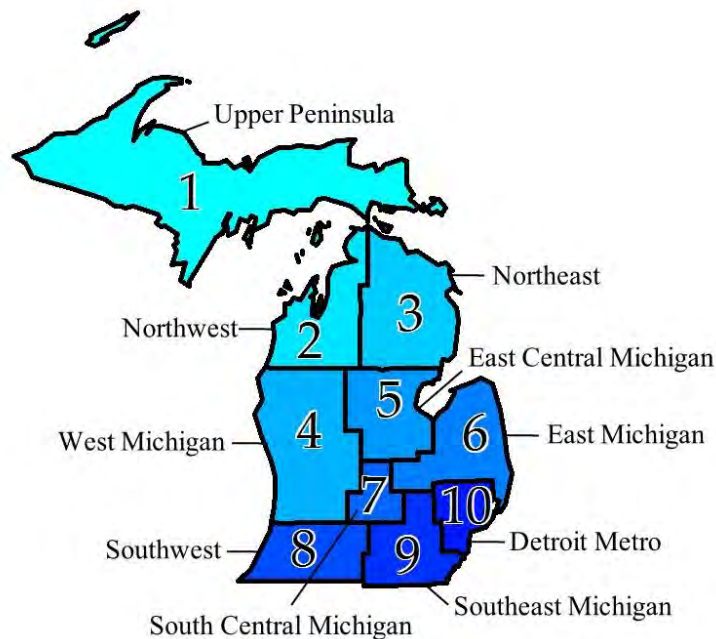
Unlike the public Attitudes and Perception survey, we set no regional or any other quotas. We knew the process of sending letters out to businesses asking that they type in a URL and take a survey, with no pre-notification and no follow up by mail or phone, was going to lead to a very small response rate. This is especially true since the database we are using did not necessarily specify the person in the firm best suited to taking the survey. We had little control over ensuring the letter got into the hands of the right person. For that reason, we did not expect a big sample responding to the survey, which is exactly what happened. In the end, only 139 completed the survey. With a sample of this size it made no sense to weight the data by region or any other category, because the weighting alone would have big effect on the results and would likely have introduced more error that it would have corrected for.

As can be seen in **Table 1**, we do see some fairly big regional biases in the sample based on Michigan’s 10 prosperity regions (see **Figure 1**) in comparison to the original employer database. We should raise a note of caution, however, in that the employer data base was put together from a variety of data sources—some more current or reliable than others, judging by some of the returned mail or e-mail claiming they were not a trucking company. Thus, while the regional distribution from the employer database is likely close to the actual population of Michigan shipper and carrier businesses, we cannot say it perfectly mirrors it.

Table 1. Sample and Population Breakdown by Prosperity Region

Regions	MDOT employer list	Survey respondents
Upper Peninsula	5%	6%
Northwest	3%	4%
Northeast	3%	1%
West Michigan	17%	21%
East Central Michigan	7%	12%
East Michigan	11%	9%
South Central	4%	4%
Southwest	5%	12%
Southeast Michigan	9%	14%
Detroit Metro	38%	17%

Figure 1. Michigan Prosperity Regions



The biggest regional bias in our sample is the woeful under count of Detroit-Metro businesses, and decided over count of Southwest, Southeast, East Central, and West businesses. It is not clear to us why we would have such a harder time getting these businesses. It is certainly possible that more businesses in this region could have a national industry code of freight trucking when in fact they were not, but we have no evidence of that.

We continue to seek ways to improve the process of this survey. We believe that the method and sampling design in the 2015 version is a vast improvement over the 2013 survey, but most certainly it can be made much better. The next time MDOT surveys shipper and carrier businesses, we recommend using the same approach with additional time dedicated to seeking out e-mail addresses and sending pre-notification or reminder e-mails, and making follow-up phone calls. This should boost the sample size and hopefully improve the representativeness of the sample of allow greater freedom to employ weighting to correct for known biases.

1.1.4 Margin of error

This is a non-probability sample. As a result there is no margin of random error that can be calculated. We mailed to every business in the MDOT employer directory, so the difference between the sample and the population was based on who chose to respond—a decidedly non-random act. All error, therefore, is systematic response bias and not random.

1.1.5 Figures and tables

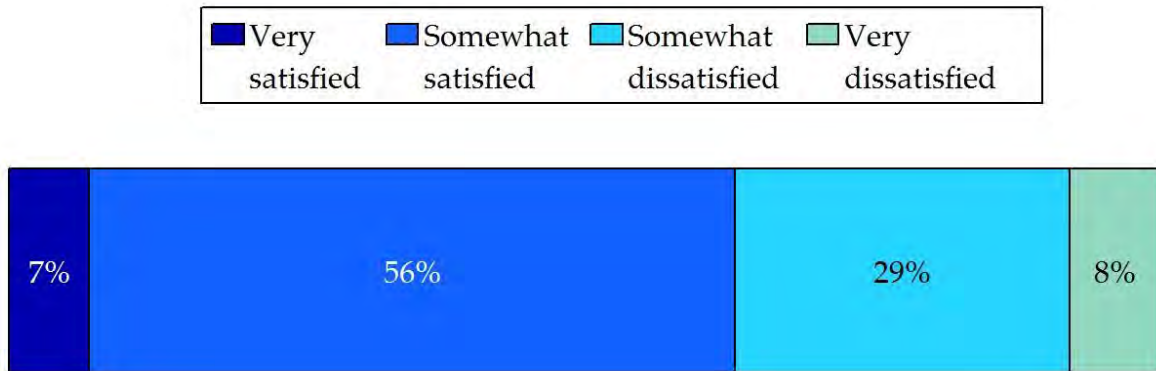
Figures are integrated into the text. Top-line results (i.e., Marginals) can be found in the Appendix of this report. Because of the limited sample size, no cross-tabulated analysis was conducted.

Chapter 2. Evaluation of MDOT

The first question in this survey asks respondents how satisfied they are with the job MDOT is doing—very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied. This is a forced-choice measure, with no middle or neutral category. Nearly two-thirds (63%) of the shipper and carrier businesses in Michigan report being satisfied with MDOT, while 37% are dissatisfied (**Figure 2**). Overall, feelings in a positive or negative direction are not strong, with only 7% very satisfied and 8% very dissatisfied.

Figure 2. Most Shipper and Carrier Businesses Express Satisfaction with the Job Being Done by the Michigan Department of Transportation (Question 1)

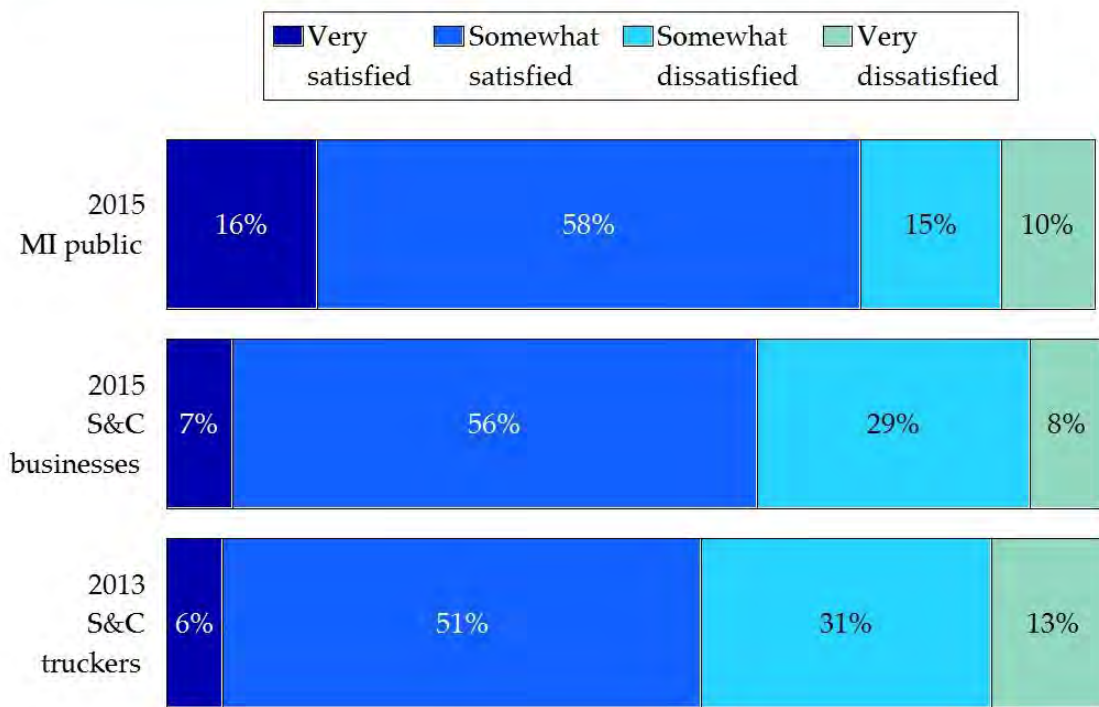
Q1. On an overall basis, how satisfied are you with the job MDOT is doing?



The 2013 survey was a different survey, with a different (very much non-random) sampling frame and a different population frame comprised of truckers using Michigan highways as opposed to carrier and shipping business located in the state of Michigan. So we must keep that in mind when making any comparison between the two surveys. That said, it is useful to consider this year's results within the context of results from 2013 as well as the most recent (August 2015) survey, when this question was asked of the general public. This year's shipper and carriers survey measures higher satisfaction (63%) than what was measured in 2013 (57%), but both are considerably lower than the level of satisfaction measured in the 2015 Attitudes and Perceptions public survey (74%). (Figure 3).

Figure 3. Satisfaction among Shipper and Carrier Businesses is Somewhat Higher than What We Found among Truckers in 2013 (Question 1)

Q1. On an overall basis, how satisfied are you with the job MDOT is doing?



Another way to think of this is to consider the ratio of the proportion of respondents satisfied with MDOT to the proportion of respondents who are dissatisfied. In this year's shippers and carriers survey, that ratio is 1.7 satisfied business for every one dissatisfied business, which is a bit better than the ratio of satisfaction among truckers in the 2013 survey (1.3-to-1) but much worse than the ratio among Michigan residents in the 2015 survey (3-to-1).

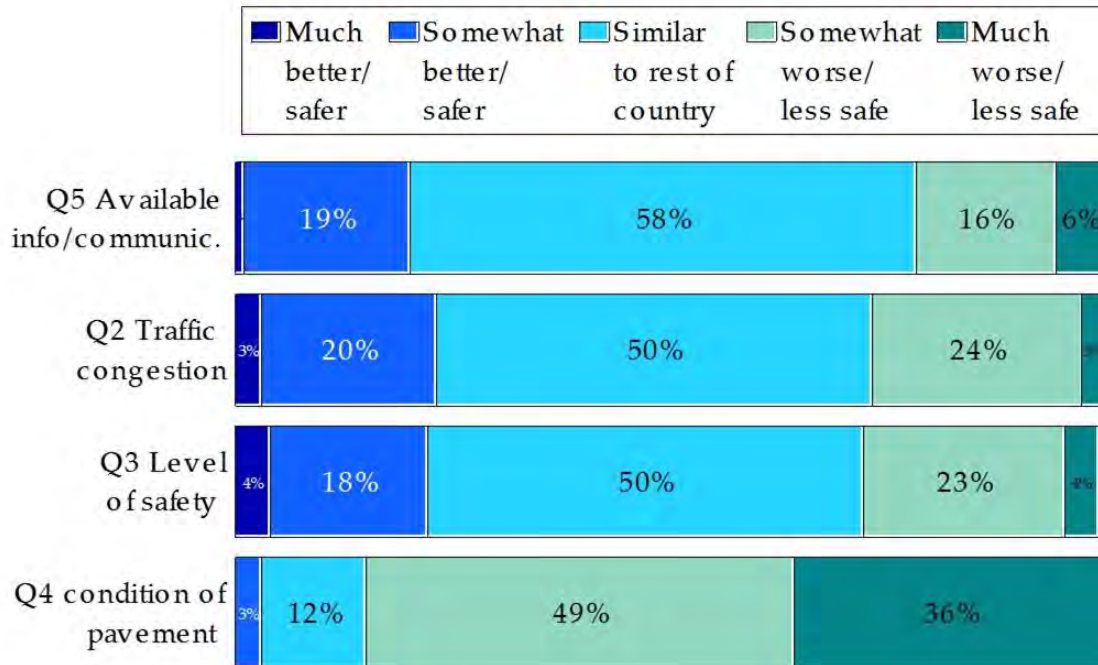
Chapter 3. Evaluation of Michigan Transportation System

The next set of questions are less specifically about MDOT, and more generally about the Michigan highway system. We start off by asking a series of questions in a variety of ways to get at which aspects of the Michigan state highway system are most in need of improvement. We then proceed to drill down a little bit into some of those specific areas.

3.1 Evaluating Aspects of the Michigan State Highway System

We ask businesses to rate their perception of the Michigan highways as they compare to other states in terms of traffic congestion (question 2), the level of safety (question 3), the condition of the pavement (question 4), and the available information and communication about traffic, repairs, and highways conditions (question 5). For all of these issues except the conditions of pavement, businesses are fairly divided over whether Michigan highways were better or worse than other states, with at least 50% saying there was no difference between Michigan and other states (**Figure 4**). However, there is considerable consensus (85%) that Michigan highways are worse than those in other states when it comes to the condition of the pavement, with 36% saying it is much worse. For the other three areas, there are 2% to 4% more businesses saying Michigan highways are worse compared with other states than saying Michigan highways are better. Nonetheless, because the differences between the percentage of those who say Michigan highways are better and those who say Michigan highways are worse are sufficiently small, and because so many say there is no difference, the reasonable conclusion given the limitations of the small sample is that, from the perspective of businesses, there is no difference between Michigan highways and highways in other states when it comes to safety, congestion, and communications. However, the condition of pavement on Michigan highways compared to what can be found in other states is very much a serious problem.

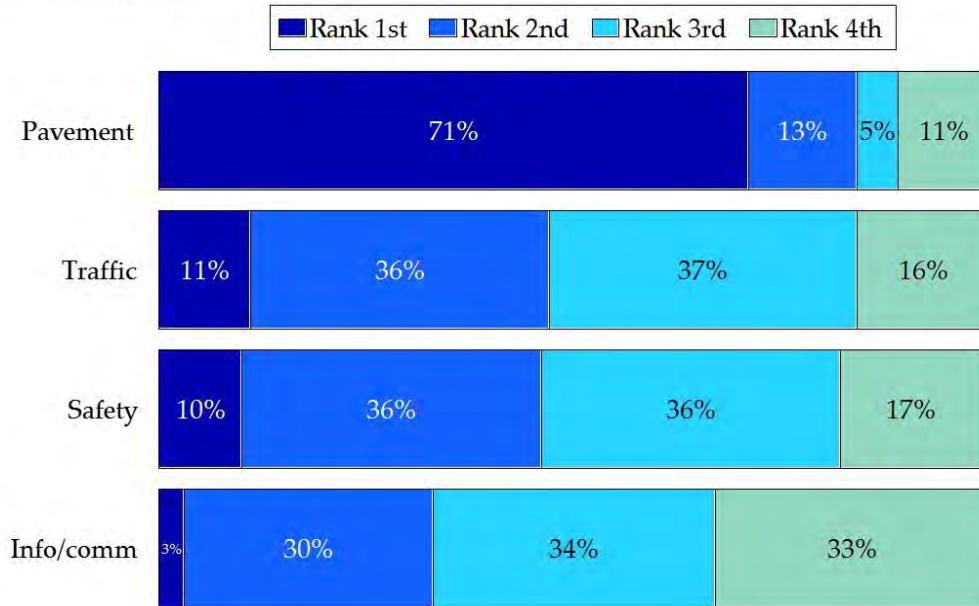
Figure 4. Michigan Shippers and Carriers Are Fairly Divided About the Quality of Michigan Highways in Comparison with Other States, with the Exception of the Condition of the Pavement (Questions 2-5)



We followed up these four questions by asking businesses to evaluate four aspects of the highway system compared with other states, with a question that had them rank each of the four issues—congestion, safety, pavement conditions, and communication—in the order of what is most in need of improvement on Michigan state highways for improving their freight transportation business, from 1st through 4th. The results very much reflect what we found in the previous questions, with 71% saying improving pavement was the greatest need (Figure 5). Businesses were quite evenly divided over whether improving safety or easing traffic conditions was the second or third biggest need for improving Michigan state highways. The area least in need of improvement is information and communication about real time highway conditions.

Figure 5. Rank Order of What Is Most Needed to Improve Michigan State Highways for Freight Transportation for Business (Question 6)

Q6. Please rank order the following 4 issues on what is the most to the least in need of improvement for MI state highways...?

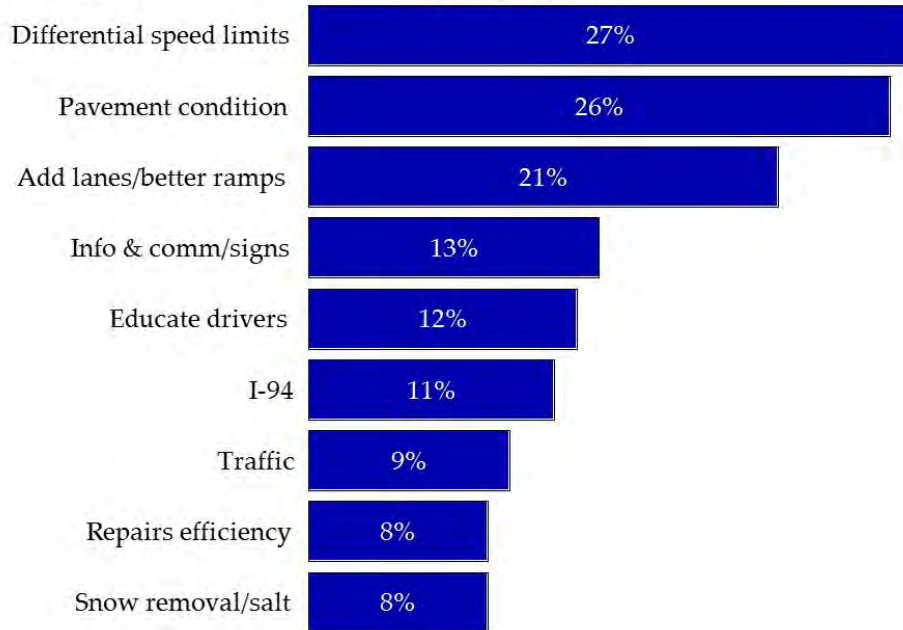


In the previous questions we asked businesses to compare the Michigan highway system to those in other states along four basic key areas and then rank those four basic areas in terms of their need for improvement for their trucking business. A third and final approach was an open-ended question asking what some of the biggest issues or problems are for their company when it comes to freight transportation that MDOT can improve. We coded their responses into categories. Because the question was open-ended, it is possible for respondents to give multiple responses to the question. The most responses were practically a tie between differential speed limits (27%) and pavement condition (26%)—although we must caution that this open-ended question came immediately after a question on differential speed limits, and soon after questions on pavement conditions (responses to those questions are discussed later in this chapter of the report), which might have had the effect of elevating the prominence of those two issues somewhat among those answering this question. Nonetheless, given the previous responses, it is certainly not surprising to see pavement conditions among the top issues or problems businesses want MDOT to address.

Not far behind the issues of differential speed limits and pavement is the addition of building more lanes or better ramps on state highways (21%). Other issues raised include more signs and improvement in information and communications (13%), more or better education of non-truck drivers (12%), issues specific to improving I-94 (11%), addressing traffic congestion (9%), being more efficient in making repairs on state highways (8%), and better snow removal or salting of state highways in the winter time (8%).

Figure 6. Biggest Issues or Problems for Shipper and Carrier Companies that MDOT can Improve (Question 10)

Q10. What are some of the biggest issues or problems for your company when it comes to freight transportation that MDOT can improve for you?



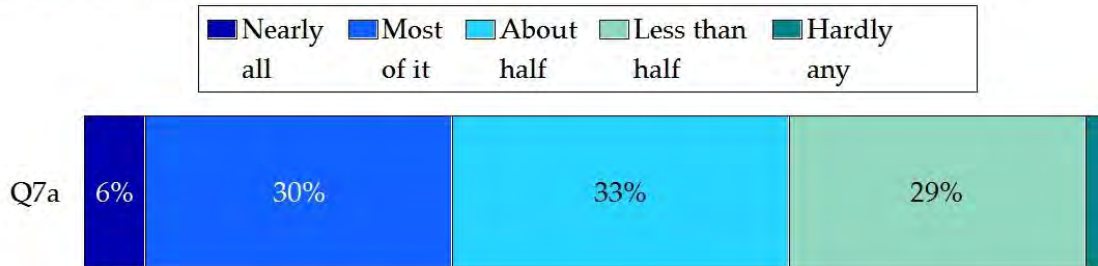
3.2 Impact of Pavement Conditions

Drilling in a little deeper on the issue of highway pavement condition, we asked businesses how much of the wear and tear on their trucks is due to pavement conditions on Michigan state highways. Thirty-six percent (36%) said all or most, 33% said about half, and 31% said less than half or hardly any (Figure 7).

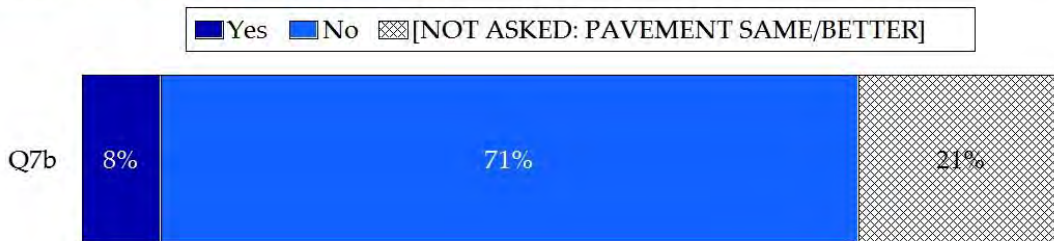
We followed this up by asking if the road conditions are bad enough that the company has considered or may soon consider moving out of the state. Twenty-one percent (21%) of the businesses were not asked this question because earlier in the survey they said Michigan pavement conditions were about the same or better than other states, so the question of moving was not relevant. The vast majority who were asked said “No,” they were not moving nor likely to consider it. However, of all shipping and carrier businesses taking the survey, 8% said they are or may soon consider moving because of the condition of the roads.

Figure 7. Michigan State Highway Pavement Conditions Are the Cause of a Lot of Wear and Tear of Freight Trucks, Leading a Very Small Minority of Shipping and Carrier Businesses to Consider Moving out of the State (Questions 7a and 7b)

Q7a. In terms of wear and tear to your trucks, how much of it do you believe is due to the pavement conditions on Michigan state highways?



Q7b. Are Michigan road conditions bad enough that your company has considered or may soon consider moving out of the state?



3.3 Evaluation of Weight Inspection

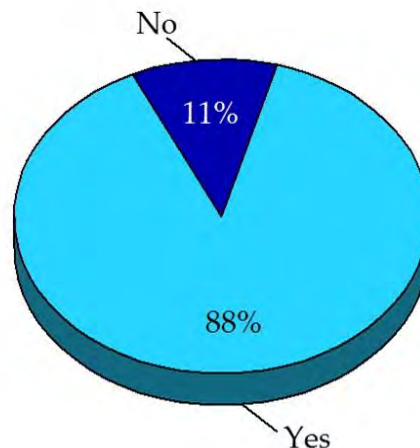
Roughly nine out of ten shipper and carrier businesses have trucks that are subjected to being weighed on state highways (Figure 8). Of those whose trucks get weighed, roughly nine out of ten say weight inspection and enforcement is conducted efficiently in Michigan.

Figure 8. Shipper and Carrier Business Subjected to Being Weighed in Michigan State Highways and the Efficiency of the Inspections and Enforcement Conducted at Michigan Weight Stations (Questions 8a and 8b)

Q8a. Are any of your trucks subjected to being weighed at weigh stations on the Michigan highways?



*Q8b. Is vehicle weight inspection and enforcement conducted efficiently in Michigan?**



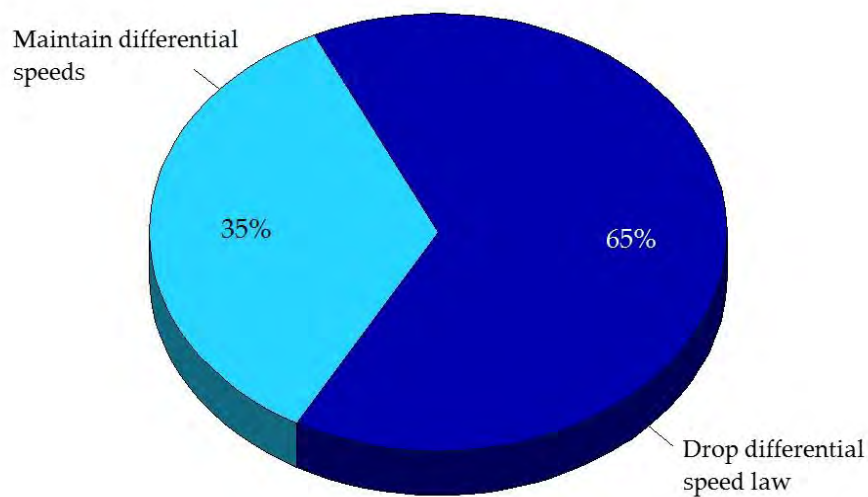
*Question only asked businesses who responded "yes" to Q8a.

3.4 Differential Speed law

Two-thirds (65%) of respondents said they believed that the law that required differential speed limits for truck traffic and car traffic should be dropped, while one-third (35%) thought it should be maintained (Figure 9).

Figure 9. Belief that the Differential Speed Law for Car and Trucks Should Maintained or Dropped (Question 9).

Q9. Should the state maintain or get rid of the law that requires differential speed limits for truck traffic and car traffic?



Chapter 4. MDOT Communications and Services

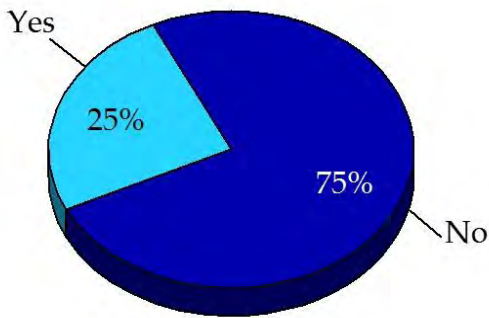
This next section addresses questions pertaining to MDOT’s communication and services—specifically, obtaining permits for oversized and overweight loads through the online site called MiTRIP (Michigan Transport Routing and Internet Permitting), and information about traffic conditions on the Mi Drive site.

4.1 MiTRIP

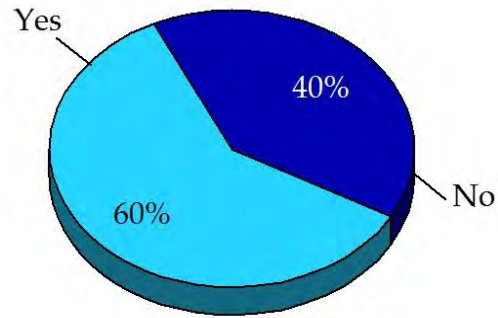
Only one quarter (25%) of the companies that took the survey say they have ordered permits within the last four years for oversized or overweight loads (Figure 10). Of the one quarter who have ordered such permits, 60% did so using the MiTRIP online site.

Figure 10. Ordered Oversized/Overweight Permits and Used MiTRIP to Do So. (Questions 11a and 11b)

Q11a. In the past four years, has your company ordered permits for overweight or oversized loads on Michigan state highways?



*Q11b. In obtaining permits for oversize/overweight loads, has your company used online site The Michigan Transport Routing and Internet Permitting (MiTRIP) to order them?**

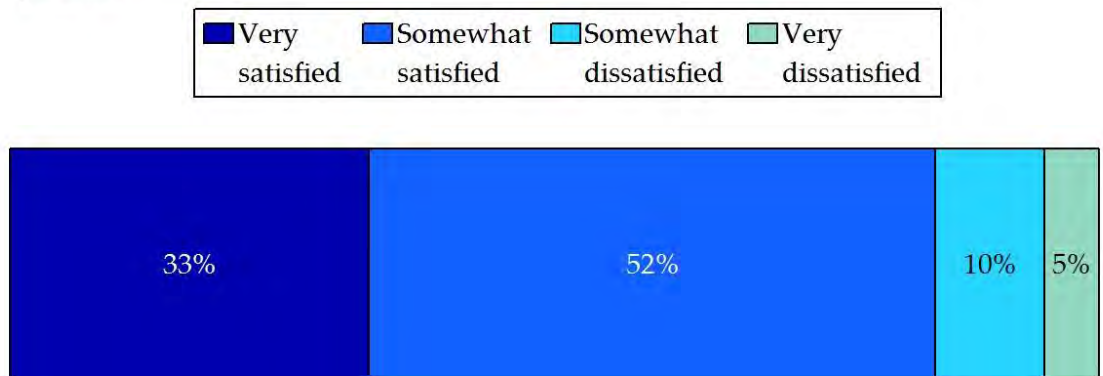


*Question 11b was only asked of the 25% who responded “Yes” to Question 11a.

Of those few businesses (15% of all survey respondents) who used MiTRIP to order oversized and overweight permits in past four years, satisfaction with the experience is high, with 33% very satisfied and with 85% at least somewhat satisfied (Figure 11).

Figure 11. Satisfaction with Experience in Obtaining Oversized/Overweight Permits through MiTRIP (Question 11c)

Q11c. Overall, how satisfied are you with MiTRIP and its process of obtaining these permits?*

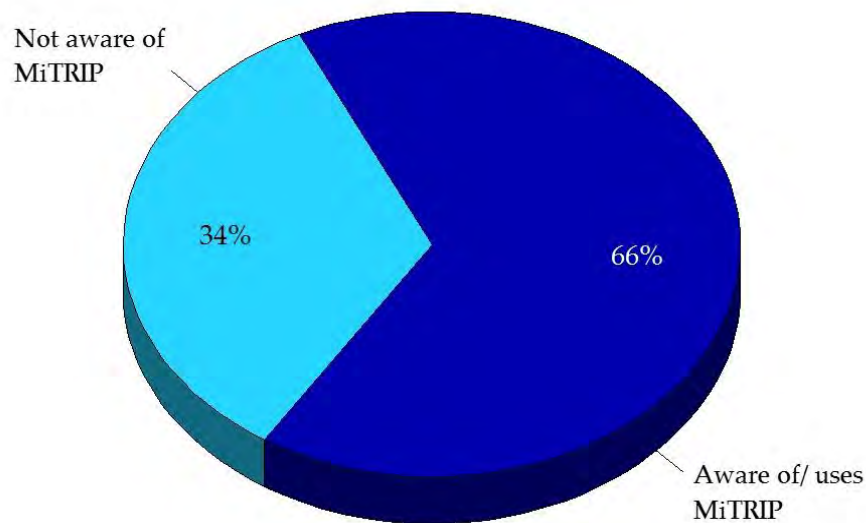


*Question 11c was only asked of those who responded “Yes” to Question 11b.

Of the one-quarter of businesses who have needed to order oversized and overweight permits in past four years, one-third (34%) are not aware that such permits can be obtained through MiTRIP (Figure 12).

Figure 12. Awareness That Oversized/Overweight Permits Can Be Obtained Through MiTRIP (Question 11d)

*Q11d. Are you aware that these permits can be obtained online through MiTRIP?**



*Question 11d was only asked of those who responded “No” to Question 11b, although the Pie Chart above also includes those who said “yes, they used MiTRIP” in Q11b

4.2 Mi Drive

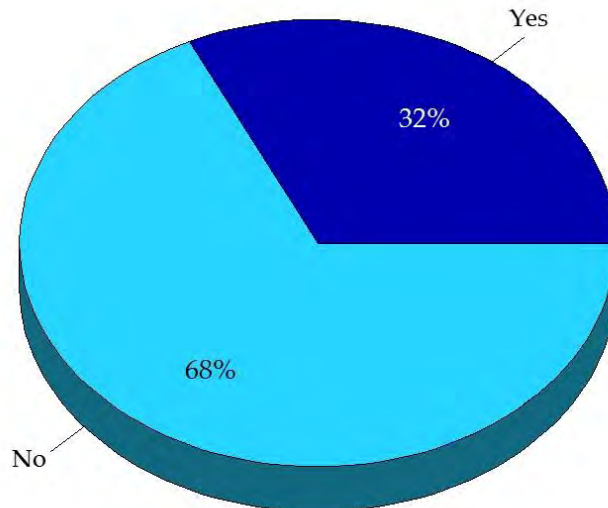
We explained to respondents that:

The Michigan Department of Transportation hosts a website called Mi Drive which gives detailed information for major state highways about construction projects and accidents, giving real time reports on traffic conditions and the speed traffic is flowing on those roads.

We then asked them if their company or its drivers made use of Mi Drive for freight transportation. One-third of the respondents said yes they did (**Figure 13**).

Figure 13. Use Made of Mi Drive for Freight Transportation (Question 12a)

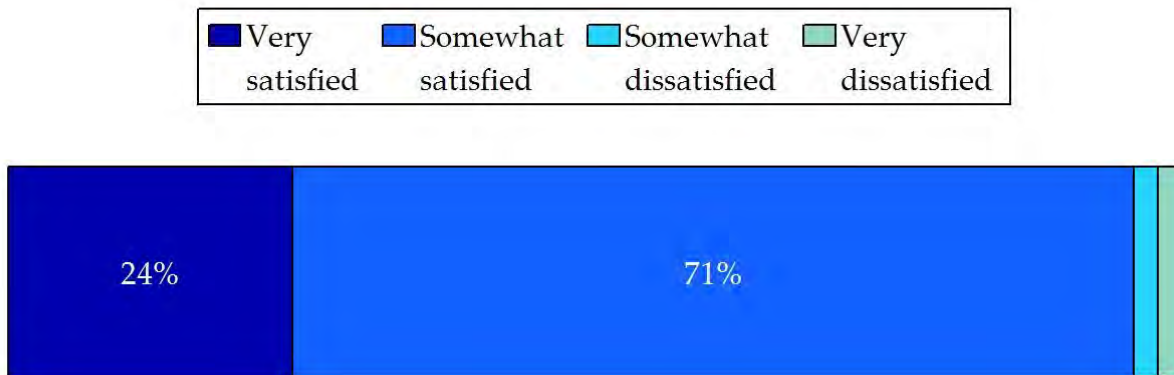
Q12a. ...does your company or its drivers make use of [Mi Drive] for freight transportation?



Of the one-third who had used Mi Drive, we asked how they would rate their satisfaction with the website. One quarter (24%) say they are very satisfied, but an overwhelming 95% are at least somewhat satisfied (Figure 14).

Figure 14. Satisfaction with the Website Mi Drive (Question 12b)

Q12b. How would you rate your satisfaction with MDOT's Mi Drive website?



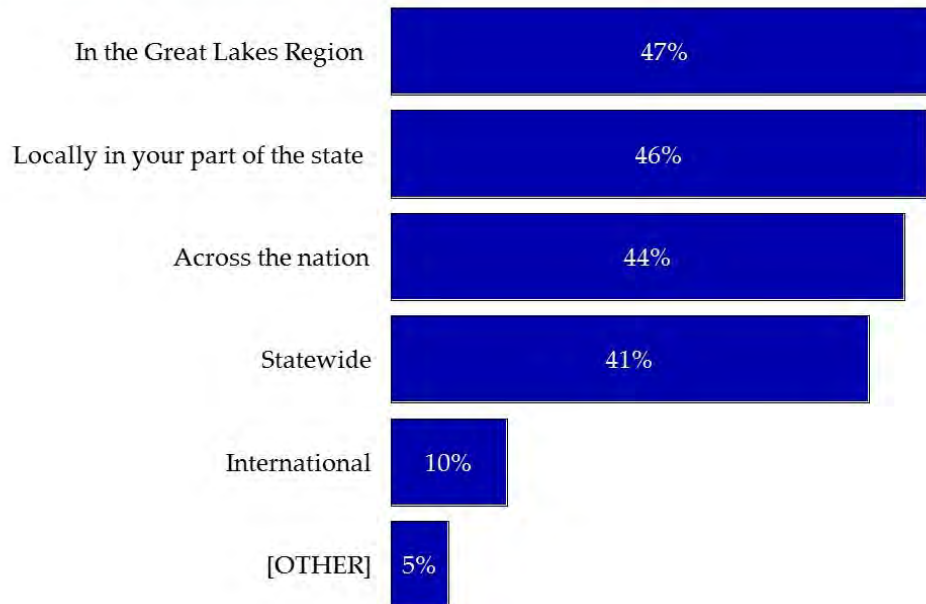
*Question only asked only of respondents who answered “yes” to Question 12a.

Chapter 5. Transportation Operations of Michigan Shippers and Carriers

In this last section of the report, we go over a few questions that ascertain where shipper and carrier businesses transport freight, both in and out of the state of Michigan. The first of these questions asks them to describe their areas of operation. Slightly less than one-half said their area of operation was local in their part of the state (46%), statewide (41%), in the Great Lakes Region (47%), and across the nation (44%—**Figure 15**). As may be obvious by the fact that these four categories add up to much more than 100%, respondents were allowed to give multiple responses. Only 10% said the area of operation was international.

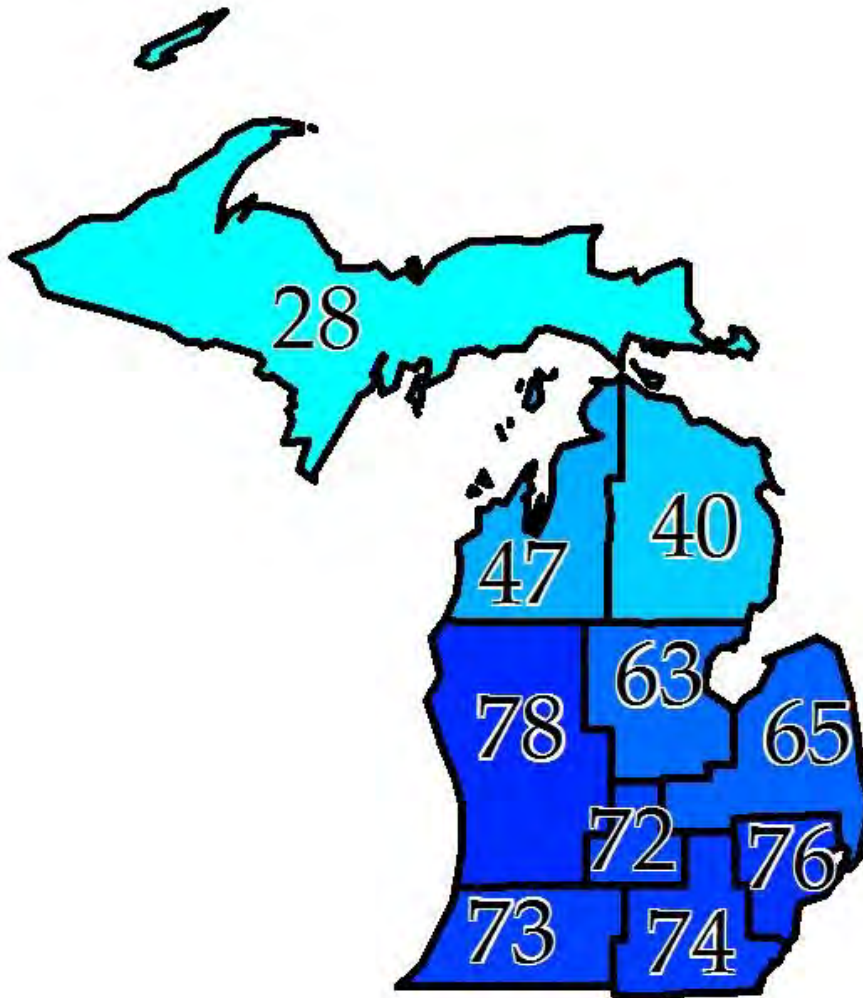
Figure 15. Areas of Operation for Shipper and Carrier Business (Question 13)

*Q13. When driving for freight, which of the following describes your area of operation?
[PLEASE CHECK ALL THAT APPLY]*



When asked which regions—the regions being Michigan prosperity regions—five regions that make up the southern half of the state (West, Detroit Metro, Southeast, Southwest, and South Central) had anywhere from 72% to 78% saying they regularly drive there (Figure 16). This is followed by East (65%) and East-Central (63%). Perhaps not surprising, the least driven regions are in the more sparsely populated parts of the state with fewer direct connections to other regions: Northwest (47%), Northeast (40%), and, especially, Upper Peninsula (28%).

Figure 16. Regions in Michigan Where Shipper and Carrier Businesses Regularly Drive (Question 14)

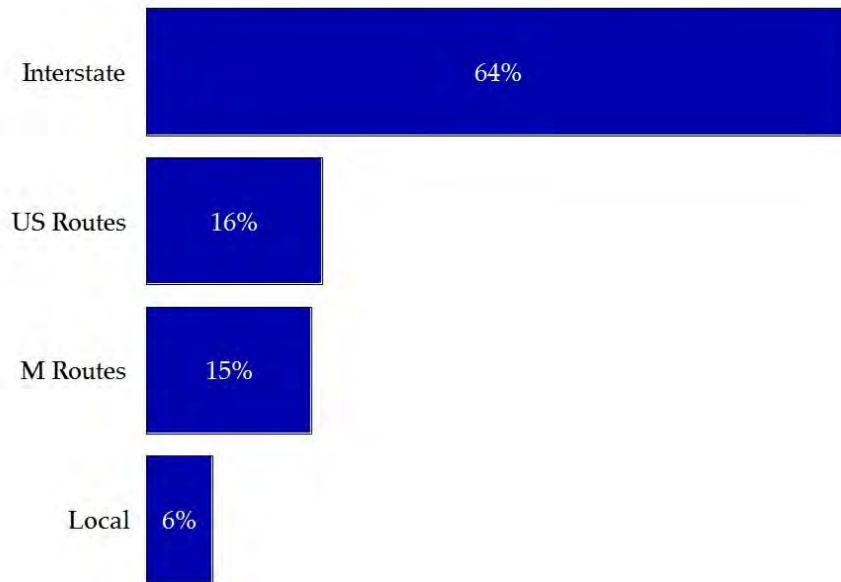


Percent who say their trucks regularly drive in each region.

When asked which category of road the business was most likely to use, nearly two-thirds (64%) said Interstate Highways (Figure 17). Far fewer primarily use US Routes (16%), M Routes (15%), or local roads (6%).

Figure 17. Category of Road Most Used by Shipper and Carrier Businesses on the Basis of Miles Driven (Question 15)

Q15. Based on overall miles traveled, which one of the following categories of roads is used the most by your trucks?



Appendix A. Survey Marginals

Marginals*
Shipper and carrier trucking businesses
based in the State of Michigan
n=140
June 14– July 10, 2015

PROSPERITY REGIONS:

Upper Peninsula.....	6%
Northwest	5%
Northeast.....	1%
West MI	21%
East Central MI.....	12%
East MI	9%
South Central	4%
Southwest	12%
Southeast MI.....	14%
Detroit Metro	16%

MDOT REGIONS:

Superior	6%
North.....	6%
Grand	21%
Bay.....	21%
Southwest	12%
University	18%
Metro	16%

The Michigan Department of Transportation is conducting a survey of Michigan freight companies to assist us with improving Michigan’s freight transportation system. Your participation in this survey will help us to:

- **Develop a better understanding of how freight is moved by trucks in Michigan.**
- **Determine carrier concerns related to various solutions being considered to mitigate traffic congestion and improve highway safety.**
- **Assist in state long-range plan efforts to improve the condition and efficiency of Michigan’s highway system.**
- **Identify key stakeholders and issues for continuing engagement and dialogue.**

**Percentages may not add to 100% due to rounding.*

Section 1. In this first section of the survey we are going to ask you just a few basic questions on evaluations of the Michigan state highways system for freight businesses.

When taking this survey, please think of the Michigan State Highway System as all Interstates (I routes) and highways in the State of Michigan with U.S. Highway or State Route numbers (M routes). The questions here only apply to those types of roads.

1) On an overall basis how satisfied are you with the job MDOT is doing?

Very satisfied	7%
Somewhat satisfied	56%
Somewhat dissatisfied	29%
Very dissatisfied	8%

2) Relative to other parts of the country, how much of a problem is traffic congestion on Michigan highways for your business?

Much worse	3%
Somewhat worse	24%
Similar to the rest of the country	50%
Somewhat better	20%
Much better	3%

3) Relative to other parts of the country, how would you rate the level of safety for motor vehicles, including trucks, when travelling on Michigan state highways and bridges at this time?

Much safer	4%
Somewhat safer	18%
Similar to the rest of the country	50%
Somewhat less safe	23%
Much less safe	4%

4) Relative to other parts of the country, how would you characterize the condition of the pavement on Michigan state highways for your trucks?

Much worse	36%
Somewhat worse	49%
Similar to the rest of the country	12%
Somewhat better	3%
Much better	0%

5) Relative to other parts of the country, how would you characterize the available information and communication about traffic, repairs, and highway conditions for your ability to schedule and plan transportation on Michigan state highways?

- Much worse 6%
- Somewhat worse..... 16%
- Similar to the rest of the country 58%
- Somewhat better 19%
- Much better..... 1%

6) Please rank order the following four issues on what is the most to the least in need of improvement for Michigan state highways in terms of improving freight transportation for your business. (A "1" means the highest ranking--#1 of the 4 choices in how much it need of improvement--and a "4" is the lowest ranking. Please give a ranking of all 4 options).

	Rank 1 st	Rank 2 nd	Rank 3 rd	Rank 4 th
Easing traffic congestion	11%	36%	37%	16%
Improving the level of safety.....	10%	36%	36%	17%
Improving the condition of the pavement	71%	13%	5%	11%
Improving information and communication about real time highway conditions	3%	30%	34%	33%

Section 2. In this second section of the survey we have a few more questions going into specifics about issues related to highway safety and conditions.

7a) In terms of wear and tear to your trucks, how much of it do you believe is due to the pavement conditions on Michigan state highways?

- Nearly all of it..... 6%
- Most of it 30%
- About half..... 33%
- Less than half..... 29%
- Hardly any 2%

[ASK ONLY IF Q4 IS "SOMEWHAT/MUCH WORSE"]

7b) Are Michigan road conditions bad enough that your company has considered or may soon consider moving out of the state?

- Yes 8%
- No 71%
- [NOT ASKED: PAVEMENT SAME/BETTER] 21%

8a) Are any of your trucks subjected to being weighed at weigh stations on the Michigan highways?

- Yes 91%
- No 9%

[ASK ONLY IF Q8A IS "YES"]

8b) Is vehicle weight inspection and enforcement conducted efficiently in Michigan?

- Yes 88%
- No 11%

[ASK ONLY IF Q8B IS "NO"]

8c) What specific changes would you recommend when it comes to weight inspection and enforcement?

[OPEN ENDED RESPONSES CAN BE FOUND AT THE BACK OF THIS SURVEY]

9) Should the state maintain or get rid of the law that requires differential speed limits for truck traffic and car traffic?

Maintain differential speeds .. 35%
Drop differential speed law ... 65%

10) What are some of the biggest issues or problems for your company when it comes to freight transportation that MDOT can improve for you? (Feel free to be either specific (e.g., changes to a certain highway intersection) or general in your answer.)

[OPEN ENDED RESPONSES CAN BE FOUND AT THE BACK OF THIS SURVEY]

Section 3. Now we have just a few questions about MDOT communications and services.

11a) In the past four years, has your company ordered permits for overweight or oversized loads on Michigan state highways?

Yes 25%
No 75%

[ASK ONLY IF Q11A IS "YES"]

11b) In obtaining permits for oversize/overweight loads, has your company used online site The Michigan Transport Routing and Internet Permitting (MiTRIP) to order them?

Yes 60%
No 40%

[ASK ONLY IF Q11B IS "YES"]

11c) Overall, how satisfied are you with MiTRIP and its process of obtaining these permits?

Very satisfied..... 33%
Somewhat satisfied..... 52%
Somewhat dissatisfied 10%
Very dissatisfied 5%

[ASK ONLY IF Q11B IS "NO"]

11d) Are you aware that these permits can be obtained online through MiTRIP?

Yes 14%
No 86%

12a) The Michigan Department of Transportation hosts a website called Mi Drive which gives detailed information for major state highways about construction projects and accidents, giving real time reports on traffic conditions and the speed traffic is flowing on those roads. To your knowledge, does your company or its drivers make use of this website for freight transportation?

Yes 32%
No 68% [SKIP TO Q12c]

[ASK ONLY IF 12a=1]

12b) How would you rate your satisfaction with MDOT's Mi Drive website?

Very satisfied 24%
Somewhat satisfied 71%
Somewhat dissatisfied 2%
Very dissatisfied 2%

[ASK ONLY IF 12a=2 or 9]

12c) Is there some other source of information your company or its drivers turn to find out about construction zones and road congestion?

[OPEN ENDED RESPONSES CAN BE FOUND AT THE BACK OF THIS SURVEY]

Section 4. In this final section of the survey we have a few basic questions on your business' background and operations to see if there are any similarities and differences between business types.

13) When driving for freight, which of the following describes your area of operation? [PLEASE CHECK ALL THAT APPLY]

Locally in your part of the state 46%
Statewide 41%
In the Great Lakes Region 47%
Across the nation 44%
International 10%
[OTHER] 5%

14) Of the regions in the Michigan map below, which ones do your trucks regularly drive in?
 [PLEASE CHECK ALL THAT APPLY]



Upper Peninsula.....	28%
Northwest	47%
Northeast.....	40%
West.....	78%
East Central	63%
East	65%
South Central (Lansing area).....	72%
Southwest	73%
Southeast.....	74%
Detroit Metro	76%
No region in Michigan (all freight is out of Michigan).....	0%

15) Based on overall miles traveled, which one of the following categories of roads is used the most by your trucks?

Interstate	64%
US Routes	16%
M Routes	15%
Local	6%

16) What commodities do you most often transport?

Agriculture/farm produce/livestock	6%
Logs/lumber and wood	7%
Chemicals	1%
Fuel/petroleum.....	3%
Food products	8%
Manufactured products:	
Clay/cement/glass/aggregate	6%
Fabricated metal	7%
Furniture/household goods	7%
Machinery	4%
Paper products	1%
Plastic/ rubber	2%
Primary metal forms	1%
Transportation equipment.....	14%
Other manufactured goods	7%
Mixed freight (or no single type of product).....	23%
Other (please describe _____)	4%

17) Please write any additional concerns that you would like MDOT to be aware of here:

[OPEN ENDED RESPONSES CAN BE FOUND AT THE BACK OF THIS SURVEY]

18) If we have questions can we contact you?

Yes	68%
No	32%

Name: _____
 Phone: _____
 E-mail: _____

Thank you very much for taking our survey. Your response is very important to us.