

District Five Truck Parking Study



Technical Report #2:
Online Survey Findings
November 2017

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Survey Purpose

Partner engagement plays a critical role in understanding truck parking needs within Central Florida (Florida Department of Transportation District Five), identifying appropriate strategies, and implementing a comprehensive solution that provides benefit to both the public and private stakeholders. The primary purpose of the online survey is to better understand truck parking needs, challenges, and issues affecting operator decision making while obtaining a user's perspective on locational shortages and overall regional insights. This document summarizes the survey approach, response, and findings from the online stakeholder survey.

Approach

On June 27, 2017, the FDOT District Five Freight Coordinator sent out an email to all of the truck parking stakeholders including the Florida Trucking Association (FTA) and the Owner Operator Independent Drivers Association (OOIDA); and planning partners inviting them to participate in an online engagement survey. The survey was open until September 12, 2017.

A total of 20 unique responses were collected. Approximately half of the respondents are owners and operators of a trucking company. The survey was systemized to provide questions specific to the respondent's role in the trucking industry. The survey was organized to indicate whether the respondent identified as a Trucking Industry Professional, Truck Driver & Vehicle Operator or Public Agency. Name, contact information and role in the industry were collected during the survey and will remain anonymous as assured in the survey instructions

Survey Structure and Questions

All freight stakeholders had the opportunity to participate in the online survey which was provided using a survey medium approved by FDOT. The following sections contain the full survey with participant responses and summary of findings

Survey questions and logic are listed below.

1. Contact information (Name, Organization, Title, Email).
2. What role do you play in the freight industry?
 - a. End Point User (Shippers / Receivers) [Survey A deployed]
 - b. Intermediaries (Brokers, Forwarders Associations, etc.) [Survey A deployed]
 - c. Carriers (Motor Carriers, Intermodal, etc.) [Survey A deployed]
 - d. Truck Driver / Vehicle Operator [Survey B deployed]
 - e. Public Agency [Survey C deployed]
 - f. Other [Survey C deployed]

Survey A: Trucking Industry Professionals Survey Questions

3. Do you deliver goods in more than one state or region of Florida AND do your drivers have a need to park their truck per federal requirement (i.e. maximum hours of service)?
 - a. Yes – continue survey
 - b. No – terminate survey
4. Have your truck drivers experienced a problem finding a safe location to park their truck when required rest or sleep was needed?
 - a. Yes – continue survey
 - b. No – terminate survey
5. How often do your drivers meet their maximum hours of service within District Five (Orange, Osceola, Seminole, Lake, Sumter, Marion, Flagler, Brevard, and Volusia Counties)?
 - a. Daily – continue survey
 - b. Weekly – continue survey
 - c. Monthly – continue survey
 - d. Occasionally – continue survey
 - e. Never – terminate survey
6. Which counties in District Five have acceptable truck parking that meets your needs? (select all that apply)
 - a. List of District Five Counties (Orange, Osceola, Seminole, Lake, Sumter, Marion, Flagler, Brevard, Volusia)
7. Which counties are those where your drivers have difficulty finding available and/or safe truck parking when they are required to take a break? (select all that apply)
 - a. List of District Five Counties (Orange, Osceola, Seminole, Lake, Sumter, Marion, Flagler, Brevard, Volusia)
8. From your experience, which counties currently have a SHORTAGE of safe truck parking owned and operated by the public and private sectors? (select all that apply)
 - a. List of District Five Counties (Orange, Osceola, Seminole, Lake, Sumter, Marion, Flagler, Brevard, and Volusia Counties)
 - b. Areas immediately outside of District Five
9. What are times of the day that your drivers have the most difficulty finding safe truck parking? (select all that apply)
 - a. Midnight to 5 a.m.
 - b. 5 a.m. to 9 a.m.
 - c. 9 a.m. to Noon
 - d. Noon to 4 p.m.
 - e. 4 p.m. to 7 p.m.
 - f. 7 p.m. to Midnight
 - g. My drivers don't have difficulty finding safe truck parking
10. As of today, which days of the week do your drivers have the most difficulty finding safe truck parking? (select all that apply)
 - a. List the days of the week – Sunday through Saturday
 - b. My drivers don't have difficulty finding safe truck parking
11. From your experience, which counties of the study area do you feel have a SUFFICIENT SUPPLY of safe truck parking owned and operated by the public and private sectors? (select all that apply)
 - a. List of District Five Counties (Orange, Osceola, Seminole, Lake, Sumter, Marion, Flagler, Brevard, and Volusia Counties)
 - b. Areas immediately outside of District Five

12. Do you schedule your driver routes based on available truck parking?
 - a. Yes – Please elaborate about the scheduling process
 - b. No
13. What percentage of your drivers regularly require a place to park their truck while servicing a delivery or pickup?
14. What types of parking locations do your drivers typically select when they have reached their maximum hours of service?
 - a. Public Rest Areas
 - b. Private Rest Areas
 - c. Weigh-in-motion (WIM) Stations
 - d. Other
15. In one word, how would you describe the truck parking in Central Florida (District Five)?

Survey B: Truck Driver & Vehicle Operator Survey Questions

3. Do you deliver goods in more than one state or region of Florida AND have a need to park your truck per federal requirement (i.e. maximum hours of service)?
 - a. Yes – continue survey
 - b. No – terminate survey
4. Have you experienced a problem finding a safe location to park your truck when required rest or sleep was needed?
 - a. Yes – continue survey
 - b. No – terminate survey
5. How often do you meet your maximum hours of service within District Five (Orange, Osceola, Seminole, Lake, Sumter, Marion, Flagler, Brevard, and Volusia Counties)?
 - a. Daily – continue survey
 - b. Weekly – continue survey
 - c. Monthly – continue survey
 - d. Occasionally – continue survey
 - e. Never – terminate survey
6. How would you describe truck parking in District Five (Orange, Osceola, Seminole, Lake, Sumter, Marion, Flagler, Brevard, and Volusia Counties)?
 - a. Perfectly Acceptable
 - b. Acceptable
 - c. Slightly Acceptable
 - d. Neutral
 - e. Slightly Unacceptable
 - f. Unacceptable
 - g. Totally Unacceptable
7. List the locations where you have had difficulty finding safe truck parking when you are required to rest (please indicate the Highway Name/Number, Municipality, mile marker and State).
8. From your experience, which counties currently have a SHORTAGE of safe truck parking owned and operated by the public and private sectors? (select all that apply)
 - a. List of District Five Counties (Orange, Osceola, Seminole, Lake, Sumter, Marion, Flagler, Brevard, and Volusia Counties)
 - b. Areas immediately outside of District Five

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9. What are times of the day that you have the most difficulty finding safe truck parking? (select all that apply)
 - a. Midnight to 5 a.m.
 - b. 5 a.m. to 9 a.m.
 - c. 9 a.m. to Noon
 - d. Noon to 4 p.m.
 - e. 4 p.m. to 7 p.m.
 - f. 7 p.m. to Midnight
 - a. I don't have difficulty finding safe truck parking
10. Which days of the week do you have the most difficulty finding safe truck parking? (select all that apply)
 - a. Days of the week – Sunday through Saturday
 - b. I don't have difficulty finding safe truck parking
11. From your experience, which counties do you feel have a SUFFICIENT SUPPLY of safe truck parking owned and operated by the public and private sectors? (select all that apply)
 - a. List of District Five Counties (Orange, Osceola, Seminole, Lake, Sumter, Marion, Flagler, Brevard, and Volusia Counties)
 - a. Areas immediately outside of District Five
12. What types of parking locations do you typically select when you have reached your maximum hours of service?
 - a. Public Rest Areas
 - b. Private Rest Areas
 - c. Weigh-in-Motion (WIM) Stations
 - d. Other (please make note of location type)
13. Based on your route(s), what specific locations do you typically use?
14. What guides your parking location decision making? (select #1 factor)
 - a. Amenities
 - b. Safety
 - c. Proximity
 - d. Ease of Access
 - e. Other: Open Response
15. What guides your parking location decision making? (select #2 factor)
 - a. Amenities
 - b. Safety
 - c. Proximity
 - d. Ease of Access
 - e. Other: Open Response
16. Where would you like to see future truck parking added or expanded? (County, City/Route/Roadway)

Survey C: Public Agency Survey Questions

3. Have you received feedback from the trucking industry relating to their problematic experience in finding a safe location to park their vehicle when required to legally rest or sleep?
 - c. Yes – Go to Question 4
 - d. No – Skip to Question 5

4. List the locations where trucking industry has noted difficulty finding safe truck parking when required to rest (please indicate the Highway Name/Number, Municipality, mile marker and State).

5. From your observation, how would you describe truck parking in District Five (Orange, Osceola, Seminole, Lake, Sumter, Marion, Flagler, Brevard, and Volusia Counties)?
 - h. Perfectly Acceptable
 - i. Acceptable
 - j. Slightly Acceptable
 - k. Neutral
 - l. Slightly Unacceptable
 - m. Unacceptable
 - n. Totally Unacceptable

6. From your observation, which counties do you feel have a SUFFICIENT SUPPLY of safe truck parking owned and operated by the public and private sectors? (select all that apply)
 - b. List of District Five Counties (Orange, Osceola, Seminole, Lake, Sumter, Marion, Flagler, Brevard, and Volusia Counties)
 - b. Areas immediately outside of District Five
 - c. Unknown / Unaware

7. From your observation, which counties currently have a SHORTAGE of safe truck parking owned and operated by the public and private sectors? (select all that apply)
 - c. List of District Five Counties (Orange, Osceola, Seminole, Lake, Sumter, Marion, Flagler, Brevard, and Volusia Counties)
 - d. Areas immediately outside of District Five
 - e. Unknown / Unaware

8. From your observation, what are times of the day you have observed peak demand for truck parking (i.e. overcapacity locations)? (select all that apply)
 - a. Midnight to 5 a.m.
 - b. 5 a.m. to 9 a.m.
 - c. 9 a.m. to Noon
 - d. Noon to 4 p.m.
 - e. 4 p.m. to 7 p.m.
 - f. 7 p.m. to Midnight
 - g. Unknown / Unaware

9. From your observation, which days of the week have you observed peak demand for truck parking? (select all that apply)
 - a. Days of the week – Sunday through Saturday
 - b. Unknown / Unaware

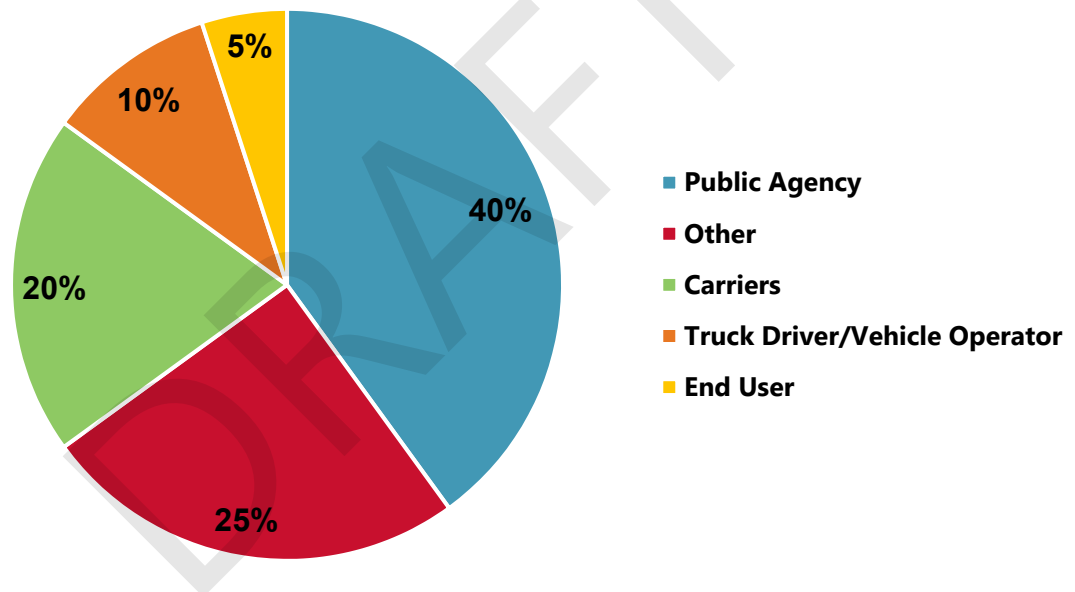
10. In one word, how would you describe the truck parking in Central Florida (District Five: Orange, Osceola, Seminole, Lake, Sumter, Marion, Flagler, Brevard, and Volusia Counties)?

Survey Responses

The following section describes the responses received from the Stakeholder Engagement Plan online survey. The majority of the questions received responses from individuals with roles associated with Public Agency, Truck Drivers/Vehicle Operators, and individuals indicating “Other”. Several questions received an average of 10 responses and Truck Drivers/Vehicle Operators provided the most qualitative insights with specific details.

The summary of the questions is based on the questions answered from all versions of the surveys, A, B, and C. The order of the questions in the survey is different per version, and therefore the summary does not follow a specific version.

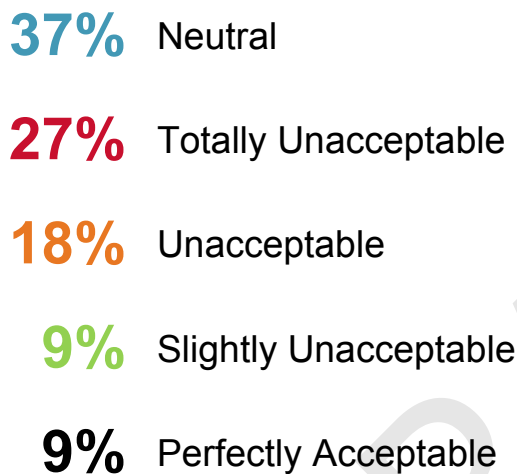
Figure 2-1 | What role do you play in the freight industry?



As displayed in **Figure 2-1** participants were requested to identify their role in the freight industry and this question received 20 responses. The majority of the participants responding to this question identified with having a role in a Public Agency, **40 percent**. This was followed by the “Other” category, 25 percent, in which respondents specified positions with State Trucking Association, Driver Advocate, Privately-Owned and Operated Railroad, Site Selector, and Consulting. Carriers were identified as 20 percent, Truck Driver/Vehicle Operator as 10 percent, and End User as five percent. Following this question, responses are mainly received from Public Agencies, Other, Carriers, and Truck Driver/Vehicle Operators.

Questions beginning the surveys focused on close-ended responses relating to identifying if there was a challenge with truck parking in FDOT's District Five. Of the responses received, **67 percent** indicated that there was a need secure their vehicle in a location in order to obtain sleep. This was followed by a question asking if they experienced any problems and **75 percent** of responses indicated there does exist challenges with trying to find sleep locations permitting truck parking. When asked about the frequency of the need to park within District Five, Truck Drivers/Vehicle Operators responded with a "Monthly" need and Carriers responded with a "Daily" need.

Figure 2-2 | How would you describe truck parking in District Five?



Participants were further asked for feedback relating to the challenges of current truck parking conditions in District Five. The majority of the respondents for this question (54 percent) were from Public Agencies. The next largest response chosen was "Other" (36 percent), followed by Truck Driver/Vehicle Operator (nine percent). As shown in **Figure 2-2**, 37 percent indicated current truck parking conditions as Neutral, followed by a 27 percent indication of Totally Unacceptable. Of those which identified as Truck Driver/Vehicle Operator, 100 percent selected Unacceptable for the current conditions of truck parking in District Five.

Related to this topic, participants were asked to describe current truck parking conditions in Central Florida only using one word. The responses to this were received from those identifying as Public Agency and those identifying with "Other" roles.

The following words were provided:

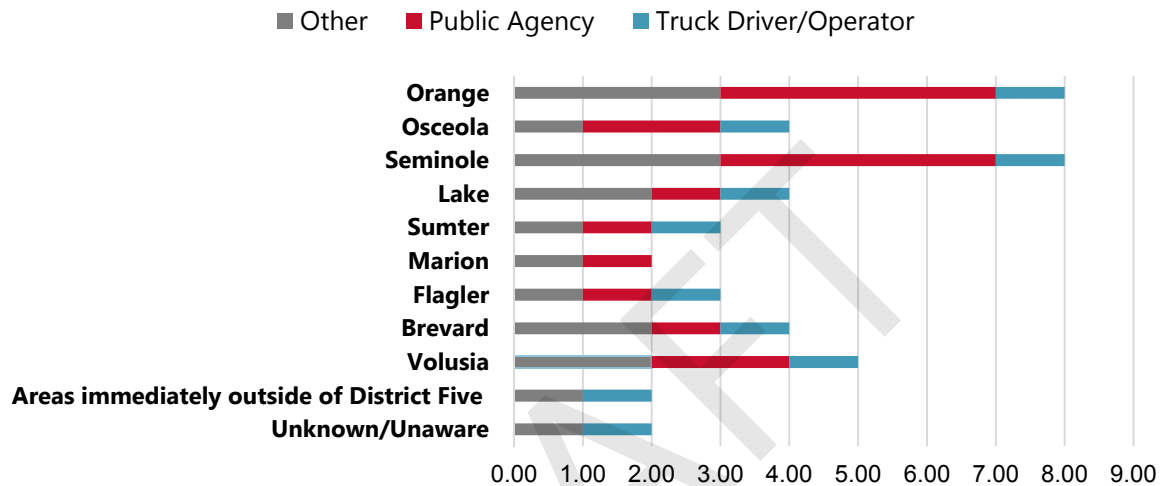
- Limited
- Inadequate
- Shortage
- Lacking

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Additional questions sought specific geographic locations from the respondents on where there are challenges and also where positive conditions exist. **Figure 2-3** demonstrates the counties identified or those which, according to respondents, have the most challenges with truck parking. This question was responded to by a combination of roles including Public Agency, Other, and Truck Driver/Operator.

Figure 2-3 | Which counties currently have a shortage of safe truck parking?



According to respondents, the majority of current truck parking challenges were noted in Orange and Seminole County with each location obtaining **20 percent** of the responses. This is followed by Volusia County, 11 percent, and then Osceola, Lake, and Brevard, receiving nine percent each. The remaining locations in District Five, (Sumter, Marion, and Flagler) received seven percent or less of the responses.

In contrast, participants were asked to identify where good conditions currently exist for truck parking. This question received 48 percent less responses and of what was received, **22 percent** indicated **Marion County** has sufficient truck parking and this was equal response as unknown/unaware.

Participants were asked for specific locations within District Five where poor conditions exist and they provided the following responses:

I-4 in Central Florida, WB Seminole County, Longwood	Miami
I-4 Longwood Rest Stop	Tampa
I-95 South at Ft. Pierce	Orlando, Ocoee
US 301 in Starke	Orange & Seminole Counties

In terms of locations in which future truck parking should be added or expanded, the responses provided focused on **I-4, I-95, and I-75**. Respondents indicated “anywhere” along these facilities, truck parking would be desired.

Participants were asked to also elaborate on the parking areas they currently use and to provide further specification on the locations of overnight parking. Only one response was received for this question. The following response was provided by a participant identifying as a Truck Driver/Vehicle Operator.

Based on operations, where do you typically park for overnight parking?



I drive around the truck stop in circles until a spot opens up. Rest areas are a one-time through, so if no spot is available, you have to park on the entry ramp to highway or keep driving.

The truck parking survey also sought to expand on industry preferences for truck parking decision making in terms of parking features and conditions. The responses for these questions were provided by participants identifying as Truck Driver/Vehicle Operator. In terms of specific rest area businesses or location preferences, the majority of responses indicated that general Truck Stops, were the main truck parking areas.

Participants were also asked to provide details on what factors they considered when making the decision to park at a location. This question asked to identify the first factor guiding decision patterns and then follow up with the second. **Figure 2-4**, showcases the question along with the majority response provided by participants.

Figure 2-4 | What guides your parking location decision making?

What is the **first factor** which guides your overnight parking location decision making?



Safety

What is the **second factor** which guides your overnight parking location decision making??



Proximity

Based on observations from the survey participants, the key days and times for when park trucking is needed range throughout the week. As shown in **Figure 2-5**, the majority does indicate the early morning from Midnight to 5 a.m., **32 percent**, is a prime time of day for when truck parking is needed.

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Regarding the day of the week when this is most needed, the majority response, 17 percent, was identified as unknown, followed by Sunday & Monday which were identified with 14 percent each. Tuesday through Friday received 12 percent each and Saturday was seven percent. This suggests that there is a need for parking throughout the week and not concentrated on specific days.

Figure 2-5 | What are the days/times of day you have observed peak demand for truck parking?

Time of Day		Day of Week	
7 p.m. to Midnight	27%	Sunday & Monday	14% (each)
4 p.m. to 7 p.m.	18%	Tuesday - Friday	12% (each)
5 a.m. to 9 a.m.	23%	Saturday	7%
Midnight to 5 a.m.	32%	Unknown	17%

A final finding from the stakeholder online survey relates to the response received from trucking industry leadership when challenges are communicated. This question received 13 responses and 61 percent identify with the Public Agency role. According to this group, 63 percent indicate that they do not receive feedback from the trucking industry when communicating challenging truck parking experiences.

In contrast to the response provided by Public Agency representatives, the remaining response comes from the “Other” role and 100 percent of these indicate receiving response from the trucking industry with concerns. As stated in the beginning of this summary, the “Other” role is typically comprised of individuals interacting with the trucking industry such as FTA. The comparison between these two groups would suggest the industry has a different approach for addressing communication of issues within these two groups.