

## Survey Questions for Dispatchers

This survey gives you the opportunity to provide feedback on current training offerings, training needs and supports that might help you and other professional drivers do your job. Your input is important. The information collected will help to create learning opportunities and improve our company practices.

### Instructions:

Please complete the survey by \_\_\_\_\_  
and leave it with: \_\_\_\_\_

Your responses are confidential.

Be honest – there are no right or wrong answers.

### Part 1: Training offerings

1. What training have you and professional drivers had in the last 2 years? List any courses and training offered at work and off site.

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2. How was the training offered?

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3. Did the training meet yours and professional drivers' needs? What would you improve?

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## Part 2: Skills strengths and areas requiring attention

1. How comfortable are professional drivers in doing the following?

Comfortable

Difficulties

- |                          |                          |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | reading emails and/or memos (e.g., memos about new rules)  |
| <input type="checkbox"/> | <input type="checkbox"/> | reading handbooks (e.g. special procedures for border crossings, etc.)   |
| <input type="checkbox"/> | <input type="checkbox"/> | reading manuals (e.g., operators' manual, weight charts, etc.).  |
| <input type="checkbox"/> | <input type="checkbox"/> | reading regulations (e.g., Transportation of Dangerous Goods, etc.).   |
| <input type="checkbox"/> | <input type="checkbox"/> | completing workplace checklists (e.g., fill in pre-trip inspection etc.).  |
| <input type="checkbox"/> | <input type="checkbox"/> | using various charts and tables (e.g., driver's scorecard, weight charts, log analysis, schedule 1 TDG etc.).      |
| <input type="checkbox"/> | <input type="checkbox"/> | completing schedules or logbooks (e.g., loading manifests, bills of lading, trip planning etc.).                   |
| <input type="checkbox"/> | <input type="checkbox"/> | completing driver's log, weekly pay sheets, etc.   |
| <input type="checkbox"/> | <input type="checkbox"/> | calculations (e.g., calculate amount of pay due, convert Fahrenheit to Celsius and pounds to kilograms etc.).      |
| <input type="checkbox"/> | <input type="checkbox"/> | calculating and recording expenses and time (e.g., prepare records of time and expenses, time cards, etc.).        |
| <input type="checkbox"/> | <input type="checkbox"/> | taking measurements and calculating using formulas (e.g., calculate gross weights to not exceed load limits, etc.) |
| <input type="checkbox"/> | <input type="checkbox"/> | completing estimations (e.g., time between a pickup and a delivery, size and weight of cartons and skids, etc.)    |

**Part 3: Ideas for action**

1. What recent changes in the workplace require professional drivers to use different skills (for example, new computer technologies, new procedures, and changes to regulations)? How have these changes affected professional drivers?

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2. What resources, activities or training would be helpful?

- Job aids, e.g. samples of completed documents
- Cheat sheets for math calculations and other math tasks
- Forms and documents that are easier to read and/or complete
- Instructions sheets for workplace tasks, e.g. using weight charts, procedures for border crossing
- Extra time and explanation during training, e.g. review of math needed
- Guidance regarding who to ask if unsure about a task, document or instructions
- Orientation when hired
- Other \_\_\_\_\_

3. What additional training or learning opportunities would you suggest for professional drivers? What would be most helpful? For example:

- Reading workplace materials
- Using documents at work
- Math
- Computers
- English as a 2nd language

4. If training was offered, what would make it easier to attend?

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5. Are you interested in being involved in activities to create learning opportunities for employees and improving our company practices?

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**Thank you!**