



Questionnaire For Fleet Driver under Light Speed

Company: Light Speed

Driver: Anonymous

○ **Safety:**

- Have you ever felt pressured to accept loads even if it might exceed your driving hours or not allow for adequate rest?
 - ➔ Yes, I have felt pressured when it comes to delivering load from both shippers and the company that I work for. Sometimes, I lack sleep while I driving and I am constantly on coffee to get the load done.
- What features would you like to see in a platform that prioritizes your safety?
 - ➔ I like to get some proper sleep and have some sort of restriction that they can't force me to drive irregularly.

○ **Logbook Integration:**

- How do you currently manage your logbook and driving hours?
 - ➔ I manage my logbook with companies eld and sometimes use paper log when I have to driver out of hours.
- Would an integrated logbook in the platform make it easier for you to manage your hours and rest periods?
 - ➔ If the platform has restrictions and monitored closely, I will definitely use the platform to drive and get proper sleep.

○ **Platform Usability:**

- What challenges have you faced with current platforms in terms of usability or features?
 - ➔ There are no challenges from the platform but I am only challenged with log book switching.



- How would you feel about a platform that automatically suggests loads based on your available driving hours?
 - ➔ That will be great, I can manage my time and sleep cycle and also figure out the rest areas I can stop for rest.
- **Feedback and Reporting:**
 - How would you feel about shippers having access to your driving hours and rest periods to ensure safety?
 - ➔ As long as I am in safe working condition and shippers understand what we go through, maybe they will not force us to deliver load early which is impossible to deliver without rest.
- **Efficiency and Load Matching:**
 - Have you ever faced challenges in finding loads that match your available hours and preferred routes?
 - ➔ Well, I have been delayed and had to wait for loads sometimes and that can be ridiculous since if I am standing on the road without moving, I can't make money.
 - Would you prefer a platform that suggests loads based on your current location, destination, and available driving hours?
 - ➔ 100 percent I would prefer that. Since, this will be more optimum.
- **Support and Assistance:**
 - How important is it for you to have access to support or assistance while on the road?
 - ➔ Anything can happen on the road. The support is important from the company I work is very crucial.
 - Would you find value in a platform that offers real-time support or assistance in case of emergencies or issues?



➔ The system is handled by my company and I am not part of it. I think its good that if they can see my location and help me if something goes wrong.

○ **Privacy Concerns:**

- How do you feel about shippers having real-time access to your location while transporting their goods?

➔ I don't mind at all, unless they don't have camera in my truck.

- Would you prefer the ability to pause live tracking during your rest or off-duty periods?

➔ I would love to have that.

○ **Ease of Use:**

- How comfortable are you with using technology and apps while on the road?

➔ ELD is very straight forward. You track your time and hours while driving is great but that doesn't mean that company forces me to use the paper logbook. (Hint?)

- Would you prefer an automatic tracking system or one where you manually update your status and location?

➔ In current system, you have to manually enter the time and location. I would prefer if I don't have to do that.

○ **Feedback on Routes:**

- Would you find it beneficial if the platform provided route suggestions based on real-time traffic and road conditions?

➔ I use my phone and GPS is very good at it.

- How would you feel about shippers providing feedback on your route choices, especially if they have specific preferences or concerns?

➔ I don't like that they give me routes. No body does that and also, I am a professional driver and I can pick my routes.



○ **Connectivity and Reliability:**

- Have you faced issues with connectivity or GPS accuracy while on the road?
➔ Yes, specially in the area of BC, when I go downhill.
- How important is it for the tracking system to work seamlessly even in areas with poor connectivity?
➔ It is not that important since I know which way I need to go.

○ **Support and Assistance:**

- In case of discrepancies or issues with the live tracking, how would you prefer to communicate with the shipper or platform support?
➔ I prefer calling or texting.