1. What is the most common activity done while trucks are being loaded?
2. How much time is spent waiting for calls from the dispatcher?
3. How exactly does the dispatcher contact the drivers?
4. What is the beginning of the day process?
   1. Does each of the drivers pick up their own specific truck for the day or are they used interchangeably?
5. How is priority/availability of drivers determined? Is it simply whoever answers the call first?