

Q1 2024 Contractor Survey

Thank you for participating
in the quarterly Contractor Survey as presented by the [Service Provider Insight Alliance \(SPIA\)](#)!

Your responses are anonymous and will be used for analysis
purposes only in accordance with our stated mission. We value your honest feedback.

Open

Jan 1st, 2024 through Jan 15th, 2024

Who should take this survey?

This survey is for all businesses that operate under a Service Provider agreement model (ex ISP, DSP, etc.) in the transportation and package delivery industry. P&D, Linehaul, Less than Load, Spot runs, etc. Commonly shippers who utilize contractors as service providers are companies like FedEx Ground and Amazon.

Anonymous

No identifying information is asked in this survey. Please refrain from supplying any information that may share either personally/business identifiable information or confidential contract information. All responses will be share with the general public.

Instructions

1. Fill out one survey for each separate Service Provider contract your company has.
2. Do not provide any identifying business or personal information.
3. Do not divulge any unique contract terms or conditions.
4. All questions are optional, but please answer as many as you are comfortable with so that we may have an accurate snapshot of the industry.

Methodology

The SPIA survey gathers insights from self-identified Service Providers on financial, operational, and strategic aspects of their businesses. Distributed widely via online channels, the survey includes multiple-choice and open-ended questions, aiming for inclusivity and diversity in responses. While the data is analyzed to uncover industry trends and inform future initiatives, it is important to note that respondents' status as Service Providers is not independently verified, introducing a potential variable in the data's accuracy. Users of the survey results should consider this when drawing conclusions from the findings.

Disclaimer

Neither the SPIA nor this survey are associated with any company that operates via a Service Provider model. Specifically, but not limited to FedEx Ground, and Amazon. All survey responses are the property of the SPIA.

Demographics

We aim to gather essential information about the geographic location, route territories (urban, suburban, or rural), and delivery mix (residential vs. business) of Service Provider contractors, offering valuable insights into how these factors correlate with their operational and financial health.

1. Which company is your Service Provider agreement contracted with?

Mark only one oval.

- ☐ Amazon
- ☐ FedEx Ground
- ☐ Other: _____

2. What is/are the service(s) you are contracted for?

Check all that apply.

- ☐ Residential Pickup and Delivery
- ☐ Business Pickup and Delivery
- ☐ Linehaul
- ☐ Custom Critical
- ☐ LTL
- ☐ Other: _____

3. In which state/territory/province is your contract based?

Mark only one oval.

- ☐ Alabama
- ☐ Alaska
- ☐ Arizona
- ☐ Arkansas
- ☐ California
- ☐ Colorado
- ☐ Connecticut
- ☐ Delaware
- ☐ Florida
- ☐ Georgia
- ☐ Hawaii
- ☐ Idaho
- ☐ Illinois
- ☐ Indiana
- ☐ Iowa
- ☐ Kansas
- ☐ Kentucky
- ☐ Louisiana
- ☐ Maine
- ☐ Massachusetts
- ☐ Michigan
- ☐ Minnesota
- ☐ Mississippi
- ☐ Missouri
- ☐ Montana
- ☐ Nebraska
- ☐ Nevada
- ☐ New Hampshire
- ☐ New Jersey
- ☐ New Mexico

- ☐ New York
- ☐ North Carolina
- ☐ North Dakota
- ☐ Ohio
- ☐ Oklahoma
- ☐ Oregon
- ☐ Pennsylvania
- ☐ Rhode Island
- ☐ South Carolina
- ☐ South Dakota
- ☐ Tennessee
- ☐ Texas
- ☐ Utah
- ☐ Vermont
- ☐ Virginia
- ☐ Washington
- ☐ West Virginia
- ☐ Wisconsin
- ☐ Wyoming
- ☐ District of Columbia
- ☐ Puerto Rico
- ☐ Virgin Islands
- ☐ Alberta
- ☐ Columbia
- ☐ Manitoba
- ☐ New Brunswick
- ☐ Newfoundland & Labrador
- ☐ Northwest Territories
- ☐ Nova Scotia
- ☐ Nunavut
- ☐ Ontario
- ☐ Prince Edward Island
- ☐ Quebec

☐ Saskatchewan

☐ Yukon

4. What best describes the primary territories of your routes?

Check all that apply.

☐ Urban/City Center

☐ Suburban

☐ Rural

☐ Interstate

5. What percentage of your deliveries are to residential addresses versus business addresses?

Mark only one oval.

☐ Mostly Residential

☐ Mostly Business

☐ Equal Mix of Both

6. How many additional Service Provider agreements does your company have?

Mark only one oval.

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10
- ☐ 10+

7. When did your company begin operations under a Service Provider agreement?

Example: January 7, 2019

Financials

This section assesses the financial health and performance of Service Provider contractors, focusing on aspects like revenue trends, profit margins, and the financial impact of their contracts, providing a comprehensive view of their economic stability and growth.

8. Approximately what percentage of your revenues comes directly from your Service Provider contract.

Mark only one oval.

- ☐ 100%
- ☐ 90% to 99%
- ☐ 80% to 89%
- ☐ 70% to 79%
- ☐ 60% to 69%
- ☐ 50% to 59%
- ☐ 40% to 49%
- ☐ 30% to 39%
- ☐ 20% to 29%
- ☐ 10% to 19%
- ☐ 0% to 9%

9. On a scale of 1-5, how would you rate your company's financial health over the past year?

Mark only one oval.

- | | 1 | 2 | 3 | 4 | 5 | |
|------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------|
| Very | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Excellent |

10. Over the past year, have your year-over-year revenues:

Mark only one oval.

- ☐ Increased
- ☐ Decreased
- ☐ Remained Stable
- ☐ Don't Know

11. Over the past year, have your year-over-year profit margins:

Mark only one oval.

- ☐ Increased
- ☐ Decreased
- ☐ Remained Stable
- ☐ Don't Know

12. What are the major financial challenges you face?

Check all that apply.

- ☐ Credit (i.e. qualification, rates, etc.)
- ☐ Debt Service (i.e. SBA Loans, equipment loans, equipment leases, etc.)
- ☐ Equipment Costs (i.e. price of vehicles, scanners, iPads, etc.)
- ☐ Federal, State, or Local Taxes
- ☐ Fuel Expenses
- ☐ Pay and Salary Increases
- ☐ Professional Services (i.e. legal representation, book keeping, etc.)
- ☐ Vehicle Maintenance and Repair Costs (i.e. mechanic rates, cost of parts, etc.)
- ☐ Vendor Service Pricing (i.e. cost of payroll provider, route management subscriptions, etc.)
- ☐ Other: _____

Operations

Here we delve into the efficiency and challenges faced by Service Provider contractors in their daily operations, including aspects such as route management, vehicle maintenance, and staffing, to identify key areas for improvement and successful practices in the field.

13. On a scale of 1-5, how would you rate your company's operational constancy over the past year?

Mark only one oval.

	1	2	3	4	5	
Very	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Excellent

14. Over the past year, has your year-over-year operational efficiency:

Mark only one oval.

- ☐ Improved
- ☐ Worsened
- ☐ Remained Stable
- ☐ Don't Know

15. On a scale of 1-5, how would you rate your company's current operational efficiency?

Mark only one oval.

	1	2	3	4	5	
Very	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Highly Efficient

16. What are the major operational challenges you face?

Check all that apply.

- ☐ Vehicle Maintenance & Repair
- ☐ Hiring Drivers
- ☐ Route Optimization
- ☐ Equipment Reliability
- ☐ Employee Management
- ☐ Quality of Vendor Services
- ☐ Quality of Professional Services
- ☐ Other: _____

17. How many routes in an average week are dispatch to service your contract?

Mark only one oval.

- ☐ 0
- ☐ 1 to 5
- ☐ 6 to 15
- ☐ 16 to 30
- ☐ 31 to 50
- ☐ 51 to 75
- ☐ 76 to 100
- ☐ 101 to 140
- ☐ 141 to 200
- ☐ 200 to 300
- ☐ 300+

18. Have you expanded or reduced your routes in the past year?

Mark only one oval.

- ☐ Expanded
- ☐ Reduced
- ☐ Remained Stable
- ☐ Don't Know

19. How many drivers are used to support your contract in an average week?

Mark only one oval.

- ☐ 0
- ☐ 1 to 5
- ☐ 6 to 15
- ☐ 16 to 30
- ☐ 31 to 50
- ☐ 51 to 75
- ☐ 76 to 100
- ☐ 100+

20. How many helper/jumpers are used to support your contract in an average week?

Mark only one oval.

- ☐ 0
- ☐ 1 to 3
- ☐ 4 to 8
- ☐ 9 to 13
- ☐ 13+

21. How many managers are used to support your contract in an average week?

Mark only one oval.

- ☐ 0
- ☐ 1 to 2
- ☐ 3 to 5
- ☐ 6 to 8
- ☐ 8+

22. How many administrative & executive (non-operations) positions does your company employ?

Mark only one oval.

- ☐ 0
- ☐ 1 to 2
- ☐ 3 to 5
- ☐ 6 to 8
- ☐ 8+

Sentiment and Outlook

Here we capture the contractors' perceptions and expectations for the future, gauging their optimism, concerns, and confidence levels in relation to business growth, operational challenges, and the stability of their contracts, thereby providing insights into their forward-looking attitudes and plans.

23. How would you rate the overall health of your business one year ago?

Mark only one oval.

- 1 2 3 4 5
-
- Very ☐ ☐ ☐ ☐ ☐ Excellent
-

24. How would you currently rate the overall health of your business?

Mark only one oval.

	1	2	3	4	5	
Very	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Excellent

25. How would you rate your prediction for the overall health of your business one year from now?

Mark only one oval.

	1	2	3	4	5	
Very	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Excellent

26. Compared to the past year, how do you feel about the upcoming year in terms of business growth?

Mark only one oval.

- ☐ More Optimistic
- ☐ About the Same
- ☐ More Pessimistic
- ☐ Don't Know

27. Compared to the past year, how do you feel about the upcoming year in terms of operational challenges?

Mark only one oval.

- ☐ More Optimistic
- ☐ About the Same
- ☐ More Pessimistic
- ☐ Don't Know

28. Compared to the past year, how do you feel about the upcoming year in terms of profitability?

Mark only one oval.

- ☐ More Optimistic
- ☐ About the Same
- ☐ More Pessimistic
- ☐ Don't Know

29. How confident are you in the stability of your contract in the coming year?

Mark only one oval.

	1	2	3	4	5	
Not	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Confident

30. How confident are you in the stability of the company you contracted with in the coming year?

Mark only one oval.

	1	2	3	4	5	
Not	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Confident

31. What are your top three concerns for the future of your business?

Mark only one oval per row.

	Contract Partner	Contracted Rates	Labor Costs	Fleet Costs	Overhead Costs	Market Share	Market Erosion	Economic Downturn
First concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Second concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Third concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

32. Are you considering expanding, maintaining, or reducing your routes in the upcoming year?

Mark only one oval.

- ☐ Expanding
- ☐ Maintaining
- ☐ Reducing

33. Do you believe the demand for delivery services in your region will increase, decrease, or remain the same in the next year?

Mark only one oval.

- ☐ Increase
- ☐ Decrease
- ☐ Remain the same

Anecdotal Insights

Please share your personal experiences and stories, so that we have qualitative data on specific challenges, successes, and unique aspects of your operations with real-world examples and perspectives which data alone cannot capture.

34. Can you share a specific challenge you've faced in the past year and how you addressed it?

35. Describe a recent success story or a significant milestone your company achieved.

36. If you could suggest one change to improve contractor relations, what would it be?

37. Are there any upcoming industry changes or trends that you believe will impact your business positively or negatively in the next year?

38. Share an experience that exemplifies your relationship with the company your contract is with.

39. What's one thing you wish outsiders knew about the challenges and rewards of being a Service Provider contractor?

Thank you

Thank you for taking the time to participate in this survey. Your insights are not just valuable — they are the foundation upon which we can build a stronger, more resilient Service Provider community. Every response helps in creating a deeper understanding of our collective challenges and triumphs, guiding us towards targeted improvements and informed strategies. Together, we are driving positive change and shaping a future that benefits us all. Your contribution is greatly appreciated!

40. Please provide any feedback you have regarding this survey.

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