

Appendix 6 – Outreach Survey

Greater Memphis Regional Freight Plan



Memphis MPO
METROPOLITAN PLANNING ORGANIZATION



Table of Contents

6.1	Public Survey results.....	1
6.2	Truck Driver Survey Results.....	11



6.1 Public Survey Results

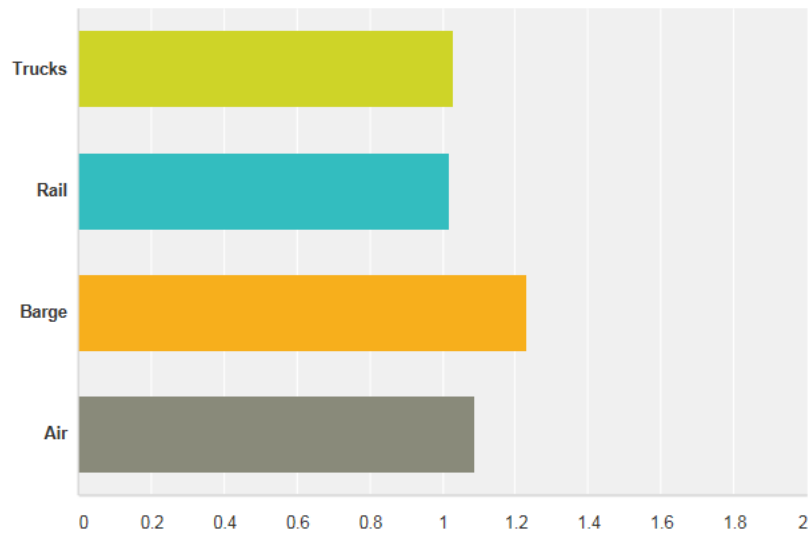




Q3

Thinking of freight what mode/modes comes to mind?

Answered: 403 Skipped: 1



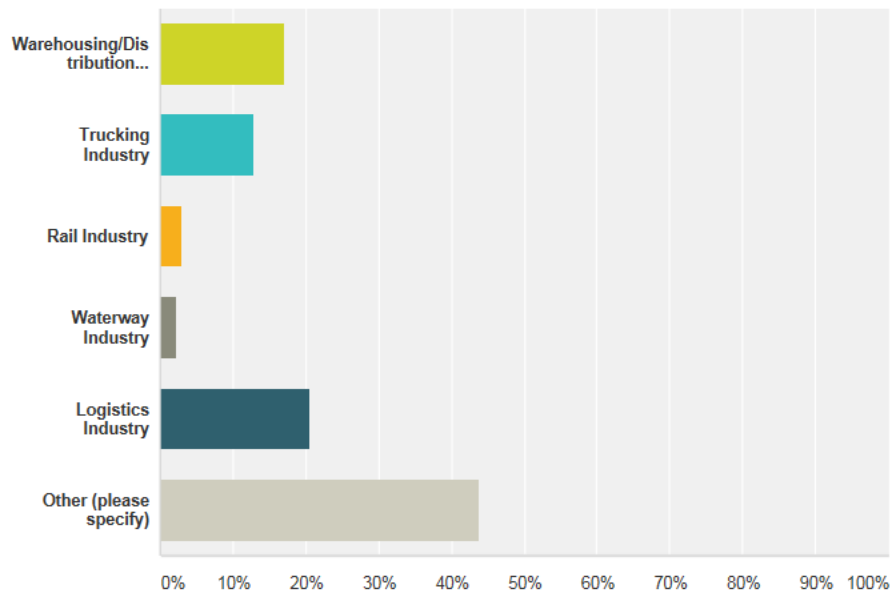
	Yes	No	Total	Weighted Average
Trucks	97.19% 381	2.81% 11	392	1.03
Rail	97.67% 378	2.33% 9	387	1.02
Barge	76.61% 262	23.39% 80	342	1.23
Air	91.09% 327	8.91% 32	359	1.09



Q4

Do you or anyone in your family work in one of the following areas?

Answered: 169 Skipped: 235



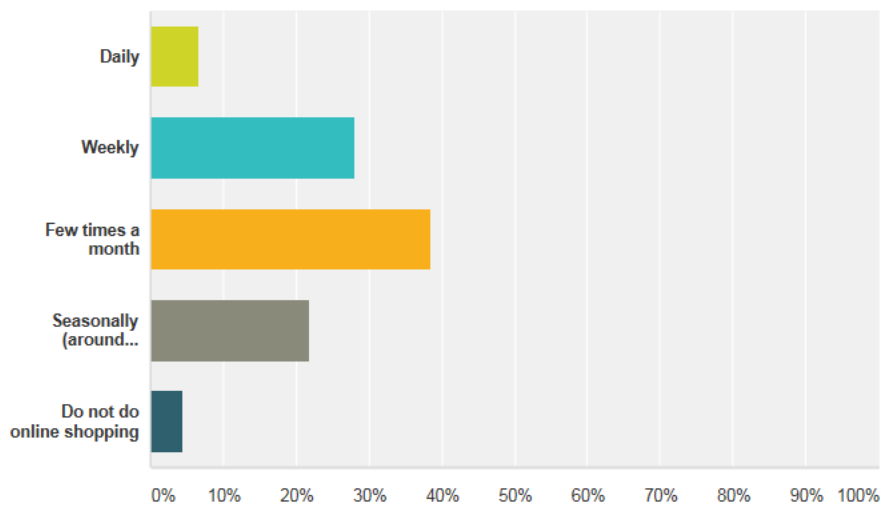
Answer Choices	Responses
Warehousing/Distribution Industry	17.16% 29
Trucking Industry	13.02% 22
Rail Industry	2.96% 5
Waterway Industry	2.37% 4
Logistics Industry	20.71% 35
Other (please specify)	43.79% 74
Total	169



Q5

How often do you shop online?

Answered: 403 Skipped: 1



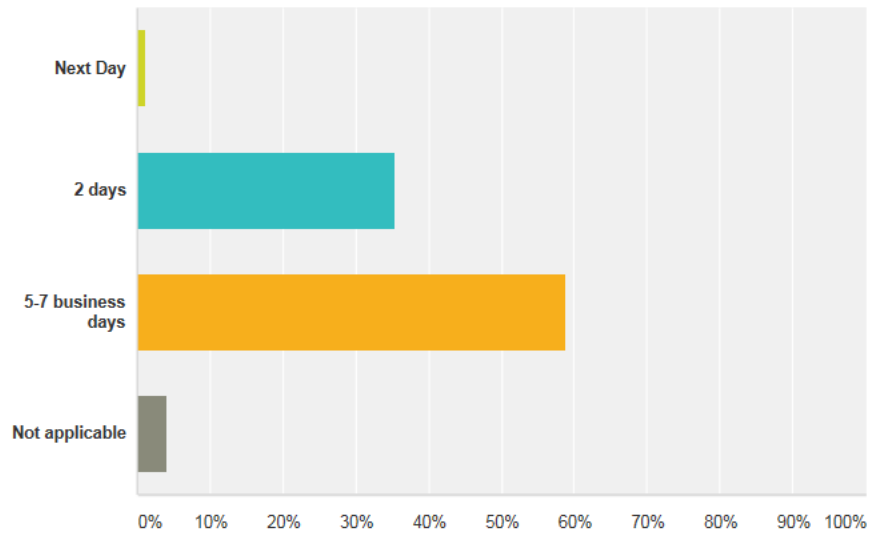
Answer Choices	Responses
Daily	6.70% 27
Weekly	28.29% 114
Few times a month	38.71% 156
Seasonally (around holidays)	21.84% 88
Do not do online shopping	4.47% 18
Total	403



Q6

If you shop online, on average what type of delivery options do you select?

Answered: 402 Skipped: 2



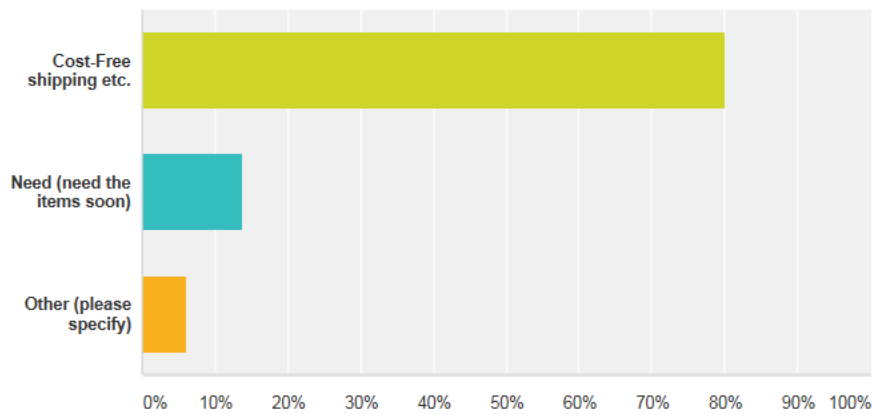
Answer Choices	Responses
Next Day	1.24% 5
2 days	35.57% 143
5-7 business days	58.96% 237
Not applicable	4.23% 17
Total	402



Q7

How do you decide the type of delivery?

Answered: 399 Skipped: 5



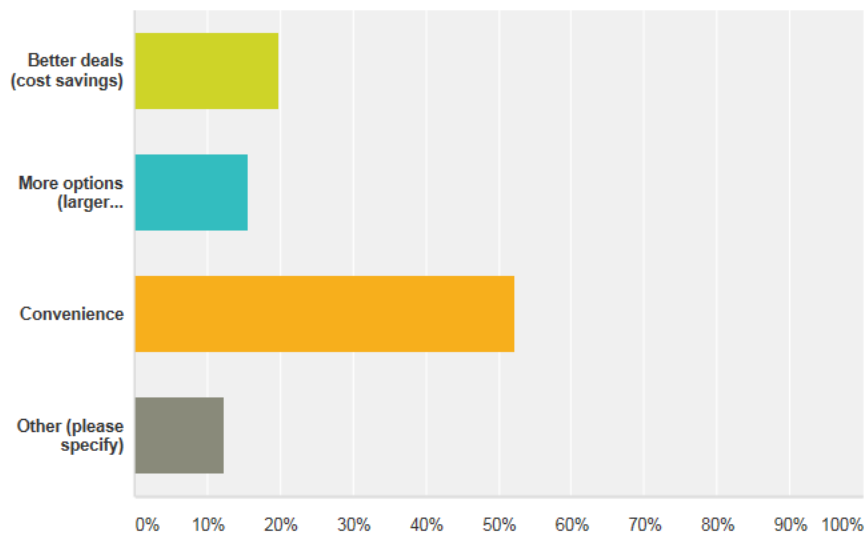
Answer Choices	Responses
Cost-Free shipping etc.	80.20% 320
Need (need the items soon)	13.78% 55
Other (please specify)	6.02% 24
Total	399



Q8

What is the main reason you order products online?

Answered: 400 Skipped: 4



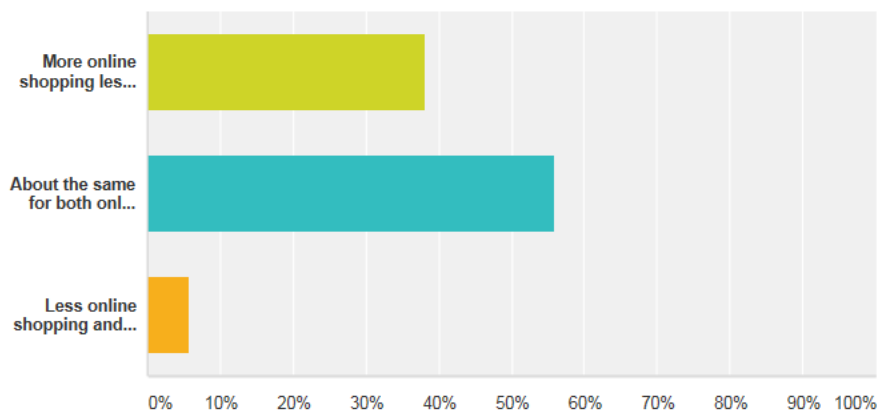
Answer Choices	Responses	
Better deals (cost savings)	19.75%	79
More options (larger selection to pick from)	15.75%	63
Convenience	52.25%	209
Other (please specify)	12.25%	49
Total		400



Q9

In the future, do you foresee yourself/family continuing to do:

Answered: 397 Skipped: 7



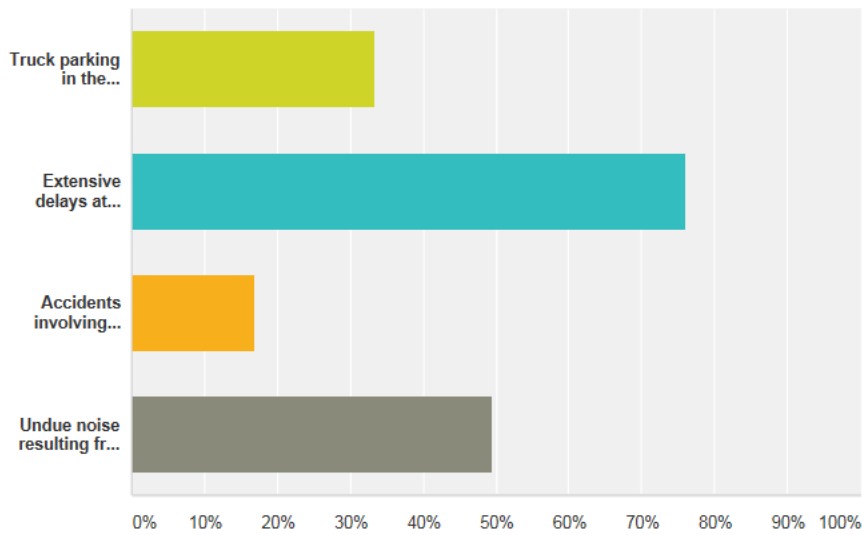
Answer Choices	Responses
More online shopping less retail shopping	38.29% 152
About the same for both online shopping and retail shopping	55.92% 222
Less online shopping and more retail shopping	5.79% 23
Total	397



Q10

Have you faced any of the following issues: (Select all that apply)

Answered: 303 Skipped: 101



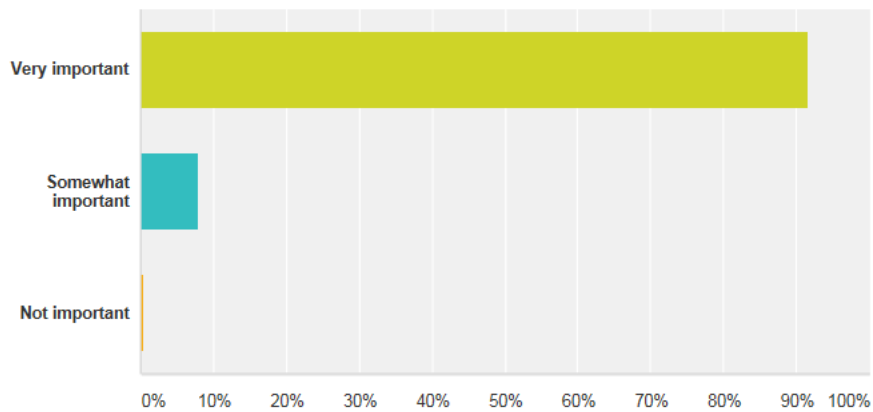
Answer Choices	Responses	
Truck parking in the neighborhood	33.33%	101
Extensive delays at railroad crossing due to trains	75.91%	230
Accidents involving trucks/train	16.83%	51
Undue noise resulting from a truck/rail/air	49.50%	150
Total Respondents: 303		



Q11

How important do you think freight is for the local and regional economy in the Greater Memphis Area in terms of available jobs and job opportunities?

Answered: 403 Skipped: 1



Answer Choices	Responses
Very important	91.56% 369
Somewhat important	7.94% 32
Not important	0.50% 2
Total	403



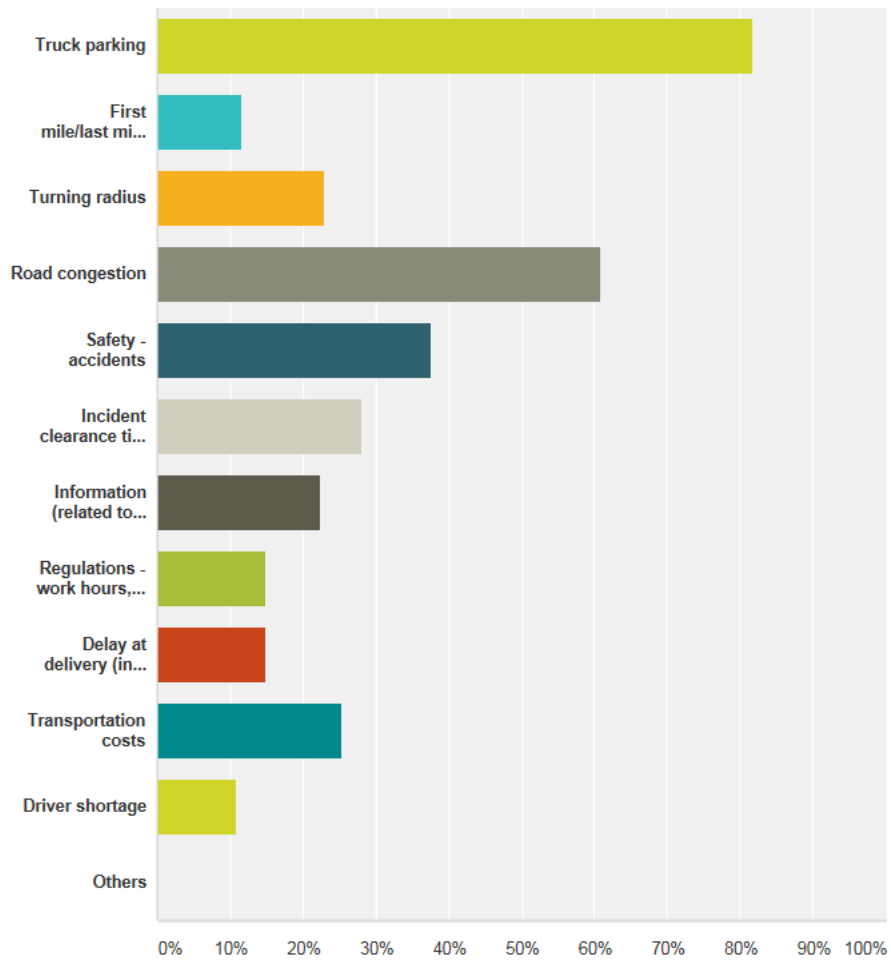
6.2 Truck Driver Survey Results



Q2

Challenges: (Please select top three)

Answered: 292 Skipped: 2





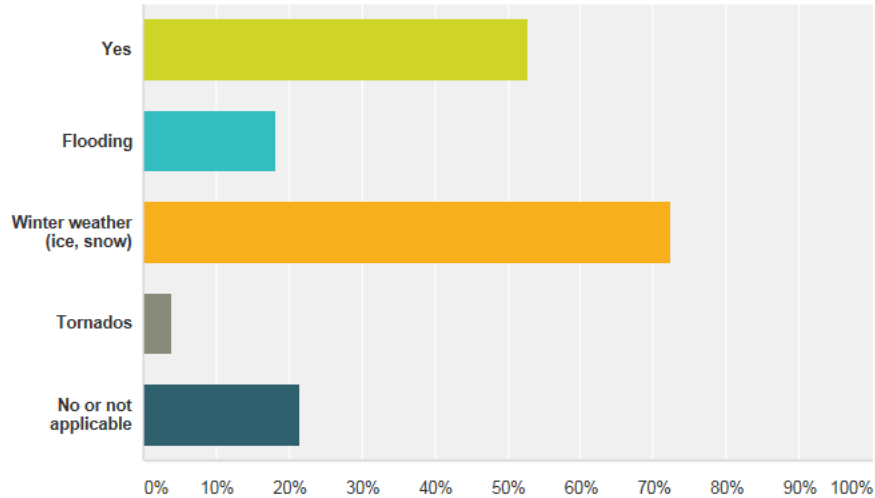
Answer Choices	Responses	
Truck parking	81.85%	239
First mile/last mile connections	11.64%	34
Turning radius	22.95%	67
Road congestion	60.96%	178
Safety - accidents	37.67%	110
Incident clearance time issues	28.08%	82
Information (related to weather, congestion, accident etc.)	22.26%	65
Regulations - work hours, truck load etc.	14.73%	43
Delay at delivery (inter modal)	14.73%	43
Transportation costs	25.34%	74
Driver shortage	10.96%	32
Others	0.00%	0
Total Respondents: 292		



Q3

Were you or your business impacted by extreme weather situations in the past 5 years? If yes please select all that apply.

Answered: 280 Skipped: 14



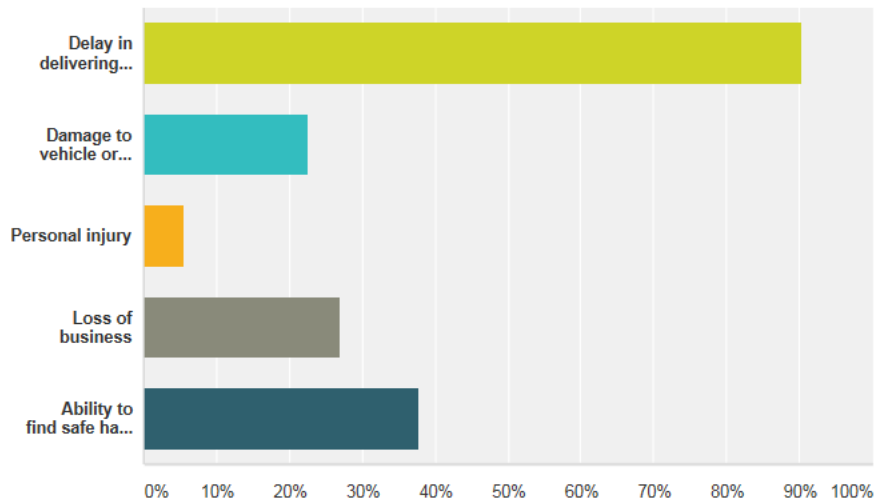
Answer Choices	Responses
Yes	52.86% 148
Flooding	18.21% 51
Winter weather (ice, snow)	72.50% 203
Tornadoes	3.93% 11
No or not applicable	21.43% 60
Total Respondents: 280	



Q4

If you answered yes to the previous question how were you impacted directly/indirectly?

Answered: 227 Skipped: 67



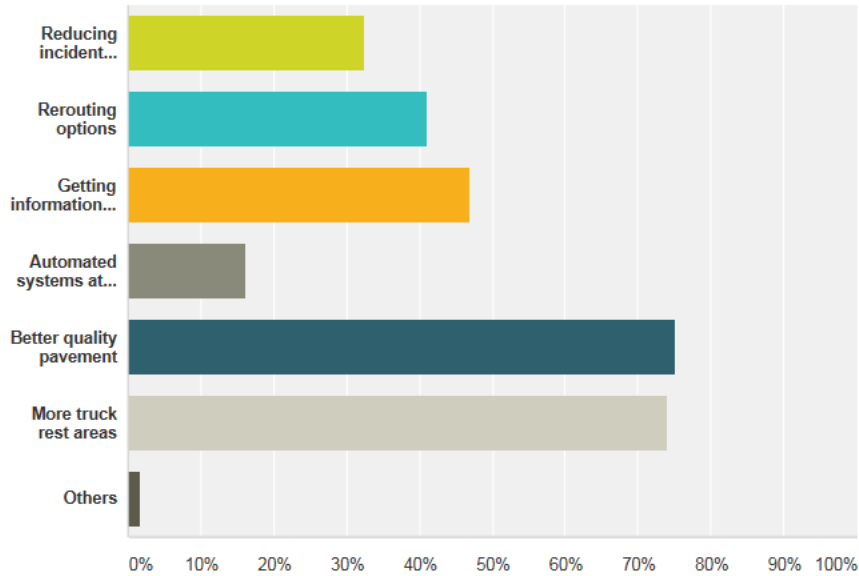
Answer Choices	Responses
Delay in delivering goods	90.31% 205
Damage to vehicle or equipment	22.47% 51
Personal injury	5.73% 13
Loss of business	26.87% 61
Ability to find safe haven during bad weather	37.89% 86
Total Respondents: 227	



Q5

What are some potential opportunities or solutions to improve freight movement?

Answered: 289 Skipped: 5



Answer Choices	Responses
Reducing incident clearance time	32.53% 94
Rerouting options	41.18% 119
Getting information ahead of time (message signs on roads/highways)	47.06% 136
Automated systems at delivery or pick up (inter modal)	16.26% 47
Better quality pavement	75.09% 217
More truck rest areas	74.05% 214
Others	1.73% 5

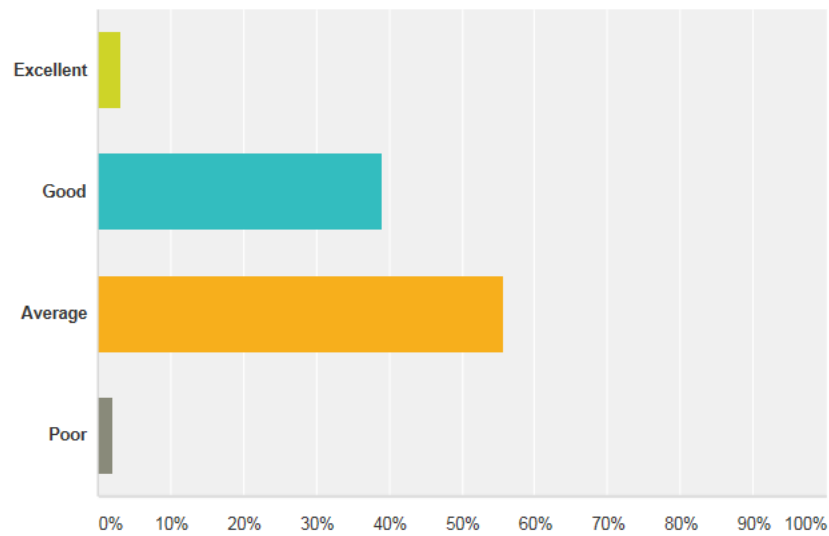
Total Respondents: 289



Q6

In your opinion how would you rate the freight infrastructure condition in the Greater Memphis Area?

Answered: 287 Skipped: 7



Answer Choices	Responses	
Excellent	3.14%	9
Good	39.02%	112
Average	55.75%	160
Poor	2.09%	6
Total		287