

TRUCK NEWS

February 2010 Volume 30, Issue 2

Delivering daily news to Canada's trucking industry at www.trucknews.com

Giving back

B.C. fleet converts shipping container into homeless shelter

By Jim Bray

LANGLEY, B.C. – The owner of a Langley-based trucking company has come up with a creative way to help people who fall through society's cracks under normal circumstances.

Rob Reid, president of Shadow Lines Transportation Group, conceived the Temporary Homeless Relief Shelter project and runs it in conjunction with a local street ministry with a long history of helping the homeless. The project uses an old 40-foot shipping container to provide up to 16 homeless people with a temporary roof over their heads on any given winter night.

"I see a lot of homeless people," Reid says, "and I've always wanted to do something, like maybe give up Christmas dinner and cook for the poor, something along that line. Then I thought, why not just give them a warm, dry secure place to sleep at night? That would probably be something of more value than anything they could get other than food."

The container-based shelter looks kind of like those "multi-station porta-potties" seen at various venues

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Transporting the TORCH!

Trucking industry and its suppliers play many roles in longest-ever Olympic Torch Relay

By Jim Bray

VANCOUVER, B.C. – Few people reach the brass ring of Olympic success, but the Olympic Torch Relay is giving thousands of Canadians a chance to live the dream vicariously. And Canada's

transportation industry is playing a big part, both behind the scenes and publicly.

"From the transportation side it's absolutely fascinating to look at, from a logistical standpoint, how many vehicles are involved,"

says Katie Hammill, RBC spokesperson, Olympic Torch Relay. She says those vehicles, their drivers, and the people and items they transport have to follow a detailed (nearly to the minute and

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Recognizing the troops

New Bison trailers honour Canada's Armed Forces



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Inside This Issue...

- **A new career:** Joe Amelia and his wife Mary Beth gave up their day jobs and hit the road. Do they represent a new breed of professional driver? Page 20
- **Learning from ants:** How swarm intelligence gleaned from ants helps shape truck routing solutions. Page 26
- **New year, new fluid:** A company with a strong Canadian connection is quietly building a comprehensive distribution and supply network for its diesel exhaust fluid. Page 31
- **Lost keys, found hope:** A Child Find poster leads to an informative conversation with another driver. Page 44

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How not to go out of business

I think every business manager should have to take a course on going out of business with dignity. We've seen many examples of companies going under through this recession. Some have done it the right way, by notifying customers and employees and then winding down operations in an orderly manner.

Others have just disappeared, locked the doors and let disgruntled ex-employees, stiffed suppliers and neglected customers spread the word for them. I've heard many horror stories. One company apparently put its entire facility up for sale while its employees were still laid off indefinitely and patiently awaiting their return to work. One such employee told me he was browsing through his local paper and saw that his workplace was up for sale, and that's how he found out he no longer had a job to return to.

Of all the closures and bankruptcies that this devastating recession has left in its wake, the sudden shutdown of Arrow Trucking in the States takes the cake.

Just three days before Christmas, the 1,400-truck fleet suddenly ceased operations, leaving as many as 1,000 drivers scattered across the country with suspended fuel cards and instructions only to turn their

Editorial Comment

James Menzies



truck in to the nearest dealership. Some of these drivers were literally living in their trucks and effectively left homeless. Others had no way to get themselves or their gear (they were flatdeckers) home, although Freightliner and Navistar were offering \$200 travel vouchers and/or Greyhound bus tickets in exchange for their rigs. It was truly a nightmare.

But this story does have a happy ending. As word of Arrow's demise spread, the Owner-Operator Independent Drivers Association (OOIDA) and staff of its *Land Line* magazine set into action, establishing a Facebook site to help connect stranded Arrow drivers with others who could offer them a ride.

Big fleets such as Swift and Schneider instructed their drivers via their in-cab communications devices to assist any Arrow drivers in need of help and to give them a lift if they're headed in their direction.

The Facebook site went viral, as the kids say, and overnight had blos-

somed to over 1,000 postings offering assistance ranging from rides to warm meals, showers and in some cases even a few bucks.

The Arrow incident demonstrated a few things. One, to repeat my opening line, every business manager should be trained on how to go out of business tactfully and with class. Professors could even use Arrow as an example on how *not* to do it.

The other thing the Arrow closure demonstrated was that social media is an increasingly important medium, yes, even for professional drivers. Had it not been for the quick-thinking OOIDA staff and the wherewithal of many professional drivers and their families to visit Facebook, it would have been nearly impossible to coordinate efforts to help stranded Arrow drivers and get them home safely. Social media sites such as Facebook and Twitter have surpassed the ability of even the time-tested CB radio when it comes to connecting professional drivers on a large scale.

And the third, and perhaps most important, thing we can all learn from the Arrow fiasco, is that pro-

fessional drivers still look out for one another.

It's a pity it took a major catastrophe to serve as a reminder, but the overwhelming response to OOIDA's initiative shows that when you're down and out, you can still count on a fellow driver to give you a hand up. □

- James Menzies can be reached by phone at (416) 510-6896 or by e-mail at jmenzies@trucknews.com. You can also follow him on Twitter at Twitter.com/JamesMenzies.



What's the future of trucking?

Has the recession permanently changed the way we do business? It was one of many questions posed to a large panel of trucking executives at the latest Ontario Trucking Association (OTA) convention but I thought it was perhaps the most important one.

There was a great deal of soul searching following the question as executives recounted the most significant lessons they've learned during this most gut-wrenching of industry downturns. Several executives said they realized just how little customers understand about what goes on behind the scenes to pull off a delivery; a reality that's not helped by many motor carriers who not only neglect to educate their customers but who are too often willing to devalue the service they provide just to land a contract.

Viewpoint

Lou Smyrlis
Editorial Director



Many pointed to excess capacity as the root of the industry's current troubles and called for a workable plan to flex the fleet during downturns, but to do so not on the backs of owner/operators.

On the positive side, some executives pointed out that having their back against the wall the past two years has forced motor carriers to work harder to gain efficiencies and find cost reductions that don't compromise safety. As one executive eloquently put it: 'It has been a very cleansing opportunity to be able to

hit a reset button.'

Naturally, the general feeling was that they've learned important lessons they won't soon forget. I hope they're right but my personal impression over the past 20 years covering the transportation industry is that lessons learned during hard times start to fade as economic fortunes improve, thus sowing the seeds for future industry setbacks.

Yet it's encouraging that the industry is having this discussion and influential executives are willing to openly debate the strategies that proved to have such disastrous effects during the downturn. The OTA deserves credit for creating the forum to make such an exchange possible.

This year will continue to be a volatile time for trucking companies and there are still lessons to be learned. So I think it important to continue the discussion on the industry's future.

Those of you interested in doing so may want to follow me to Winnipeg this February 17-19 to the Future of Trucking Symposium. I'll be kicking off the event with a presentation entitled, *The North American Trucking Industry: Where we are and where we are going*.

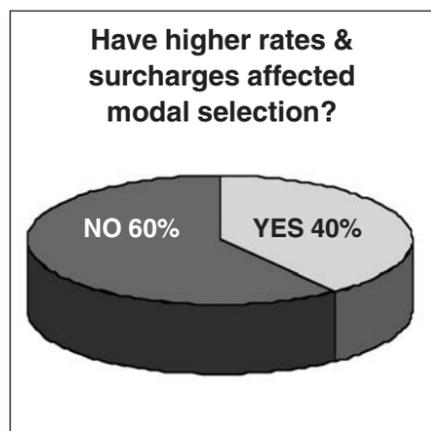
The symposium is designed to analyze how trucking will evolve in response to changing freight movement patterns, environmental concerns, fuel price volatility, and labour availability over the next 20 years. Several prominent industry figures will be speaking at the event. For info, contact Kathy Chmelnitzki at 204-474-9097 or at transport_institute@umanitoba.ca.

I hope to see you there. □
- Lou Smyrlis can be reached by phone at (416) 510-6881 or by e-mail at lou@TransportationMedia.ca. You can also follow him on Twitter at Twitter.com/LouSmyrlis.

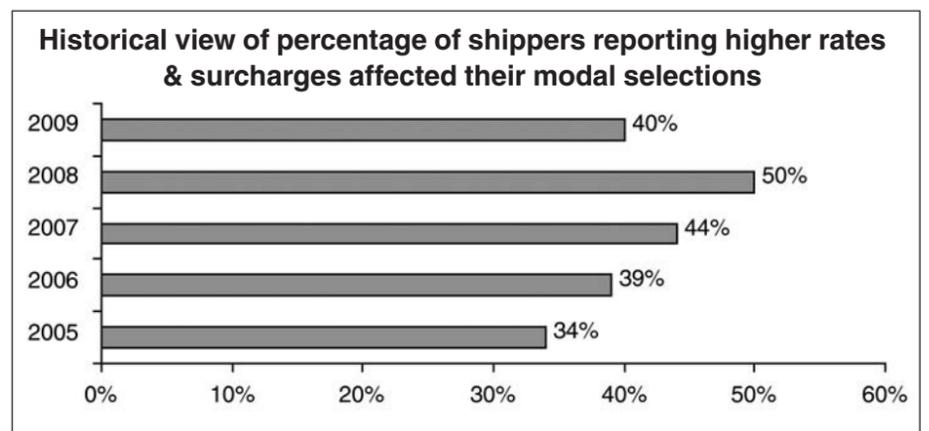
Did you know? What it takes for a shipper to change modes

What's it take for a shipper to change his modal selections? In a business atmosphere where shippers are becoming less and less attached to moving their goods by a specific mode, this is a critical question. Our Transportation Media Research division has spent the last few years trying to get an insightful answer and this is what the research shows us.

The first thing we know is that from 2005 to 2008, rising rates and surcharges were causing an in-



creasing number of shippers to change the mode they used for at least a portion of their shipments. Back in 2005 about one-third of shippers were telling us that higher rates and surcharges were impacting their modal selections. By 2008, that figure had changed to 50% of shippers. But trucking rates took a nosedive across all modes in 2009 and in trucking in particular. The



cost of ground transportation for Canadian shippers declined again in October, the www.cgfi.ca Canadian General Freight Index indicates. Since the beginning of the year, the index has fallen in eight of the ten months, and has declined 9.6% in aggregate. And many carriers have not been able to hold the line on surcharges either.

The end result: Only 40% of shippers answering our survey at the end of 2009 indicated that rates and surcharges were causing them to switch modes. But that figure is likely to climb higher yet again as the recovery takes hold and rates start to rise. □

CLASS 8 TRUCK SALES TRENDS

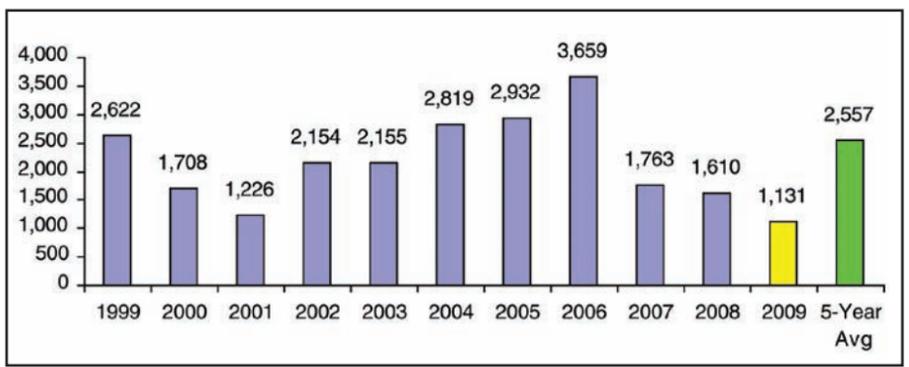
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The final quarter of 2009 started off the same as the past three quarters in this most dismal of sales years. While the 1,405 Class 8 trucks sold in Canada in October were an improvement over September's total, they still amounted to the lowest October tally of the past decade by a considerable amount. And November showed deterioration with just 1,131 Class 8 trucks sold, which was about 500 units off last year's modest mark and about 1,400 off the five-year average. (It should be noted that five-year average includes the industry's peak years of 2004 to 2006.) This is the worst recession to hit the North American market in the post war era and monthly truck sales have reflected that reality each month of 2009.

Monthly Class 8 Sales - Nov 09

OEM	This Month	Last Year
Freightliner	205	336
International	276	228
Kenworth	250	106
Mack	77	382
Peterbilt	165	120
Sterling	22	128
Volvo	74	227
Western Star	62	83
TOTALS	1131	1610

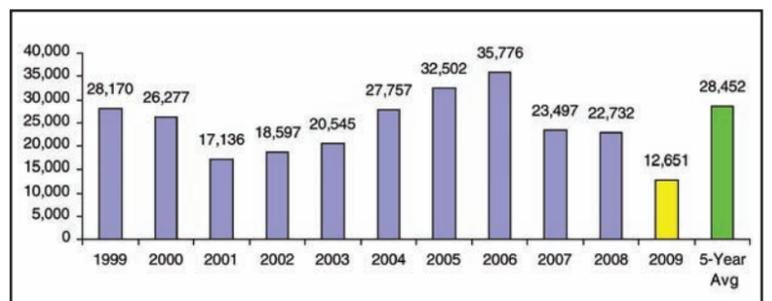
Historical Comparison - Nov 09 Sales



Class 8 Sales (YTD Nov 09) by Province and OEM

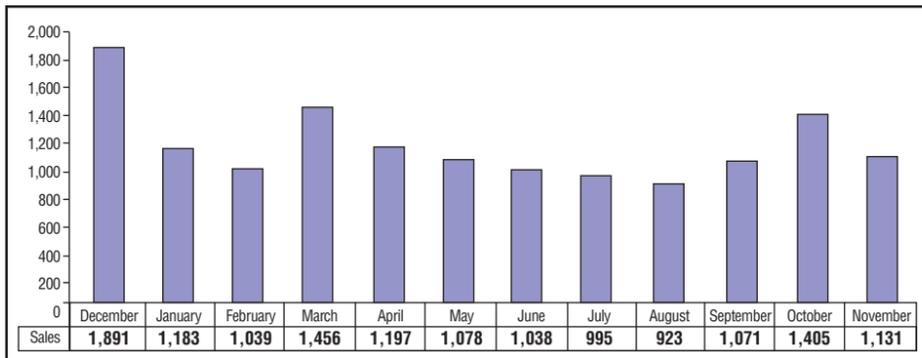
OEM	BC	ALTA	SASK	MAN	ONT	QUE	NB	NS	PEI	NF	CDA
Freightliner	122	279	104	139	938	503	219	126	3	5	2,439
Kenworth	231	432	115	104	359	442	66	12	0	0	1,761
Mack	40	82	93	49	456	138	36	22	0	0	916
International	127	486	62	161	1,516	924	143	69	26	72	3,586
Peterbilt	133	238	125	106	215	170	53	27	0	0	1,067
Sterling	101	113	27	11	206	239	17	5	8	38	765
Volvo	171	211	7	23	580	268	9	12	0	16	1,297
Western Star	109	249	36	30	141	125	54	74	0	2	820
TOTALS	1,034	2,090	569	623	4,411	2,809	597	347	37	134	12,651

Historical Comparison - YTD Nov

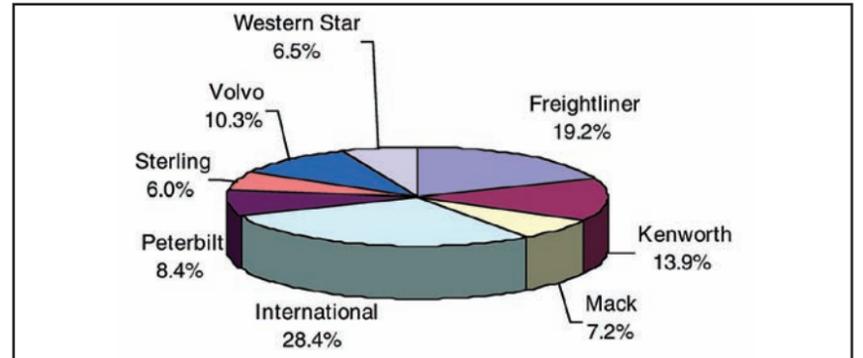


Eleven months into the year and Canadian Class 8 truck sales are at their lowest point YTD of the past decade by a long shot. They continue to trend about 16,000 units off the five-year average, are at just a little better than half the level of last year's sales and more than 23,000 units off the banner year of 2006. But the final quarter of 2009 is just following the same dismal trend in truck sales shown since the start of the year. The first quarter of the year was so weak that, three months into the year, sales were more than 2,000 off last year's YTD pace, hardly a banner year in itself, about 3,000 off the five-year YTD average and about 5,000 off the banner year of 2006.

12 - Month Sales Trends



Market Share Class 8 - Nov YTD



There are many reasons motor carriers are reluctant to purchase new trucks right now. The recession is finally over but the rebound is expected to be slow and volatile. And, unlike past recessions, trucking is not expected to show robust growth during the recovery as high inventory to sales ratios will continue to dampen freight volumes and the trucking industry remains in over capacity, which places downward pressure on rates. General freight rates declined 9.6% YTD in 2009 from the end of last year, according to the latest research. Used truck values are also making it difficult for carriers to turn in their old trucks for new ones. In addition, the growing age of the Canadian truck fleet is misleading because mileage is down compared to the pre-recession years.

International continues to lead in this downward market, controlling slightly more than 28% of Class 8 sales in the Canadian market YTD. Freightliner, a former front runner for many years, is a bit better than 19% of total sales. Traditionally strong performers Kenworth and Peterbilt have fallen back compared to previous years, although Kenworth's market share is rebounding. Both are strong in the west and Western Canada is no longer booming. Volvo is the only other OEM with close to 10% market share.

Source: Canadian Motor Vehicle Manufacturers Association

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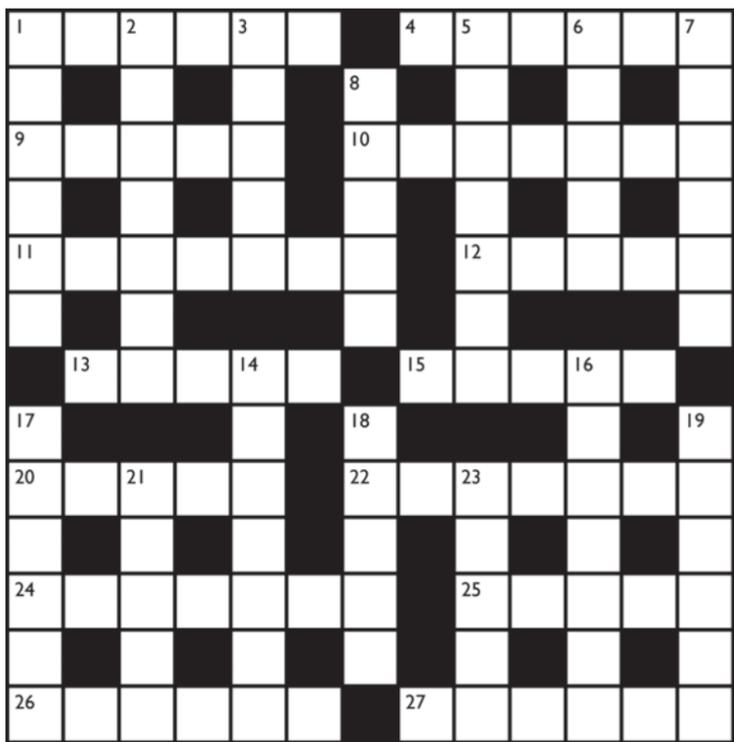


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In Brief

Behind the headlines

Truck News editor James Menzies has launched a new bi-weekly industry newsletter designed to provide commentary and analysis on the news, equipment, management, maintenance and community issues you care about – all in a quick-hit format. The inaugural edition of *Hooked Up* was e-mailed Dec. 15 to Trucknews.com Headline News e-alert subscribers. Future editions of the newsletter will be distributed electronically to subscribers every two weeks. If you're not already receiving *Hooked Up*, e-mail jmenzies@trucknews.com to receive the newsletter.

Truck News and TransCore Link Logistics have integrated non-driver job postings between their respective Truck-Ops and Transportplanet.com job boards.

Truck-Ops was launched in February 2007. The job board, owned and operated by *Truck News*, *Truck West* and *Motortruck Fleet Executive*, is hosted at Trucknews.com. Transportation companies can now sign up and submit their non-driving job opportunities for free. Transportplanet.com was introduced earlier this year by TransCore to meet the needs of recruiters and hiring managers looking for a pool of qualified transportation professionals and entry-level job seekers.

To visit Truck-Ops, go to www.truckops.ca.

The fifth annual *Truck News*/Chevron charity golf tournament is slated to be back at the Wooden Sticks Golf Club once again this year, for a day of fun, networking and raising money for a good cause Tuesday, June 15.

Trucking for Wishes, an organization founded by NAL Insurance and benefitting Make a Wish, will once again be this year's benefactor. A full field of 144 golfers is expected. The entry fee includes all competitions, prize draws, lunch, dinner and more. A silent auction and a grand prize raffle will also be featured. An early bird draw will be held for two overnight cabins at Wooden Sticks, so book your foursome today, this event sells out quickly. Please contact Kathy Penner at 416-510-6892 or Brenda Grant at 416-494-3333 to register.

Truck News has joined SelecTrucks of Canada and Pearson Dunn Insurance as the third sponsor for the Driving for Profit seminar series.

This year, Driving for Profit will be hosting two events at the Capital Banquet Centre in Mississauga, Ont. Apr. 6 and Nov. 9. The sessions will remain a half-day format and a full list of topics and speakers for the April event will be announced soon. Marketing tables will be made available to companies looking to promote their business. To register go to www.drivingforprofit.com. □

CFMS announces full agenda for 2010 event

TORONTO, Ont. – The Canadian Fleet Maintenance Seminar (CFMS) is back again this year at a new venue with a full agenda. The 47th instalment of the annual conference, geared towards Canada's

fleet maintenance managers, will take place May 10-12 at the Hilton Suites Toronto/Markham.

Seminar topics on May 11 include new and improved products for 2010, myths about maintenance-free

components, the steps behind accident reconstruction, and a discussion on maintaining your diesel particulate filter (DPF).

The May 12 line-up includes a look at roadside enforcement, including hands-free regs, LCVs, speed limiters, and CB radios; understanding the dangers of sleep apnea; a panel on electrical system maintenance; an open forum to discuss issues with manufacturers, suppliers and fleet representatives; and an evaluation of the EPA2010-compliant engines.

Seminar highlights include the May 12 banquet, hosted by *Truck News* and *Motortruck Fleet Executive*, featuring Canadian sports announcer Rod Black, and the presentation of the annual Canadian Fleet Maintenance Manager of the Year Award. Registrants who sign up before the March 15 early bird deadline receive a 10% discount. To register, visit www.cfmsonline.com or call 905-957-7265. □

Truck World announces seminar line-up

TORONTO, Ont. – Truck World organizers have released program details for the show, to be held Apr. 15-17 at the International Centre in Toronto. On Apr. 15, a seminar will be held on 'Meeting the Modern Challenge of the Vocational Truck.' The seminar will focus on key areas beyond the basic performance requirements that need to be addressed while spec'ing, organizers say.

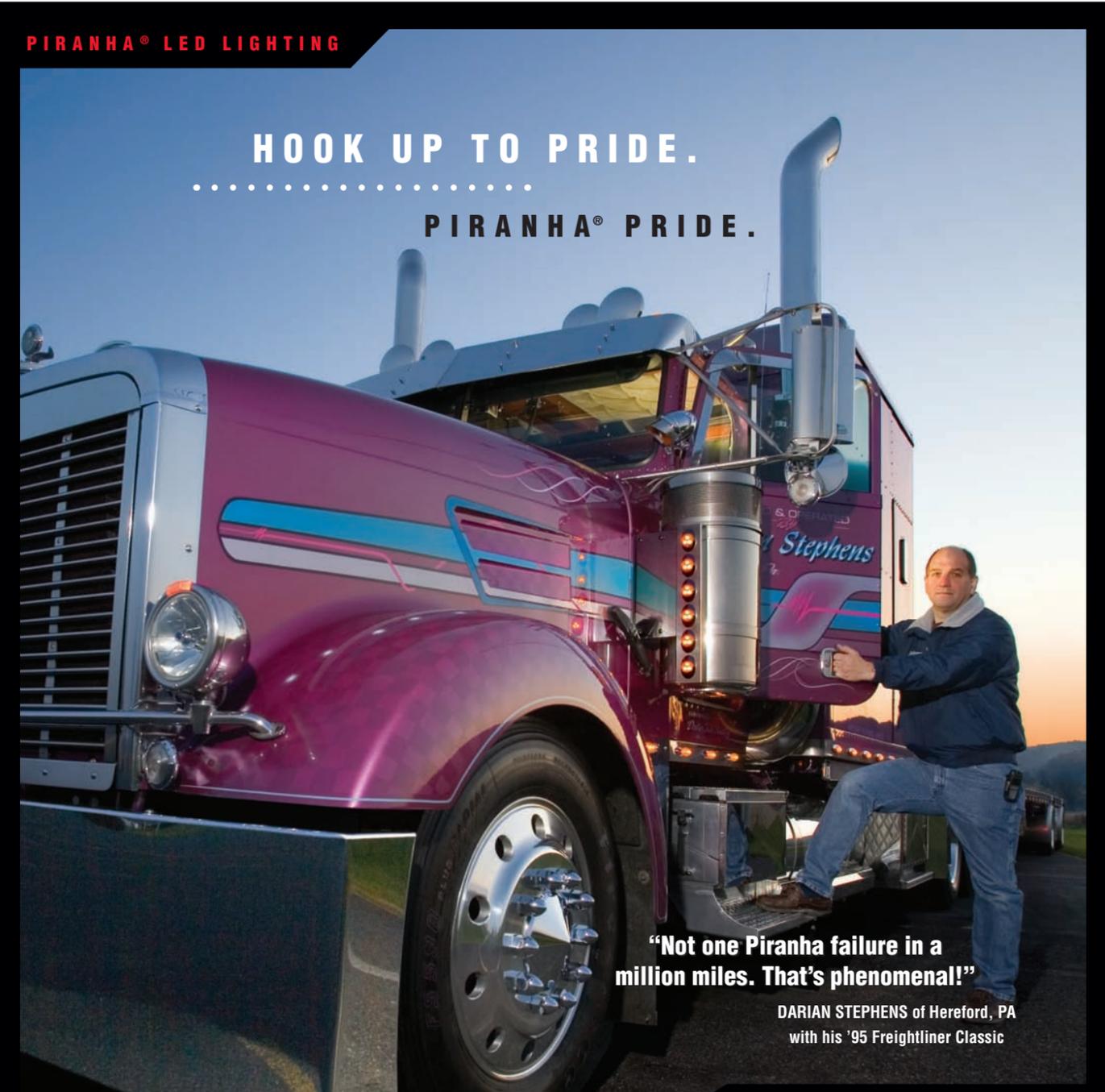
On Apr. 16 a fleet forum will be held on 'Sleep Issues: the Coming Regulatory Regime.' The session will take a look at impending testing requirements for sleep disorders and how they will impact fleets.

On Apr. 17, a seminar will be offered for owner/operators on how to calculate your cost-per-mile. There will also be a seminar on 'The Road Ahead: Not Your Grandfather's Driving Job' on the same day, which will explore the way the professional driving career is evolving. For a complete schedule and to register for the show, visit www.truckworld.ca. □

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East

Confederation Bridge closure sparks calls for nearby truck stop

By John Evans

CHARLOTTETOWN, P.E.I. – A recent 52-hour closure of the Confederation Bridge has the Atlantic Provinces Trucking Association asking for a major truck stop to be built nearby.

Winds gusting to 100 km/h stranded roughly 100 trucks and also stopped the Northumberland ferries earlier this winter.

Shane Esson, chair of the association, said what facilities exist at the bridge right now are not enough.

“There is a very small marshalling yard, but it will only hold a handful of trucks. Once it fills up trucks have to park on the highway,” he told *Truck News*, adding that a service station about five kilometres away that supported the old ferry dock is the only other parking place available to truckers close by.

“This is not unique to the winter months,” Esson said of the shutdown. “It happens quite frequently throughout the year where the winds are too high for trucks and high-sided vehicles to cross the bridge safely.”

Esson said that when the bridge closes it is often for a full day, so there needs to be support for that kind of downtime.

“Ideally there should be some kind of structure that has proper washroom facilities,” he said.



“Somewhere the drivers can have a shower, food of some type – where they can park safely off the highway and have the use of some amenities.”

During this latest shutdown, some truckers suggested they could cross if they were the only traffic on the bridge and it had room to sway. That would not have been safe, said the bridge’s general manager, Michel Le Chasseur, citing tests done in 2008 which demonstrated that a truck driving in the middle of the bridge was at more risk than one simply staying in its lane.

A fully-equipped truck stop would have been a boon to the idled truckers. Irwin Docherty parked his rig at an Aulac, N.B. truck stop, more than 45 kms from the bridge, where he said he did a lot of crossword puzzles to try and ease the boredom.

Le Chasseur said the bridge had never been closed for this long since it opened in 1997. □

LCVs one step closer to harmonization

HALIFAX, N.S. – Nova Scotia has eliminated a controversial requirement for high-mounted lights on the trailers of long combination vehicles (LCVs).

The high-mounted lights were not required in some other provinces and in fact they were illegal on LCVs in Ontario. The requirement has proven contentious among fleets.

“Safety is always our number one priority, but there has been no proven safety benefit to these lights,” said Bill Estabrooks, Minister of Transportation and Infrastructure Renewal in Nova Scotia. “Almost all other jurisdictions in North America have eliminated the high-mounted light requirement and it makes sense for Nova Scotia to follow the same rules.”

“Nova Scotia’s continuing development as Canada’s Atlantic Gateway requires that we think internationally,” Estabrooks added. “We’re hoping this change will assist companies who want to pick up, or ship, their goods through the Port of Halifax.”

The announcement leaves New Brunswick as the sole province still requiring high-mounted lights on LCV trailers.

In the November issue of *Truck News*, Mike Balsom, program manager, Weights and Dimensions Policy, N.S. Department of Transportation and Infrastructure Renewal hinted of a compromise: “I think it won’t be too long before everything gets squared away. The four provinces work well together and have frank and open discussions,” he said at the time. “I can’t say a whole lot right now (but) there are sensitive discussions going on. The high-mounted light issue has been blown out of proportion.” □

APTA hands out industry awards

MONCTON, N.B. – The Atlantic Provinces Trucking Association has recognized outstanding individuals from the region’s trucking industry at its annual awards presentation.

The 2009 award recipients include:

Service to the Industry – **Gordon Peddle**, D.D. Transport, Mount Pearl, Nfld. (also outgoing chairman of the APTA);

Driver of the Year – **John**

Marquette, Clarke Road Transport, Halifax, N.S.;

Dispatcher of the Year – **Leonard Collins**, Day and Ross, Paradise, Nfld.;

Safety to Motor Transportation – **Kelly Henderson**, Trucking Human Resource Sector Council – Atlantic, Truro N.S.;

And Good Samaritan – **Douglas Marshall**, Armour Transportation Systems, Westville, N.S. □

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(1) 2007 UTILITY 53' x 102" DX DRY FREIGHT



Stainless front panels, rear doors, bumper, and wing plates, front and rear vents, extra light pkg, translucent roof, Michelin super singles, Hendrickson air ride suspension, "MINT" condition.

(5) "New" 53' TRIDEM UTILITY REEFER VANS



Hendrickson air ride suspension with 6' and 6' spreads, stainless rear doors, overlays, door hardware and bumper, 16" aluminum scuff liner quad door lock rods, heavy duty flat floor, Armortuf side walls, 1 row recessed "E" track, Michelin XZE 22.5 tires.

2008 TRAILMOBILE 53' x 102" ULTRA PLATE VAN



Air ride suspension, swing rear doors, aluminum roof, very clean priced to move.

(4) 2007 WABASH 53' REEFERS



Carrier Stealth XTC units (low hours), Stainless front panels, radius corners, rear doors, and rear bumper. Vents front and rear, 1 row recessed "E" track, air ride, aluminum wheels, extra clean.

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10' spread on Newway air ride suspension, aluminum wheels, 24 pairs chain tie downs, 12 winches and straps in sliding track, 4' aluminum headboard, aluminum storage box. GREAT SHAPE.

(2) 2007 UTILITY 53' x 102" REEFERS



Thermo King Magnum units, Pre Painted black side panels, stainless radius corners, front panels, wing plates and rear doors, front and rear vents, Hendrickson air ride suspension, aluminum wheels, 1 row recessed "E" track, extra lites.

(50) 2005 UTILITY 53' REEFERS



Carrier Ultra units, stainless front panels, radius corners & rear doors, front and rear vents, heavy duty flat aluminum floors, 1 row of recessed "E" track, 46K Hendrickson air ride suspension, Anti dock walk, aluminum wheels, stainless bumper, well maintained units.

Olympic spirit burns bright during cross-country torch run

Continued from page 1

centimetre) plan for where everything, including the torchbearers, is dropped off and picked up for the entire 45,000-kilometre route across the country.

Several trucks run in the Torch Relay convoy itself, keeping three to five minutes ahead of the torchbearers. One is almost like a parade float and contains a big screen proclaiming a welcome to whatever town the Relay is going through. It also features a sound system and speakers and, according to Hammill, "It's quite a sight to see when it comes through."

Another vehicle, a medium-duty Kenworth hybrid co-branded with Coca-Cola, is more a shuttle bus-type truck, used to get torch bearers to and from their adventure.

Driving in the Olympic Torch



CONVOY: A convoy of trucks leads the way as the procession passes by the *Truck News* head office on Dec. 18. Two Coca-Cola decal Kenworth hybrids built at Paccar's Ste.-Therese, Que. plant are seen here.

Relay is a challenge that was taken up with gusto by Jim Miller, of Miller Motorsports Driver Services in Brechin, Ont. As it turns

out, he was surfing online, looking for an interesting gig, when he came across the Torch Relay ad.

"I'm trying to get my own transport safety compliance company going," Miller said from the Relay's stop in Markham, Ont., "so I was looking for people who were looking for employees."

He noticed an ad offering travel across Canada between November and February and wondered "What kind of circus is going to travel in the winter time? I thought it might be one of those snow-cross racing teams or something and that it would be kind of neat, so I put my name in."

The rest is history. About two hours later Miller got a call and discovered he "got Games."

Each night, Miller finds out where the show is going the next day and makes his plans accordingly. "This morning it was 58 kilometres along the 401," he said from Markham, "so I put on the news channel to see what the traffic was doing and figured it would take about an hour and 15 minutes to get there, put the equipment out and get them on stage."

He then has to get his charges to lunch, to the afternoon show "and whatever else is required on the way."

Miller is taking the gig right through to Vancouver, and says he's responsible not only for the safety of his charges, but "to get them there on time and in a fashion that they can get their stuff on and off the stage and get going again afterward."

It's definitely challenging, Miller says, but it's also invigorating.

"Every day is (made up of) people being so proud to be Canadian that it's incredible," Miller says. "It's magic."

The job also gives him a new perspective on what constitutes a true challenge. "I have a new respect for Terry Fox," Miller says. "Having driven most of the journey that he did, I mean, we're 13, 14 hours a day every day and we're travelling in vehicles but he did it on one leg!"

For his efforts, Miller was surprised on New Year's Eve when he was presented with the chance to carry the torch on Day 63 in Malartic, Que.

"I was completely unprepared for the whole experience right from the beginning when Jacquie

Braden approached me to tell me right through the whole experience," Miller told *Truck News* after his unexpected stint with the torch.

But for Miller, the most memorable thing about his long drive is: "Canada pride. You know, you hear about American pride and you see it at ball games with the American anthem. But the Canada pride I've seen from stop to stop here has been absolutely awesome. Just amazing stuff."

Truckers and their families are involved in the Torch Relay itself, too. Dave Hartwick, for example, a driver for Kimco Steel out of Kingston, Ont. was bursting with pride when his daughter, Stephanie, carried the torch in Dorval, Que.

"I was there as a proud father," he says. Stephanie, who works for Bombardier Transportation in Kingston, was picked in a company-wide pool to carry the torch on Dec. 9. "It was so great to watch her," Hartwick says. "She was the very last runner out of the group there and we were very happy to see her participate. It's a once-in-a-lifetime thing."

Hartwick and his wife were on-hand with their five-year-old grandson, "And he got to see his mother carry the torch and when she was done he gave her a big kiss. He was proud of his Mom."

Being chosen as a torch bearer came as a surprise to Stephanie Hartwick. "There's a lot of people across Canada that work for Bombardier," she told her local TV station, CKWS, "so I was really surprised that I ended up being one of the people (chosen)."

"And the nice thing about it," her father says, "is Stephanie keeps her torch forever. It's hers – the company bought it for her."

The torches are available for sale to each relay runner for about \$350 each. Hammill says she thinks most are purchasing theirs.

Don Streuber, president and CEO of Bison Transport in Winnipeg, plans to keep his. "It's a sophisticated piece of electronics," he says. "Bombardier designed it especially for this year's event to stay lit continuously while you're running and during wind gusts



HEALING EXPERIENCE: For Bison Transport president Don Streuber, a stint with the torch symbolized his recovery from a serious car crash.



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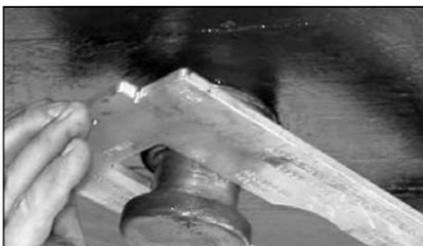

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PASSING THE TORCH: Stephanie Hartwick (left) was just one of many torch-bearers with a trucking connection. She works for Bombardier Transportation and her father Dave hauls for Kimco Steel out of Kingston, Ont.

and rain and snow.”

Streuber accepted the opportunity to run with “11,999 of his closest friends” immediately, and with excitement. His 300-metre leg along Portage Avenue on Jan. 5 brought his own contingent of fans.

“A number of volunteers said they’d show up simply to cheer me on,” Streuber says, “and some wanted to run with me.”

In his case, he didn’t enter the Relay lottery: RBC came to him. “I’m assuming I was asked because of my position with Bison,” he said. “It certainly wasn’t my good looks!”

For Streuber, being an Olympic torch bearer is an adventure, fantasy and honour rolled up in one. “In my case,” he said, “I was in a severe car accident several years ago so I view this as the culmination of my healing, an emotional event from that perspective.”

Besides fond memories and, perhaps, their torch, runners also get to keep their official torch-bearer uniform: pants, jacket, hat and the official red mittens of the 2010 Games.

It appears the Games are bringing out the “Olympic Spirit” in Canadians who aren’t involved personally in either the athletics or the Torch Relay as well. The folks at MSM Transportation, for example, have stepped up to the plate by helping members of Canada’s Olympic women’s hockey team through a difficult situation.

As managing partner Mike McCarron tells it, “These players don’t make big bucks like the men; they’re representing Canada purely for the love of the sport and national pride. We wanted to support them in any way possible.”

When the Bolton, Ont. company learned that forward Jennifer Botterill was having trouble affording to ship her car to Calgary, where she was scheduled for seven months of intensive training in preparation for the Vancouver Games, MSM rode to her rescue by offering to haul the vehicle at no charge.

McCarron also put in calls to



ALL SMILES: Jim Miller drove an RBC-sponsored truck along the torch relay, and received an unexpected thanks – the chance to carry the torch in northern Quebec.

three of his Ontario partner carriers and arranged to move vehicles for three of Botterill’s teammates. When all was said and done, J&R Hall Transport had taken responsibility for handling Brienne Jenner’s vehicle, Liberty Linehaul saw that Jennifer Wakefield’s wheels made their way west and Direct Right Cartage carted Becky Kellar’s.

“Together we made sure the vehicles were waiting for the players when they arrived in Calgary,” McCarron said, joking that “If it were the Olympic men’s team we all agreed we’d charge them double.”

Canada’s national women’s team has been extremely successful over the past two decades, earning nine world titles and two Olympic gold medals. Most of the team members leave their “real world” jobs to train full-time, forcing them to rely on a monthly stipend from Sport Canada and an allowance from Hockey Canada to get by.

MSM Transportation, a long-time proponent of organized hockey in Canada, also owns the St. Michael’s Buzzers provincial Jr. A hockey club in Toronto and has raised thousands of dollars for minor hockey programs.

More proof, as if any were needed, of the Olympic-scale hearts found in the Canadian transportation industry. □



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enviroTruck concept endorsed by major study

OTTAWA, Ont. – A joint US study has found that fuel consumption on new tractor-trailers could be lowered by as much as 50% by 2017 with the introduction of all devices contained in the Canadian Trucking Alliance's enviroTruck.

The comprehensive modelling study, conducted by major US public and private sector policy and research organizations (Northeast States Center for a Clean Air Future, International Council on Clean Transportation, Southwest Research Institute and TIAX, LLC), also found that in the shorter term, fuel consumption for new tractor-trailers could be lowered by 20% in 2012 using all enviroTruck devices, which include speed limiters, fuel efficient tires, aerodynamic devices and increased use of long combination vehicles (LCVs). Beyond enviroTruck technologies, the report

also examined advanced technologies such as hybrid-electric vehicles.

The core of the analysis, performed by the Southwest Research Institute, consisted of a series of modified simulations to predict the fuel saved by incorporating various technology and operational measure combinations in 2007 truck technology.

The modelling simulations found that the introduction of all the technologies and strategies examined in the study would result in an estimated eight billion gallons of diesel fuel saved annually from the US trucking industry beginning in 2030, with lesser reductions being achieved as soon as 2012. The report found that cumulative fuel savings between now and 2030 could reach 90 billion gallons of diesel fuel. The corresponding cumulative CO₂ benefits of this fuel savings would be 1.1 billion

metric tonnes by 2030 and an annual reduction of 97 million metric tonnes beginning in 2030.

For the shorter period, the 2012 to 2017 time frame, the Southwest Research Institute models revealed that CO₂ reductions of 20% could be obtained through the widespread use of enviroTruck technologies such as side skirts, boat-tails and single wide tires.

The major impediment the report found to these devices making their way onto tractor-trailer configurations was that due to "the short payback period demanded by the trucking industry, most of these technologies will not be adopted into the fleet absent regulation or incentives."

"Time and time again we read studies that highlight the GHG savings enviroTruck technologies create. It is clear that a federally-admin-

istered rebate program could make these estimated savings a reality," said CTA senior vice-president, Stephen Laskowski. "Furthermore, without provincial government involvement to allow boat-tails and single tires at full weights, the industry will not be able to deliver the GHG savings it otherwise could."

The report, entitled *Reducing Heavy-Duty Long haul Combination Truck Fuel Consumption and CO₂ Emissions*, was directed by an expert steering committee composed of representatives from major truck and power-train manufacturers, government agencies, truck fleets, and fuel economy and heavy-duty experts from non-profit organizations. For a copy of the report, e-mail publicaffairs@cantruck.ca. □

Long-haul drivers get bump in meal tax deduction limit

OTTAWA, Ont. – Despite continuing economic turmoil, the feds stayed true to their promise to increase the meal tax deduction limit for long-haul truck drivers to 75%. The tax-deductible portion of meal expenses previously sat at 70%. The 5% increase went into effect Jan. 1 and is part of a broader 2007 election promise to increase the limit to 80% by 2011.

"Long-haul truck drivers are some of our country's hardest-working people," said Finance Minister Jim Flaherty. "They play a pivotal role in our economy as they transport goods across the country and across our borders. Our government is pleased to support their important work by providing tax relief to these hard-working individuals."

The cost increase is also available to employers who pay the cost of their drivers' meals while they're on the road. However, it only applies to long-haul truck drivers, those who are away from home for at least 24 consecutive hours and travelling at least 160 kms from home. They must also be driving a vehicle with a GVWR of more than 11,788 kgs.

Naturally, the trucking industry welcomed the move.

Canadian Trucking Alliance chief David Bradley said he is "extremely pleased that despite the fact that the Minister of Finance and the Government of Canada are under increasing fiscal pressure, they are continuing to honour this commitment."

The CTA, Owner-Operators' Business Association of Canada and other trucking organizations lobbied for the change in 2006 and 2007 through a coordinated campaign dubbed End Canada's Lunch Bag Leg Down. Industry publications including *Truck News* carried postcards that truck drivers could conveniently and easily mail to Flaherty.

"As we enter 2010, long-haul drivers are once again benefiting from lower taxes as a result of this campaign and the tax changes that it achieved," Bradley said. □



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N.B. trucker named Canada's Driver of the Year

MONCTON, N.B. – Stewart Finnermore, a Fredericton, N.B.-based driver with Atlantic Pacific Transport, has been named the 2009 CTA/Volvo Trucks Canada National Driver of the Year. Finnermore has

driven six million collision-free kilometres in 40 years of commercial truck driving.

Finnermore was presented with the award, including a keepsake plaque and a cash prize, at an awards

dinner held by the Atlantic Provinces Trucking Association in Moncton, N.B..

“Stewart Finnermore exemplifies the outstanding truck drivers with whom Canadians share the road,” said David Bradley, CEO of Canadian Trucking Alliance. “It is a

great honour to recognize him with this highly coveted award.”

Each year the award goes to a professional transport driver who has a collision-free driving record and is considered an exemplary truck driver both on and off the road. □

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Quebec

Bad actors

Quebec enforcement agency worries about snow removal 'moonlighters'

By Carroll McCormick
QUEBEC CITY, Que. – 'Twas two nights before this Christmas past in Quebec City. A fully-loaded snow removal truck steamed full tilt through a red light and T-boned a cop car, injuring two officers. Less than two weeks before that, a snow removal truck flattened a woman outside a pizza joint.

"Snow removal trucks don't respect the highway code," declares carrier enforcement officer Arnold Yetman, based in Montreal-West-Laval. He works for Controle routier Quebec, whose officers have their fingers on the pulse of this province's highway code enforcement and safety.

Mind you, some people, with fantasies of immortality or pedestrian rights (this is Montreal, after all) wander into the streets without looking. Some car drivers tear around like fools. "You see three snow removal vehicles travelling abreast and a car trying to squeeze by. This is a good way to get crushed," Yetman says.

No-one is saying that all snow removal operators are criminals, rogues and bores. But what's with the speed (both kinds), burned red lights, shovel attacks, squashed pedestrians, expired licences, overweight loads and the recently-reported concern that moonlighting city employees are blowing their hours-of-service?

Controle routier Quebec only got the tip-off about this last shenanigan early last December: Following the deaths of three pedestrians who tangled with snow removal trucks in Montreal in February 2009, and more accidents elsewhere, the agency had called a meeting of representatives of breakaway Montreal Island cities (aka boroughs) to discuss safety issues.

"It was just before the first big snowstorm," recalls Yetman. "We had already spoken with the City of Montreal. For the first time, we heard a lot of stories about city employees (moonlighting). The representatives just brought it up, saying things like, 'My employee leaves work and then I see him two hours later driving snow to the city dump. I don't want him coming back the next day and having an accident with our heavy vehicle. What can we do about this?'"

According to Yetman, lots of city employees are moonlighting for independent snow removal companies and possibly exceeding their hours-of-service.

"We told the cities that if they have suspicions, all they have to do is give us the name of the driver and the company. We can go into the company and ask for his

file, verify the number of hours, go back to the city and use its files to calculate the total hours. We can go into any transportation company without a warrant and ask for documentation. They can't refuse."

This is just the latest in a longish list of naughtiness and nastiness by some snow removal companies, drivers and even over-eager city employees. City employees on the ground have been known to instruct snow blower operators to overfill trucks. Some companies want to overload their rigs because they are on fixed-rate contracts. The more they pile on, the faster they finish.

When a carrier enforcement officer finds that a truck is overweight (in an early-January blitz, for example, Controle routier Quebec had portable scales on-hand at snow dump sites) it is going nowhere until enough snow is removed to make it legal.

"The drivers yell at us. A lot of the time the company won't send a loader to transfer the load to another truck, so the driver has to do it by hand," Yetman says.

Snow removal companies under contract to cities do not need special permits, but private operators, say for homes and shopping malls, do.

"New companies, especially, tend not to get special permits. They hate us because we not only fine them, but we take their vehicles off the road until they get the special permits and auxiliary equipment," Yetman says.

Getting stopped for one thing can lead to other embarrassing discoveries, such as the odd driver who is a wanted criminal, or holds a suspended driver's licence. "Whoops! We seize your vehicle for 30 days," Yetman says.

Some drivers use drugs to keep them alert, if not necessarily competent to drive. A year or so ago a company owner, or boss, cranked because Controle routier Quebec stopped one of his drivers for an infraction, attacked Yetman with a shovel.

"We subdued and cuffed him. He had a bag of speed on him, and was probably himself on speed. The quantity seemed to be more than for personal use. He was probably supplying his drivers," Yetman relates.

For companies unsure of the rules, Yetman strongly suggests they bypass the regular police and go directly to Controle routier Quebec for advice.

"We are the one agency that combines all the laws and safety together. We know everything. We are the best person to speak to when you want to be within the law, when putting a vehicle on the road." □

Ontario

Local officials, Santa take part in Avaal customer appreciation day

BRAMPTON, Ont. – More than 700 customers and well-wishers attended Avaal Technology Solutions' customer appreciation day Dec. 12. Avaal hosted the appreciation day/Christmas party to thank its business partners, the community and the students who have graduated from its training programs for their support.

The event was attended by the Minister of Government Services, Harinder Takhar, as well as Member of Parliament for Brampton Springdale Ruby Dhalla. They each presented Avaal's CEO Dara Nagra with a commendation for his contribution to the community. Brampton Councillor Vicky Dhillon and Conservative Party nominated candidate for Bramalea-Gore-Malton, Parvinder Singh also addressed the audience and acknowledged the significant impact made by Avaal Technology.

Santa and Mrs. Claus made an appearance as well. They handed out goody bags to more than 200 children during the Avaal celebration.

Since being registered as a private career college by the Ontario Ministry of Training, Colleges and Universities in January 2006, Avaal has worked closely with TransCore Link Logistics to develop its Dispatch Specialist course based on the Loadlink freight matching technology platform operated by TransCore. To recognize this partnership, Avaal presented a commemorative plaque to TransCore's president Claudia Milicevic. Their collaboration has enabled 500 students to achieve the accreditation in just four years.

One of the students from the very first batch of graduates received the Avaal Alumni



MAJOR CELEBRATION: Taking part in the festivities, from left to right were: Mala Singh (Sama Model and Talent Agency); Dr. Ruby Dhalla (Member of Parliament-Brampton Springdale); Vicky Dhillon (City Councillor, Brampton); Avnit Nagra (Avaal Technology Solutions); Harinder Takhar (Minister of Government Services, Province of Ontario); and Dara Nagra (CEO Avaal Technology Solutions).

Entrepreneur 2009 award presented by the chief guest, Harinder Takhar, Minister of Government

Services for the province of Ontario. Joga Singh of Kandola Brothers Transportation rose from

humble beginnings of owning one truck at the time of his graduation to currently operating a fleet of 44 trucks. Singh thanked the award selection committee and acknowledged that a great deal of his success could be attributed to the course.

Avaal also announced that it has recently set up a Department of Transportation-compliant 24-hour Drug Testing Centre fitted with the latest technology. This lab will enable Canadian transportation companies to send their employees to get pre-employment, accident and random drug and alcohol testing at any time of the day or night, throughout the year.

After all of the presentations were made, the crowd of well-wishers enjoyed an afternoon of entertainment provided by a troupe of musicians and dancers. □

DriveTest back in business, but backlog remains

TORONTO, Ont. – DriveTest Centres opened their doors Jan. 4 for the first time since a four-month strike ended. Full services at all DriveTest Centres have been resumed, according to a message on the company's Web site www.drivetest.ca.

However, it appears professional drivers will still take priority when it comes to scheduling road tests.

DriveTest is advising drivers to arrive for their road tests 30 minutes early to give adequate time for check-in procedures. All truck schools will book through the pre-strike normal process on a first-come, first-served basis, the company says.

Meanwhile, drivers with expired licences will be covered under the MTO's extension until July 1, 2010. Drivers with expired licences must book their road test by calling 888-570-6110 or visiting a DriveTest Centre in person and braving the line-ups. DriveTest is reportedly hiring more staff to cope with the backlog. □

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<p>2005 VOLVO VNL670 Volvo D12, 465 HP or Cummins ISX 400/450/475, 12 spd. auto. \$27,000-\$30,000. Fleet code VLV043/66/68</p> <p style="color: red; font-weight: bold;">\$29,900</p>	<p>2007 VOLVO VNL670 Volvo VED12, 13 spd. Eaton/Fuller auto & manual, 12.5/40 axles, 2x150 tanks, freshly painted & sandblasted frame, fully reconditioned, serviced, safety & powertrain warr. Fleet code VLV062</p> <p style="color: red; font-weight: bold;">From \$51,900</p>	<p>2004 WESTERN STAR 4964FX MBE4000, 13 spd. Fuller, 900 km. Stk #M92111R.</p> <p style="color: red; font-weight: bold;">\$24,900</p>	<p style="color: red; font-weight: bold;">BACK BY POPULAR DEMAND</p> <p>2005 VOLVO VNL670 VED12 465 HP, or Cummins 400/450/500 HP, 10 spd. manual, fully reconditioned & serviced with powertrain warr. Fleet code VOL204 & VOL168</p> <p style="color: red; font-weight: bold;">\$32,900 EACH</p>																				
<p style="color: red; font-weight: bold; font-size: 1.2em;">WHOLESALE LIST</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>YEAR</th> <th>MODEL</th> <th>STOCK#</th> <th>PRICE</th> </tr> </thead> <tbody> <tr> <td>1998</td> <td>WG64T</td> <td>146655</td> <td>9900</td> </tr> <tr> <td>1999</td> <td>VNL610</td> <td>153846</td> <td>6500</td> </tr> <tr> <td>1999</td> <td>VNL770</td> <td>163576</td> <td>8000</td> </tr> <tr> <td>2006</td> <td>VNL630</td> <td>163804</td> <td>19500</td> </tr> </tbody> </table>				YEAR	MODEL	STOCK#	PRICE	1998	WG64T	146655	9900	1999	VNL610	153846	6500	1999	VNL770	163576	8000	2006	VNL630	163804	19500
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Ontario

Real-time driver's licence verification now available

Ontario Safety League says new service more timely, cost-effective than conventional abstracts

By James Menzies
TORONTO, Ont. – It seems unthinkable that a commercial driver with a suspended licence would get behind the wheel of a tractor-trailer and deliver a load. However, the reality is that it's easier than ever to have your licence revoked and statistics show many suspended drivers continue to drive.

In Ontario, falling behind on child support payments is enough to get your driving privileges revoked and three-day suspensions are now handed out to drivers caught with a blood alcohol level of 0.05 to 0.08%.

Of concern to fleets is that at the same time growing numbers of drivers are having their licences suspended, trucking companies are facing ever-increasing vicarious liability exposure. Relatively new laws such as Bill C-45 (now section 217.1 of the Canadian Criminal Code) mean a trucking company's managers and owners can be held personally liable – even jailed – if they allow an unqualified driver to operate their vehicles.

To that end, the Ontario Safety League (OSL) and its provincial counterparts across Canada, are

now offering a driver's licence verification program dubbed Pro-Active Driver Check. For the first time, a technology company has obtained real-time access to every provincial and territorial driver's licence database in the country.

As part of a new service, OSL and its partners can run a real-time check on the current status and class of any driver's licence and within hours provide a fleet with a "variant report" that shows which drivers hold a suspended or downgraded driver's licence.

In testing the program, which is powered by technology company VerX Direct, one 1,700-vehicle (non-trucking) fleet found that 37 of its employees were driving company vehicles with suspended licences.

"There just isn't an opportunity anymore to put your head in the sand and say 'I didn't know'," OSL president Brian Patterson recently told *Truck News*. "There was a period of time where it was a no harm, no foul situation. But Bill C-45 is the critical change-over Bill. You can't simply say to yourself 'It's the driver's obligation to ensure his licence is in good standing'."

Bob Dameron, executive vice-president of VerX Direct, says now that it's easy and affordable for companies to regularly monitor the validity of their employees' drivers' licences, it's incumbent on fleets to take advantage of the service.

"Up until OSL showed up with this service, they could easily argue there was no way to check this quickly and easily – the only way was to order a full abstract and that can cost a fortune; it just wasn't feasible," he said. "That argument and defence goes out the window now because this service does exist."

The Pro-Active Driver Check program is being billed as a complement to, not replacement of, periodic driver abstract checks. In

initial discussions with fleets, Patterson said some companies are showing interest in running monthly checks while others are looking at running reports quarterly.

A carrier simply provides OSL (or its equivalent outside Ontario) with a spreadsheet containing the following information for all drivers it wishes to check: driver's licence number; employee ID (this can be assigned by OSL); and date of birth (for identification purposes).

Within a day or so, a fleet will receive the variation report indicating which licences, if any, have been suspended or downgraded. The company can then take action in accordance with its own human resources policies and procedures.

Patterson said Canada's Privacy Commissioner has approved the service, but drivers must first sign a waiver allowing their employer to run the reports. (A pre-existing blanket consent form giving the employer permission to run periodic abstract checks qualifies).

The Ontario Safety League and VerX say the new service brings value to fleets by reducing the time and expense involved in frequently ordering driver abstracts. Pricing is still being ironed out, but it's expected to cost about \$21 per driver for four reports over the course of the year, with volume discounts available. Dameron points out a year's worth of quarterly reports works out to the cost of roughly one abstract and the process is more timely and less cumbersome, to boot.

Still, the greatest challenge in getting fleets to buy in may be convincing them that it's a problem in the first place. VerX points out that at any given time, 10% of all drivers on the road have a suspended licence, 75% of suspended drivers continue to drive and that a suspended driver is five times more likely to be involved in a

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VerX: Not just a trucking solution

If you've rented a car recently, chances are good that your driver's licence status was verified by VerX Direct as you stood at the counter, completely oblivious.

Rental car companies have been among the first to take advantage of the new Driver Licence Verification service powered by VerX.

Some have built it into their own back offices so they can run a report on a customer and verify their licence status within seconds.

Not only are some rental companies using the service to reduce their liability risk (their insurance may not cover an accident caused by a customer with a suspended licence), they are also able to identify fake licences often used by thieves.

Car thieves will often rent cars using fake ID and then simply not return them. By then, it's too late for the rental company to prevent the theft.

"The use of the VerX service has had an impact on reducing theft," Joseph Adamo, president of Dollar Thrifty, said in a release. "Word will get out that we are now checking licences and the car theft rings that target rental companies will avoid our locations. The VerX Direct service provides new technology that is certainly worthy of consideration by the entire industry in Canada."

Another rental car company ran a report after two of its cars were stolen, and found that in both cases the driver's licence presented by the customer was fake.

Don't remember signing a waiver granting the rental company permission to run the check?

Better read the fine print next time – it's now built right into the standard rental agreement. □

fatal crash.

They acknowledge the percentages are likely lower in the long-haul trucking industry, with drivers routinely having their licence verified at border crossings and inspection stations.

Still, the potential is there for an

employee to drive with a suspended licence, especially within regional and municipal fleets.

"You can lose your licence (for three days) on a Saturday night by blowing 0.05% and be taking a run out on Monday morning," Dameron pointed out, before

sharing an anecdote about a cement company that found out one of its employees with a suspended licence was getting a ride to work and then taking a company truck out for the day.

"You self-justify," Patterson explained. "You say 'I need to work

this week to pay my bills, so I'm going to take the risk.' The problem is, you never had that discussion with your employer, who's really taking the risk."

For more info, call the Ontario Safety League at 905-625-0556 or visit www.osl.org. □

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Ontario

All on-board with EOBRs?

By James Menzies

TORONTO, Ont. – If the mandatory use of electronic on-board recorders (EOBRs) is a contentious issue, you wouldn't know it following a panel discussion on the topic at this year's Ontario Trucking Association (OTA) convention.

It seemed regulators, carriers, suppliers and yes, even drivers agreed that there are benefits to electronically tracking driver hours-of-service. In explaining the Canadian Trucking Alliance's desire for an EOBR mandate, OTA v.p. Geoff Wood pointed out that every time a driver bends the rules, "the true cost

of service is not charged and shippers receive a subsidy that carriers and drivers cannot afford."

The CTA has deemed paper logs "antiquated and ineffective" and feels they "give a sophisticated industry a tarnished image," Wood explained. "It's time to move on and show who we really are."

Regardless of where the CTA stands on the issue, it seems it's only a matter of time before the US moves forward with an EOBR mandate. A proposed rule that would make them mandatory for carriers with frequent HoS violations is already in the works and David Kraft,

chair of the American Trucking Associations' Technology and Maintenance Council EOBR Task Force, speculated that a full-blown EOBR mandate will be ushered in as part of a federal highway reauthorization bill by 2012 with enforcement beginning as early as 2015.

"Things are happening in the US and will happen in a big way," Kraft predicted.

Here at home, work is also taking place to shape an EOBR regulation. Peter Hurst, chairman of the Canadian Council of Motor Transport Administrators' EOBR Working Group, said a project is underway that will put forth recommendations to the Council of Deputy Ministers by fall 2010. Hurst said the project will involve extensive stakeholder consultations throughout this year and will ideally create a North America-wide standard. Canadian regulators are also in the process of educating enforcement officers (including police) on how to read and interpret electronic logs.

"We're hopeful we will see a culture shift to modern types of enforcement that's more about education and compliance and about industry policing itself rather than us doing it," Hurst said.

While talk of a mandate normally gets carriers' backs up, panelists insisted there are many benefits of EOBRs that will make the up-front costs manageable, and the CTA is hoping the government will provide incentives for carriers that use them voluntarily. One of those benefits is

improved compliance, which is especially important in advance of CSA 2010, Kraft pointed out.

"If you're a carrier that's already doing a pretty good job with compliance, it will improve. If you are compliance-challenged, it will be dramatic," he said. Kraft said fleets that use EOBRs to track hours-of-service realize other benefits as well, and surprisingly increased driving time is among them.

"Most of the time, it's because drivers manage their time so much better," he explained. "The DoT clock is staring at them so they have constant awareness of how much time they have left."

When making the transition to electronic logs, Kraft admitted there will be a learning curve for some drivers.

"Drivers will continue to make mistakes for the first three to six months, but eventually in a six- to 12-month window you'll be operating smoothly," he predicted. And by then, he said, initial resistance from drivers will have waned as they too see the benefits of e-logs.

"If you don't have EOBRs, drivers will say 'If you put those things in, I quit'," he admitted. "But every carrier that puts in EOBRs finds out that after the drivers get comfortable with them they will say 'If you take those things away, I quit'."

That's precisely the experience MacKinnon Transport had when it converted its entire 240-truck fleet to EOBRs in the past year, said company president Evan MacKinnon. The carriers a-ha moment came when it was audited and seven of eight drivers were charged with HoS falsifications because their paper logs didn't match the company's GPS records. MacKinnon said the drivers never exceeded their allowable driving time, but their own records simply didn't align with the GPS data.

"We made the decision at that time to match the logs to the satellite system," MacKinnon recalled. Initially, there was some driver resistance, but only five of 240 drivers (including four owner/operators) quit. However, four of the five later asked to return, MacKinnon pointed out, adding those drivers are now "our greatest salesmen for this."

In addition to completely eliminating HoS falsifications, MacKinnon has reaped other benefits as well. The company takes advantages of the EOBR's payroll and communication capabilities and "it brings value to us in more ways than just hours-of-service."

A sticker on the doors of MacKinnon Transport trucks proudly states 'This vehicle is equipped with electronic logs' and as a result, the company's trucks are often waved through the scales, improving productivity.

MacKinnon suggested other fleets get on-board with EOBRs soon or risk being identified as potential cheaters.

"I believe there are going to be many carriers in the next 12 months that go ahead with this technology – it's cost-saving, it works well and drivers and staff accepted it much better than we thought they would," MacKinnon said. "If you're not running them, there's only one reason and it's not a very good reason and you're really going to stand out." □

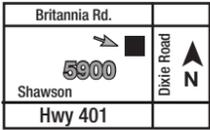
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Industry

It's time to stop playing the blame game

While they make us human, emotions by their very nature are irrational, or as Mr. Spock used to say they are illogical, even though they may be fully justified depending on the circumstances that give rise to them.

Over the past year or so, the Canadian trucking industry has experienced some of the emotional lows that reflect the difficult times brought about by the onset of the Great Recession. Fear, desperation and panic were the emotions that crept into the decision-making processes of many carriers. More recently, despite signs that things may have hit bottom and that the industry has possibly gotten through the worst, carriers are still not feeling optimistic.

The economic outlook remains fragile. But it's more than that. Despite the positive (relatively speaking) economic signals, despite the pick-up in volume in certain laneways, despite the reductions in capacity that the industry has undertaken, and despite the incredible efforts to find even greater efficiencies, freight rates which by now you would think should be starting to firm, have not yet begun to recover. Virtually every carrier out there can tell you how someone else has come along, cut the rate below what they consider to be compensatory. The choices: walk away or meet the market.

Shareholders and bankers are concerned, tightening the screws even further. As a result, the mood of the industry is sour and borne out of frustration. The prevailing emotion at times has degenerated into one of anger.

As a result, the blame game is in full swing. And, there are lots of targets; lots of blame to go around if you want to get into that. Shippers for being greedy; load brokers and 3PLs for taking advantage and not having enough skin in the game; governments and trade associations for not doing enough; big carriers for undercutting the small carriers; small carriers for undercutting the big carriers; suppliers for charging too much; lenders for not lending; lenders for lending too much to the wrong people.

The list goes on. And, the reality is that everyone shares in the blame to some degree or another.

So, we can continue to point fingers and continue to blame everyone else, or we can start to take more responsibility for our own businesses and take our industry back from whoever it is we think is controlling or manipulating it. In the end, we all know that no-one else is going to do it for us.

You know what the problems are. And, I think most carriers also know what has to be done to fix the problems. I know some will say that nothing will ever change; that this is the trucking industry. We have to change that mindset.

This is not the industry of even five years ago. So much has changed. Weakness breeds continued weakness. It can be a self-fulfilling prophecy. But it doesn't have to be that way.

I also believe that most shippers know that a market correction has

Industry Issues

David Bradley



to come, that things have been way overdone and current rate structures are not sustainable. Capacity is tightening. Carrier costs are going to be heading up. Most trucking employees have not seen a raise in years – some have taken cuts.

An acute driver shortage is a certainty based on current demographics. The fleet needs to be re-equipped and the new generation of smog-free vehicles will be more expensive.

New safety and environmental regulations will require new invest-

ment in on-board monitoring technologies, electronic stability control systems, aerodynamics, etc.

Fuel taxes, tolls and other charges will be under upward pressure as governments struggle to maintain infrastructure in the face of massive deficits. Border security costs continue to escalate. Carriers need to earn a decent return on investment in order to meet these obligations.

I do not run a trucking company. Some will say I have no right and no credibility to tell people what they should be doing.

However, sometimes a sympathetic observer can see and say some things that those in the direct line of fire can't.

I believe that most people who run trucking companies agree with me when I say that if as an industry we do not step up, if enough of us

do not show the required level of leadership, then we will only have ourselves to blame for what the market – and the bankers – may deal us.

In my 25 years in the business, I have been fortunate enough to work with and learn from so many great industry leaders. The industry may be battered, but it is not down for the count.

As one of our own recently said, "We are at a point in time, not the end of time."

As quickly as things went sour, they can turn the other way. I am convinced that we have the leadership to enable us to come through this, and those who remain can be stronger than ever and prepared to take full advantage of the opportunities that present themselves. □

– David Bradley is president of the Ontario Trucking Association and chief executive officer of the Canadian Trucking Alliance.

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Profile

Views through the windshield of a Second Career Driver

By Jim Bray
CRAPAUD, P.E.I. – A husband and wife team from Prince Edward Island who pulled up stakes and adopted the trucker's life may represent the future for long-haul trucking.

That's the opinion of Joe Amelia who, with his wife Mary Beth, has embraced life on the road wholeheartedly, and is enjoying it immensely. It's about the quality time together, the sightseeing and the freedom.

Amelia came to trucking late. Now 55 years of age, he had worked for a pharmaceutical firm on P.E.I. and his only experience driving professionally was in a catering truck years ago. But when the project on which he had been working with the pharmaceutical company ended, it was time to move on.

"The company offered to move me into another part of the firm," he says, "but I decided to try some-

thing brand new." That career-changing moment, and the fact that the Amelias were planning a year-long sailboat adventure, meant he needed to find something with flexibility and freedom. "I can't afford to retire yet, and I wanted something we could leave for a year and still have work when I came back. Trucking was the obvious choice."

Amelia's decision was arrived at

'The young guys don't want to do it... We'll go out for three months at a crack because we want to see the country.'

Joe Amelia

of the blue. "Everybody was really surprised. We were just sitting around talking one night and I said I want to learn to drive a truck."

The leap from the three-quarter-tonne catering truck was big, but he

completed the CTHRC-certified Earning Your Wheels course with JVI Provincial Transportation and Safety Academy and went hunting for a gig that would give him that all-important year off to sail from P.E.I. to the Gulf of Mexico and back.

"Everything I had read said there was a shortage of truckers," Amelia says. "And on P.E.I. they

were bringing truckers in from England and from Germany – they're really going out of their way to get them." Amelia didn't talk to any trucking companies to gauge their interest.

"I believed I wouldn't have any trouble," he says. Now he and Mary Beth spend most of their time away from their Crapaud home, living mostly in the cab of the 2009 Freightliner Cascadia he drives for New Brunswick's Caldwell Transport.

Caldwell wasn't his first trucking gig, though. "Joe was in produce for a couple of years," Mary Beth Amelia says. "And he loved the company, the truck and everything, but hauling produce wasn't his cup of tea: you're sitting at the port all day and it has to be driven overnight to Toronto. It was really grueling."

Caldwell hauls freight, though, and "We've found them very accommodating. You just pick up, you get your eight hours sleep every night. We go down to the Carolinas, drop it off and then wait to hear

where we're going next."

Mary Beth Amelia embraced the life-changing move wholeheartedly as well, though it took a while.

"He went out by himself for two years," she says, "and he'd be gone for 10 days and then home for a couple of days and then back out and he really didn't like being on the road alone."

Making the arrangement even more awkward was the fact that she was still working full-time at a bank. "It just wasn't working," she says. "We'd only see each other for something like two days out of every two weeks, and the family never got to see him. Then he said he'd hire me if I'd come with him."

Not that he pays her a salary to ride shotgun. "Not really," she says, laughing. "But it got me out of (the bank) so I didn't have to work anymore." She says banking had gotten stressful anyway, so "I was glad to have gotten my time in and get a small pension and an early retirement."

Now they spend most of their time together, in the cab.

"I'm with him every day and I'm able to get up and go make a coffee for him, or whatever, and we go to Wal-Mart and get our groceries – in the States, usually, where it's cheaper – and we have our meals when we stop."

Like many truckers, they keep a portable DVD player and a small TV in the cab. They also have a microwave and a fridge and "we bring along a George Foreman grill. We can do whatever we want at night when we stop, then go to bed and start out again in the morning."

As for the more mundane – but necessary – aspects of taking care of business on the road, Amelia fuels up at Flying Js most of the time and, thanks to their frequent fueller club, they get a shower credit they can use at any Flying J every time they buy 50 gallons of fuel.

The cab is a little small for a permanent residence, of course, so the Amelia's take advantage of the rules of the road for a little rest and relaxation.

"We have to take a day and a half off after every 70 hours of driving," Mary Beth points out, "so we try to make it down south because it's a lot nicer in the winter than P.E.I."

She says they stay in a motel those days, mostly, "and if we really want to go down the street and see something we just detach the trailer and use the truck – but usually we just watch TV and enjoy staying in a big bed for a change."

Spending so much time in such close quarters can put a strain on any relationship, but so far so good, so far as the Amelias are concerned.

"There have been times," Mary Beth admits, "but it really works out pretty good and we're able to talk about things – and it's always nice when you're seeing different places."

Joe agrees. "The truck is small, but we get out and go for walks when we stop." He says they usually stop for half an hour every three or four hours and get out and move around. They each have some quality time to themselves, too.

"I like to get up and drive early in the morning and she likes to sleep in," Joe says. "And I go to bed

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fairly early so she'll go and sit in the truckers' lounge by herself for an hour. We each get our own private time."

Mary Beth enjoys the long hauls as much as Joe does, except for the traffic woes – including oblivious cell phone users – that affect most truckers.

"I still can't get used to on-ramps and off-ramps," she says. "People barrel onto the highway and we're coming up beside them and we have no way to control whether they're going to speed up or slow down. And we can't slow down too much and have no place to go, and if you've got a heavy load on you can't stop."

Despite their love for their new lifestyle, however, Mary Beth says she misses being able to put down roots.

"We're always anxious to get home, put our feet up in a lounge chair with a glass of wine," she says. "That's the thing – in the truck you can't have anything to drink, ever and they've taken a lot of the lounges out of truck stops so there's no place you can really go – you'd have to drive to get there."

They make arrangements with their family for when they're coming home, including a week at Christmas, so they can have a family get-together.

"It's working out pretty good," says Mary Beth. And of course they can keep in touch while on the road. "We have a Canadian cell phone and a US TracFone pay-as-you-go unit," she says. Joe also has a netbook computer so they can get their e-mail. "We're really happy with the communication that we have."

The house in Crapaud waits for them, minded by their son and his fiancée. "They lived here the whole time from June 08 to June 09 when we were gone for the boat trip," Joe says, "and when we came back they moved into an apartment. Now we're going to be gone pretty much all winter again and it's more economical for them to pay utilities than it is to pay rent."

When asked if he has any regrets, Joe Amelia says "None at all. It's an amazing life." Amelia believes that people like him are going to be the future of long-haul trucking. "The young guys don't want to do it," he says, "and even the guys that come over from England and Germany want to be home on weekends because they've got families, which leaves guys like me. We'll go out for three months at a crack because we want to see the country." He predicts there'll be many people like him when the economy picks up and companies are hiring more.

The shrinking number of long-haul gigs does frustrate Amelia somewhat, however. He says he'd love to get on with a company that runs right out to California and British Columbia, but "none of them seem to do that any more. They all seem to be regional like Caldwell. We just go down to South Carolina, Alabama, Tennessee and back up through Chicago and then home," he says.

Becoming an owner/operator isn't in the stars, either. "I only want to drive hard for another five years and then I want to cut back and drive maybe only eight months a



CALL OF THE OPEN ROAD: Joe Amelia and his wife Mary Beth have found happiness in a trucking career, after giving up their office jobs.

year," he says. "You can't do that with your own truck, but you can driving for someone else."

In the meantime, part of his arrangement with Caldwell was that he have a dedicated truck. "I'll

put on all the miles they can possibly give it, but we have to have the same truck," he says. "We live in it, everything we own is in that truck."

Amelia's advice for anyone who wants to chuck it all and start

roaming like he and Mary Beth is "Just do it, but get training. That's an absolute."

Amelia says that when he graduated from his 12-week course he thought he knew everything there was to know about driving, but the reality was much different.

"What the school did was make me safe to go on the road, so that the province was convinced I wasn't going to kill somebody," he says. "But as far as knowing how to drive I didn't have a clue. That comes with time and experience and I've got a lot more of that to get." In the meantime, the three years he's spent behind the wheel has made him better, "But it takes a lot of miles under your belt."

He doesn't think that should frighten off potential drivers, though. "You can't be afraid of it," he says. "You've just got to do it. That's the biggest part of doing just about anything. Once you make up your mind you can do anything." □

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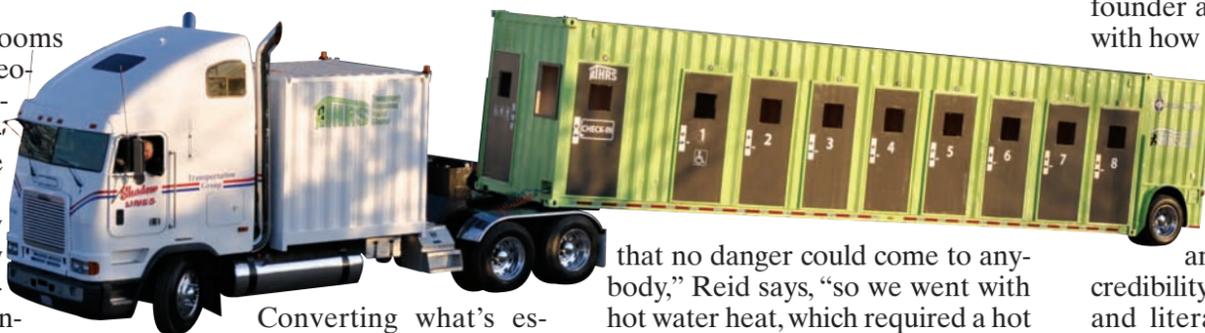
Fleet News

Shipping container provides welcomed shelter for the homeless

Continued from page 1

and features eight separate rooms with bunk beds for up to two people each. It also features reading lights, a handicapped-accessible washroom and a furnace to provide heat and hot water.

“It would have probably been better to have used a new container,” Reid admits, “because it wouldn’t have the wrinkles and dents, the patina on it. But this way we’re using something that already had a life cycle and it’s still probably good for another 20, 30 years.”



Converting what’s essentially a gigantic packing crate into a habitable area – especially since it’s such a new concept – turned out to be a big job.

“Our number one concern was

that no danger could come to anybody,” Reid says, “so we went with hot water heat, which required a hot water furnace. We also went with 12-volt lighting so we don’t have to run generators or plug it in.”

Reid says the shelter is self-sufficient for at least 12 hours, thanks to a bank of batteries and the inverter system, and he estimates its life on a charge could even be stretched to 36 hours.

The doors don’t lock, but the shelter is surrounded by a six-foot high fence Reid says sets up in about 15 minutes. There are no in-and-out privileges, Reid says, “so it’s not going to be a case where they’re going out to get some crack or have ladies of the night selling their wares, using the compound as a flophouse.”

The shelter is designed to be delivered every evening, picked up at dawn, pressure washed, disinfected and recharged, and then returned to the compound again the next day. And thanks to the collaboration of the NightShift Street Ministries, the shelter and its compound are monitored and staffed by competent and caring people.

MaryAnne Connor, NightShift’s

founder and president, is delighted with how the project came together.

“It happened pretty fast,” she says. “When Rob phoned and left a message, I thought it was a prank call. But I Googled Shadow Lines and saw that they had some credibility, so I connected with them and literally was blown away by what I was hearing.”

Connor says Reid arranged a tour of the shelter, at which point she said, “We’re in. How can we help?”

The volunteer-driven NightShift Street Ministries works with area churches and businesses, as well as individuals who want to help.

“We have a roster of trained people who work with the homeless on a daily basis,” Connor says, “so it made sense for us to provide support, management and coordination.”

Connor is thrilled by the shelter’s unique capacity to give homeless people their own little space, their own privacy. “What really attracted me to this was the fact that it provides respect and dignity to people,” she says. “It’s very unusual.”

The shelter was set up initially on the property of Gateway Baptist Church, about a two minute drive from NightShift’s offices. “Before we got it operating,” Connor recounts, “I had one of my homeless friends come with me to look at it and he was absolutely overwhelmed – he loved it, said it was like a hotel to him, because it’s warm, it has lighting. They thought of everything.”

Entry is on a first come, first served basis and Connor says “If someone leaves in the night and someone else comes along and wants a room then they’ll register with us and go in once we’re sure they understand the rules.”

As for how it’s decided whether to accommodate one or two people in a room, Connor says it depends on the circumstances.

“When someone’s tired because they’ve been out on the streets and haven’t slept, and are being threatened by our cold temperatures, I don’t think people are going to be too fussy,” she says, though she admits it’s definitely roomier when only one of the bunks is used, because “Then you can bring your cart in.”

Otherwise the carts stay outside, in the fenced area, where they’re still somewhat secure.

Connor doesn’t expect any conflicts over shopping carts left outside the actual shelter, citing a kind of ‘code of the streets.’

“There’s a level of respect,” she says. “This is a subculture where they really do honour everyone and help each other out. It’s amazing.”

She says most of the people who’ll use the shelter don’t have a shopping cart, anyway, just a knapsack – and a wall-mounted peg inside each unit lets them hang their valuables safely, privately and out of the weather.

The reaction from the neighbours has been mostly positive so far, Connor says.

“I would estimate we’ve had five to one approval. There’s been the odd person who isn’t happy with the

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container being there, and we expected that, but our hope is that the community will embrace what we're doing."

She says the beauty of the shelter is that it's brought in at night and can be picked up the next morning so it isn't always sitting in plain view.

"It's just for the extreme weather," Connor says, "and I'm hoping the community will embrace that. We all have warm beds to sleep in and a furnace to keep us warm and these people don't. It's life and death for them – people are dying – so I hope and pray that we can all just work together and help people less fortunate than us."

Connor has no doubt the Temporary Homeless Relief Shelter will be successful. "It's a beautiful looking shelter," she says. "They've done a very professional job, and I'm very impressed."

Reid says the work of converting the container to a shelter was done in the Shadow Lines shop, though because of the specialized nature of some tasks they had to bring in outside people to, for example, put in the alarms and make the mattresses. "It was really fun," he says of the project.

If the Temporary Homeless Relief Shelter is such a great idea, then why not leave the shelter on-site permanently and service it there?

"If they want to leave it there, that's fine," Reid says. "But the trouble is if you start to leave something you get garbage and (the neighbours) get into an uproar because it turns into a kind of shantytown."

By taking the container away during the daylight hours, however, there's no sign that it was ever there, "so there's not going to be people hanging around, waiting for their room," Reid says. "That's why I designed it to go in, serve its purpose and get out."

What about using such retrofitted containers as the basis for permanent homeless facilities if land could



SAFE AND SECURE: The shelter is transported, cleaned and maintained by Shadow Lines at its own expense.

be found and the "shantytown issues" resolved?

"It would never, ever happen in a million years," Reid says. To him, the actual building of the shelters is the easy part; getting the politicians to give it their blessing is harder.

"It's one of those things," he says regretfully. "I've talked with some municipalities and every individual I've talked to in government says they love the concept, but the minute you put them into a situation where there's 20 of them, someone will shoot it down."

Reid says homelessness is a touchy issue and, while everybody wants to do something, "Like with building bridges and highways, (municipalities) are always 10 years behind. Typically, you end up working with non-profit organizations, most of which have religious connotations to them."

Reid also thinks bureaucrats have an ingrained distrust of entrepreneurs.

"The first thing they'll say is 'What are you looking for?'," he says, "and I'll tell them I'm looking for absolutely nothing. I've built it, I'll maintain it, we've got insurance for it and they have no exposure whatsoever. But that still isn't good enough."

The project has been a learning experience, and not a cheap one.

"This initial (shelter) probably cost in the neighbourhood of \$100,000," Reid says. "And our operating costs will probably be around \$300 or \$400 a day for every day this unit's out there, seven days a week for the winter months."

That cost includes a special, winch-equipped truck Reid commissioned to move the shelter.

"The nice thing about it, though," Reid says, "is that it can handle up to six of these units."

The extra capacity would come in handy if Reid's overall vision for Temporary Homeless Relief Shelters comes to pass.

"I'd love to build more," he says. "I'd like three or four more in Vancouver and two or three in the prairies."

He says that if he can get the current pilot project accepted in Vancouver, he'll have the spring and summer to try getting it okayed in Calgary and Edmonton, where he also has operations.

"If we can get some politicians or some group to take it on," he promises, "I will have units ready for next winter." Reid would like to see the concept taken below the 49th parallel, too. "I know it's a great concept, and I won't give up on it," Reid says. "It's the right thing to do and I'm willing to back all the costs. We just have to get past the politicians." □

Bison Transport honours Armed Forces with trailer tributes

By James Menzies

WINNIPEG, Man. – Bison Transport has converted two of its trailers into rolling billboards that show appreciation for the Canadian Armed Forces. The trailers, designed by Direct Focus with vinyl graphics applied by Turbo Images, were put into service in Bison's domestic lanes in November, Rob Penner, vice-president of operations tells *Truck News*.

He said the idea stemmed from a growing interest among the company's workforce to give back to the men and women serving in Canada's military.

"I and other members of our executive team were approached almost daily by someone – both driving and non driving staff – asking how we could become more involved and provide recognition, thanks and support for our Canadian Forces at home and abroad?" Penner explains. "We have over 1,600 employees and many of us have family, friends and/or neighbours in the military and many of our employees are also military veterans... We decided that since we are in front of the public every day, pulling 53-ft. mobile billboards, trailer wraps would really stand out and our sup-



port would provide reminders to thousands of people along the way."

So far, the eye-catching trailers have been a hit. Running primarily in Bison's prairie LCV operations, the trailers have resulted in many calls from the public and perhaps more importantly, from members of Canada's Armed Forces.

"The response from the general public has been extremely positive, but the feedback we take the most satisfaction from has come directly from members of the Armed Forces," Penner says. "From the top leadership through the rank and file, you would be amazed how many positive comments and words of thanks and appreciation that have come from the very people we are

trying to honour. It means the project itself was a great success and we will do more of this moving forward."

Mostly it's the drivers who receive feedback while on the road, which has instilled a lot of pride and has resulted in many requests from drivers wanting to pull the trailers on deliveries to their hometowns. Penner said the company is attempting to accommodate those requests.

"As you can imagine, this will take a lot of coordination but we are working hard to figure out a way to accommodate these requests," Penner says. Bison plans to continue running the trailers in its day-to-day operations and will also display them at trade shows and events. □

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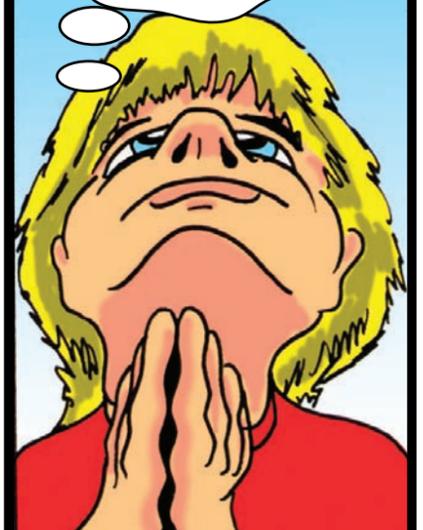
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Trailers

By Ingrid Phaneuf

TORONTO, Ont. – When it comes to spec'ing trailers you've got it down, right? After all, what's so complicated about a box on wheels? Lots. Spec'ing your trailers right is just one more, very important way to reduce operating costs and incidents and add zeros to your bottom line.

Weighing in

Weight, of course, is a prime consideration, "but nowadays most manufacturers are within a couple hundred pounds of each other," says Mike Hignett, equipment account manager at Glasvan Great Dane. "Basically you can achieve weight savings by using thinner materials, but that has its disadvantages too, as far as the life span of your trailer goes. Most of our customers want their trailers to last as long as possible – they don't want to have to retire a trailer after five to seven years because it's so much lighter that it wore out. There's no point buying two trailers over a 20-year span when you can buy one."

That said, technology is making both durability and lightness a possibility.

"We've see new composite material for sidewalls over the last 10 years, that are a lot more durable because there's no use of wood, provide more space inside the van and therefore allow carriers to load more material and do less damage when it comes to unloading," says Hignett.

Spec'ing trailers:

The devil's in the details

Wear and tear

Corrosion is a major consideration trailer purchasers must take into account as well.

"Corrosion, especially with the stuff they're putting on the roads to get rid of ice now, is something that's on everyone's minds," says Hignett.

Special undercoatings can provide some protection for what's under the trailer, but the use of mixed materials also poses a risk, Hignett says.

"It's not just the stuff they put on the roads that causes corrosion, but the way metals react to each other," he explains. "Electrolysis (when different metals touch) is a factor. If you have dissimilar metals contacting each other and moisture gets in, corrosion can start."

Metals that react to each other in this way must be insulated, Hignett says.

"You combat it by putting an insulator between them so they're not touching. We use a double thick mylar between dissimilar metals to prevent corrosion."

Corrosion is also why many clients are moving away from painted steel components and

opting for galvanized or stainless instead, he says. Corrosion of steel components can be further hindered by spray-on coatings, he adds, pointing out any corrosion on a tractor or trailer is a major red flag for roadside inspectors.

Doors and floors deserve special attention, Hignett adds.

"Most door manufacturers will now use a composite panel with aluminum on the outside and aluminum or steel on the inside instead of traditional wood," he says. "That way no water is absorbed and rust is avoided."

As for dry van floors, they are particularly vulnerable to wear and tear whether they're rolling down the road or sitting in the yard. While the underside of flooring has to endure road spray, the top side suffers from stress caused by weight and by the doors being left open when the trailer is in the yard.

Prolam, based in Quebec, manufactures dry van floors that are specially-designed to endure all three kinds of punishment, according to Benoit Risi, the company's director general.

Zigzag joints for wood laminate flooring are used instead of hook joints to reduce stress from weight

transfer, Risi says.

"Hook joint floors are weaker and they may need putty," he explains. "But our double knuckle zigzag joints are tighter and stronger."

Tight, strong joints are a serious issue when you consider that the wood laminate floor of a single trailer can have anywhere between 880 to 2,000 joints, and is continually being exposed to moisture and shifting weight, Risi points out.

Undercoating further prolongs the life of trailer floors.

"We have developed a new, hot-melt polyurethane reactive (PUR) coating for the underside of floors," says Risi, adding the polyurethane coating lasts longer than water-based coatings. "I sold my first trailer with PUR four years ago and it's still shiny underneath," Risi says.

Another innovation is the introduction of top-of-floor coatings to protect the floor near the rear of the trailer from snow and rain. Trailers are most often left in yards with their doors wide open, points out Risi, "which means you get a lot of deterioration of the last eight feet of the floor surface. That's why we impregnate the last eight feet with melted parphen wax so that when it all comes back to room temperature you have solid parphen through the first 1/8" thickness of the surface. Water just can't get in."

Risi's advice to trailer spec'ers is this: Pay attention to the quality

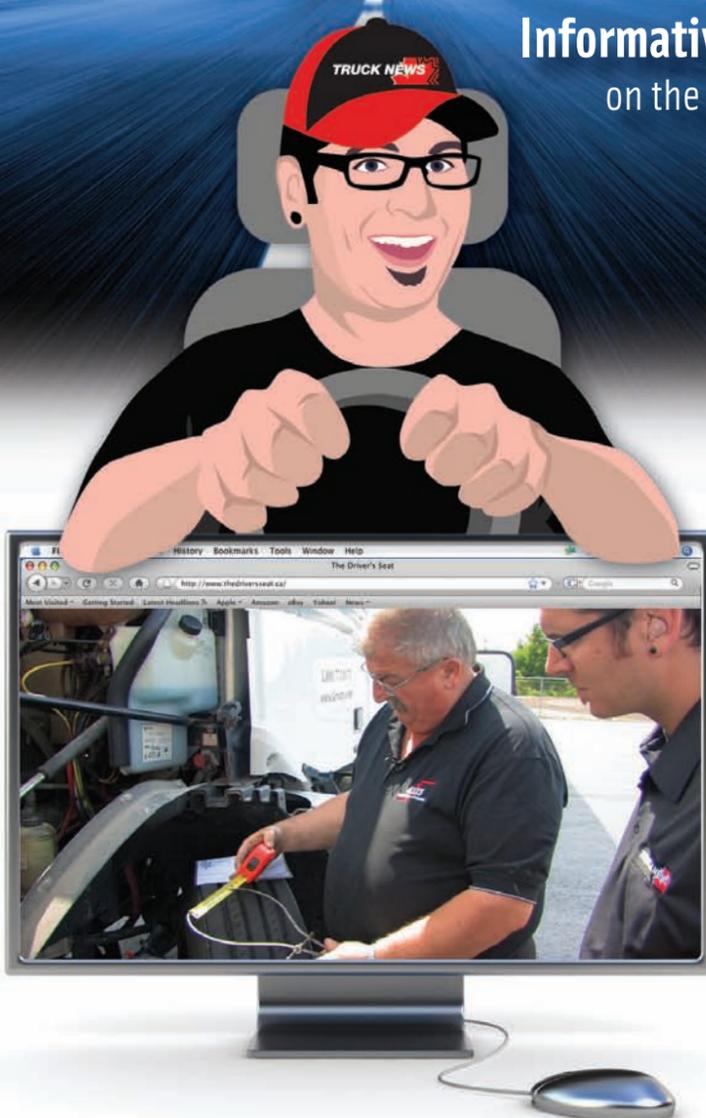
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of the parts you pick. "There are a lot of producers out there. Some are okay and some are better," says Risi.

Tankers: Inside and out

Of course not all trailer spec'ers are looking to buy dry vans, which means there are even more considerations to take into account than those already mentioned.

For example, knowing how what you're hauling will impact the inside of your tanker is essential, says Kevin Brown, account manager for Tankmart International.

"A lot of people have a misunderstanding of what you can do with stainless steel tanks. I've got two tanks in my yard right now belonging to people who were convinced that there wasn't any problem with the product going in them," he says.

"For instance, it's true that you can haul something with sulfuric acid in stainless, but it depends on the concentration."

That's why it's important to know exactly what you're going to be hauling not only before you buy a tanker but every time you haul, says Brown.

LCVs: Double the trouble

LCVs not only require twice the consideration that goes into purchasing a single trailer, but are also governed by a whole other set of regulations.

Of course, they're ideal for carriers who want to cube out instead of weigh out, but that doesn't mean you should make your decision to invest in an LCV configuration lightly, says Dave Mizgala, chief engineer for Di-Mond Trailers.

Buyers first have to consider whether to opt for an A- or B-train configuration, Mizgala says. Regulations govern the length and weight of LCVs, so longer (an A-train) isn't always better. "A-trains have dollies, while B-trains have fifth wheels, and some carriers just don't want another dolly to worry about," says Mizgala.

Electrical systems on both A- and B-trains are also a consideration given their increased power consumption.

"It's a good idea to spec' with LEDs over incandescent lamps because it will reduce power consumption," advises Mizgala.

Both trailers should be hooked up to the tractor via a separate harness, he adds. "Studies have shown that if you splice another harness into the lead harness you can overload the circuit at the rear (are you reading this retro-fitters?) and short out the back trailer. The splicing isn't illegal but it's not a recommended practice, Mizgala says.

Cost versus durability is also a consideration, for example disc brakes may be easier to maintain and last longer, but they also cost a whole lot more up-front.

Of course, most of your buying decisions, when it comes to LCVs, will be dictated by the rules and regulations of the places you haul. A decent dealer should be able to tell you exactly what these are, says Mizgala.

Indeed, for any trailer purchase,



RUST CONTROL: Corrosion can form when two different types of metal are in close proximity to each other.

a knowledgeable dealer is essential, industry insiders agree.

"A good OE will ask you where you're going and tell you what the type of vehicle you can work with depending on the jurisdictions you haul through," says Mizgala. □

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Route Optimization

By Ingrid Phaneuf

TORONTO, Ont. – Who'd have thought that ants could contribute anything to reducing the cost of commercial trucking? Researchers studying swarm intelligence believe they are able to do just that.

They say ant colonies can solve problems like finding the shortest path to the best food source or assigning workers to different tasks, all thanks to their ability to transmit information, via the antenna of individual messengers, rapidly and efficiently throughout the entire swarm. In fact, a computer scientist at the Universite Libre in Brussels has already used research on swarm behaviour to create mathematical models for solving human problems, like routing trucks and scheduling airlines. Sound complicated? Not really. When it comes to truck routing vs. swarm efficiency, just think cell phones and laptops instead of hairy feelers.

Ants use feelers to tell each other whether the coast is clear, where food sources are, etc. Truckers use communications technology: dispatch and maps, of course, as a central source of direction; CBs, which are perhaps the most widely used and the oldest form of communication truckers use amongst themselves; and now wireless communications, which bring reactivity to a whole new level.

But is there one source that's better than any other? Experts say no, because, like ants, truckers rely on a critical mass of information rather than one single source for the best routing information. In other words, a whole swarm will not react to the information retrieved by a single ant, but rather to the same information garnered from several sources. The same goes for truckers, dispatchers and carriers, who are increasingly reliant on several simultaneous sources of information to create highly cost-efficient routes.

Back office to shipper

Central to the creation of a route is the back office, where route efficiency is analyzed and calculated. Understanding how much a route is costing and whether the price being charged for the haul is right is the essential work of the back office. For this, the back office must rely on information that's tried and true, if only because that's what shippers have come to expect. Hence, more static sources of information are

Routing into the future



used, such as maps and routing mileage software.

"We developed our first truck routing software solution in 1986 and now, 23 years later, we're the industry standard used by 94% of top carriers in North America," says Craig Fiander, vice-president of marketing for ALK Technologies, which provides the routing solutions offered by companies such as TransCore. ALK's PC*Miler mileage is used to do everything from determining driver pay to calculating bills for shippers. And updates are available both annually and quarterly, to provide both carriers and shippers with the latest information on new route restrictions. Key features for cost control include fuel-optimized routing and exact truck-specific toll cost calculation.

Routing information is also available to drivers in-cab, says Fiander, via the PC*Miler Navigator all-in-one GPS device and/or software for use on laptops or smart phones. Key safety features for drivers include spoken truck-legal directions and restricted route warning screens.

The beauty of PC*Miler back office and in-cab software is that it doesn't rely on sporadic wireless communications networks to provide routing and navigation information, says Fiander. "But our clients are able to override routing information based on their own preferences," he says. Annual and quarterly update software available to clients incorporates new information received from users and government officials.

"We have an automated process that pulls in information from drivers and fleets at their discretion and we verify that information," says Fiander. "And we can also overlay information received from automobile drivers to analyze routes in terms of traffic trends."

While wireless communications networks are admittedly spotty and not the most reliable source of information as yet, up-to-date traffic information is just one area where truck-specific live routing information provided via wireless technology can come in handy, admits Fiander. "Connected live services, like real-time traffic, are a particular strength and focus of ALK

Technologies. We will incorporate these into our PC*Miler Navigator and CoPilot Truck software as the devices on which we are shipped start to integrate wireless communications."

Going wireless

The increased popularity of wireless communications tools for truckers is no surprise. Spotty or no, live connectivity is a bonus for truckers in a world where driving conditions, be they weather-, traffic- or driver-related, can turn on a dime. So why use mobile communications when you're already on the CB? It's all about knowing that the information you're getting is reliable and truck-specific.

Wireless communications companies like Shaw Tracking and PeopleNet aim to offer carriers such reliability via service provider Maptuit, which offers truck-specific, real-time navigation information to both drivers and dispatch.

The company, based in Toronto, is the first of its kind in North America to offer truck-specific routing information in real-time.

"We got into this 10 years ago, because while GPS was available to automobile drivers, there was very little real-time data specific to trucks," says Luke Wachtel, executive vice-president of sales and marketing for Maptuit.

Wachtel adds that mistakes when it comes to reliability of information are possible, but that "we never make the same mistake twice. Every one of our clients uses a connected product. If a driver gets information from us that's incorrect – for example, if he finds that an overpass is too low – he has the ability to provide us with feedback right away and we react by immediately verifying and updating the information."

According to Wachtel, North America's largest five fleets are currently using the technology and actively sharing information with each other.

"There is a sense of communal information sharing – fleets even verify their information before they send it to us for further verification."

Information can be shared immediately within the fleet or, once vetted by Maptuit staff, shared with the community at large.

"Mostly the dispatchers will forward information, and so a layer of verification is already provided," says Wachtel. "But then we verify as well, for instance if we receive news that an overpass on Route 34 is only 13 feet high, we will go so far as to call the local sheriff or highway authority to have that information verified."

Wachtel points out that real-time information on route restrictions, bridge certifications and overpass heights is especially important given stimulus funding projects across North America which have resulted in increased infrastructure construction and repair.

"Repaving can reduce the height of an overpass that was previously high enough. Just one incident where a trailer top is saved from being crushed can make subscribing to a real-time service pay for itself," he points out. So can incidents resulting from mudslides and other unpredictable extreme weather conditions, he says. "During Hurricane Katrina, our customers were relying heavily on updates via wireless communications. They had to reroute when roads were washed out."

Mobile communications is gaining acceptance with the trucking industry, says Wachtel.

"I can say with some objectivity that the commercial trucking market is increasingly moving towards connected consumer products," says Wachtel, adding safety also plays an important role in the desire for connectivity.

Measuring ROI

"There are so many variables affecting return on investment," says Wachtel. "And out-of-route miles are just one."

So how much money can you save by maximizing your use of routing technology specific to commercial trucking? How much are accidents and out-of-route miles costing you now?

"There are over a hundred variables that can affect the cost of a route – from an accident to your driver missing a turn because he or she is new or the route is new," says Wachtel. Clearly there's a very real return on your investment when you're reducing miles and accidents. Just ask the ants. □



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Everyone likes good news stories

A couple of metaphorical Grinches turned into Santas just before the holiday season and one of them happened at a propitious time for Ontario's private career colleges that train new commercial drivers for the trucking industry.

First, the union representing workers at DriveTest centres in the province reached an agreement with the employer, Serco DES Inc., which the membership subsequently approved. That approval ended a lengthy strike that seriously impacted driver training schools and their students. Students who had completed training, some in order to begin a career as a driver after losing their previous job in the recession, couldn't move forward on that new career for want of a test to acquire the licence they needed. Schools saw a decline in enrollment because, in part, there was a growing backlog of those seeking tests and no end in sight to the labour dispute.

The second concern was with a funding formula for truck driver training that was proposed by the Ministry of Training Colleges and Universities (MTCU), which if left intact could have threatened the survival of some private career colleges.

The Second Career program was launched by MTCU in June 2008 to provide laid-off workers with training and financial support to help them find jobs in other, high-demand occupations in Ontario. The initial plan called for a three-year program but after only 16 months it had exceeded its three-year goal of helping 20,000 laid-off workers. The program was then shut down to be re-assessed.

The funding formula that was part of the revised version of the program hit the truck driver training institutes hard. It proposed two levels of funding for institutes that train truck drivers: for training at a community college the funding level was \$40/hr; whereas if training took place at a private career college the funding was limited to \$14/hour.

The \$14 per hour was problematic when you consider the cost of operating a tractor-trailer, much less when that cost must include an instructor. Further, even though students could access up to \$28,000 through the program, private career colleges could only charge a maximum of \$10,000 for tuition, while the community colleges didn't seem to have that restriction imposed.

Left unchecked, that formula would certainly have driven students away from private career colleges to the community colleges.

A consortium of truck driver training schools led by Gus Rahim and Brian Adams, both members of the Truck Training Schools Association of Ontario demonstrated what can happen when a group of like-minded people take a reasoned approach to solving a problem. The consortium took its concerns to the Ministry and got results.

Some good news for the consortium came on Dec. 21 in an e-mail that announced changes to the proposed guidelines. The allowable hourly rates for both types of institutes were now to be \$40. That was a good step, but the new formula left

Private Links

Bruce Richards



at least one more question.

What was still unclear at the time of writing is whether the \$10,000 cap on the tuition portion if the course applies to both private career colleges and community colleges. If the tuition caps are different, the level playing field has only been partially restored.

Congratulations to all those who participated in the consortium and indeed, to those at MTCU who took steps to at least partially correct an inequitable situation quickly. The consortium leaders intend to contin-

ue discussions with the Ministry to clarify the question of the tuition cap and we will watch for developments on that front.

The second piece of good news came on a completely unrelated front: a PMTC member company, Chapman's Ice Cream located in the small Ontario town of Markdale, burned to the ground last fall as the result of a welder's spark during renovations. Chapman's is a major employer in the area and the potential effect of such a fire could have been disastrous.

Where is the good news in that story? As reported in several publications, Chapman's owners, Penny and David Chapman immediately committed to rebuilding the business and assured their 350 employees that they would not miss a paycheck.

They acquired space in the area and Chapman's was up and running with a temporary plant and offices within a few weeks. Other companies even helped out by producing Chapman's ice cream to trademarked recipes, something that could only happen in a small town like Markdale. It's a great story of small town businesses coming together to put people before profits.

Chapman's expects to be up and running in a brand new plant, twice the size of the old one, in time for the onslaught of summer's ice cream demands.

The elixir that turned the Grinch into Santa and a devastating situation into a good news story, both in time for Christmas, is one that I would like to bottle. □

— The PMTC is the only national association dedicated to the private trucking community. Your comments or questions can be addressed to trucks@pmtc.ca.



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New Products

Tires & Wheels

Continental Tire has come out with new **ultra-low profile drive and steer tires** for car carriers and large capacity haulers requiring low profile tires. The HSL2 Eco Plus (heavy steer long-haul) and HDL2 Eco Plus (heavy drive long-haul) truck tires are now available in size 295/60R22.5. They're a full three inches shorter than the 275/80R22.5 tires previously available but each add 1,215 lbs of extra carrying capacity, the company claims. For more, visit www.continental-truck.com.

RealWheels Corp. has expanded its line of **aerodynamic wheel covers**, which it says improve fuel efficiency and look good, too. The AERO series now includes: the AERO-Deluxe, a polished aluminum wheel



cover that combines shine with aerodynamics; the AERO-Custom, made from textured UV-protected high-impact plastic in black or white; the AERO-Clear, a clear wheel cover that allows for visual inspections at any time without wheel removal; and the AERO-Graphix, a way to mix brand promotion and fuel efficiency. To see the full line, visit www.realwheels.com/aerostyle.html.



Michelin has created an **online dealer locator** to help customers find tires on long-haul trips. The new North American locator is found at locator.michelintruck.com. It includes additional information to assist with trip planning, such as traffic updates, road construction alerts, restaurants, hotels and weather. The new locator also shows the types of services available at each location.

Accessories

SAF-Holland has launched a new **regional Web site for the Canadian market**. The new site can be found at www.safholland.ca. The company said the launch is part of an ongoing strategy to create a global network of regional-specific Web sites. Mexico also gets its own Web site as part of the strategy. The Canadian site features updated graphics and product images and has been designed around SAF-Holland's regional-specific systems, products and aftermarket components for trailers, trucks and other markets, the company announced. The new site also offers improved navigation and search features to allow visitors to easily locate products and parts and access in-depth service information, the company reports.

The 27th anniversary edition of the **Shell Rotella SuperRigs calendar** is now available for order at www.Rotella.com. The 2010 calendar includes many of the winners from this year's event that took place at the Oak Grove Petro 70 in Oak Grove, Missouri. The calendar features 12 of the finest working trucks on the highway, including Best in Show winner Brad Caton's 2007 Peterbilt 379 tractor with a 2008 Mac Smoothside trailer. The calendar costs \$10 plus shipping and handling.

Eaton has launched a new **Web feature** highlighting the company's energy-efficient products and solu-



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tions. The company says the new site showcases its products and solutions that help customers efficiently manage their power needs. The sustainability site can be accessed at www.eaton.com. The 'On the Road' section highlights transportation-related solutions.



Fleet management software provider BorgSolutions has introduced a **Canadian version of its Borg**

Fleet program it says will reduce operating costs for Canadian transportation companies. Enhancements for the Canadian edition include satellite-enabled GPS and multi-lingual translation. It is available in Starter, Professional, Enterprise and Unlimited editions. Borg Fleet's

Canadian Edition is Web-based software-as-a-service. It can help streamline work orders, manage fuel and inventory, resource allocation, repair scenarios and scheduling through real-time data collection and analytics, the company claims. Visit www.borgsolutions.com. □



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2002 STERLING c/w 20,000 litre 4 compartment aluminum tank, dual pumping, DOT, CSA-B620, B/L rough in.

Stock #593



2002 FORD F550, Power Stroke Diesel, AUTOMATIC, 4500 litre two compartment aluminum tank, dual pumping, hydraulic pumps, CSA-B620, DOT, Air operated safety rails.

Stock #607



2000 INTERNATIONAL, DT 466, c/w 13,000 4 cpt aluminum tank, dual pumping and metering, Midcom, DOT safetied and certified.

Stock #502



1999 STERLING c/w 19,000 litre 4 compartment aluminum tank, dual pumping DOT, CSA-B620, B/L rough in.

Stock #595



1999 INTERNATIONAL, Brand New Rebuilt Engine, 20,000 litre 4 compartment aluminum tank, dual pumping, bottom load, vapour recovery, Midcom ETC, DOT certified, Tank CSA-B620.

Stock #584



1997 FORD, 13,000 4 compartment tank, bottom load, vapour Midcom, DOT certified.

Stock #603



2000 FREIGHTLINER, c/w 3,000 gallon cpt. aluminum tank set up for construction, pump for clean fuel, pump for Dyed Fuel, Lincoln pumps for Hydraulic Fluid, pump for grease, side tank for motor oil, DOT certified, CSA-B620.

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2002 FREIGHTLINER CABOVER, 18,500 litre 4 compartment aluminum tank, dual pumping and metering, safetied and certified.

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New Products

A new year, a new fluid

Terra Environmental is ramping up production of diesel exhaust fluid at its Canadian plant as trucks with SCR come on-stream

By James Menzies

SARNIA, Ont. – As the first trucks equipped with selective catalytic reduction (SCR) systems hit the highway, a company with a strong Canadian connection is setting the stage to become a major supplier of the fluid that will help keep these trucks running.

At its sprawling manufacturing facility near Sarnia, Terra Environmental Technologies is already producing vast quantities of its TerraCair diesel exhaust fluid (DEF) which is now arriving on truck stop shelves in containers of various sizes. What makes Terra unique is that it claims to be the only DEF supplier that manufactures the fluid and then manages the entire supply chain, providing a complete “well-to-tank chain of custody,” Barry Lonsdale, president of Terra Environmental Technologies told *Truck News* during a recent visit to the plant.

“We warranty our product from the gas well to the tank of the vehicle,” Lonsdale explained. “We have dedicated tankers to handle this stuff, we have over 5,000 rail cars in our rail fleet and that’s going to ex-

pand dramatically, and we’re developing a terminal network across North America.”

The company says most other DEF suppliers source the fluid from a urea producer, dilute it and then label it as their own – but that raises concerns about the integrity of the product. When choosing a DEF supplier, Lonsdale said fleets should demand to see a Certificate of Analysis and ask some questions of their supplier.

“If their supplier can’t walk them through where they’re buying it,

how they’re certifying it and how they’re managing it, then they probably want to be careful,” Lonsdale warned. “We don’t want to create a situation where everybody is running around panicking and saying this can’t be done. It can be done, and it can be done very cost-competitively. But the consumer needs to recognize and understand that all the links in that supply chain are the fluid that they buy.”

DEF is a tightly-managed urea specification. Simply put, DEF is urea that’s been diluted to 32.5% with demineralized water. However, the API specification is extremely stringent, not unlike a pharmaceutical grade product, pointed out Terra’s director of marketing, John Lonsbury.

“You can’t have any impurities that either clog the filters or lay down on the catalyst,” he explained. “If you’re not buying that high spec, you’re likely going to challenge your



PERFECT PACKAGING?: TerraCair DEF comes in packaging that includes a plastic nozzle to ensure the product is not compromised when it’s poured into the truck’s DEF tank.

SCR system.”

OEMs are reportedly anxious about the harm low-grade DEF can wreak on their costly aftertreatment systems. Inferior DEF can foul injectors and clog filters within the SCR system, rendering it ineffective, taking the vehicle out of compliance with EPA2010 tailpipe requirements and resulting in downtime.

“The licensing of (OEM) technology is based on them hitting certain tailpipe numbers and the (DEF) spec’ is an integral part of that design,” Lonsdale pointed out. “The failure of the product to meet that spec’ puts their whole (EPA) licence at risk.”

The API’s ISO 22241 specification sets the standard for DEF quality. However, Terra has found that even

Continued on page 32



COMPLETE CONTROL: DEF produced at Terra’s plant near Sarnia leaves aboard the company’s own tankers and rail cars to ensure it remains on spec’.

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New Products

Not all DEF is created equal, Terra officials warn

Continued from page 31

the stringent ISO specification allows for certain impurities such as formaldehyde, which Terra says can interfere with hydrolysis and cause thermal decomposition.

“Every OEM we talk to doesn’t want it in there,” Lonsdale said of formaldehyde. “We made a very clear decision about five years ago to eliminate formaldehyde because we were seeing issues in hydrolysis in our stationary business.”

(It’s a little known fact that massive stationary SCR systems have been used to purify smokestack emissions at big factories for years now). Another issue regarding DEF concerns the fluid’s handling by end-users. Terra’s Lounsbury said the company has seen product hitting store shelves without a means to get the fluid into the vehicle’s DEF tank without the potential for contamination. It seems as much

thought went into the packaging of TerraCair as in the development of the fluid itself. All containers come with a single-use dispenser that’s

cleverly concealed behind the jug’s plastic wrapping.

“We don’t want people using funnels,” stressed Lounsbury.

Worried about freezing?

One of the biggest concerns voiced by customers in the lead-up to EPA2010 is the propensity of diesel exhaust fluid (DEF) to freeze at -11 C. While OEMs and DEF suppliers say it’s a non-issue (the fluid is freeze-thaw stable, and besides, DEF tanks are heated), it remains a point of concern for many operators – especially here in Canada. However, Terra Environmental Technologies has quietly been working on a solution that will be resistant to freezing at temperatures as low as -30 C.

In September 2008, Terra struck a licensing agreement with Kemira Oyj of Finland, obtaining North American licensing rights to Kemira’s patented Denoxium technology which includes ammonium formate. Among its advantages, Denoxium allows DEF to operate better at low temperatures and remain in liquid form in temperatures as low as -30 C, according to Terra. The company plans to roll it out in North America as TerraCair Plus, once it has been approved for use by the EPA and the various OEMs. The product is currently undergoing testing with various OEMs, the company confirmed to *Truck News*. □

“You can’t have a bottle out there without a means of getting it from the bottle into the tank,” added Lonsdale.

TerraCair comes in containers that are vented to allow for easier fill-ups. Lounsbury said the company’s 2.5-gallon jug empties in just 26 seconds while an unvented container of the same size (weighing as much as 25 lbs when full) takes 2.5 minutes to pour.

TerraCair is available in a wide variety of sizes ranging from one- and 2.5-gallon jugs at truck stops up to bulk quantities for fleets. The company has partnered with Brenntag to provide dispensing equipment for retailers and fleets. Lonsdale said the company aims to offer the right solution for customers of all sizes.

“This process has to be flexible because every customer is going to have slightly different needs,” Lonsdale reasoned. “Our program is designed to provide customers with the mix of products, mix of equipment and the financing around all that to meet their needs as they invest in their fleets.”

While Lonsdale said he understands customers will select a DEF supplier based partly on price, he urged them to look beyond the price tag.

“Clearly, a cost component is there,” he said. “But they need to understand the supply chain itself; where is this product coming from and how is it managed?”

Lounsbury warned that “there are a lot of people today that are viewing this as an opportunistic business to be in,” and may not have the quality control measures in place.

And as for price, Terra remains confident it can supply the industry today with DEF that costs roughly the same as diesel fuel. Economies of scale will likely bring price down further as more EPA2010-compliant trucks hit the road. As demand for DEF increases, Lonsdale said Terra is confident in its ability to ramp up capacity, noting the company is investing \$200-\$300 million into its manufacturing facilities “to ensure we have the capacity available to supply this product over time.” □

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11,794-14,968 kg. (26,001-33,000 lbs.)...	<input type="checkbox"/> YES	<input type="checkbox"/> NO
8,846-11,793 kg. (19,501-26,000 lbs.)...	<input type="checkbox"/> YES	<input type="checkbox"/> NO
4,536-8,845 kg. (10,000-19,500 lbs.)...	<input type="checkbox"/> YES	<input type="checkbox"/> NO
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4) This location operates, controls or administers:

Diesel powered vehicles.....	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Refrigerated vehicles.....	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Pickups or Utility Vans.....	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Propane powered vehicles.....	<input type="checkbox"/> YES	<input type="checkbox"/> NO

5) Do you operate maintenance facilities at this location? YES NO
 IF YES, do you employ mechanics?..... YES NO

6) Indicate your PRIMARY type of business by checking ONLY ONE of the following:

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d) <input type="checkbox"/> Farming
e) <input type="checkbox"/> Government (Fed., Prov., Local)
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Safety

Open the lines of communication when handling conflicts

As strange as it may sound, conflicts can be a valuable tool. When employees are comfortable expressing different points of view, they can help to identify key issues, solve problems and even increase the overall level of engagement in the workplace.

The problems emerge when conflicts spiral out of control, lines are drawn, and someone feels they have been wronged. To compound matters, the owners or safety managers at small companies often need to deal with these situations without any formal training in the related skills.

The main role of a manager-as-mediator is to explore the root cause of the positions that lead to a conflict in the first place. As the third party in the room, this involves ensuring that everyone has an equal amount of time to express their opinions without falling into the postures of a “parent” or “child.” And it requires everyone to contribute an “adult” approach that focuses on the facts while setting emotions aside.

Consider the discussions around an Hours-of-Service (HoS) violation as an example of the way these postures can emerge. A driver who falls into the defensive role of a “child” would immediately begin to argue they were forced to work beyond the hours that the law allows. A dispatcher who assumes the domineering role of the “parent” will counter with comments about how customers are paying everyone’s salary.

The “adult” approach will recognize that most employees have good intentions and want to make the right decisions. They make their choices based on the information that they believe to be true. Exploring the reasons behind each stance in the above HoS situation, a manager may find a driver who believes they would be penalized for failing to complete the trip at any cost. (“If I didn’t finish the load, I’d be left with trips into New York City for the rest of the month.”) The member of the operations team may think the trip had to continue because of pressure from an important customer. (“They were breathing down my neck for that load, and we can’t afford to lose their business.”)

Once information like this is out in the open, it becomes possible to clarify any misconceptions with a few facts. Ideally, the discussion around the HoS issue would involve a clear description of the fleet’s commitment to the related regulations and the dispatcher could be informed about the best ways to convey these rules to a time-strapped customer. The driver, meanwhile, should understand that they need to do everything they can to meet the customer’s needs but only within the context of the rules – there would be no penalty for doing the right thing.

Of course, these need to be more than empty words. The best solutions to any conflict are based on the realities of the business, acting in the best interest of the company and its future.

Any hope of reducing conflicts

Ask the Experts

Dave Roth & Diane Hozjan

like this in the future will also require everyone involved to understand what would be considered a success, how they can work together to reach that goal, and a clear deadline for related steps.

Granted, the underlying issues behind a conflict may have nothing to do with the workplace. Even a good employee can let their performance suffer if they are distracted by a personal issue such as a sick spouse or financial problems. By establishing and maintaining a level of trust with employees, a manager will have the

opportunity to identify these types of issues and even help to guide people to available solutions – like Employee Assistance Programs, for example.

Ultimately a little compassion and understanding will always go a long way.

There are several tools that can help managers prepare for their roles. Colleges, for example, all offer training for those in any supervisory role, whether it comes in the form of a certificate program or a one-day seminar. Solutions and approaches can even emerge from peers when managers are able to find the time to attend association meetings and networking events.

Every source will contribute a number of important details, but managers who are committed to the process of addressing conflicts will quickly recognize a common

thread that ties together the entire strategy.

The best solutions to any conflict will emerge when the lines of communication are as open as they can be. □

– This month’s experts are Diane Hozjan and Dave Roth. Diane is the manager of human resources for Markel Insurance Company of Canada and has more than 10 years experience. Dave is the Ontario regional manager of Safety and Training Services for Markel Insurance Company of Canada and has more than 20 years experience in managing safety and operations in the trucking industry. Send your questions, feedback and comments about this column to info@markel.ca. To read about more industry hot topics, visit www.markel.ca and click on the Articles & Essays section.

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Opinion

CSA 2010: Learn the rules

By now, most of you have heard about Comprehensive Safety Analysis 2010, aka CSA 2010, the new safety enforcement and compliance measuring system about to roll out south of the border. It's a sea-change in the way the US DoT tracks enforcement data, and then uses the information to rate and measure carrier and driver performance.

The new initiative will put added pressure on both drivers and carriers to comply, and it really raises the stakes and the cost of non-compliance. The bad guys will hate it; the good guys should be quite happy that there's finally a fair way to separate the two.

At this stage, I'm prepared to give the program a passing grade, because I like the idea of sanctioning underperforming carriers and drivers. In a free market, operators who do everything right are up against those who cut corners, bend and twist the rules, and use other nasty practices to get the business. If we can put an end to that behaviour, I believe we'll be better for it, and stronger in the long run. But how well the new system really works remains to be seen. And, make no mistake, I do have some reservations about CSA 2010.

It's all about on-road performance, and enforcement officials have spent many months applying a rating system to various types of violations and driver behaviour, all

Voice of the O/O

Joanne Ritchie



based on their propensity for causing heavy truck crashes.

The higher a violation or defect is on a scale of its likelihood to cause or contribute to a wreck, the more points it carries.

Since drivers and carriers are rated based on accumulated points (weighted against fleet size and mileage), you won't want to fail a roadside inspection or be subject to any traffic enforcement activity.

There are seven evaluation categories called BASICS (Behavioural Analysis and Safety Improvement Categories): unsafe driving; fatigued driving; driver fitness; controlled substances and alcohol; vehicle maintenance; cargo-related; and crash indicators. The two that concern me most are vehicle maintenance and cargo-related. The others demand some personal accountability, and I figure you're all big enough to take responsibility for your actions there.

Because CSA 2010 tracks driver performance, and builds a compliance record that fleets will have access to, it will be very easy to weed out bad or non-compliant drivers. But if you work for a fleet with poor

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 Tanker Straight Truck Super B Reefer
 Van Other _____

Trailer Type Experience (check all that apply)
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 Van Other _____

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maintenance practices, for example, you could be accumulating points for equipment defects that are essentially beyond your control – except a refusal to go, which comes with its own immediate penalties.

The Safety Measurement System (SMS) Methodology – the violation weighting table – indicates that bald or underinflated tires are worth three points, for example.

Missing or defective suspension or steering components carry seven points. Brakes out of adjustment are worth four points, and there are many, many more defects on the list. Shoddy equipment could cost drivers big time.

Almost all cargo securement violations are worth the full 10 points, which is huge, considering how easy it is to get into trouble on this one. There are just too many differences in the way our so-called North American Harmonized Cargo Securement regulations are interpreted and enforced. That's not good enough, and it worries me.

The principle of an enforcement program like CSA 2010 is that all drivers and carriers in a peer group are treated equally, so the violation thresholds become meaningful comparisons.

Now, more than ever, it's essential that our governments stop to-ing and fro-ing and get to work harmonizing more of our common regulations. Cargo securement and HoS come immediately to mind.

Interestingly, the most common reason Canadian drivers are put OOS in the US is a violation of the American 14-hour daily working limit. That data comes from a summary of NAFTA enforcement statistics archived on the FMCSA Web site. The summary shows that 29.1% of Canadian drivers put out-of-service at roadside are in violation of the 14-hour rule, compared to just 15.5% of US drivers.

I'm only speculating here, but could it be that we occasionally confuse the US 14-hour rule and our 16-hour rule? That violation, by the way, is worth seven points, so it's a significant mistake.

On the vehicle inspection front, our new requirements allow the vehicle to be operated with certain "minor defects" as noted on the vehicle inspection paperwork.

The US currently requires full compliance with vehicle condition regs, so there's no allowance for minor defects or violations. I haven't had a chance to compare the lists, but considering the comprehensive nature of the new 64-page SMS violation weighting table, there are bound to be conflicts in there.

CSA 2010 could work well for trucking's serious players, and it may finally rid us of the bad actors. I really hope, though, that good – but uninformed – drivers aren't caught up in the net too.

Drivers will need to know the rules, and take steps to ensure they are compliant. Get up to speed on this quickly, assume nothing when it comes to compliance, and don't accept 'no' for an answer when it comes to vehicle maintenance. □

– Joanne Ritchie is executive director of OBAC. Can you measure up to CSA 2010? E-mail her at jritchie@obac.ca or call toll free 888-794-9990.

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Tax Talk

It's 2010, but you can still cut your 09 tax bill

Last year may be a distant memory for you – and given the state of the economy, why not? – but there's still a chance to minimize your 2009 personal income tax bill. Here are six opportunities you shouldn't overlook:

100% CCA for computers

When you buy property or equipment for your business, you deduct a calculated portion over a period of years as it depreciates or becomes obsolete. This is called Capital Cost Allowance (CCA).

Last year, Canada Revenue Agency (CRA) changed the CCA rate for computers and system software (Class 52) to 100%.

This applies to eligible new computers and software used in Canada and acquired after Jan. 27, 2009, and before February 2011.

There is no half-year rule like most CCA classes so you can expense the purchase in the first year.

Tax Talk

Scott Taylor



Home Renovation Tax Credit

The chance to make this credit part of an overall tax plan is over – the HRTC ends on Feb. 1. But if you had home renovation expenses between Jan. 27, 2009, and Feb. 1, 2010, you may be eligible for a 15% income tax credit. The credit applies to certain expenditures exceeding \$1,000 but not more than \$10,000. The result is up to \$1,350 [(\$10,000 - \$1,000) x 15%] of tax relief.

As with any new tax credit, it's important to understand how to report and back up your claim. Here are two things to remember:

- Your federal return will have a new schedule for you to list renova-

tion expenses and calculate your claim. Don't submit receipts or documents with your return, but do keep them in case the CRA asks to see them.

- An expense isn't valid without documentation. Agreements, invoices, and receipts must clearly show the type and quantity of goods purchased or services rendered and information about the contractor or vendor, including name, address, and, if applicable, his GST/HST number; the purchase date; a description of the work including the address where the work was performed; and the amount paid.

I'd hate to be a contractor in April when every other phone call is a request for paperwork. Get organized now.

First-time Home Buyers Tax Credit

You can claim the HBTC if you bought a home after Jan. 27, 2009 (this generally means the closing

is after this date). To calculate the credit, multiply \$5,000 by the lowest personal income tax rate for the year (15% in 2009). For 2009, the credit will be \$750.

To qualify, neither you nor your spouse or common-law partner can have owned and lived in another home either in 2009 or any of the four preceding years. The claim can be split between you and your spouse or common-law partner, but the total combined credit cannot exceed \$750.

Home Buyers Plan

Effective Jan. 27, 2009, first-time homebuyers can withdraw up to \$25,000 from their RRSP to buy or build a home for themselves or a relative with a disability. If you're buying the home with your spouse or common-law partner, or with other individuals, each person can withdraw up to \$25,000 from their RRSP. You have to repay the amount starting no later than the second year following the year you withdrew it (ie. if you take out money in 2010, your first repayment would be due in 2012).

CRA will send a statement each year showing the total HBP withdrawals, the amount you've repaid to date, your HBP balance, and the amount you must repay the following year. Generally, you pay 1/15 of the total withdrawal amount each year so it's completely repaid in 15 years. If you don't repay the required amount, you must include the difference as RRSP income on your return.

Working Income Tax Benefit

This refundable tax credit provides tax relief to working low-income individuals and families. Two-thousand-and-nine was the first time that taxpayers could get quarterly advance payments. If you did, show this on your tax return. Also consider whether you will qualify for 2010 and apply for advance payments during 2010.

HST transition

On July 1, Ontario and B.C. will replace their provincial sales tax with a harmonized sales tax. Ontario has announced a program to help taxpayers with the transition (we're still waiting on B.C.): Families with an annual household income below \$160,000 will receive three payments totaling \$1,000. Individuals with an annual income below \$80,000 will receive three payments totaling \$300. These transition payments will be delivered to eligible Ontario tax filers aged 18 and over in June 2010, December 2010 and June 2011.

I'll be following all announcements about the HST conversion and will talk about its effects on your business here in the coming months. In the meantime, get your 2009 income tax return together. If you're in Ontario, you must file it in order to qualify for those transition payments. □

– Scott Taylor is vice-president of TFS Group, a Waterloo, Ont. company that provides accounting, fuel tax reporting, and other business services for truck fleets and owner/operators. For info, visit www.tfsgroup.com or call 800-461-5970.

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OEM/Dealer News

Chevron concludes decade of testing

SAN RAMON, Cal. – Chevron has announced its Delo line of engine oils, lubricants and coolants are well-tested and fully-compliant with EPA2010 engines.

The company says it has been testing its products in nearly 24 Volvo D12C engines using diesel particulate filters (DPF) and selective catalytic reduction (SCR) aftertreatment systems since 2000, without any problems.

Chevron says its Delo 400 LE SAE15W-40 demonstrated excellent durability, reliability and reduced production of incombustible materials within the DPF. In many cases, engines have racked up between 130,000 and 190,000 miles in testing while using Delo engine oil and with drain intervals of 30,000-40,000 miles, Delo 400 LE 15W-40 still resulted in excellent engine durability and low levels of wear, Chevron announced.

Chevron also found its CJ-4 product resulted in less incombustibles in the DPF than its API CI-4 Plus oil of the same grade, which should extend DPF cleaning intervals and potentially improve fuel economy due to a reduction in backpressure on the exhaust.

“To assure our customers have lubricants they can rely on to run their businesses and protect their investments, we conduct extensive field and laboratory tests,” said Jim McGeehan, global manager, diesel engine oil technology with Chevron Global Lubricants. “In preparation for 2010, we have tested for nearly a decade. Our customers can rest assured that our Delo 400 LE 15W-40 will provide the protection needed in 2010 and pre-2010 engine technologies.” □

Cummins 2010 engines receive EPA certification

COLUMBUS, Ind. – Cummins has been given the EPA nod of approval for its heavy-duty and mid-range engines with selective catalytic reduction (SCR).

The ISX15, ISB6.7, ISC8.3 and ISL9 engines have all been certified by the EPA, Cummins has announced. EPA2010 engines call for the near elimination of NOx emissions.

“Receiving the formal certificates is an important step in the process as we enter 2010 with customer-ready products,” said Jim Kelly, president, Cummins Engine Business. “This confirms that customers can be confident in the technology choice we’ve made to meet the new, more stringent emissions standards.”

Cummins claims its heavy-duty customers will achieve fuel savings of at least 5% when moving to the EPA2010 engines with SCR. Mid-range engines are expected to boast up to 3% better fuel mileage than today’s offerings. Later this year, Cummins will be introducing its much-anticipated ISX11.9. □

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Funding available for hybrid shunt truck

MISSISSAUGA, Ont. – Glasvan Great Dane has announced the Capacity PHETT hybrid shunt truck now qualifies for funding under Ontario's Green Commercial Vehicle Program. Capacity PHETT purchasers can now receive a rebate for up to \$15,000 towards the purchase of the hybrid terminal tractor, however they must place their order by March 1, 2010 and take delivery by Sept. 1, 2010 to qualify. Capacity officials have told *Truck News* that the PHETT reduces fuel consumption by 50-60% compared to traditional shunt trucks, often resulting in a payback of 3.5 years even without government incentives.



Glasvan Great Dane recently showed confidence in the technology, purchasing the very first PHETT in Canada which will be placed in its own busy trailer shunting operation.

For more info on the Green Commercial Vehicle Program, call 416-585-7278 or you can contact a Glasvan account manager at 888-GLASVAN or e-mail hybrid@glasvangreatdane.com. Glasvan Great Dane officials also pointed out the Capacity PHETT may qualify for other funding programs as well, including Natural Resources Canada's ecoFREIGHT Technology Incentives Program and an RST rebate for vehicles powered by alternative fuels. □

Canadian sales rep wins North American award from Arrow Truck Sales

TORONTO, Ont. – Arrow Truck Sales has named Canadian salesperson Vikas Gupta its top North American retail sales associate.

Gupta earned the recognition by selling more than 200 trucks between Dec. 1, 2008 and Nov. 30, 2009, the company announced.

He has been named to Arrow's exclusive President's Club. Gupta has won the award five out of six years since its inception.

"Vikas is a consummate professional," said Adam Davy, Arrow's Toronto branch manager. "His complete dedication to our industry and customers, as well as his desire to improve and learn something new every day is truly inspiring. He's definitely raised the bar for our entire sales team."

Gupta says he has achieved success by adhering to the three principles of: preparation, presentation and professionalism.

"I approach each day as if it were a road map," said Gupta.

"I carefully plan out my day and implement strategies that will help my customers find trucks and other equipment that meet their business objectives. I'm not here to just sell them a truck, I'm here to help them become more profitable – be it working with an owner/operator or fleet."

The salesman takes pride in knowing nearly 75% of his sales are to repeat customers or customer referrals. Gupta has worked for Arrow Truck Sales for six years.

He has a computer engineering background and is licensed in residential and commercial real estate. Last year, Gupta travelled to the Middle East with Arrow Truck Sales Canada vice-president Frank Oliveira to explore export opportunities.

"Vikas is also helping us develop business in and around Vancouver," added Oliveira. "There is a fairly large East Indian population in the Vancouver area and he has been instrumental in helping us reach out to this important customer base."

Gupta attributes much of his success to time management and a competitive spirit.

"These are the things that drive me to improve sales strategies and learn as much as I can about our product," he said. "In the world of sales, the learning process never really ends – and you must always respect your customer." □



Gupta

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Letters to the editor

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Navistar offers to buy back spare parts

WARRENVILLE, Ill. – Navistar is offering to buy back new, unused parts from fleets wishing to return them in exchange for cash or credit towards future purchases.

Under the Customer Parts Recovery (CPR) program, fleets can return parts that otherwise may have been disposed of. Unused inventory, overstocks and obsolete parts qualify for the program, which will be offered through Canadian and US International dealers.

Navistar says customers will initially receive 25% of the value of the products they return towards the future purchase of parts. As part of the deal, customers must agree to purchase a predetermined amount of parts over a specified period of time. Once the quantity specified in the agreement is purchased, the customer receives the full credit amount for their return.

“CPR goes beyond a loyalty program and becomes a way that our customers can secure real working capital from unused outdated parts,” said Michael Cancelliere, senior vice-president and general manager for Navistar Parts in North America. “If someone turns in \$10,000 worth of parts that have just been gathering dust, we take them and immediately give them \$2,500 in cash or credit towards their parts purchases. They can get the full value of those parts back by fulfilling program purchase commitments.”

“A lot of our customers are looking for ways to improve their bottom line,” added Joe Coconate, outside parts sales representative, Chicago International. “With CPR, parts that haven’t been used for years can be converted to real money for our customers.” □

OEMs receive DoE funding to develop SuperTruck

COLUMBUS, Ind. – The race is on. In mid-January, the US Department of Energy wrote the cheques and issued the ambitious challenge to OEMs: Develop a Class 8 SuperTruck that will deliver 50% better fuel efficiency.

US Energy Secretary Dr. Steven Chu announced the project and doled out the funding awards at Cummins’ Columbus Technical Center Jan. 11. In all, US\$187 million was awarded, much of it earmarked for development of fuel-efficient Class 8 tractor-trailers.

More than US\$115 million was dedicated to developing a Class 8 SuperTruck, which will optimize aerodynamics, idle-reduction technologies, waste heat recovery, hybridization and advanced combustion techniques, the DoE announced. Receiving funding for the heavy-duty project were: Cummins, US\$38.8 million; Daimler Trucks North America (DTNA), US\$39.6 million; and Navistar, US\$37.3

million.

Cummins said it will use its portion to develop and demonstrate a highly efficient and clean diesel engine, an advanced waste heat recovery system and will work with Peterbilt to develop an aerodynamic tractor/trailer combination as well as a fuel cell APU.

“Cummins has long enjoyed a collaborative partnership with the DOE. These R&D programs have helped us develop the best products for our customers and the environment,” said Cummins president and chief operating officer Tom Linebarger.

DTNA and Detroit Diesel will use their cash to develop and demonstrate technologies such as: engine downsizing; electrification of auxiliary systems such as oil and water pumps; waste heat recovery; improved aerodynamics; and hybridization.

“This funding enables us to significantly accelerate our research and

development of advanced technologies. It will strengthen our ability to bring ever more efficient products to the market,” said Elmar Boeckenhoff, senior vice-president, engineering and technology for DTNA. “This forward-thinking program is a technology partnership that will help us to quickly and fully explore the ‘stretch’ technologies that can lead to the next level of product innovation.”

Navistar, meanwhile, will use its funding to: develop and demonstrate technologies to improve aerodynamics, combustion efficiency, waste heat recovery, hybridization, idle reduction and reduced rolling resistance.

“Navistar is proud of its fuel efficiency leadership and we’re delighted to work with the DOE on a project that will improve truck and trailer aerodynamics and reduce our nation’s dependence on foreign oil,” said Dee Kapur, president, Navistar Truck Group. □

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Health

The start of a new year is a good time to address your health

Although we're already getting well into 2010, are you still carrying a bit of extra weight from your holiday celebrations?

In your truck, you encounter weigh scales every work day. They monitor whether your gross vehicle weight is legal. Overloading your truck reduces its efficiency and takes a toll on the life of your vehicle.

Weigh scales in your home monitor whether your body weight is healthy. Overloading your body takes a toll on the length and quality of your life. Carrying extra weight has serious consequences. If your truck wears out, you can get a new model. But if your body wears out, you can't. And it's not just about how you look.

Certainly, we don't look our best squeezing into our old jeans with those extra pounds, but that's not the main concern. We could always let out the belt and get a bigger pair of jeans to be more comfortable. The real issues are: how and why is that extra weight affecting our health?

It is reducing our body's efficiency and putting an extra load on every bone, organ and system.

That's why overweight people (with a Body Mass Index of 25 and above) will be more likely to experience the following conditions: coronary heart disease; Type 2 diabetes; cancer (particularly endometrial, breast, and colon); high blood pressure; high cholesterol; stroke; liver and gallbladder

Preventive Maintenance

Karen Bowen



disease; and osteoarthritis.

Heart disease happens because a fatty material (plaque) builds up on the inside walls of the arteries which supply blood and oxygen to your heart. This plaque makes the passage narrow, so the blood doesn't flow as easily. Your chances of having heart disease and a heart attack get higher as your BMI increases. You may also get congestive heart failure, a chronic condition where your heart can't pump enough blood to carry enough oxygen to feed your body.

High blood pressure occurs when there is too much force of your blood pushing against the walls of your arteries. When you have more body cells to feed oxygen to, your heart must pump harder just to keep it moving. High blood pressure can lead to stroke and aneurisms.

Stroke is also more common in heavy people because they often have fatty deposits in their arteries which can form a blood clot. If that clot lodges in an artery close to the brain and blocks the blood flow, it causes a stroke. Again, the risk of having a stroke rises as BMI increases.

Type 2 diabetes is also more

common in overweight people. It occurs when blood sugar levels are too high. In healthy people, the body makes insulin to move the blood sugar into cells to be used. However, for people with Type 2 diabetes, the cells don't respond well to the insulin that's been made. This is quite serious because diabetes is a leading cause of early death, heart disease, stroke, kidney disease, and blindness. Significantly, more than 80% of people with Type 2 diabetes are overweight.

High cholesterol can also be a problem. Overweight people frequently have abnormal levels of blood fats, high levels of triglycerides and low-density lipoprotein (LDL) cholesterol and low high-density lipoprotein (HDL) cholesterol, which are tied to heart disease.

Metabolic Syndrome is used to evaluate an overweight person's risk factors for the conditions we've looked at above. Although you could get any condition by itself they often occur in groups. Metabolic Syndrome happens when a person has at least three of the following heart disease risk factors:

1. A pot belly (an apple shape), extra fat in the waist area is a greater risk factor for heart disease than extra fat in any other parts of the body;
2. Abnormal blood fat levels, including high triglycerides and low HDL cholesterol;

3. Higher than normal blood pressure;
4. Higher than normal fasting blood sugar levels;
5. Cancer.

Osteoarthritis is also more common in heavy people because extra weight stresses and wears away the protective cartilage and fluids separating the joints. Remember, your frame was designed to carry a specific amount of weight. Extra poundage naturally creates extra stress and strains.

Gallstones are another common ailment in heavy people. They are hard pieces of stone-like material (usually formed from excess cholesterol) that form in the gallbladder. They can cause severe abdominal or back pain.

These are the most common conditions felt by overweight people. Is your weight taking a toll on your current health and setting you up for some future conditions? Unfortunately, you can't just call dispatch and pull over to the side of the road to unload a few skids or crates like you could in your rig.

But, you can make some simple changes that will help you get within spec'.

Next month we'll explore simple ways to help you lighten your load. □

— Karen Bowen is a professional health and nutrition consultant and she can be reached by e-mail at karen_bowen@yahoo.com.

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A review of several ways to improve your health

Make 2010 a great year by reviewing these healthy living tips

Over the years I have written many articles covering topics ranging from arthritis to kidney stones.

Seeing as this is the first article published in 2010, I thought that it would be a good idea to review some of the more important health topics we have covered in the past.

This way, you can start the year off on the right foot. I realize that this will be review for most of you, but it never hurts to refresh our memories.

The first topic I want to talk briefly about is proper nutrition. Now that the holiday season is over, it is important that we return to our normal and healthy diets. Remember the key to eating well on the road is moderation and variety.

Try to focus on eating foods that are low in fat and sugar content. Foods like hamburgers, french fries and pop should be avoided. Eating fresh vegetables and whole grain wheat are good choices as our bodies can use these nutrients very efficiently.

When possible, try to eat several small meals a day rather than one or two large meals.

This eating schedule allows the body's metabolism to run more smoothly. Finally, try to avoid eating highly-processed foods or

Back behind the wheel

Dr. Chris Singh



foods that contain many chemical additives. As far as food goes, I always say, "natural is best."

In addition to eating well, it is important to try and maintain an active lifestyle.

I know that it is difficult to stay physically active while you are on the road, but every little bit helps. Even simple things like walking around your truck while it is being unloaded or parking at the back of the parking lot will make a major difference.

Due to the fact our bodies were designed to move, it is important for our joints and muscles to be in motion in order to be healthy.

Physical activity is also very important for our hearts and cardiovascular systems.

Ideally, you should try to get about 20-30 minutes of physical activity, three to four days per week.

As we age, our muscles become tighter and stiffer. By performing a few simple stretches on a regular basis, you will be able to slow down this process.

I am sure that all of you have noticed it gets a little bit harder with each passing year to put on your socks in the morning.

As a result, another important aspect of physical fitness is maintaining flexibility.

The benefits of good flexibility include reducing your chances of injury as well as increasing the range of motion of your joints.

Last but certainly not least, it is important to get the proper amount of sleep in order to be at your best during the day.

As you know, our bodies perform many restorative functions while we sleep.

If our bodies are not given the opportunity to perform these

tasks on a regular basis, many significant health problems may arise. For most of us, six to eight hours of sleep per night is what our bodies require.

Again, I know that it is sometimes hard to get the proper amount of sleep while on the road due to scheduling issues such as window times or just-in-time freight, however try to get the proper amount as often as possible. Until next month, drive safely! □

– Dr. Chris Singh runs Trans Canada Chiropractic at 230 Truck Stop in Woodstock, Ont. He can be reached by e-mail at csingh@cmcc.ca or by calling 519-421-2024.

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People

Marshall Truck and Trailer owners donate \$1.7 million towards new apprentice training facility

HAMILTON, Ont. – The family of the late Gerald Marshall, founder of Marshall Truck and Trailer, have donated more than \$1.7 million towards the development of a new training facility at Mohawk College.

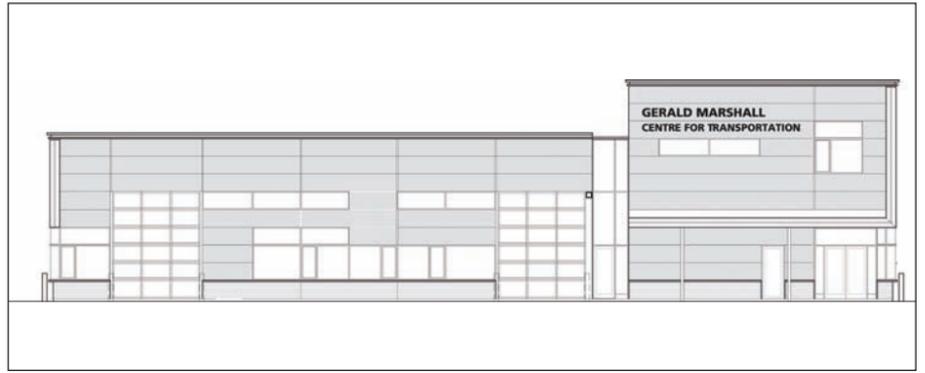
The \$4-million Gerald Marshall Centre for Transportation will open its doors this year, providing training to over 400 truck and coach apprentices each year. The 15,350 sq.-ft. training facility will be spacious enough to house up to three tractor-trailers at a time with classrooms overlooking the shop floor.

Mohawk College will use the facility to train students in its Truck and

Coach Apprentice, Truck and Trailer Apprentice and Pre-Apprentice Truck and Coach programs.

The Marshall family's donation is among the largest private donations in Mohawk's 42-year history, the college announced. Other local businesses and individuals also contributed, including LeClair Truck Repair which chipped in \$50,000.

"Mohawk College is the prime job creating engine in our region," announced president Rob MacIsaac. "Thanks to the support of the Marshall family, Marshall Truck and Trailer Repair and our generous college partners, the new



GENEROUS DONATION: An artist's rendering of the new training facility.

Gerald Marshall Centre for Transportation will allow us to train even more apprentices and keep

pace with demand in the transportation industry for highly skilled and future-ready graduates." □

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Harper Truck Centres has appointed **Michael Donnelly** to the position of director of sales. In this role, Donnelly will assume full sales and brand responsibilities for the dealership, overseeing the new and used truck sales operations for the Freightliner, Western Star, FUSO, Condor and Sterling brands in the Greater Toronto Area.

Donnelly previously led a national sales force for a trailer manufacturer and managed a Penske business unit before joining the Harper organization in 2006. Donnelly most recently assumed expanded responsibilities as the general manager of Harper Bus Sales for the Thomas Built Buses product line.

The Saskatchewan Trucking Association (STA) has announced that **Glen Morrison** will serve as training manager of the association's Commercial Truck Services division. Morrison will be in charge of CTS training programs as well as the division's heavy equipment operator training program, the STA announced.

Morrison has been working for the STA since 2006, handling various assignments including: Class 1A and 3A driver instruction; hours-of-service training; load se-

urement; air brakes; transportation of dangerous goods; and long combination vehicle training, among other projects.

Cummins has announced **Jim Kelly** will be stepping down from his role as president of the engine business to pursue other projects. **Rich Freeland**, currently president of Cummins components business, will take his place, the company has announced.

Anant Talaulicar, managing director of Cummins India will take over the components business. Both Freeland and Talaulicar will assume their new roles in March, 2010, according to Cummins.

Ankra International has appointed **William Booth** as western Canadian regional sales manager for its Cargo Systems Division Products. Ankra is a designer, manufacturer and distributor of cargo restraint and material handling systems for the transportation industry. Booth has 25 years of sales and service experience in the automotive and heavy-duty transportation industry at the aftermarket and OEM level.

Booth is based in Calgary, Alta. and can be reached by phone at 403-921-6539, by fax at 403-460-1739 or by e-mail at bbooth@anca.com. □

MISSING

TAMRA KEEPNESS
3136-U

D.O.B.: Sept. 01, 1998
Missing since: July 5, 2004
Missing from: Regina, Saskatchewan
Height: 3' 5"
Weight: 40 lbs.
Eye Colour: Brown
Hair Colour: Brown (bobbed cut)

Characteristics: Tamra was last seen at her Regina downtown home around 11 pm Monday, July 5, 2004. When last seen she was wearing a light blue striped halter top with pink accents, light blue jeans and may be wearing rubber boots or have been barefoot. Tamra has two birthmarks – roughly round circles (one pale and one darker in colour) on her sternum. She also has an inch scar below one of her knees.

www.ontario.childfind.ca

Anyone with information please contact: All Calls Confidential - No Name Required

CHILD FIND 1-800-387-7962

Mark Dalton: Owner/Operator

Lost keys, found hope

By Edo van Belkom

The story so far:

At a truck stop Mark misplaces his keys. He retraces his steps but no luck, the keys are nowhere to be found. Just when he thinks that losing his keys is the worst thing that could happen to him, he sees a Child Find poster and realizes there are always worse things in life...

Mark stared at the Child Find poster affixed to the side of the trailer, read the large banner that read 'MISSING,' then looked at the photos of what the girl used to look like and what she might look like now.

Her name was Darlene and she was last seen in Oakville, Ont. in 1983, more than 25 years ago. She was born in 1966 which would make her... 46 years old. Mark considered that, and his only thought was, 'Wow, these guys don't give up on missing children.' It also made him wonder how long he might look for his keys before he gave up and called in a tow truck or installed a new ignition system.

As Mark continued to stare at the poster, the driver of the rig, a white-haired ball cap-wearing man in his late 50s or early 60s, stepped down from his cab and locked the door behind him.

His ball cap was new, but the man's look – that of a grizzled veteran driver who'd crossed the country more times than any prime minister – probably hadn't changed in the last 15 years. As the man turned toward the restaurant, he must have noticed Mark staring at the picture of the lost child because he stopped and said, "Missing since Summer, 1983."

"Yeah," Mark said, gesturing to the sign. "That's what it says there." He didn't feel like talking to anyone right now about anything, let alone missing children. He'd much rather be alone so he could be miserable over his lost keys.

"That sign's been on the side of my rig for five years now."

"What, and they haven't found her?"

The man shook his head, obviously not put off by Mark's tone. "Not yet... and maybe they never will, but that picture'll be there as long as she's missing."

"Probably doesn't look like that anymore." Mark was annoyed. The last thing he'd wanted was to get into a conversation about Child Find, but he'd made the mistake of saying things that sounded like he was interested and that had opened the door

for this guy to tell him everything he never wanted to know about missing children.

"They do some aging of photos to show how the person might look now, but you're right, she probably doesn't look much like that these days."

"Then why keep it on your truck?" The man stepped over to where Mark was sitting and took the seat next to him.

Great, Mark cringed. Serves me right for asking a question and acting like I cared.

"It's not so much for that girl there as it is for children who have yet to go missing."

Mark didn't understand and the look on his face must have said as much.

"Child Find is about reducing the incidences of missing and exploited children. Sure it's great when they can assist in locating missing children and reuniting them with their families, but it's more about educating the public to prevent children from going missing in the future."

Mark thought about that and wished there was a 'Key Find' program that could have prevented his keys from going missing.

He patted his pockets again hoping that his keys might have magically reappeared while he'd been sitting on the bench.

They were still not in any of his pockets and he was getting both angry about having lost the keys and confounded over where they might have gone. To top it all off, this guy just kept talking and talking...

"It's all about getting the message out there," the man said.

Mark laughed a little under his breath. "On the side of your truck?"

"You'd be surprised. They get calls from across Canada and the US, even Mexico. And they just don't do trucks, they've put the pictures on the envelopes companies use to send out bills..."

Mark had seen those envelopes before, but hadn't given them a second thought until now.

"...they're on TV sometimes too, local cable channels mostly, and in gas stations on those screens they have at the pumps."

"And still children go missing?" Mark said sarcastically, shaking his head in disbelief. He hated himself for the way he was acting since this guy seemed to be a nice enough fellow, but Mark just wanted to be alone in his misery and the man



didn't know when to quit.

"It happens all the time. In a province like Ontario there are just over 20,000 children reported missing each year."

That seemed a little high to Mark. "Just 20,000?"

"That's the number reported missing. A lot of those are runaways that come back in a few hours, or children who run from their foster or group homes. If you're thinking about kids who actually go missing it's somewhere between 20 and 40 every year."

That seemed about right, Mark thought. And for the first time, he was genuinely interested in what the man had to say. So he asked, "How do you know all this stuff?"

The man sighed. "My daughter divorced her husband some 12 years ago," he said. "Ten years ago her ex picked up my grandson from the babysitter and we haven't seen the boy since."

'Geez,' Mark thought. 'So much for a lost set of keys.'

"But we're hopeful," he said. "Just last year a girl was reunited with her parent after spending 15 years with the other parent."

"I hope that happens for you," Mark said, all the anger, annoyance and frustration he'd been feeling gone now, replaced by a sense of compassion for this man and his family. "Can I get one of those posters for my truck?"

"Sure, anybody can join up, only your trucking company has to pay for the posters." He looked at Mark closely. "If you're really interested, you can visit their Web site for details."

"Thanks," Mark nodded. It wouldn't work for him because he didn't have

his own trailer to attach a sign to. Still, he'd be more aware of the program in the future and he'd pay more attention when he was hauling a trailer with a Child Find poster on it.

"You a driver?" the man asked.

"Normally," Mark said. He gestured to Mother Load parked nearby. "That's my rig, but I seem to have lost my keys, so unless I find them soon, I won't be driving anything."

"You check in your truck?"

"Uh, I don't have my keys," Mark said flatly. He'd tried to not sound condescending, but the guy had asked a stupid question.

"One time I thought I'd lost my keys, even convinced myself that I'd locked myself out of my rig, but when I went to check the door of the truck, it was unlocked and the keys were still inside."

Mark smiled politely, got up off the bench and walked over to Mother Load. He knew it would be locked, but just to placate the guy he reached up and tried the driver's side door.

To Mark's surprise the door opened. Not only that, but his keys were still in the ignition.

Mark looked back at the man still on the bench and laughed awkwardly. "Huh, huh."

The man nodded.

"Don't worry. Brain farts happen to the best of us." □

– Mark Dalton returns next month in the conclusion of *Lost keys, found hope*.

Did you know that there are two full-length novels featuring Mark Dalton?: Mark Dalton "SmartDriver" and Mark Dalton "Troubleload." For your free copy register with ecoENERGY for Fleets (Fleet Smart) at fleetsmart.gc.ca

The continuing adventures of *Mark Dalton: Owner/Operator* brought to you by **MICHELIN NORTH AMERICA (CANADA) INC.**



Opinion

All lit up over news coverage of Olympic Torch Relay

I'm sure I'm not the only one who felt they were overdosed with media coverage of the Olympic torch run. (Yes, I'm aware this month's cover story is on the relay, but I'm talking about the 24/7 news channels that are covering the relay around the clock).

One such news station even dedicated *non-stop live* coverage. I pity the poor cameraman (person) who spent weeks literally "on the road" with this procession.

I would think by the time it arrived in Vancouver, watching paint dry or water boil would have been more exciting.

Don't get me wrong, I'm a huge Olympic fan. In fact, I fell just a tad short on athletic ability in my younger days to experience the thrill of participating.

My definition of "tad" probably is a bit different than yours. The

Publisher's Comment

Rob Wilkins



reality was, I had no choice since Air Guitar wasn't an official event.

I've had mixed emotions about this year's edition. You see, I discovered this thing called e-Bay and while surfing the zillions of deals it offers, I came across no less than 15 original relay torches for sale.

Since most of these were listed as auctions, I'm not sure exactly how much they will ultimately sell for. Most offers were in the \$1,100-\$2,000 range. One labeled "Buy it now" was going for

\$4,995. Ouch.

I would never criticize anyone for selling these. These are hard times and we do what we have to in order to make ends meet.

On the other hand, if you're a collector making a quick buck – shame on you.

You were lucky to be chosen to be part of this event and I hope that your greed turns around and somehow bites you in the butt.

Twenty years from now I hope they are worth 100 times what you got today.

Not everyone went through the "ordinary Joe" selection process. In our world of corporate sponsorship the Olympics has its fair share.

Meaning many corporate customers, media personalities, political leaders or anyone else of celebrity status were moved to

the front of the line.

For the life of me I can't understand why the publisher of *Truck News* wasn't chosen.

They obviously don't realize who I think I am.

Anyway, it's just as well I didn't grip the mighty torch. It would have been embarrassing calling for oxygen halfway through the run (okay, walk).

Not unlike our industry, I've got a good feeling about the 2010 Olympics.

The team we've assembled will set a record for medals and our businesses will rebound.

Too bad I can't say as much for the mighty Leafs, but that's another story. □

– Rob Wilkins is the publisher of *Truck News* and he can be reached at 416-510-5123.



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BOWMANVILLE, Ont. – There’s nothing quite like the new year – and the resolutions that so often come with it – to incite people to get their acts together.

In the past few weeks, no doubt Weight Watchers meetings have been a little fuller, motorists have been a little more polite, and alcohol and cigarette sales have been a little less rampant, all under the guise of self-improvement.

But as we enter into this new decade, we, as individuals, are not the only ones who are able to better ourselves. The trucking industry at large, for all its ups and downs over the past few years, has an opportunity for a fresh start too. We asked truckers at the Fifth Wheel Truck Stop in Bowmanville, Ont. what they would choose as a new year’s resolution for the trucking industry – and maybe one for themselves as well.

Dave Roth, a driver with Floradale



Truck Stop Question

Adam Ledlow
Managing Editor

What should be the trucking industry’s new year’s resolution?



Dave Roth

Feed Mill in Floradale, Ont., doesn’t have a resolution for himself, but notes that the industry could work to make regulations a little

easier for drivers in 2010. However, Roth says that “out of everything else, they treat us pretty well.”

Calgary-based trucker **John Weber**, on the other hand, doesn’t share Roth’s opinion. “I’m going to get out of trucking. I’m sitting too much,” says Weber, who’s been driving for about a year. As for a resolution for the industry, Weber says an industry-wide increase in pay is in order.

Jim Ellis, a driver with Michigan-



Jim Ellis

based Warner, says he’d like to resolve to become a night driver and avoid traffic, but doubts he’d be able to keep that resolution. “I’d like to try to see if I can figure out how to sleep during the day and drive at night. I, for the life of me, can’t do it – not enough Tim Horton’s coffee to keep me awake.”

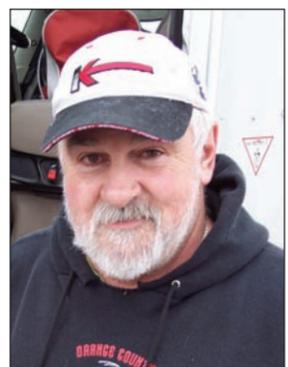
As for the industry at large, Ellis would like to see more mutual respect between truckers in 2010. “Let’s try to watch out for each other. The 401 is a fantastic expressway – I think it’s the best in North America, but it is very well-travelled, so let’s watch out for each other and give each other some more space.”



Sylvain Drasse

Sylvain Drasse, a driver with Marcan Transport out of Montreal, Que., says he avoids making resolutions he can’t keep, but for the industry, he’d like to see an increase in driver compensation. “I’m actually hoping that electronic on-board recorders come online – that way we’ll be able to get paid for what we really do,” said the driver of 21 years.

Dave Lacey, a driver with Work Authority in Cambridge, Ont., says he’s resolved to get himself a Bluetooth in 2010 and, industry-wide, he’d like to see the roads kept safe with good operators and good, well-checked equipment.



Francois Lacaille

Francois Lacaille, a driver for Kriska Transport out of Prescott, Ont., would like to see the industry “using their head” and avoid making “too many rules for no reason.” “They just try to catch people. They don’t try to help us – they just try to catch us on some other things and make the bills a little bit higher.” □

– Adam Ledlow is now on Twitter! Join today and follow his tweets at twitter.com/adamledlow.

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