

# TRUCK NEWS

March 2012 Volume 32, Issue 3

Delivering daily news to Canada's trucking industry at [www.trucknews.com](http://www.trucknews.com)

## Faulty valve puts brakes on new truck deliveries

By James Menzies

**LISLE, Ill.** – Navistar International revealed during its Analyst Day Feb. 1, that it has halted deliveries of all new trucks due to a faulty valve in Bendix braking systems.

Bendix has notified the National Highway Traffic Safety Administration (NHTSA) that its ATR-6 valves manufactured between Dec. 2, 2010 and Jan. 18, 2012 could be faulty, possibly leading to intermittent or continuous brake application in cold weather. The problem can occur at temperatures below -18 C when internal leakage can potentially develop, resulting in pressure being delivered to the affected service brake circuit, Bendix indicated in a notice on its Web site.

Jack Allen, president of the North America Truck Group for Navistar, told analysts the company has had to postpone new truck deliveries until the problem is fixed. And A.J. Cederoth, executive vice-president and chief financial officer, said the company will have to retrofit many of its existing trucks, the cost of which is not yet known.

Allen later told a small group of trade press journalists that the notification to investors was required because many of Navistar's deliveries scheduled for the first quarter will now be pushed back to the second quarter.

"It's an unfortunate deal," Allen told trucking journalists.

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## The trucking industry's MUSCULOSKELETON IN THE CLOSET

Your workers' compensation premiums are going up. AGAIN. THIS COULD BE THE REASON.

By James Menzies

**TORONTO, Ont.** – In many jurisdictions across Canada, workers' compensation premiums have continued to climb in recent years even as trucking's on-road safety record has improved. The rise in premiums – sometimes in the double digits – have elicited howls of disapproval from within the industry, yet an analysis by *Truck News* has revealed there are legitimate cost drivers behind the increases.

Across Canada, the trucking industry is among the worst, if not the worst, contributor of musculoskeletal-type injuries – sprains, strains, fractures and soft tissue injuries – and as the driver population ages, the trend has little chance of reversing itself unless trucking companies take a more proactive approach towards training and injury prevention.

Musculoskeletal disorders (MSDs) and soft tissue injuries are easily dismissed by fleets and drivers, because they often appear as seemingly harmless injuries – annoyances, really – that can be worked through. However, these injuries nag and persist over time and have the potential to put a driver out of work for an extended duration, ultimately becoming one of the most costly types of injuries to workers' compensation boards such as the Workplace Safety and Insurance Board (WSIB) in Ontario.

Mark Skinner, research and development consultant with the Infrastructure Health and Safety Association (IHSA), whose mission is to provide sector-specific support and injury prevention solutions that promote health and safety in the workplace, said there's a troubling sense of complacency and lack of aware-

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## Looking for a deal?

Low-mileage used trucks in good condition are hard to find



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- **Cargo crime 101:** Cargo theft is a growing concern in Ontario. We provide some pointers on how to avoid becoming a victim, as told during a Toronto Trucking Association seminar. Page 14
- **The big challenge:** An in-depth discussion with Dan Einwechter, CEO of Challenger Motor Freight. How did the company survive losing \$25 million in revenue? Page 32
- **A new oil:** Work has begun on a new heavy-duty engine oil category, set to debut in 2016. We've got the details. Page 66
- **Man and Moose on the Loose:** Mark Dalton grabs a bite to eat and finds himself in trouble. Page 76

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# Have we reached the tipping point with natural gas?

There's been so much talk over the past 12-18 months about natural gas being the fuel of the future for the trucking industry, you had to expect an explosion – in the figurative sense – was imminent.

That explosion may have happened over the past few weeks.

First there was Navistar International announcing a partnership with American gas supplier Clean Energy that effectively addresses the two primary barriers standing in the way of the widespread adoption of gas-powered trucks: the cost of the trucks and availability of the fuel. In short, the two companies formed an alliance under which they'll provide fleets with gas-powered International trucks at the same purchase price as their diesel equivalents, provided fleet owners agree to fuel up at Clean Energy fueling stations. Clean Energy will essentially offset the incremental cost of the technology and then charge a premium on the gas for a period of five or six years, but all the while the fleet will still enjoy fuel prices significantly lower than diesel.

For its part, Clean Energy has committed to building hundreds of natural gas fueling stations on well-



travelled highways throughout the US and eventually it vows to have a natural gas station every 250 miles. This program is feasible for Canadian carriers running south and at the announcement, I received assurance that Canadian fleets would not be excluded from the offer.

Just days later, Shell announced plans to build a natural gas corridor between Edmonton and Calgary, which will set the stage for the rollout of a broader network of natural gas fueling stations across North America. Shell's plan doesn't offer a solution to the high cost of gas-powered trucks, but the company did promise to offer up gas trucks for one-week trials so fleets can gain some comfort with the technology.

It's another forward-thinking initiative that should go a long way towards nudging natural gas closer to the mainstream. There's good reason to consider natural gas as a potential fuel for the trucking industry.

For one, we're sitting on vast quantities of the stuff – at least 100 years' worth – and new fracking methods are making it possible and cost-effective to extract natural gas from previously untapped depths.

There's no other way to look at it; we're sitting on a goldmine and, as natural gas advocate T. Boone Pickens said at the Navistar announcement, we'd be foolish to let the opportunity unused.

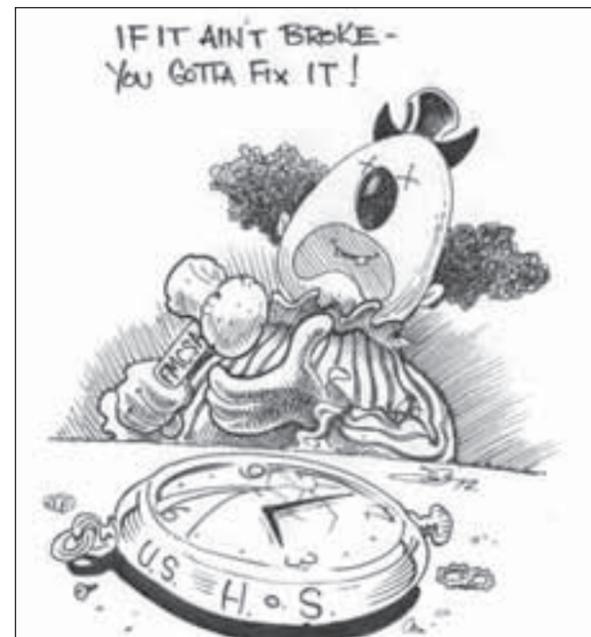
Still, lest we get too enthusiastic, there is a potential fly in the ointment for natural gas. As Dan Einwechter, CEO of Challenger Motor Freight pointed out to me in the Executive View interview you'll find starting on page 32, gas is cheap in part because there's no road tax on it. If the trucking industry suddenly transitioned to gas en-masse, you can bet the feds would move quickly to tax natural gas in much the same way they do diesel today.

It's a reasonable point. One we need to pause to consider before we go leaping headlong into nat-

ural gas. Still, the price gap between natural gas and diesel is significant and expected to remain that way for the foreseeable future.

It very well could be that we've reached the proverbial tipping point and that natural gas is ready to take off as the fuel of the future for the North American trucking industry. □

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## History is not on your side

Recent comments from Anne Ferro, head of the US Federal Motor Carrier Safety Administration (FMCSA), that she will continue to push for a reduction in daily driving time should come as no surprise.

The FMCSA may have left the daily driving time at 11 hours when it announced its new hours-of-service rules, choosing instead to reduce the maximum number of work hours allowed per week, but it would be naive to think that the battle over daily driving time is over. That eleventh hour has been fought over since it was initially brought in back in 2003. Back then the new rule was immediately taken to court by the Teamsters union and safety advocates who lambasted the FMCSA for playing with driver health. It has actually been rejected twice by a federal appeals court since then yet remains in effect.



Motor carrier executives on the other hand have been very vocal in their support for 11 hours of daily driving time, pointing out that dedicated fleet operations in particular stand to face considerable losses in productivity should driving time be reduced. Dedicated trucking operations tend to have tightly engineered runs and could stand to lose up to 12% of their productivity, according to the American Trucking Association's hours-of-service subcommittee.

Trucking officials are quick to point out that the considerable improvement in truck safety statistics over

the past decade should be accepted as evidence that current hours of service rules work fine and should not be tampered with. But that's not how the FMCSA views the situation. According to the FMCSA, research shows that crash risk increases with longer daily and weekly work hours as does the likelihood of chronic health problems. So the FMCSA feels justified in reducing the total number of hours a truck driver should be expected to work per week by 12, down to an average of about 70.

But it didn't make sense, according to the FMCSA, to also reduce the number of hours a driver is allowed to drive in a day because the research did not show a "significant distinction" between the risk associated with working 11 hours versus 10 hours or nine hours.

That, however, doesn't mean the FMCSA will stop looking. As Ferro readily acknowledges, the FMCSA has a "clear preference" for a 10-hour

daily driving limit. It just does not yet have the science to prove it. But as she recently told the media, the FMCSA plans to collect and examine driver log data on an hour-by-hour basis to measure their relationship to crash information.

Since the number of hours a truck driver should be allowed on the road first caught the attention of legislators back in 1936, the number has varied from a high of 15 to a low of 10. But the 10-hour daily driving limit prevailed for 64 years before being raised to 11 in 2003.

So chances are safety advocates and those within the FMCSA who agree with them will not be giving up without a fight. And history is not on the industry's side. □

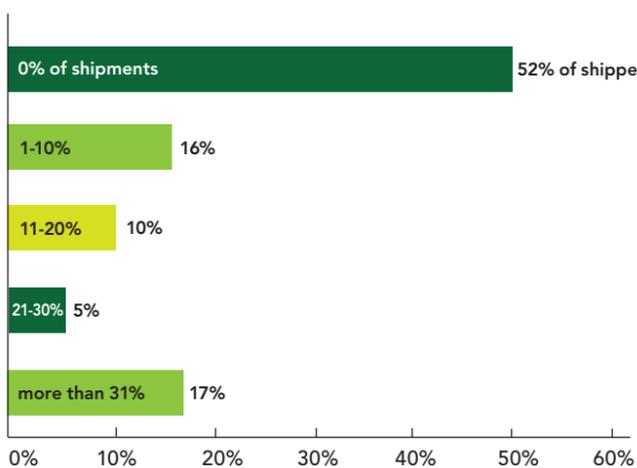
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## Did you know?

### What causes rail shippers to shift to truck

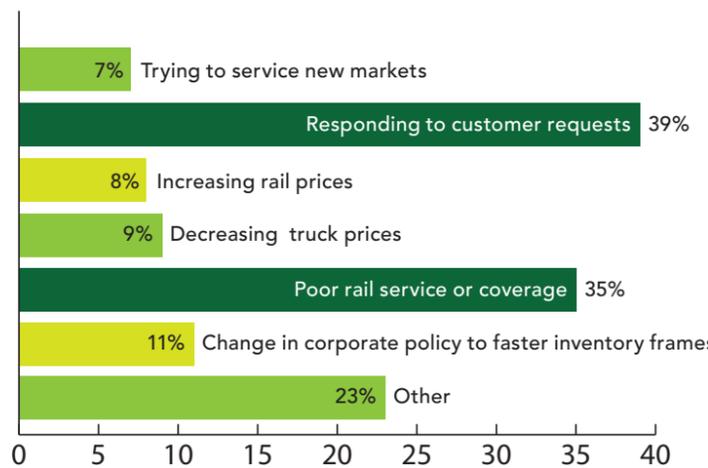
Over the past seven years our Transportation Buying Trends Survey, conducted this year in concert with CITA, CITT and Cormark Securities, has been polling Canadian shippers to understand which factors make them willing to change modes. Our latest research shows that the number of shippers reporting higher rates and surcharges have had an impact on their modal choices has increased to 44%, the highest level since the recession. Last issue we examined why shippers shift their freight from truck to rail. Rising trucking rates was the main reason cited for switching to rail. This

% of current rail shipments shippers consider truck to be a viable alternative



issue we examine the reverse; why shippers shift their freight from rail to truck. Although rail pricing has been on the rise, unlike trucking, price is not an issue for rail shippers. Only 8% of our survey respondents switched to truck due

Main reasons shippers cited for diverting freight from rail to truck in 2011



to rising rail prices while 9% responded to decreasing truck prices in making the switch. Rail freight is shifted to truck primarily due to poor rail service or coverage and also in response to responding to customer requests. Three quar-

ters of shippers responding to our survey cited either of those two reasons for their switch to truck. □



# CLASS 8 TRUCK SALES TRENDS

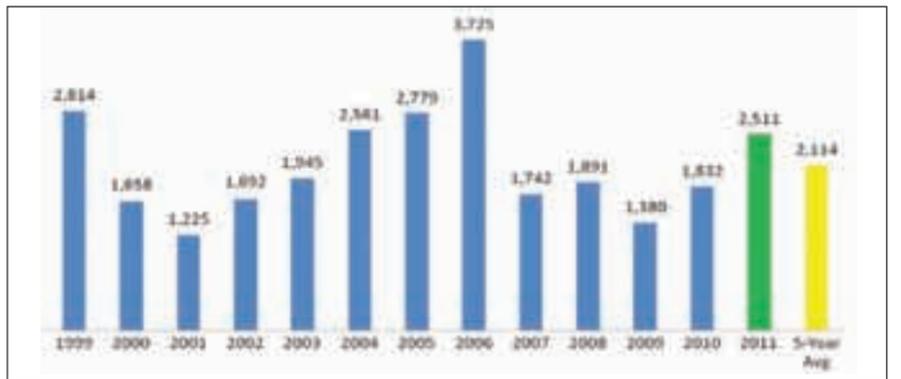
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### Monthly Class 8 Sales – Dec 11

OEM	This Month	Last Year
Freightliner	696	510
International	288	302
Kenworth	534	295
Mack	121	136
320	308	181
Sterling	0	0
Volvo	403	301
Western Star	161	107
<b>TOTALS</b>	<b>2511</b>	<b>1832</b>

Canadian Class 8 truck sales closed out the year with a strong December and a robust final quarter. The 2,511 Class 8 trucks sold far surpassed the monthly totals from last year as well as 2007 to 2009 and from 2000 to 2003. The total was also very close to meeting the sales posted in 2004, the start of a record three-year run. December sales also surpassed the five-year average by almost 400 units.

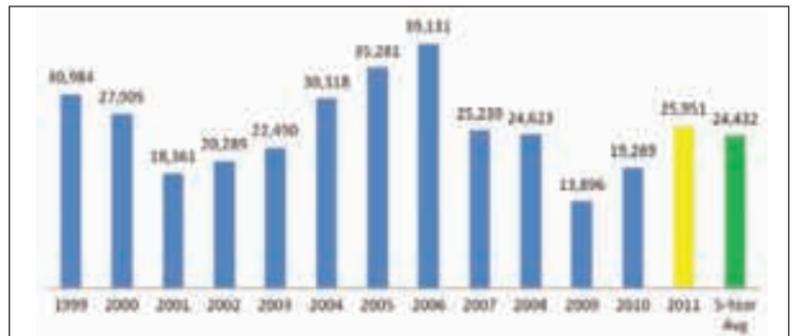
### Historical Comparison – Dec 11 Sales



### Class 8 Sales (YTD Dec 11) by Province and OEM

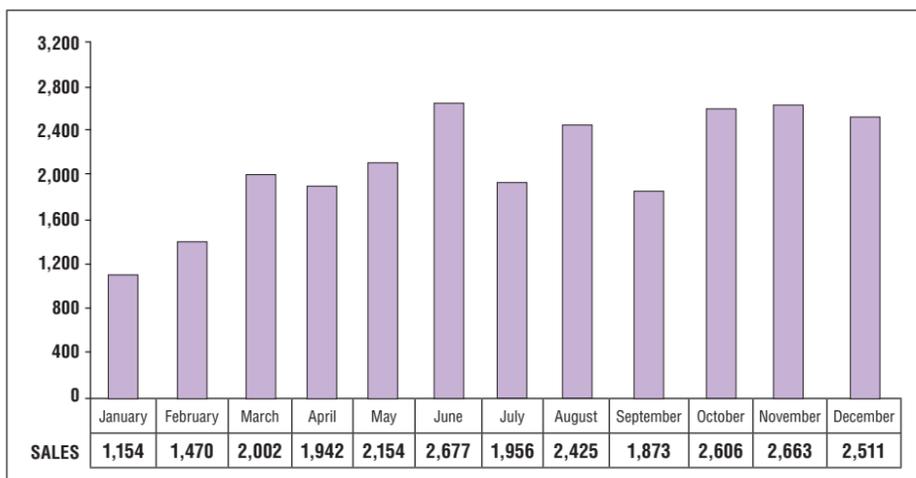
OEM	BC	ALTA	SASK	MAN	ONT	QUE	NB	NS	PEI	NF	CDA
Freightliner	375	781	165	317	3,548	1,009	267	118	14	47	6,641
Kenworth	507	2,101	336	196	901	1,040	139	0	0	0	5,220
Mack	69	245	142	69	761	241	42	30	0	37	1,636
International	304	796	100	300	1,897	1,095	259	132	32	75	4,990
Peterbilt	339	948	245	302	522	400	131	31	0	0	2,918
Volvo	193	186	135	295	1,304	528	126	91	0	7	2,865
Western Star	351	557	69	31	272	256	62	71	0	12	1,681
<b>TOTALS</b>	<b>2,138</b>	<b>5,614</b>	<b>1,192</b>	<b>1,510</b>	<b>9,205</b>	<b>4,569</b>	<b>1,026</b>	<b>473</b>	<b>46</b>	<b>178</b>	<b>25,951</b>

### Historical Comparison – YTD Dec 11



The 25,951 Class 8 trucks sold in the Canadian market in 2011 surpassed the totals of the past four years as well as the totals from 2001 to 2003. With the help of a strong December they also surpassed our own forecast of 24,300. Class 8 truck sales rebounded in 2011 despite a shaky economic recovery because several years of deferred purchases – one fifth of Canada’s Class 8 truck fleet is more than 5 years old – left carriers saddled with trucks whose maintenance costs were about to become an issue.

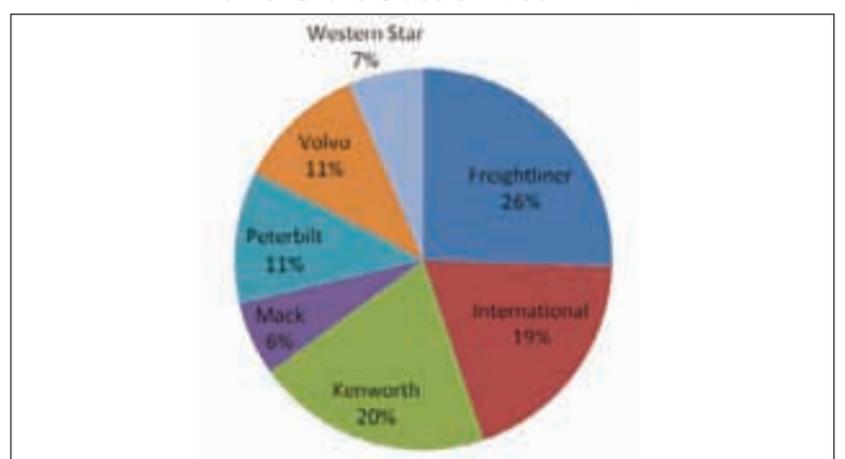
### 12 – Month Sales Trend



The 2,511 trucks sold in December made for the seventh month this year with sales above 2,000. With October and November also being above 2,000, the year that started with a whimper ended with a bang. Sales have also come within less than 200 of achieving the 2,000 mark on three more months.

Source: Canadian Motor Vehicle Manufacturers Association

### Market Share Class 8 – Dec 11 YTD



Freightliner is the clear market share winner in the Class 8 market in 2011, hanging on to its commanding 26% market share. International, a former market leader who has adopted different engine emissions technology than the rest of the OEMs, battled it out with Kenworth for second place all year long but fell to third place by the final month. Peterbilt and Volvo are the only other two manufacturers enjoying a 10% or greater share of the Canadian Class 8 market.

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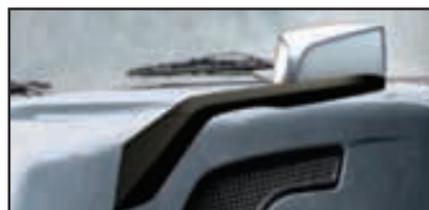
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IN BRIEF

**Driving for Profit event to feature Erb CEO, M&A session**

**MISSISSAUGA, Ont.** – The Driving for Profit seminar series is coming back to Mississauga this spring, according to event organizers.

The event, scheduled to take place at the Capitol Banquet Centre April 3, will feature Wendell Erb, president and CEO of the Erb Group of Companies, discussing the triumphs, trials, and tribulations of his company as part of the series' ongoing *How We Did It* session.

Also featured will be Doug Nix, vice-chairman Corporate Finance Associates, and Doug Davis, independent director of Pro-Trans Ven-

tures, leading a session on mergers and acquisitions.

*Truck News* editorial director Lou Smyrlis will moderate both sessions, with ATBS Canada CEO Ray Haight acting as Master of Ceremonies for the event.

"We are thrilled to be kicking off the 2012 edition of Driving for Profit with an exciting lineup," said Aaron Lindsay of NAL insurance, partner of the Driving for Profit series. "Erb Transport, for decades, has literally defined a trucking industry segment – LTL refrigerated freight. We are honoured to have Wendell join us to share the Erb story and

give us some insight into developing and refining competitive advantage.

"Further, we are excited to have Doug Nix and Doug Davis provide us with a timely perspective on the state of current M&A market in Canadian transportation."

The first Driving for Profit seminar of 2012 will take place at the Capital Banquet Centre on Dixie Rd. in Mississauga on April 3, starting at 9 a.m. The cost to attend the event is \$85 and includes refreshments in the morning and lunch following the event. For more information or to register, visit [www.drivingforprofit.com](http://www.drivingforprofit.com). □

**Trucks for Change launches new online freight matching tool**

**TORONTO, Ont.** – Trucks for Change Network, a non-profit association of leading Canadian trucking firms helping community charities with donated transportation services, has launched MOVEmatrix, an online freight matching tool developed for the exclusive use of its member trucking and charity partners.

"MOVEmatrix offers our members a quick and secure way to find and respond to charity needs which match their available resources," said Pete Dalmazzi, president and founder of Trucks for Change Network. "It has all the features to become the one-stop transportation marketplace for charitable organizations across Canada."

MOVEmatrix was developed in a partnership between Trucks for Change Network and The Aidmatrix Foundation, a Dallas-based firm specializing in supply chain management technology for humanitarian relief.

Canadian trucking firms and registered charities can apply for membership in Trucks for Change Network by visiting [Truckforchange.org](http://Truckforchange.org). □

**Truck News tee-off set for June 5**

**TORONTO, Ont.** – The seventh annual *Truck News*/Chevron charity golf tournament will held on June 5 at Wooden Sticks Golf Club in Uxbridge, Ont. Proceeds from the event will go to Make A Wish via Trucking for Wishes, a charity founded and run by NAL Insurance.

"It is a chance to have fun, network and raise money for a great charity," Brenda Grant of *Truck News* announced. "We are happy to be working with Trucking for Wishes again to send one or two children with life-threatening conditions on their dream vacation."

To book your foursome, go to [golfingforwishes.com](http://golfingforwishes.com). □

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**BORDER**

# Outgoing ATD chair urges truck dealers to embrace change

**LAS VEGAS, Nev.** – In his last speech as chairman of the American Truck Dealers, Utah commercial truck dealer Kyle Treadway urged dealers to embrace the many changes affecting heavy- and medium-duty truck retailing, including the introduction of

new federal regulations, technological advances and the entrance of a younger generation of future dealers.

Treadway, president of Kenworth Sales Company in Salt Lake City, has served as chairman of ATD since 2009. Ford dealer Richard Witcher, president of Minuteman Trucks in Walpole, Mass., began his two-year term as ATD chairman during ATD's 49th annual Convention and Expo, held in conjunction with the NADA convention in Las Vegas.

"Modern technology is more powerful than we all realized," Treadway said during the convention's opening general session on Saturday. "And change will come with or without our cooperation."

With the Federal Highway Administration predicting freight

volumes could double by 2035 and the government wielding greater control over distribution, Treadway said dealers must be ready to adjust their business model to better support their customers, who are bearing the weight of new hours-of-service, Comprehensive Safety Analysis (CSA) and fuel economy rules.

"We need to understand the long range ramifications of these dynamics and comprehend how to adapt," he said. "What customer service extras will become 'must-haves'? How will we price our products and transact our services?"

Treadway also noted the challenge of preparing dealers of the future for successful careers in the trucking industry. He urged dealers to "beef up" their management training programs in an

effort to attract future leaders now in their 20s and 30s.

Under Treadway's leadership, ATD launched a "NextGen" program at its 2011 convention aimed at preparing the dealers of tomorrow by connecting them to other dealers with similar backgrounds and giving them the tools to share ideas and improve their business operations.

Since then, the group has grown to include representatives from suppliers and OEMs as well as future dealers. Katie Hopkins of Truck Centers in Troy, Ill., is the group's chairwoman.

"Putting together the resources of ATD and NADA, with these future dealers and managers is an intriguing process and it's been a wonder to behold," Treadway said. "I can't wait to see what they create." □

## CTA sits in on DC border talks

**WASHINGTON, D.C.** – The Canadian Trucking Alliance had a seat at the table in Washington recently to kick-off the perimeter vision discussions stemming from last year's border agreement between Prime Minister Stephen Harper and President Barack Obama.

While no major policies were announced, CTA said it was confident that details surrounding trusted trader programs, FAST cards, pre-inspection, pre-clearance, and RFID would be released soon.

The industry would be pressured to react to the changes quickly, said Jennifer Fox, vice-president of customs at CTA.

"Participation and input by industry over the next six months regarding these matters will be critical to their success," she said. □

## N.A. surface trade jumps 12.7% y-o-y in November

**WASHINGTON, D.C.** – Trade using surface transportation between Canada, the US and Mexico, was 12.7% higher in November than in November 2010, totalling \$76.7 billion, according to the Bureau of Transportation Statistics of the US Department of Transportation.

BTS reported that the November value of US surface transportation trade with Canada and Mexico rose 30.1% from November 2009, and 26.4% from November 2008.

The value of US surface transportation trade with Canada and Mexico in November increased by 18.3% when compared to November 2006, 72.6% when compared to November 2001. Imports in November were up 64.3% since November 2001, while exports were up 83.5%.

In November, 84.8% of US trade by value with Canada and Mexico moved via land, 10.8% moved by vessel, and 4.4% moved by air.

The value of US surface transportation trade with Canada and Mexico decreased 3% in November from October.

US-Canada surface transportation trade increased compared to November 2010 reaching \$44.3 billion, a 12.2% increase.

In November trade by state, Michigan led all states in surface trade with Canada at \$5.7 billion, a 26.7% increase from November 2010. □

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## BORDER

# Improvements at Sarnia border crossing will improve truck flow

## Hwy. 402 upgrades will result in addition of dedicated FAST lanes

By Ron Stang

**SARNIA, Ont.** – The first example of a dedicated FAST truck lane on Ontario highways will become a reality at the end of summer after a major widening and reconfiguration of Hwy. 402 in Sarnia.

The \$60-million federally- and provincially-funded project, paid for out of a border infrastructure pot announced post-9/11 to improve international access at various border points, is also unique in that it will create an irregular number of lanes.

The highway had been four lanes with two heading westbound and two eastbound. Once reconstruction is completed, the highway will have four westbound lanes to the US – for a length of four kilometres – and two eastbound.

Construction began in August 2009 and traffic flow has been “managed” with only a couple of temporary 12-hour full closures while the Christina St. bridge – Sarnia’s main downtown thoroughfare – was demolished to make way for an expanded two-lane bridge and new southbound ramp, allowing access to the city core including by trucks, said provincial transportation ministry engineer Brian Kope.

According to Stan Korosec, vice-president of operations for the Blue Water Bridge Authority, which manages the Canadian half of the twin three-lane spans, the Sarnia-Port Huron crossing has been gaining popularity with truckers. A large reason for that is the fact the bridge is the only one in Canada that has a lane dedicated to truckers with FAST passes, as well as motorists with NEXUS cards and buses.

“I think it has (drawn more commercial vehicles) because the participants in the program – carrier, shippers or whatever – know that they’re not going to be delayed,” he said.

Some 6,000 trucks a day cross the bridge, making the Blue Water Canada’s second busiest commercial crossing after the Ambassador Bridge linking Windsor-Detroit. In 1998 the Blue Water carried 140,000 trucks and by 2005 180,000, according to Canada Border Services Agency (CBSA).

But despite the dedicated FAST lane (the bridge also has regular lanes for non-pass vehicles), there was still a problem with traffic backing up on Hwy. 402, Korosec said.

On busy days, “A FAST truck

would have gotten stuck behind regular trucks and cars out on the 402,” he said. “Now they get the advantage” of being in a FAST lane all the way to Murphy Rd. Korosec says about 25% of the crossing’s truck traffic is FAST-approved.

“It’s a pretty significant number – so we get those out of the queues and it helps reduce the idling (and) gives them the advantage of not stopping.”

Korosec says the authority is aggressively promoting FAST, including having a booth this April at Truck World in Toronto.

Once completed, the highway’s four westbound lanes will be configured so that the far left lane will be for non-pass cars, the next lane FAST and NEXUS holders and buses, the third lane regular trucks and the far right will be for local on and off traffic.

With the exception of the local lane, “it’s exactly the configuration that the designations we have on the bridge are out on the highway,” Korosec said.

While the Ambassador Bridge has designated FAST lanes at Customs, the bridge itself does not have a FAST lane and sometimes its two lanes have been reduced to one because of deck reconstruction over the past couple of years. Meanwhile, the Whirlpool Bridge at Niagara Falls has a dedicated NEXUS lane but not a FAST lane. Trucks cannot use the bridge be-

cause of its size.

Kope said drivers will also benefit by new variable message boards. There will be six of them over the entire four lanes leading to the bridge giving traffic conditions. Each lane will have a separate message. One of the boards “will be the largest one that’s in Ontario,” he said. The signs won’t go up until the fall after road work is done.

The eastbound lanes didn’t have to be widened because there was no back-up of vehicles coming into Canada, Korosec said. “Going eastbound, once you clear Canada Customs two lanes are fine because traffic just moves,” he said.

Meanwhile Michigan is also upgrading its Blue Water Bridge connections. Some \$90 million is being spent to widen and reconstruct two miles of eastbound and westbound I-94/I-69 between the bridge and Lapeer Road, with completion this November.

But all the improvements won’t make a great difference if another issue isn’t addressed, says an industry official. That’s the lack of open Customs booths.

Ed Wiersma, owner of Ed Wiersma Trucking of Kitchener, Ont., which has a 20-truck flatbed fleet hauling steel to the US exclusively through Sarnia-Pt. Huron, said while the road widening is welcomed, sometimes “all the booths are not open for Customs and that is part of the back-up problem too.” □

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Thermo King SB200, Pre-painted black side panels, stainless radius corners, front panels, wing plates, rear doors & door case, front and rear vents, 1 row of recessed "E" track, Hendrickson air ride suspension, aluminum wheels.

EAST

# Nova Scotia long combination vehicle program earns permanent status

By Adam Ledlow

**DIEPPE, N.B.** – Nova Scotia's long-combination vehicle (LCV) pilot program has been granted permanent program status in the province. The program, which began back in October 2008, officially concluded its pilot project phase Feb. 1, becoming permanent under Nova Scotia's Special Move Permit program.

The program allows qualified carriers to apply for annual permits to operate LCV units with a tractor and two trailers with lengths of 48- or 53-ft., over specific, pre-approved routes.

At present, eight carriers province-wide are taking advantage of the program. According to Jean Marc Picard, executive director of the Atlantic Provinces Trucking Association (APTA), no safety concerns arose throughout the pilot project, which is part of the reason why the program was approved for permanent status.

"(The project has been) very successful so far, which is why they decided to move to a permanent program. The carriers are following all the regulations and safety rules and the government recognizes it," Picard told *Truck News*. "It did meet expectations; it was a program that was very carefully executed and the trucking industry responded very well."

Picard says that carriers involved in the LCV program are likely to enjoy an array of benefits, including better efficiencies, fewer trucks (which, in turn, results in decreased production of greenhouse gas emissions), better utilization of equipment, and even a partial solution to the industry's driver shortage problem.

"The interest has been increasing and more carriers are looking to get into LCVs, but it has to be a good fit with their operations and markets they serve," he notes.

The APTA is currently in the process of implementing a program similar to the Ontario Trucking Association's program for its LCV drivers and carriers in New Brunswick and Nova Scotia.

"The APTA will play a bigger role with the management of qualified drivers, the driver certification and training requirements. This will be managed through our office very soon," Picard said.

"We need this to bring more structure with our program in Atlantic Canada," Picard added, adding that the likelihood of P.E.I. and Newfoundland to get into the LCV market "slim to none" at the moment.

Nova Scotia carriers interested in applying for permits or looking for more information can view government guidelines at [www.gov.ns.ca/tran/trucking/LCVGuidelines.pdf](http://www.gov.ns.ca/tran/trucking/LCVGuidelines.pdf). □

# APTA squares off against Marine Atlantic over 'unacceptable' rate increases

**DIEPPE, N.B.** – The Atlantic Provinces Trucking Association (APTA) is decrying impending Marine Atlantic rate increases for commercial vehicles.

The ferry operator warned APTA that effective Feb. 12, commercial vehicle rates were going up 4%, drop trailer management fees would increase by \$50 and a security surcharge of \$3.50 would be added to every load.

"We are not pleased at all with these increases," said APTA executive director Jean Marc Picard, upon hearing of the planned increase. "We sort of anticipated the 4% on all traffic as it is based on Newfoundland's CPI increase. However, the \$50 increase on all drop trailers represents a 24% increase. I can't imagine how a carrier will be able to absorb this increase or pass it on to their customers without repercussions."

Marine Atlantic said the fees are required to offset its own operating cost increases, but Picard warned "This will have a devastating impact on our industry, our ability to stay competitive in that market and will likely result in loss of business for some carriers as customers will look to other sources to bring in supplies."

Picard added "I have difficulty understanding the 24% increase for drop trailer management. If Marine Atlantic's operating cost for drop trailer increased 24%, they have some serious operating deficiencies. It is absolutely unacceptable."

Picard said the APTA will be meeting with Marine Atlantic officials in the coming weeks to raise its concerns.

It will also be contacting the federal government, which owns the ferry service.

"As an organization, we value the relationship that we have built with Marine Atlantic over the years and we consider them as partners to our industry although we strongly feel that these increases are unacceptable and should be revised for the sake of the economy in Atlantic Canada," Picard said. The APTA did not take the in-



**WAITING GAME:** Trucks wait to pull onto a Marine Atlantic vessel. The privilege will soon cost them more.

crease laying down. When it did not receive a satisfactory response from Marine Atlantic, the association went to the federal government to make its feelings known.

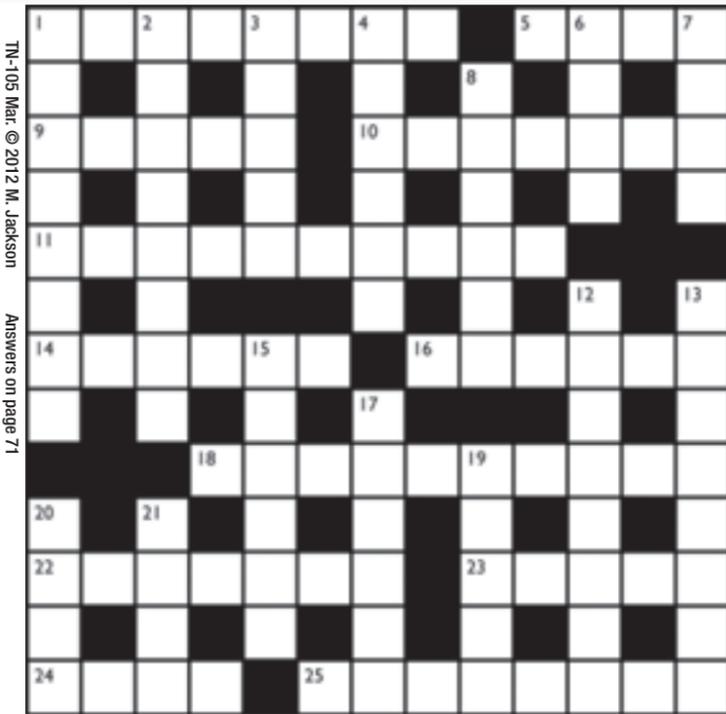
"They are throwing us an irrational and unjustified rate increase, but really they should look internally to find some efficiencies and stop passing the buck to the trucking industry," said Picard in a strongly-worded release.

"The commercial carriers are Marine Atlantic's largest customers and without us they would not be able to sustain having a ferry service to serve the population in Newfoundland. Now they are making us pay for their mistakes and inadequacies and the federal government is supporting them. What a fiasco!"

Picard says the trucking industry and its customers would not be able to sustain the announced increases and warned of "huge repercussions" as a result.

"The federal government needs to step in and adjust the rate increase, but also put their foot down and put the right people in place to run an efficient ferry service. We have had enough," Picard said. "It is difficult to understand how Marine Atlantic's board of directors can allow for these increases to be approved. Are they not aware that Marine Atlantic's staff also have a responsibility to control their costs and run efficiently? Passing costs to customers is an easy fix. This will hurt our economy, our Atlantic Canadian-based trucking companies and Newfoundlanders." □

## THIS MONTH'S CROSSWORD PUZZLE



**Across**

1. Macks, Peterbilt, et al
5. Michelin super-single tire (1,3)
9. Canadian diesel-pump unit of measure
10. Two-trailer rigs
11. '59-'68 GMC cabover nickname
14. CB interruptions
16. Big-rig exhaust pipes
18. Annual Kentucky truck show (3,7)
22. Hauled the goods
23. Groovy tire surface
24. Fast-lane maneuver
25. International regional-haul model

**Down**

1. Easy-engine-access designs (4,4)
2. Slang for sloped-nose rig
3. A slight adjustment
4. No \_\_\_\_\_, commercial vehicle sign
6. Certain truck lubricants
7. Right, on road map
8. Leave a CB channel, slangily (3,3)
12. Common insurance-claim cause
13. Newfoundlander or Cape Bretoner
15. Prescott, ON-based carrier
17. Truck-frame design, usually
19. UltraShift transmission maker
20. Octagonal-sign order
21. Short second trailers

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QUEBEC

# Border bound?

A recent study found Quebec carriers aren't utilizing online border-crossing resources. Here's what they're missing:

**By Carroll McCormick**  
**MONTREAL, Que.** – Web sites provide border information such as border web cams, crossing delay times, lane maps, Customs information and document forms. Yet something like half of Quebec trucking companies are not taking advantage of these Web sites. Many are not even aware that some of them exist.

This was the finding of a survey published last year for Transports Quebec by Montreal-based Jolicoeur & Associates. Many who responded to the survey wanted Web site access to information and, very likely, many of these same respondents were unaware that this information is already out there.

Following is some of the Quebec-US border information that can be found on the Internet; Canadian-based Web sites often have French and English pages. Note that on the Internet there are many ways to get to the same information. As well, the Internet is constantly changing: Web site names (known technically as uniform resource locators, or URLs) change and links to sites are frequently broken – they don't work any more.

**Web cams:** On [www.inforoutiere.qc.ca](http://www.inforoutiere.qc.ca) there are northbound- and southbound-facing cameras at the Lacolle, Saint-Armand, Stanstead crossings (Americans call them the Champlain, Highgate Springs and Derby Line crossings, respectively). Lacolle has a second camera located six kilometres north of the border. On this Web site the Stanstead camera was not working on Feb. 6. Is this temporary?

**Lane maps:** See [www.mtq.gouv.qc.ca](http://www.mtq.gouv.qc.ca), the Transports Quebec Web site. Click on Companies, then Trucking in the drop-down menu. Near the bottom of this page is a link to the FAST/EXPRES program. Click it. Under Routes is a link to a pdf with a map of the truck lanes on either side of the Lacolle border. Too, from Transports Quebec's home page, clicking on the Quebec 511 icon will take you to a page where you can link to the border web cams page.

**Wait times:** On [www.inforoutiere.qc.ca](http://www.inforoutiere.qc.ca), near the bottom of the left side of the page are links to southbound and northbound wait times given by the Canadian Border Services Agency (CBSA) and the US Customs and Border Protection (CBP). The times are updated once an hour. CBSA lists the crossings from east to west and CBP lists them alphabetically.

**Border agencies:** CBSA ([www.cbsa-asfc.gc.ca](http://www.cbsa-asfc.gc.ca)) has tons of information, including crossing programs of interest to trucking companies, such as Free and Secure Trade and Partners in Protection. On the CBP Web site (<http://apps.cbp.gov>), in the left-hand column, follow the Questions/Complaints link to the page Top Import/Export Topics, such as #5: Brokers or Carriers. If

you know what form you are looking for, follow the Forms link to a long list of them that you can download and print off.

**Forms and other border information:** A specialized source of information for trucking companies is the Forum des intervenants de l'industrie du camionnage general ([www.forum-cam.qc.ca](http://www.forum-cam.qc.ca)). The Forum received particular mention in the survey because only 21% of the survey respondents knew about it, yet of those who did, between 66% and 92% of them, depending on the kind of trucking they did, frequently access the Web site. All of the instructions are in French, but there are French and English versions of many of the documents. First, follow the link Frontieres. On the right, see the column called Pages. Follow Archives to find lane diagrams, photos and discussions of truck identification technology and signs at the Lacolle crossing; it's a nice little education. Some Acts are reproduced here, and there are presentations on topics such as US CBP: ACE and FAST/EXPRES best practices and e-manifests.



**LOOK IT UP:** Before arriving at the border, be prepared by checking wait times, lanes and other crucial info online. Photo by Carroll McCormick

There is even a list of contacts at the CBP that could be helpful.

Follow the Formalites Import Export link to a list of documents on ACE and e-manifests. The Programmes de securite (FAST, C-TPAT, PEP) link circles back to CBSA and Transports Quebec.

The Forum website has decent reading if you are chilling in a place with Wi-Fi and a computer or smart phone.

**Anything and everything:** Buried deep on the Eastern Border Transportation Coalition (EBTC) Web site (<http://ebtc.info>) is a document titled *Trucker's Web Guide* (for eastern Canada/US border crossings). Don't bother searching, just enter this URL: [http://ebtc.info/~ebtcinfo/images/stories/docs/pdf/truckers\\_web\\_guide.pdf](http://ebtc.info/~ebtcinfo/images/stories/docs/pdf/truckers_web_guide.pdf). This document has six sections, each with a healthy list of URLs. There are Web sites for federal agencies at the border, federal, state and provincial departments of transportation, commercial border crossings information and contacts, bridge and tunnel operators and authorities, other resource contacts and general information on border crossing procedures.

In this last section are items such as Canadian and US programs, US regulations and programs such as PAPS, SCAC CODE, ACI, CAFES and BRASS. As for the EBTC Web site itself, there is news, reports and links to quite a few Canadian and US government agencies, associations and programs. □

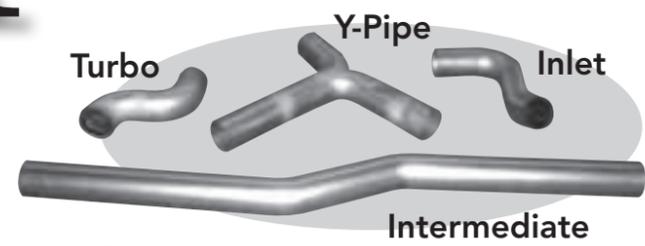
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## ONTARIO

# Petition calls for Trans-Canada tweaking along Lake Superior

## Motorists, professional drivers demand improvements at Montreal River Hill

By Jim Bray

**SAULT STE. MARIE, Ont.** – There's no runoff or left turn lanes and, especially when the weather gets iffy, the Montreal River Hill is an accident just waiting to happen.

That's the upshot from some of the people who live in or travel through the area northwest of Sault Ste. Marie, Ont., when asked about a petition a local couple is circulating that calls on the provincial government to make the highway safer. The hill in question is on Hwy. 17 – the Trans-Canada – south of Lake Superior Provincial Park and, while the government appears to be dragging its feet, some of the locals say it's definitely time for changes to be made.

According to an employee of the Sault Ste. Marie North Husky who's familiar with the area and the petition, "When (the government) re-did the highway, they didn't put in turning lanes and it's a dangerous enough hill to start with – especially in the winter – without any added distractions." This man, who doesn't want his name published, says the petition has been received well at his outlet, and that (as of this writing) they were on their second copy, having already filled one with signatures.

Spearheading the petition are area residents Sharon and Rick Roussain, who hope to cajole the government into making changes to the Twilight intersection before

someone is killed.

"We live near the bottom of the Montreal River hill and we have to turn in here," Sharon Roussain says, "so if there's a transport coming behind, obviously it's going to make them mad when we have to slow down to turn in." The petition, she says, asks for the government to put in turning lanes.

The Roussains posted their plea widely in both directions along the highway from the Montreal River Hill area. "It's only been going for a few months," Sharon Roussain notes, adding "we had some (petitions) in Wawa but it didn't do any good, though we have quite a few signatures (from other areas)."

Roussain claims there have been transport truck driver deaths in the area over the years, but the government doesn't appear to agree with her assessment. According to Gordon Rennie, regional issues and me-

dia advisor for the Ontario Ministry of Transportation's northeastern region, "There is no operational issue or collision history at (the Twilight intersection)."

That was the upshot of a response the Roussains got as well. "We got a letter back from (the Ministry) saying they have no plans for this hill at all," she says.

If an accident does happen at the Twilight entrance, the Roussains say they'll give copies of their letter and the petition to the people involved in it. "When an accident does happen – and it will happen," Rick Roussain told the *Sault Star* newspaper, "I want everyone to know that we made this request."

Dorothy Sanderson, a truck owner and health and safety rep for the United Steel Workers Local 1976, lives in Cannington – near Lake Simcoe – but was on a Winnipeg run when the petition came to her attention at the Sault Ste. Marie Husky. She agrees with Roussain's assessment, but doesn't think they're going far enough.

"I understand why (the petitioners) want a turning lane there, because the Montreal River Hill is horrible," she says. "There's no run-off, and it's very dangerous." She also says that when the weather's bad "you probably can't see the people who are stopping to make this sharp little turn to go down that hill." And in the summer, she says, "you have tourists slowing down to take pictures because the lake is beautiful. Unfortunately, when you're in the cab of a big truck and somebody slows down in front of you, all kinds of thoughts go through your mind – most unpleasant."

The answer, to her, is to have the highway widened. "I'd like to see it four-laned, myself," she says.

Sanderson notes there is an alternate route, but it isn't economical for truckers to take. "If it wasn't for the fact that we are paid the lowest common denominator miles," she says, "the safe route would be Highway 11. But it's about 40 miles longer and we don't get paid for those miles, so in order to make money you have to be travelling Hwy. 17."

The *Sault Star* reports that the government does have a plan to re-route Hwy. 17, moving it inland and avoiding the Twilight intersection completely, but MTO's Rennie says any plans to expand highways in the area to four lanes are focused elsewhere, on Hwy. 11 south of North Bay, Hwy. 69 south of Sudbury and Hwy. 17 from Nipigon to Thunder Bay and Kenora to Manitoba. "The ministry has a long-term plan of four-laning Hwy. 17 from Sault Ste. Marie to Ottawa," he notes, but "based on traffic volumes, there are no current plans to four-lane Hwy. 17 between Nipigon and Sault Ste. Marie."

The area MPP, Michael Mantha of the NDP, says he's familiar with the Montreal River Hill situation and appreciates the concerns of people who frequent the area. "I sent correspondence to the minister involved in regards to the suggested bypass," he says, "and also I requested that he consider immediate changes which wouldn't be as costly to build – some passing or turn-

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ing lanes that would alleviate some of the problems that might happen there.” As of this writing he hasn’t received a response, however.

Sharon Roussain says there’s no firm time frame for getting the petition to the powers-that-be. “We’re waiting for one more letter to come

back (from an MPP) and then we’ll mail out all the copies of the petition,” she says.

Whether it will do any good or not remains to be seen, but it doesn’t look good so far. Rennie says the Ministry completed a Planning and Preliminary Design Study and re-

ceived environmental clearance for a future two-lane realignment plan for the area in 2007, but it’s “a long-term plan and not currently programmed for construction on the Ministry’s capital program.”

It appears, then, that getting the changes made to the highway will

continue to be an uphill battle for the foreseeable future. The Roussains say they’ll continue to press their point, however. “We’re going to keep at it, because our kids and grandchildren come home and (the intersection) scares the bejeebers out of us,” adds Sharon Roussain. □

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ONTARIO

# Stealing the deal

Cargo fraud is all about intelligence. Make sure you're the one gathering it.

**By Julia Kuzeljevich**  
**TORONTO, Ont.** – Cargo fraud is a \$5-billion a year problem in Canada, (\$25 billion a year in the US), and is on the rise. For one thing, it's extremely profitable, and perpetrators have not only a low risk of being caught, but punish-

ments are not severe enough to be a deterrent.

Rick Geller, vice-president of risk services with Northbridge, offered some recent statistics and best practices against cargo fraud at a January Toronto Trucking Association meeting.



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It's not unusual, Geller reported, to receive three to four weekly alerts on the "new wrinkles and players" involved in cargo fraud.

"It's theft by deception, because organized crime takes advantage of the ambiguities in the supply chain process. It also leverages the systemic weaknesses associated with load brokering," said Geller.

While electronics and pharmaceutical shipments are always hot targets, newer targets include non-perishable food and drink, dairy products, produce and meats, cleaning products, cosmetics, shoes, paper products and diapers.

Through trickery, cargo criminals will obtain legitimate documents and then create a fraudulent storefront of sorts.

"They will create the illusion of being a legitimate carrier," said Geller.

Thieves will target loads that are being brokered out through load boards or brokers. They will then pose as a legitimate carrier by acquiring and altering documents from legitimate carriers or using these documents to create fictitious companies or subsidiaries, and then pick up the load.

Essentially, they "steal the deal," said Geller.

"They will contact the carrier and tell them they saw the load on a load board. They will be the nicest people imaginable and they will work hard to convince you that they are a viable partner who can get your load moving. They generally offer rates that are just a bit better than the going rates," he said.

Performing a cursory scrutiny, at the very least, is the ticket to protection for carriers.

He listed several steps carriers and their employees can take to protect themselves from cargo fraud and theft.

First and foremost, report all incidents, as this data can help show a pattern.

"It's crucial we get the data. You should also encourage your insurers to report," said Geller.

You can check a physical address on the Internet, through Google Maps or Street View.

Check with Canada 411 on the Web for a listed phone number.

Providing access to your certificate of insurance online is a danger, said Geller.

"We need to remember that because they are a house of cards, the documents they give you cannot withstand scrutiny. They will never have a physical location or landline telephone," he explained.

There are also Web sites you can go to that will tell you whether a phone number is coming from a landline or cell. One of the tricks cargo thieves use is voice over Internet protocol, which makes the phone number show up as a landline.

Currently, sites such as [www.melissadata.com/lookups/phone-location.asp](http://www.melissadata.com/lookups/phone-location.asp) and <http://search.toll-freenumbers.com/lookups.asp> will tell you the service provider of the number.

"Frequently I see an overseas service provider," said Geller.

You can also join an organization such as FreightWatch International ([www.freightwatchintl.com](http://www.freightwatchintl.com)) to keep informed about the latest

trends and to network with other carriers.

"The trick is to try and stay current on some of the practices. We've seen absolutely everything," he said.

'(Cargo thieves) will be the nicest people imaginable and they will work hard to convince you that they are a viable partner who can get your load moving.'

Rick Geller, Northbridge

Validate all documents and information. Watch for "fuzzy" logos that may have been copied from the Internet, for letter fonts and sizes that may not match.

Confirm the carrier's identity with the load broker. What information do they have and what pre-qualification checks do they do?

Contact the insurer and/or broker to confirm the information they have on the certificate of insurance.

"Approach it this way: say you're holding a certificate of insurance and this is the information it contains. This way, they are able to confirm it for you," said Geller.

You can also confirm information on the carrier's profile on the Customs Self-Assessment Web site. If you're doing business with someone, advised Geller, "I'd be wanting to look eyeball to eyeball wherever possible."

Creating your own broker profile of pre-qualified, vetted carriers, and the loads it is safe to give them, is another way of saving you time and lowering your risk of exposure to theft.

Steps you can take within your own organization also help to protect you, as employee fidelity can be a major issue in cargo theft.

Know who you are providing your company information to. Shred your documents, and have a document handling process in place. Properly dispose of the hard drives in your photocopiers and report any suspicious activity to the police.

If an offer is just too good to be true, many times, you can rest assured that it is.

Glen Clement, a detective with the Peel Regional Police Service in the commercial auto crime bureau, said that at last record there had been a 30% increase in attempted cargo frauds in the region, but the problem is such thefts occur across many jurisdictions, with reported frauds and cargo thefts handled by different departments.

Often, there is also a drug component to the crime.

"Cargo theft has a direct relationship to other crimes, like drugs and gangs. So this has increased the complexities around addressing the crimes," said Clement.

Cargo theft is still classified as a property crime, not an organized crime, which also affects the way it is handled.

Police forces with cargo crime units are frequently overextended, as their duties – as is the case with Peel Region – also extend to covering chop shops and boat/trailer thefts.

Investigative techniques are

largely intelligence-driven, said Clement, and Peel Region has a growing file with many trucking companies now providing suspects to a provincial database.

"We have to work together. The

ble detection.

"The problem with satellite tracking is that there is frequently a time delay if thefts occur after hours and the tracking isn't activated until the theft has already been realized," said Clement.

Another issue around GPS systems brought up by Toronto Trucking Association attendees was that the units could be better camouflaged, for example to look like electrical boxes, document holders or lights, so that thieves could not find them and remove them.

Your usual deterrents such as kingpin locks and security systems do provide protection, (when the security system is turned on) but in terms of prevention a good background check on employees is paramount, added Clement.

"We keep going back to this. The recurring theme of companies that haven't been victimized is that they do checks on employees, they spend money on security, and they use known partners," he said. □






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WEST

# B.C. food hauler puts brakes on waste

Cold Star Freight has been awarded for a creative program that feeds the hungry. How it got to that point is an interesting story.

By Jim Bray

**VICTORIA, B.C.** – A Victoria, B.C. trucking company co-owner with a passion for helping others has been recognized for an innovative charitable initiative that not only helps feed those in need, it also helps prevent perfectly good food from being wasted.

The award, issued by the Minerva Foundation for B.C. Women, was presented to Cold Star Freight Systems' Jennifer Hawes last fall, for her "philanthropy, service and volunteering in the community." The way Hawes tells it, however, her good work isn't done for the applause – it's just part of how she sees doing business and living life.

Hawes not only co-owns Cold Star

with her husband, Kelly, but handles HR duties there as well, and she makes it sound as if all her good work isn't really a big deal. Yet the road she took to becoming a Cold Star executive and honoured philanthropist straddled the country, from west coast to east coast and back again, in the process dropping her and her husband into an industry they'd never considered to be a career path.

"Trucking came to us," Hawes says of their long and winding road. "There's no way as a young woman I ever thought that this would be the industry that I'd be working in."

The Hawes' journey to the world of trucking began in the early '90s when husband Kelly decided to end his ca-

reer serving in the military in New Brunswick and try something else.

But what? This is where fate, blind luck, or maybe a kind of "reverse Murphy's Law," came to the rescue. Kelly Hawes' father had been a long-haul truck driver and he and Kelly's brother brought their trucks down east and used them to help move the Hawes and four other military families who'd decided to leave the gig at that time as well.

"We sold everything we didn't need," Jennifer says, "and we packed ourselves and four other families – all of whom were being dropped off across Canada – in the truck. And we came home."

The Hawes and their two children

piled into their car and returned to Victoria. They needed work there, of course, and it seemed that an obvious path was for Kelly to get his Class 1 licence.

"My father-in-law took Kelly under his wing and in three weeks he had his licence and was working long-haul. And then it dawned on us that one of the reasons (for getting out of the military) was that my husband was gone eight to 10 months of the year, and now he's a long-haul truck driver and is gone forever! So we knew that wasn't going to work; it wasn't what we'd traded in for," Jennifer recalls.

As it turned out, Kelly didn't like the job anyway. "He's a true extrovert and being by yourself in a truck hours on end didn't really suit his personality," Jennifer says, "so he came back and begged the company for any other position there. And they hired him as an office clerk for \$10 an hour."

That was in 1993, and it proved to be another humbling experience for the family as the Hawes began to realize that Kelly's military career didn't transfer to civilian jobs very well.

"It was a huge learning lesson," Jennifer says. "There isn't a lot of call to shoot down airplanes in the civilian world. So he worked as an office clerk in the trucking company for \$10 an hour during the day and he'd come home, eat dinner, get a couple of hours sleep, and then do night shift at the Salvation Army for \$8 an hour."

Jennifer, who taught pre-school in an earlier life, pitched in as well. "I managed to get on with a not-for-profit, pretty much doing similar work with young families. It wasn't great money but at least we were making ends meet." Then one day, out of the blue, the dispatcher of the trucking company at which Kelly worked "up and walked out and quit and no one else was there, so my husband walked up to the dispatch office and started dispatching the trucks," Jennifer says. "Someone had to do it."

It fit him like the proverbial glove. "Logistics and moving things," Jennifer notes, "that's one thing you learn in the military."

They weren't out of the woods yet, though, because the company wasn't very stable. But Jennifer says fortune stepped in again when Kelly's head was hunted by a refrigerated trucking company, putting the couple's feet onto the path to where they are today.

"We call it the University of Trucking," Jennifer says. "There is no education that Kelly could've gotten any better than being supervisor and then terminal manager (at the company)." It was there that he learned food was being improperly handled, not just at that company, but, "industry-accepted practices like things not being refrigerated properly," Jennifer says.

This didn't sit well with the Hawes, and Kelly couldn't work like that.

"He couldn't marry his morals and ethics with the industry," Jennifer says, "and in the only time of his life, he basically quit. We looked at each other and wondered what we'd done, because we just literally couldn't live with what he was having to direct people to do."

The solution presented itself when Jennifer's uncle, a Chile-based businessman, asked them why they didn't just do it themselves?

"We didn't have two cents to rub together," Jennifer says, "but he was kind enough to give us a loan and

Continued on page 19

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WEST

# A long and winding journey

**Continued from page 16**

Cold Star was born. We rented a 2,000 sq.-ft. refrigerated warehouse just outside of Victoria and managed to have one owner/operator agree to join us, and we begged and borrowed until we managed to get enough financing together to buy one tractor and one trailer.”

Kelly drove the truck as well as performing the duties of dispatcher and salesman. “We just did whatever we had to,” Jennifer says.

Though she was still doing social work to ensure some money came in, Jennifer also threw herself into the young company.

“I would come in and pay bills, basically run the company with him,” she says, “and then we got our first contract and knew we were on to something. We knew we were going to be accountable for the way we handled the food, we were going to put monitoring on our trailer so that you could tell what the temperature was regardless of where that trailer was. We were going to do it much differently than it had been done before.”

It turned out to be their niche, and Cold Star picked up momentum from there. They couldn’t afford to buy land and build their own warehouse, but they managed to find land and a landlord willing to build to suit their needs.

“We built a specialized warehouse, and put the tracking systems on the trailers, and started to grow our company,” Jennifer says, noting proudly that they now have 105 employees, four terminals and yearly revenues in the \$12 million ballpark.

The Minerva foundation’s award resulted from an initiative Jennifer Hawes calls the Community Food Project (CFP) which ensures that some food that would be discarded otherwise for whatever reason, goes to help feed people instead.

Jennifer got in touch with several not-for-profits, including the one she’d worked for, and offered them the food.

“They were thrilled,” she says, “because not-for-profits run on tight dollars and they all have programs that support what we call, unfortunately, the ‘working poor’ – so you have mom and dad working and, with the cost of living, having a hard time making ends meet.”

And that’s how the program started, though as it turned out it isn’t just cast-off food that finds its way to people in need. Hawes’ “first and only consistent supplier” was a company that deals with organic fruits and vegetables.

“They don’t give me their leftovers,” she says, “They donate fresh, Grade A produce every month because they believe in it so much. They’re an amazing organization.” Hawes adds that donation to the food she has on-hand – damaged boxes, overages, and the like – and augments all that at her own expense by shopping for items that haven’t been donated.

Hawes says she buys a minimum of \$1,000 worth of food a month. The collected bounty goes to a “neighbourhood house” and “they divide it up amongst themselves and everyone gets their fair share,” she says. “It’s

had a tremendous impact and it’s fed a tremendous amount of people. And it’s saved food from going to the landfill when it should be going to helping people who need it.”

The media coverage generated by the Minerva Foundation’s award has paid off for Jennifer’s CFP program. “Within 24 hours of an article coming out in the *Vancouver Sun* I had two new suppliers call up and say they probably won’t be able to donate every month, but they’ll give this month and if they have anything more coming down the pike they’ll send it my way.”

As for the attention she’s earning for her reputation as a philanthropist, Hawes is mostly dismissive.

“It’s great to have the recognition,” she says, “but those people getting that food, those are the real winners and that’s what’s so exciting. It’s just great.” □



**GIVING BACK:** Jennifer Hawes and husband Kelly stumbled into the trucking industry and have made it a better place.

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## WEST

# Truckers noticeably absent from oil sands transportation committee

By Jim Bray

**EDMONTON, Alta.** – The Alberta government is setting up a new committee to look at current and future transportation needs in the Athabasca oil sands region, though as constituted it doesn't appear there'll be any trucking industry representation on it.

The committee will be made up of "municipal, industry and provincial representatives" and will "take into account the region's unique economic and infrastructure needs and the importance of the oil sands to the province's economy."

The Athabasca Oil Sands Area Transportation Coordinating Committee will include folks from the Regional Municipality of Wood Buffalo, the Oil Sands Developers Group, the Alberta Economic Development Authority, the Fort McMurray Airport Authority, the Northern Alberta Development Council, Calgary-Shaw MLA Cindy

Ady, and "the Alberta government."

The Minister responsible for the Oil Sands Secretariat, Jeff Johnson, says the Redford government recognizes "the critical importance of collaboration with stakeholders to make informed decisions on roads, highways, rail, and air in the oil sands area," and says the committee will be a powerful tool for the region in planning and coordinating the area's transportation needs going forward. He promises that it "will help support the continued growth of the entire region."

Yet it appears that when they talk about "industry representatives," they don't mean trucking, which could be seen as a major oversight by a committee that's supposedly charged with making "informed decisions on roads, highways..." What's up with that?

According to Jessica Spratt, speaking for Alberta Infrastructure, industry input will be solicited. "No individual companies are represented," she

said in an e-mail response to queries, "However, we will engage with industry...as well as impacted stakeholders when necessary to facilitate feedback."

Spratt says the committee's makeup was determined from a Memorandum of Understanding (MOU) signed last August by former Premier Ed Stelmach, Lloyd Snelgrove (who was then-President of Treasury Board) and Mayor Melissa Blake of the Regional Municipality of Wood Buffalo (RMWB). While it appears that there's a reasonable cross section of politicians, civil servants and oil sands folk on board, Don Wilson, executive director of the Alberta Motor Transport Association, wonders why the trucking industry as a whole isn't represented on the committee as well. "And then there's us, who represent a good chunk of the transportation industry," he says, "and we weren't even asked?"

Wilson says he fired off an e-mail to

that effect to the Ministry, but as of this writing he hasn't received a response.

The new body, which will meet quarterly, is mandated to provide strategic advice and recommendations on streamlining the planning, design, funding, construction and operation of the area's transportation infrastructure. □

## MTI to screen foreign drivers for B.C. carriers

**CASTLEGAR, B.C.** – With B.C.'s recent decision to open its provincial nominee program (PNP) to long-haul truck drivers, training institution Mountain Transport Institute (MTI) has launched a new program to pre-screen prospective hires before they arrive in Canada.

The company has partnered with Marmicom Integrated Marketing and Communications of Okanagan Falls, B.C., to "facilitate the integration of foreign professional drivers into Canadian trucking companies."

Under the partnership, Marmicom's Michael Patterson has agreed to work with governments overseas to recruit professional drivers with at least five years' experience on behalf of Canadian firms. Marmicom officials say their company specializes in the Canadian immigration process and can work with carriers across the country to fill vacancies.

Once the carriers have interviewed and selected appropriate candidates, MTI will then travel to their country and perform driver evaluations to measure their suitability for the Canadian trucking environment.

Candidates who do not have the skills to safely operate in Canada will be rejected from the program (until they can improve), while the drivers who meet the standards will then be provided with training on Canadian log books, weights and dimensions, pre-trip inspections, air brakes, etc., in preparation for their arrival in Canada.

Once the drivers arrive in Canada, they'll be welcomed by MTI's Castlegar facility for the balance of their training, licensing, medicals, etc., before joining their new employer. At this point, Marmicom will assist the drivers with housing and getting them set up in their new communities, the companies announced.

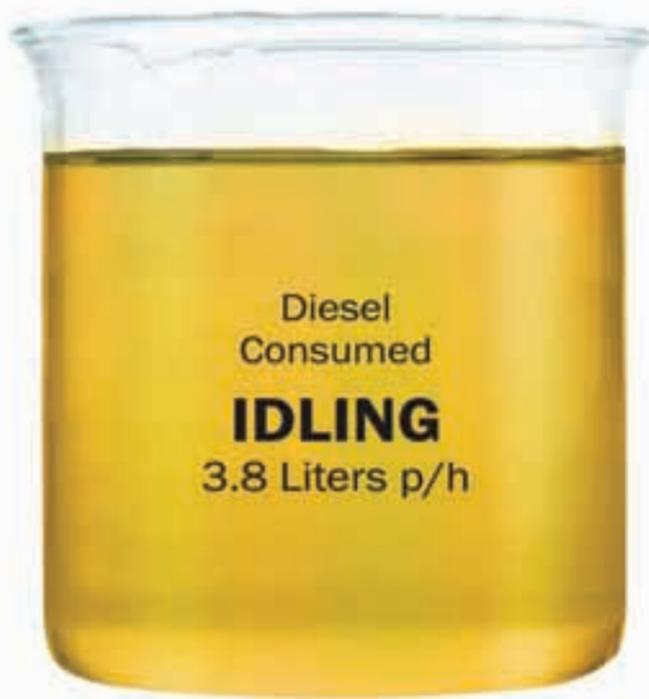
"Marmicom and MTI have partnered on this venture to help Canada's trucking industry safely and efficiently access experienced overseas drivers without interrupting their daily business and ensuring the skills of the individuals actually match what's on their resume," the companies said in a release.

For more information, contact Marmicom at 250-497-7077 or online at [www.marmicom.com](http://www.marmicom.com) or MTI at 877-965-3748 or online at [www.drivemti.com](http://www.drivemti.com). □

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## CANADA

## Produce haulers share best practices

**TORONTO, Ont.** – The North American Produce Transportation Working Group (NAPTWG) has created best practices guidelines for produce shippers and carriers.

The organization has made the 22-page document available for free on its Web site [www.naptwg.org](http://www.naptwg.org).

According to the group, “The document integrates multiple exist-

ing transportation guidelines into one best practices documents which can be used throughout North America to ensure the ongoing vitality of the carrier sector.”

The guidelines were assembled in consultation with stakeholders through the produce supply chain

and were reviewed and endorsed by the Blue Book and the Dispute Resolution Corporation to ensure compliance with industry trading guidelines for North America, the organization says. Included in the guidelines are detailed carrier and shipper checklists. □



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# Shell to build Canadian natural gas fueling network

## Shell to launch Edmonton-Calgary LNG corridor in March; will lend fleets natural gas-powered truck to validate technology

By Lou Smyrlis

**PARK CITY, Utah** – Shell sees a long-term future in natural gas as a viable option for transportation and an Alberta project is figuring prominently in the company's plans to show fleets the potential for this alternative to diesel fuel.

Shell's Canadian Green Corridor, the company's first large-scale liquefied natural gas (LNG) project in North America, launches this March. Initially employing a mobile refueling unit to service the needs of fleets running the Edmonton-Calgary corridor, the company also has agreements in place with three Flying J stations in the corridor for them to supply LNG starting in the third quarter of this year.

By the third quarter of next year, Shell plans to be supplying LNG to the network from its own LNG plant at the Jumping Pound facility about 30 kilometres west of Calgary. The new plant would produce 0.3 megatonnes per year of LNG, natural gas that is supercooled into liquid form. Until the plant is operational, a third-party distributor will be providing the LNG.

And Shell's aspirations for converting the trucking industry to LNG don't stop with this project. It is ready to build the infrastructure beyond this corridor if there is sufficient interest.

"We are not stopping with this project. If you are going to be in this market, you've got to be in it. We have aspirations to go all the way to the West Coast," said James Burns, general manager, LNG transport Americas at a press briefing.

This year will mark the first time that Shell's natural gas production will outpace its oil production and Burns says the company sees that trend continuing.

There are several factors making LNG an attractive alternative to diesel, he explained.

The supply of natural gas in North America is abundant and has increased considerably in recent years as prolific new shale-gas deposits have been tapped, to the point where we have enough to export.

Natural gas is also one of the cleanest burning fossil fuels, capable of reducing well-to-wheel CO<sub>2</sub> emissions for heavy-duty trucks by 20%. It has very low sulphur content so SOx emissions are also greatly reduced.

Road transport uses 17% of the world's energy and contributes 25% of CO<sub>2</sub> emissions. That can only increase as the world's population climbs from the current seven billion to an estimated nine billion by 2050.

"We need more energy and lower carbon forms of energy," said Dan Arcy, global OEM technical manager, Shell Global Solutions, adding that the reality, however, is that by 2050 two-thirds of all our energy will still come from sources currently being used (current engine technologies and conventional liq-

uid fuels).

It takes decades for alternatives (such as electric-powered vehicles) to take root, he emphasized. Shell officials believe that diesel and LNG will be the fuels of choice for transportation in 2050.

Shell officials provided fuel mileage comparisons to diesel for both LNG and compressed natural gas (CNG):

- One gallon of diesel gets 6.5 miles; it requires 15 gallons to go 100 miles;
- One gallon of LNG gets 3.8 miles; it requires 28 gallons to go 100 miles;
- One gallon of CNG gets 1.7 miles; it requires 58 gallons to go

100 miles.

Although diesel has the obvious advantage in mpg, Burns said what must also be taken into consideration is that LNG will be sold at about 30% below the current price of diesel and diesel pricing has the potential to climb higher still as oil supplies continue to dwindle.

There is also the benefit of GHG reductions from running LNG. Burns estimated a payback from the investment in LNG-equipped vehicles of two to three years.

One obstacle is the considerably higher current cost of LNG engine-equipped trucks (up to \$50,000-60,000 higher in cost, or more than 50%) and also the need for fuel

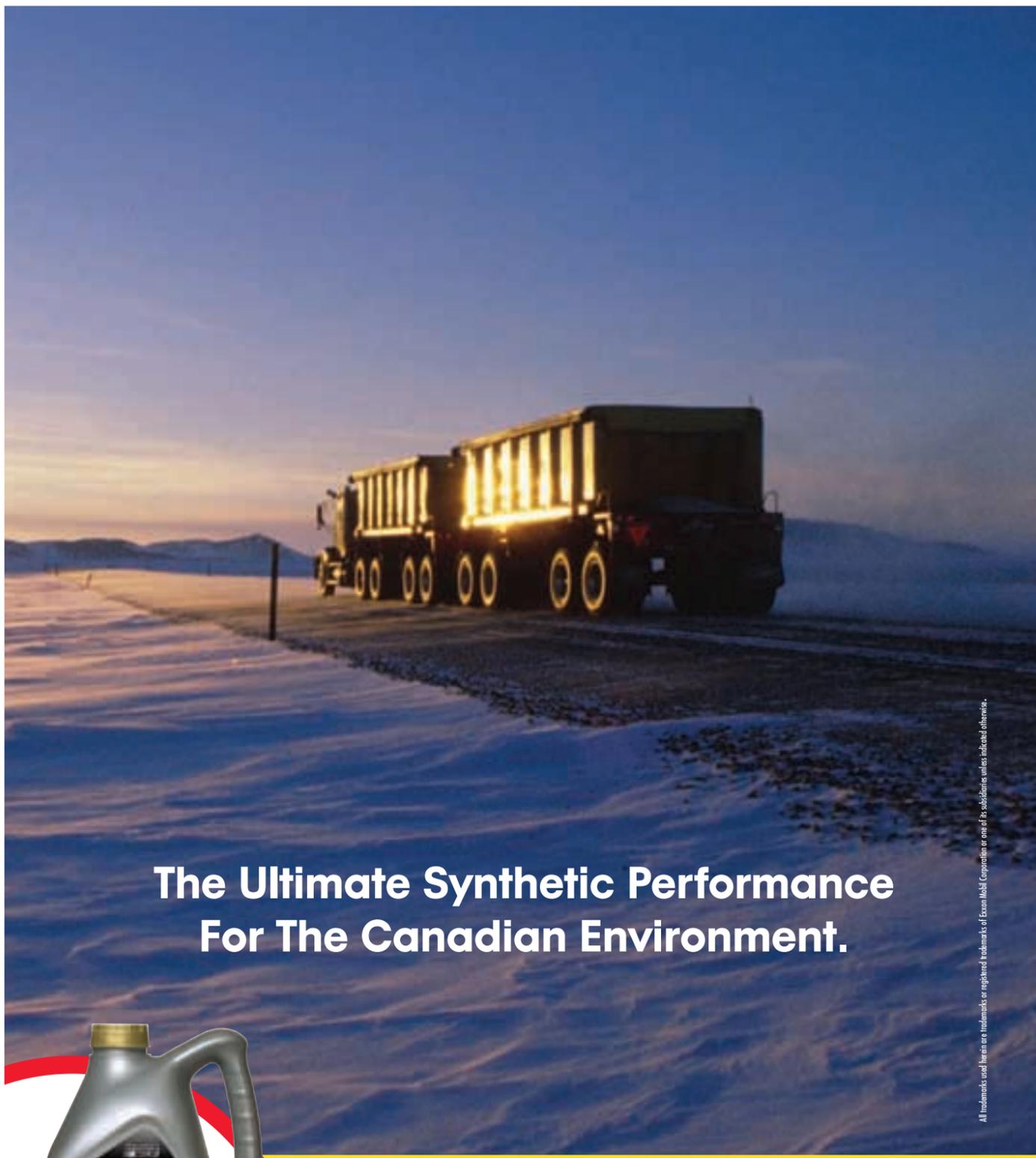
tanks that weigh more than their diesel counterparts.

"We need to get to a tipping point where incremental costs (for switching to LNG) start to come down," Burns conceded.

Shell is teaming up with LNG engine maker Westport Innovations of Vancouver to co-market the advantages of LNG to fleets in North America. Their initial target market is large, sophisticated fleets running regionally in Alberta.

Shell officials appreciate that Canadian fleets will need to be convinced to make the switch to LNG and so it will make available to them at least one LNG truck for one-week tests.

The company is also teaming up with equipment manufacturers to raise interest in the fuel among railways, miners and the marine shipping sector. □



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DRUGS & ALCOHOL

By Julia Kuzeljevich

**TORONTO, Ont.** – In safety-sensitive industries like transportation, drug and alcohol use can become a defined safety issue that requires employers to determine “fitness for duty.”

A good employee assistance plan is key to properly addressing drug and alcohol problems, and to referring the employee for proper treatment. But does it do enough?

“Alcohol and drug prevalence rates are higher in society than we actually know about,” said Karen Seward, executive v.p. with Morneau Shepell, which offers comprehensive employee assistance programs. And the trucking lifestyle can make some people more predisposed to mental health and drug addiction issues, she added.

“There’s a higher percentage of people who smoke, or use alcohol for relieving the stress. They are kept to a schedule that sometimes they have no control over. The big risk management issue for the transportation industry is the safety of others. That’s the bigger difference in duty to accommodate,” said Seward.

While there are different levels of drug and alcohol use, actual addiction is defined when three of seven criteria, listed in the *Diagnostic and Statistical Manual of Mental Disorders*, have been present for over a year.

Most important are the criteria of “tolerance” (having to use more and more to get the same effect) and “withdrawals” (a compilation of symptoms specific to each class of drugs, that a patient would experience if their drug of choice is stopped), noted Dr. Michael Varen-

# Fit for duty

Meeting the need for safety while accommodating for health issues is a weighty task for safety-sensitive industries – and it’s only becoming more complicated.

but, an Ontario specialist in addiction and sleep apnea.

“Additional criteria are things like using a drug more than it’s intended, having others telling you to quit, spending more time or money obtaining the drug or using the drug,” he said.

“Absolutely any big company in a safety-related profession is going to have a policy vetted by their lawyers. Where the problems are coming up are for the smaller organizations. Sometimes they will just download something off the Internet and that is going to get them in trouble with drugs because drug addiction is recognized as a disability in Canada,” said Aaron Rousseau, a lawyer with Rubin Thomlinson.

“The law is clear that there is no problem with requiring drug or alcohol testing in a post-accident or near-miss situation. The controversy arises more often around what happens in a situation of random testing – not right after an accident but what happens down the road? The danger for employers is not making an individualized assessment and going too far

too fast,” added Rousseau. But even in companies with entrenched policies, issues can and do arise.

In the summer of 2011 Old Dominion Freight Line (ODFL) was sued by the US Equal Employment Opportunity Commission (EEOC), for violating the Americans with Disabilities Act when a company driver self-reported an alcohol problem, was suspended from his position, and allegedly told he would not be able to return to driving, even upon successful completion of a counseling program. (Old Dominion Freight Line was not available for comment).

In the fall of 2011, The Toronto Transit Commission (TTC) approved a proposal to start conducting random drug and alcohol testing of its employees. Its prior “fitness for duty” policy had been to test employees in “safety-sensitive” positions, before hiring, and when there was a reasonable reason to suspect impairment, such as after an incident or after substance abuse treatment. The decision came after a TTC bus driver was charged with criminal negligence causing death and possession of mari-

juana in an August 2011 accident that killed a 43-year-old woman and injured 13 other passengers.

It’s a tougher approach that is widely in evidence in US jurisdictions.

In May 2011 a bipartisan bill was introduced called “The Safe Roads Act” that would create a national drug clearinghouse database to store all commercial motor vehicle operators’ positive drug and alcohol tests results and records of refusals to take the tests.

The American Trucking Associations supports the bill, which it said “will address a well-known loophole in the federal drug and alcohol testing requirements for commercial drivers.”

Ted Shults, chairman of the American Association of Medical Review Officers (AAMRO), and the American Board of Forensic Toxicology, told *Truck News* that “a closer collaboration between the MRO and medical examination function will be helpful. What is also critically important is that all medical examinations include a search of state prescription drug databases by DoT medical examiners and MROs to see how many prescriptions a driver is getting. It is often the most important and sometimes shocking piece of information that is nearly impossible for MROs and medical examiners to obtain the way the various laws were set up. If an MRO or examining physician sees that a driver has 10 doctors prescribing opiates, stimulants or sedatives, that is all you need to know in that case.”

Data from the Federal Motor Car-

Continued on page 27

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## DRUGS &amp; ALCOHOL

# Support is growing for drug and alcohol test clearinghouse

**Continued from page 25**

rier Safety Administration (FMCSA) revealed that more than 70% of compliance reviews conducted since 2001 and more than 40% of safety audits conducted since 2003 found violations of drug testing regulations, including finding that carriers had no drug testing program at all.

In July 2011, Washington-based Gordon Trucking began drug screening all job applicants via hair samples "with the goal of reducing new driver accidents within the first crucial months of employment."

According to Scott Manthey, vice-president of safety and compliance for Gordon Trucking, "we feel that a urine test combined with the longer timeframe of a hair test offers one of the best possible screening tools. We have concluded that this aids in selecting some of the safest and most professional drivers on the road."

The tests aim to address the problem of urine test fraud and job-hopping, where a candidate who tests positive for one carrier is fired, quits, or is not hired, but then subsequently tests negative on a pre-employment test for another carrier, without disclosing the previous failed drug test.

"Research has shown most accidents occur within the first 90-120 days of employment. Once a driver makes it through that initial period the risk of an accident drops dramatically. Beyond the candidates who have tested positive, we also routinely have candidates dismiss themselves from orientation classes once they confirm a hair test will be conducted," said Manthey, who also stated his support for a drug test clearinghouse proposal to be expanded to include any drug or alcohol screen that has been medically reviewed.

"There is a very significant increase (in hair testing) under their own company authority because of the use of the amount of adulterants available for urine testing so that employers are not believing the results of urine test," said Bill Corl, CEO of Omega Laboratories. Hair testing can prove more accurate for some drugs that cannot be detected in urine for more than a few days.

"That kind of gets a little tricky with safety-sensitive positions – once hired, employers have the right to find out if they are abusing a prescription. Many of the employers use a medical review officer, and if there is a positive result the officer contacts the donor to find out if they have had treatment for the drug or alcohol," said Corl.

Substance abuse professionals are increasingly tasked with making determinations that go beyond the scope of their defined duties.

This is becoming more of an issue as the workforce ages and as more medications, such as sleep medications and anti-depressants, are introduced which may interfere with the results of testing.

"In regulated drug testing the role of the medical review officer's function is defined by regulation. The MRO acts as an interface between the donor of a specimen and the employer. The key MRO role is to determine if a 'positive' confirmed laboratory result can be attributed to the legitimate use of a prescription drug – or not. Even if the drug use is 'legal' there is the

secondary question if the medical information provided to the MRO raises a 'fitness' or safety concern. That is one of the areas that is getting more complex. The other area of increasing complexity is the management of the integrity of the specimens. Over the past two decades a cottage industry of manufacturers of artificial urine and chemical concoctions to adulterate the specimen has grown up around drug testing and has continually threatened the integrity and efficacy of the whole program (not to mention public safety)," said Shults.

"All employers who have safety-sensitive operations are struggling with this issue. It is much more difficult to determine whether a drug like an opiate or multiple drugs like opiates, stimulant and sedative use presents legitimate use, abuse, addiction, dependency and the magnitude of the safety risks involved. These are diag-

nostic decisions that require professional judgment. Unlike looking at alcohol use, the relationship between drug levels and impairment is complex and often not conclusive.

"Unfortunately, the unsettling truth is that many workers in the transportation field are getting older, suffer from chronic medical conditions, and are taking a multitude of legal prescription drugs that may affect performance. It is true that doctors can clearly sort out the very healthy from the very unhealthy but there is a lot of gray area in the science and data. I would like to suggest that physicians and employers be given insulation from threats of disability lawsuits as a result of providing a medical diagnosis that disqualifies a driver because of potential safety risks presented. I would like to see employers implement policies that allow for prescription drug use, but that prescription drug and underlying

medical condition be reviewed at least on an annual basis," he said.

Ultimately, said Shults, drivers have the responsibility for their safety in terms of drug use.

"What drivers should know, or be reminded of, is that when they are prescribed a controlled drug like amphetamine, opiate or sedative they must tell their treating physician that they are truck drivers and that the treating physician has to approve or clear them to work on these medications."

While minimum medical qualifications for drivers are constantly being updated, "there are no definitive criteria for predicting future performance in many cases, and we accept risk," said Shults.

"We are still going to have the 'grey' areas and the balance between safety and allegations of disability or age discrimination is not easy to find," he said. □

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**FEATURE**

# Drivers at high risk for MSD injuries

**Continued from page 1**

ness of the issue in the transport industry. In Ontario, IHSA has identified three main sources of lost time injuries (LTIs): fractures and musculoskeletal disorders related to lower back and shoulder injuries. Lower back injuries comprise 19.2% of all lost time injuries and of those, transportation contributes 58%. (A lost time injury is defined as any injury that causes a worker to miss at least one day of work). When you drill down into General Trucking (Category 570), trucking specifically contributes 24% of all lost time injuries. General Trucking also accounted for 23.1% of all lost time injuries related to fractures.

“We’re looking at other groups of longshoremen workers, materials handlers, public works and other labourers and what we see on top of all these different categories is that 570 sits there as a major contributor to all these high-impact LTI claims,” Skinner said. “We’re trying to get this idea across that MSDs cost money and that 570 (General Trucking) is the worst performer, even worse than construction, believe it or not.”

The same is true elsewhere across Canada. In B.C., MSD injuries are “The leading cause of workers’ compensation claims within the trucking industry,” said Rob Weston, executive director of the Trucking Safety Council of B.C. “I don’t think it’s well understood. We in the trucking industry have always concentrated our safety energy on thinking about the truck driver and his driving capabilities and the vehicle and its safety. I think just as much or more energy should be placed on thinking about the human factors of driving a truck and working in the trucking industry. We’ve made good progress in improving the mechanical condition of the vehicles, I think it’s time to start working on the human conditions in the trucking industry.”

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### Why the risk?

So, what makes truck drivers so susceptible to MSD-related injuries, when in many cases the majority of their workday is spent sitting still? IHSA's Skinner explained the body is prone to injury when long periods of sitting are followed by short bursts of activity, such as handbombing freight, tarping loads or even fueling up a truck, washing the windshield, etc.

"Sitting for long periods of time isn't the issue," he said. "It's getting up and doing work after sitting for long periods of time that leads to overexertion and sprains and strains."

Drivers also are frequently injured when climbing in and out of the truck cab, especially when they don't utilize the three points of contact method that's widely preached by safety departments, yet all-too-often ignored.

"Just getting in and out of the vehicle and in and out of trailers is a major issue," Skinner explained. "We still see guys flinging themselves out of the cab."

The Trucking Safety Council of B.C. has created an online simulation ([www.safetydriven.ca/exit](http://www.safetydriven.ca/exit)) that shows just how damaging jumping from the cab can be on the human body. A 220-lb man jumping from the cab to the ground drives 1,637 lbs of force up through his body, overstressing the knees, ankles, hips and back. Even jumping from the lowest step – a mere 16 inches from the ground – causes more than 300 lbs of force and increases the likelihood of slips and falls, major contributors of MSD-related injuries.

Sylvia Rhodes, president of L. Ritchie Cartage, became attuned to the costs of MSD-type injuries when reviewing her company's WSIB claims and noticing certain soft tissue injuries like sprains and strains repeatedly reared their heads. In 2007, her company, along with five other trucking firms, volunteered to participate in a two-year study by the Centre of Research Expertise for the Prevention of Musculoskeletal Disorders (CRE-MSD) to identify ways of reducing these types of injuries in the trucking industry.

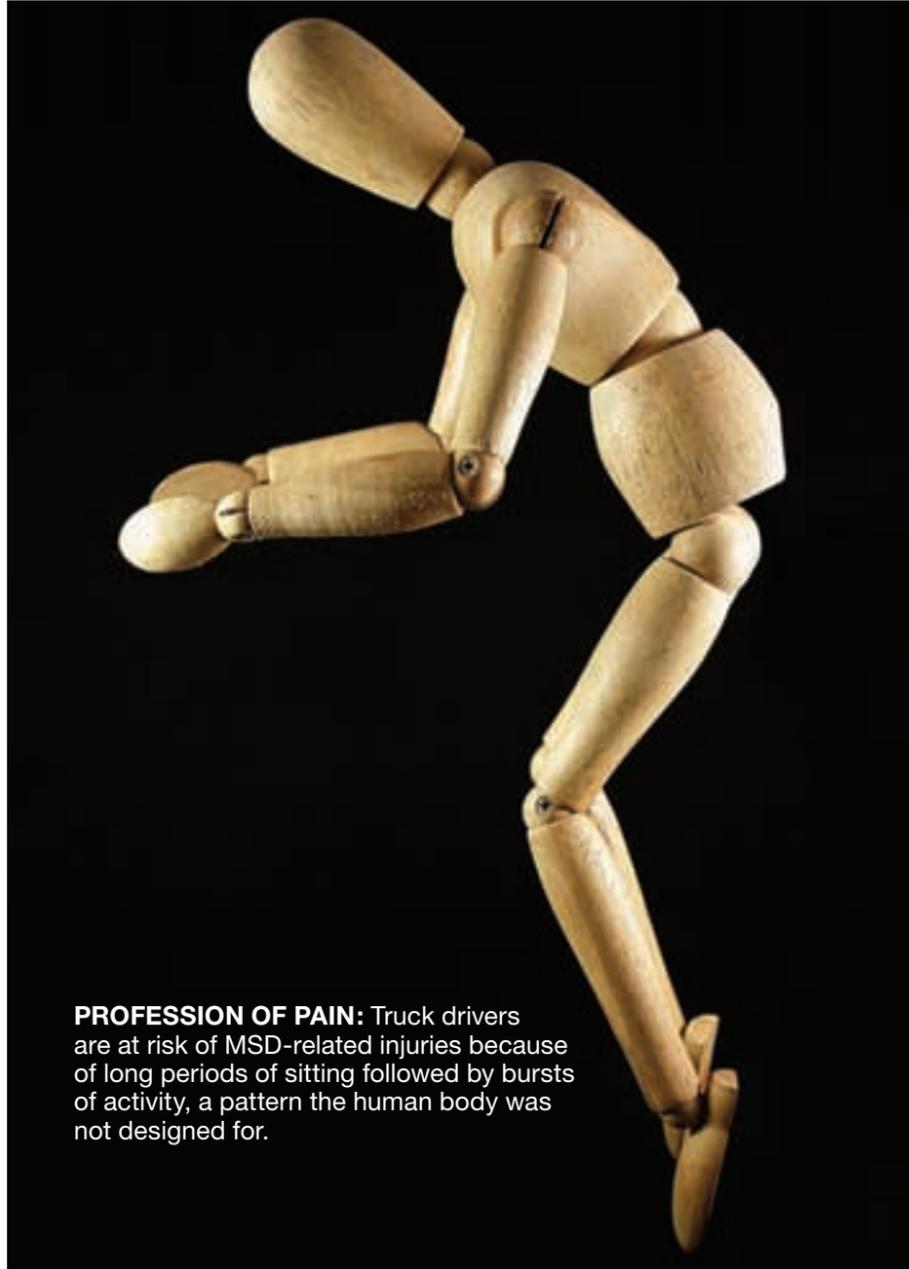
"They would utilize us as their guinea pigs and we'd learn more about MSDs, what the root causes of them are in our industry and in turn we received the benefits of their expertise in MSDs so we could proactively apply that within our organization, so it was a win-win," Rhodes said.

What emerged was that drivers were in many instances not utilizing three points of contact when entering or exiting the cab, something L. Ritchie Cartage placed a greater emphasis on in its future training sessions. Did eyes glaze over?

"They were rather dismissive of a lot of it initially," Rhodes admitted of the company's drivers. "But through repetition, acceptance evolved."

Rhodes said L. Ritchie Cartage has seen a noticeable decline in its lost time injuries since training drivers on the subject and placing a greater emphasis on things like maintaining three points of contact.

"We've seen the silly incidences go away," she said of injuries related to drivers doing things that put themselves at risk of a slip or fall. "They're not absent from work for stupid things; they're not falling because they're not climbing on their tires to clear snow off their windshields."



**PROFESSION OF PAIN:** Truck drivers are at risk of MSD-related injuries because of long periods of sitting followed by bursts of activity, a pattern the human body was not designed for.

### Ergonomic equipment

The unfortunate reality for professional drivers is that the equipment they're required to work with each day is inherently unergonomic. Daily chores like cranking a trailer's dolly legs or pulling the fifth wheel handle wreak havoc on the human body. Combine this with the fact many drivers are out of shape due to long hours of sitting and you have a recipe for an MSD injury.

While truck cab design on newer models has received unprecedented attention to ergonomics, IHSA's

were too far apart. You wouldn't be allowed to put that much space between the risers if you were building a house, but the industry seems to think we can put two stairs in."

When spec'ing new trucks, Rhodes said she's looking for the most ergonomic design possible, and that includes seemingly trivial considerations such as the location of the cup holder.

Tom Boehler, director of safety with Erb Group of Companies, a fleet that runs 640 trucks and employs a mix of longhaul tractor-trailer and local straight truck drivers, told *Truck News* his company

**'We've made good progress in improving the mechanical condition of the vehicles, I think it's time to start working on the human conditions in the trucking industry,'**

Rob Weston, Trucking Safety Council of B.C.

Skinner routinely takes a tape measure to the inside of a cab and has found many instances where the steering wheel was offset from the driver's seat by as much as three inches.

"You're driving for 12 hours and your back is offset by three inches," he said. "That puts a huge strain on your back muscles and your spinal cord."

Air ride seats with lumbar support are now widely available, but Skinner said few fleets show drivers how to use them in order to reap the benefits. Automatic transmissions can alleviate an enormous amount of punishment from a driver's shoulder, knee and ankle over time, Skinner pointed out. Yet for all the technological improvements, he added "I got into a truck the other day and I didn't see much difference from 10 or 15 years ago. I still had to stumble up the stairs because the stairs

modifies equipment wherever possible to make it safer for drivers.

That includes drilling drainage holes in the floor of refrigerated trailers so runoff liquid doesn't cause a slipping hazard. The company has installed stainless steel handles that pull out from the floor, giving a driver something extra to hold onto while climbing into the trailer. Straight trucks have had folding steps installed at the rear of the body and the company is in the process of installing more liftgates so drivers don't have to climb up and down into the truck body as frequently.

Drivers have come up with their own inventive solutions as well. Boehler said drivers running straight trucks with roll-up doors have attached straps with mountaineering clasps onto the handles so they don't have to jump to

grab hold of the door handle.

At Erb, drivers also have the support of the company if they decide any manual lifting is too strenuous to do on their own. For the most part, gone are the days when a driver would heave a 150-lb quarter of beef over his shoulder and lug it into the receiver's facility.

"We've set standards," Boehler said. "If it's too heavy, if the driver is not getting any help, call back to dispatch and we'll call the consignee or the shipper and say we need help."

Erb Group began educating its drivers about the risks of MSDs about 20 years ago and has gone from paying a WSIB surcharge for claims overages to being recognized as one of the industry's leaders in injury prevention.

Heavy lifting aside, Erb has even explored solutions that minimize the impact of whole body vibration by purchasing several Bose Ride systems for drivers with severe back pain. Bose, applying the same technology that made its noise-cancelling headphones famous, has developed a seat that mutes the vibration and shock delivered through the seat and ultimately the driver. The seat won the 2010 Truck Writers of North America Technical Achievement Award, yet with a price tag of about \$6,000 it was widely wondered if the seat would find a market.

It has found a market with Erb Group, which has been able to extend the driving careers of two of its drivers who were off work with long-term back injuries.

"Some of our guys are getting to be 28, 29 years (with the company) and they're starting to see problems such as degenerative discs in their backs," Boehler explained. "We had a 28-year employee who could only drive one day a week and his back would get so irritated that he couldn't drive for the rest of the week."

Boehler came across Bose at a trade show and decided to pilot test three seats, one of which was for the driver who was off work with back pain.

"He's back to running four or five days a week now," Boehler said. "He's very limited on handbombing, but at least he's driving and he's not irritating his back."

But what about the cost of the seat? "Over a three-year period, I would have accumulated a \$369,000 lost time injury claim through WSIB and we get fairly substantial rebates throughout the year that may have been jeopardized," Boehler said. "When I look at a \$6,000 seat versus a \$369,000 lost time injury claim, it's cheap."

### Affordable solutions

While equipment may not always be designed to a driver's liking, the professional driver has the ability to take some control over his or her own destiny, Skinner pointed out. Many MSD-type injuries can be avoided through lifestyle modifications and proper stretching.

"They have to take care of themselves," Skinner said of drivers. "They have to understand that if they sit for long periods of time, they need to stretch or take a few minutes to get themselves limbered up before starting to handbomb freight."

Skinner also advised drivers to use the tools they have available to them, including grab handles and king pin release cheaters.

"We measured the amount of force and it was nearly 200 lbs of force you

**Continued on page 30**

FEATURE

# Spec'ing for ergonomics

Continued from page 29

need to pull some of those pins," Skinner said, adding the handles are also difficult to reach, putting the body in an awkward position and heightening the risk of injury.

Drivers who are overweight should honestly assess their ability to do the job, Weston advised. "Are you physically capable of doing the job?" He pointed out recovery time increases for drivers who are older or out of shape, so they may want to seek a job in which they'll be less likely to incur an MSD injury in the first place.

Fleets can reduce the risk of injury to their drivers by ensuring landing gear and fifth wheels are well oiled.

"We see trailers that are sitting for months on end and all of a sudden they're put back into service and they're not greased properly," Skinner said. "It can take a huge amount of force to raise and lower the landing gear, but a well-lubed crank system is fine, you'll have no problems."

Skinner said fleets running older equipment should examine the condition of the driver's seat and replace it when it becomes worn out. Locating trailer gladhands within reach from the ground can allow a driver to make the connections without climbing up onto the catwalk. Fleets should also aspire to provide their drivers with a clean, safe area in which to do their pre-trip inspections.

Drivers in pickup-and-delivery applications should be provided with

sturdy handcarts with large wheels, Skinner suggested. Finally, he suggested trucking companies take advantage of the training resources that are available to them through safety organizations and WCB/WSIB agencies. For its part, IHSA offers a one-day MSD awareness course developed for managers and supervisors, which covers the common causes of MSD injuries and how to avoid them. To date, only about 150 people from the trucking industry have taken the course over the five years it's been offered, Skinner pointed out.

"It's almost like our industry has thrown up its hands and said 'We can't do anything about this,'" he added. The cost of doing nothing, however, can be substantial. As long as the trucking industry contributes an above average share of the cost of MSD-related injuries, WSIB and WCB will continue to increase the premiums trucking companies pay. In many provinces, trucking companies that reduce or eliminate lost time injuries receive a rebate while those who fare worse than the industry average pay surcharges.

Developing an MSD training and awareness program can deliver a tangible return on investment. But perhaps more importantly than that, Rhodes concludes philosophically, "There's the sense of just feeling good that people aren't being injured needlessly at work. That's a big one for me. I don't want to be hurt myself and I don't want someone else being hurt." □

## Driving the message through awareness

By James Menzies

**BADEN, Ont.** – Summon a group of seasoned drivers to a safety meeting on how to safely climb in and out of their truck cabs and you will likely hear a collective groan that's louder than the rumbling of a thousand diesel engines.

So how does a trucking company address the important, if seemingly mundane, issue of ergonomics and MSD injury prevention without ostracizing its drivers? For Tom Boehler, director of safety with Erb Group of Companies, the key has been to tailor the message specifically to the company's own operations.

Erb uses videos of its own drivers to highlight the dos and don'ts of safely entering and exiting the cab, which resonates with drivers on a deeper level than stock footage of strangers.

"We try to use as much Erb-related video footage and Erb-related content as we can, so it's not like they're watching someone from Arkansas that's jumping out of a truck," Boehler said. "It's all geared towards Erb people with Erb trucks and it's actual incidences that happened, so they can relate to it that way."

Boehler also has found success in demonstrating to drivers the true costs of a lost time injury by showing them how many loads the company will essentially have to haul "for free" to cover the cost of the injury. For instance, a \$1,000 lost time injury claim or \$1,000 paid out in modified duties that's not generating any revenue may require the company to haul an extra 18 or 19 loads of product just to cover the cost of that seemingly minor claim.

"When you portray it in the amount of freight they have to haul to make up for what they think is a small claim, it brings back the reality to the driver," Boehler said. "They realize this costs them somewhere down the line; it may affect raises or bonuses or whatnot."

Erb also uses real-life examples of injuries that have befallen its drivers as cautionary tales that will hopefully eliminate future occurrences. In one instance, a driver wearing cowboy boots was permanently injured when he slipped on ice at a customer's facility.

That incident serves as a sobering reminder to other drivers of the importance of wearing proper footwear with adequate tread, especially in the winter months.

Finally, Boehler suggested keeping meetings short and to the point. An hour-long safety meeting on ergonomics on a sunny Saturday afternoon in August is not the most effective way to leave a lasting impression.

"We may have a safety meeting with drivers on proper carrying, tailgate operations and we'll go into lifting, bending and carting but we try not to draw it out for long periods of time," Boehler said. "We keep it to 10 minutes and keep it rolling throughout the year. An hour-long meeting can get pretty dry." □

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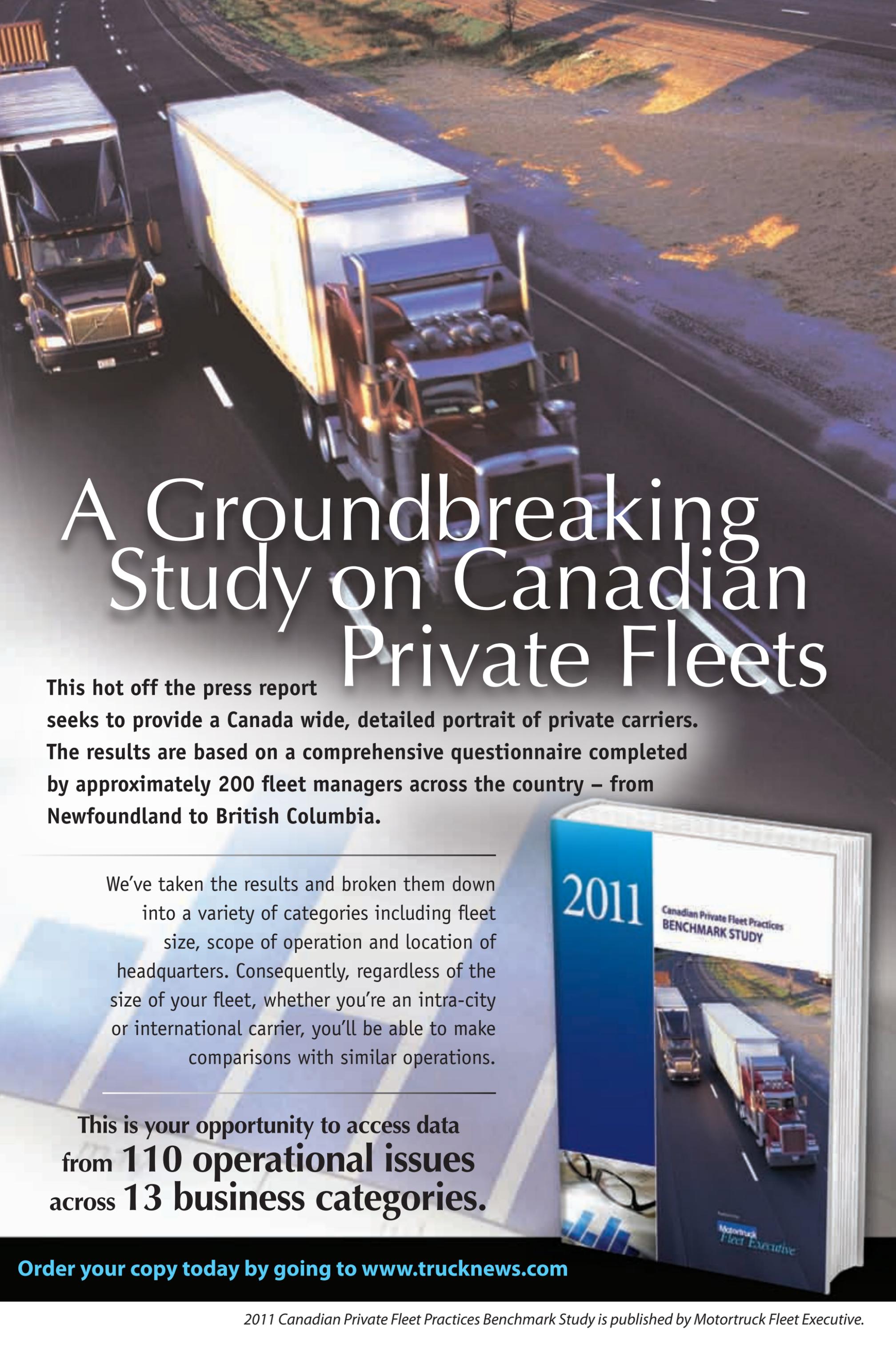
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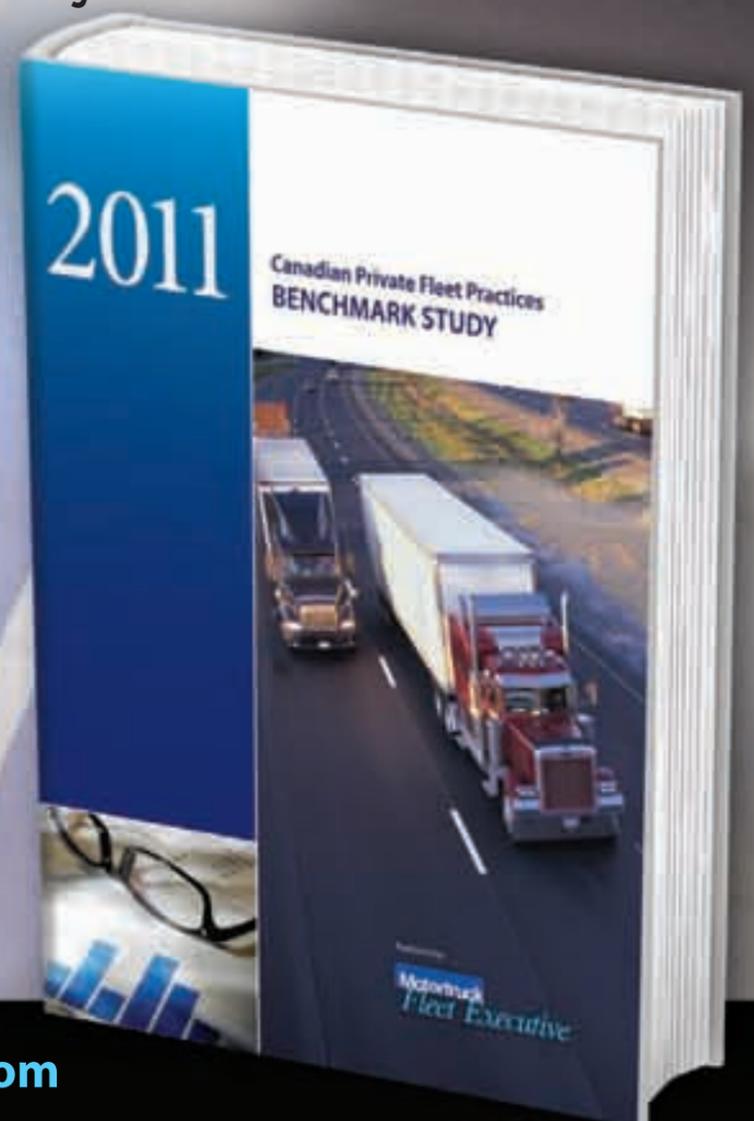
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EXECUTIVE VIEW

# In conversation with Dan Einwechter

## On the pace of the recovery, shipper-carrier collaboration and a potential fly in the ointment for natural gas.

**CAMBRIDGE, Ont.** – Dan Einwechter, founder and CEO of Challenger Motor Freight, one of Canada's most successful for-hire carriers operating nearly 1,500 trucks domestically and into the US, doesn't pull any punches when discussing industry issues.

As he acknowledges in the following interview, that approach has at times earned him the scorn of his customers. Yet, he's not about to change. And while he prefaces some of his comments by indicating he's speaking as a 37-year industry veteran, and not necessarily on behalf of Challenger Motor Freight, he's still not shy about ruffling a few feathers.

As the Canadian trucking industry continues its recovery from arguably

the darkest time in its history, executive editor James Menzies caught up with Einwechter for a candid, wide-ranging conversation about the state of the industry, shipper-carrier collaboration, driver and owner/operator compensation and future technologies...

**TN:** Dan, it's always customary to ask folks how business is, but let me ask you how rates are, because if rates are decent it seems everything else falls into place. How are rates?

**Einwechter:** We started the journey last year of getting rates up, but we still have a long way to go. There's the issue of, there needs to be fair and adequate compensation for all the participants: both the owners and the operators. We

like to think we're fair and we do the best we can, but we'd all like more. I think in some fleets in particular the owner/operators have taken it on the chin, as evidenced by the reduction of O/Os out there, period.

The bottom line is, the Canadian market is a little bit slower on the uptick to embrace some of the changes that are occurring south of the border. I don't know if it's because we feel we can weather any storm and we're not willing to deal with the challenges and go talk to clients about rate increases, changing the structure and the style of the relationship, but those things are significant.

On the recruiting side, where it used to be you'd hire one out of 10 in-

terviewees, now it's one in 30, one in 40. The quality coming through the door (has deteriorated). What does that mean? Maybe we have to hire the people coming through the door and take on more intensive training in-house rather than expecting others to have trained them before they get to us. That comes at a cost. There are all these pressures that are there, so we need to have a more sustainable industry with more reasonable returns for the long-term.

I've had shippers get frustrated with me when I have attempted to discuss the future direction of the industry, whether it's rates or employment, because I can be vocal about it and maybe at times I've been ahead of curve by a couple of years. I'm not talking on behalf of Challenger here, I'm talking on behalf of an industry I've been a 37-year participant in and making my comments based on that.

**TN:** When you talk to shippers about the cost pressures carriers are facing, do they get it? How receptive are they to the idea they've had a good run and rates are going to have to go up? Are they generally open-minded about rate increases?

**Einwechter:** There are very few that are going to be open-minded about rate increase because they've got their job to do and they have to protect their employer's best interest. Objectively, many of them understand the issues that we're facing, but subjectively they think that's for everybody else, not for them. 'I don't want that rate increase in my backyard, let it go to someone else's backyard.' So as carriers, we need to have meaningful dialogue about how to go forward. But I can tell you, I think carriers are getting worn thin by having customers continually lecture them about what they need to do to get their costs down.

If a carrier tries to discuss with the client about how they can be more proactive and mitigate costs, in the past that hasn't been received well. But the very intuitive customers love that. The ones that are the most proactive and engaging with their carrier base are the ones that are more likely to have an effective five-year logistics and distribution plan.

We have a couple shippers that are very intuitive; they could see this coming and have had carrier forums, carrier gatherings, where they sit down and say 'How can we get through this collectively and meet everybody's objectives as best as possible, mitigate our cost increases but help you get to where you need to be Mr. Carrier and Mr. Driver, so that what you proposed to us is sustainable?' I love those shippers. It doesn't mean you walk in and say 'Nice to see you, Jim,' give him a slap on the back and get a 10% increase, but if you quantify and qualify the issues at hand and try to be proactive, they'll say 'Okay, let's work this one through.'

**TN:** Let's talk about the recession. In the years leading up to it, Challenger diversified quite a lot by adding waste hauling and getting into specialties like the clean energy sector. How important was that in getting through the downturn?

**Einwechter:** It helped. It was a big capital cost; it's not without its challenges. But it definitely helped to have that diversity because the van market in and of itself was horrible.

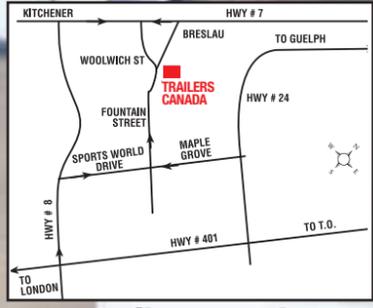
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## EXECUTIVE VIEW

# Einwechter: 'We learned how to handle adversity'

Continued from page 32

I've explained this to people, James, in these terms: If you look at what (American Trucking Associations chief economist) Bob Costello said, his analysis said there was a freight recession in the US in August 2006, one year after we moved into our lovely corporate facility.

That was in the US. It was further exacerbated from a Canadian perspective because of the rapid escalation of the Canadian dollar. So many carriers were involved in cross-border trade in some fashion. Our export markets were decimated, so the southbound loads that had a certain implied rate attached to it in our analysis were altered because shippers were shutting down, diminishing production or changing their rate structures. So for Canadians it became a double-edged sword above and beyond what was happening in the US.

For us, we are both a significant cross-border and east-west carrier. Then a lot of cross-border carriers trying to live another life jumped into the domestic market and beat that market up with no rhyme or reason. It was tough.

*TN:* Was there ever a time when you thought Challenger might not make it through?

*Einwechter:* You know what, our slogan is 'We go the distance' and failure is not in my vocabulary, so no. Now did I wake up at 3:10 in the morning a lot of times and think about the things that were on my mind, like the general

economy and the rapid escalation of the Canadian dollar? Yes.

Locally here, we had clients like Michelin, NCR, MTD and Lazy-Boy that we did north- and southbound business for. If you look at just the southbound business we did for those companies in this marketplace – never mind the warehousing and logistics portion – that was \$25 million a year in revenue that went away because they shut down. We had to fill those voids.

GM filed for protection and we were a huge carrier for GM. At one point in time they owed me \$7 million. But they paid it all. They paid every carrier because they needed carriers and warehousemen to be essential services.

The positive that came out about that is, as I tell my team, we learned how to handle adversity very well and it showed the depth and the skill of the team in being able to adjust and replace that business, which a smaller company with fewer resources would not have been able to do.

*TN:* Speaking of smaller carriers, you started out with one truck. Could you replicate the success you have had in today's environment? Is there any hope for the one-truck owner/operator who wants to build a large fleet?

*Einwechter:* I've seen some small companies that started off and have done well, whether they have 50 or 100 trucks, they've done okay. So I'd say, yes, they could succeed. It's up to them and how they handle risk and how they fund their risk. It's maybe less likely, but still possible. But back then we had



**A TRUE CHALLENGE:** Challenger CEO Dan Einwechter says his company saw about \$25 million in revenue disappear as local manufacturers shut their doors during the recession.

a much freer reign in many ways as an industry – whether from a regulatory perspective or compliance – we'd just go. It was definitely a different time.

People say 'Isn't that nice, Einwechter, you were able to do that and now the same guy you were back then, you're complaining about entering the marketplace.' My response to that is that it's a different time. We have more responsibilities placed on our shoulders today, both financial and safety, employment regulations, how we treat our employees, our obligations to society – it's dramatically more complex.

*TN:* Now that we've emerged from the darkest period of this downturn, we've seen a pickup in mergers and acquisitions activity. Are you in that game or do you prefer to grow your fleet more organically?

*Einwechter:* We will not increase our fleet size here by buying more trucks to grow. What we would consider doing is looking at acquisitions we'd be able to bolt on. I have no desire to go out there and buy somebody else's headaches. The MacKinnon (van division) acquisition by Contrans is a good example of a bolt-on acquisition; they were able to bolt that right on and add 60 or 80 drivers in the process.

*TN:* Unlike in the past, the industry has thus far shown some restraint in adding capacity as volumes have recovered. Fleets are just now buying trucks and it's mostly replacement demand that's driving new truck sales. Do you expect that to continue?

*Einwechter:* You know what, the trucks aren't going to be the limiter anyways, it's going to be the drivers. The general age of not just the driver force, but also the ownership in this industry is older.

We had a young, dynamic, aggressive ownership group coinciding with deregulation. We were baby boomers and that demographic coincided with deregulation, and if you look at how deregulated markets work, they go through a 20- to 30-year period of adjustment. So we've adjusted, we

deregulated and now we're self-regulating to a better way and I think because of 2008 and because of the other challenges we face, carriers are saying there's a better way than to throw capacity at industry. Look at the railroads; they don't throw capacity, they limit it, they control it and I think we can learn a lesson from them.

*TN:* We touched on the shortage of drivers. Do you think in your career we'll see a transition to hourly pay?

*Einwechter:* There's a whole bunch that needs to be discussed around that. It's not a matter of being paid by the hour, by the mile, whatever, it's a matter of fairness and equity in how they're paid.

Most European drivers are paid a salary or by the hour and their experience isn't that much different. It's not how you pay as long as you pay fairly. I think when you have an activity-based pay system in any industry, there are some that will always question the fairness and equity of it. I think we have done the right thing in trying to be fair and equitable. Can we improve as we go forward? That's how we proceed as a society. Where activity-based pay really becomes attacked is when drivers are working for carriers that operate sub-par equipment and they're breaking down for extended periods of time with no activity.

I've had people say 'If you pay by the hour, it'll be different.' I don't know if their net pay would be much different at all, or if just the pay structure would be different. So let's not confuse that if paying by the hour, it's suddenly Nirvana and they're going to buy a house on the hill.

It might change eventually. But my drivers love what they do. Is it a tough job? Absolutely, it is. But it's also exciting, rewarding, interesting. It's a job where people who don't want to be harnessed in a factory or in a standstill position someplace, they relish it and cherish it. Some people like it and some don't, but there's this whole dynamic that needs to be addressed. It's

**Continued on page 72**

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## OVER THE ROAD

# What's got me down? It's a matter of time

Last month I closed off my column saying that carriers need to find new and creative ways of attracting and holding on to drivers. Shortly after submitting that column I was asked if I had an interest in participating in a panel discussion regarding driver incentive programs.



## Over the Road

AL GOODHALL

So I thought I would wade into that topic here while it was still

fresh in my mind. It also comes at a time when the Truckload Carriers Association will be recognizing the top fleets to drive for, as nominated by company drivers and owner/operators.

Several Canadian companies are in the top 20 group and you can read about them here in *Truck News* on page 40.

I work for a company that stands shoulder to shoulder with the best in the Canadian trucking industry in the way they care for their drivers and the core values that embody their operations.

In fact, a new incentive program was put in place Jan. 1 of this year for our drivers.

Despite that, I have still been experiencing feelings of discontent and anxiety over the past several months.

Colleagues have commented on the degradation of my outlook of late. A comment from a regular reader stated that although they had enjoyed a recent column they felt it was in a negative tone compared to my usual style. Another comment came from within my dispatch office regarding my negative reaction to a situation that had arisen and the feeling that it was out of character for me to react as I did.

Can I identify a single factor within my trucking lifestyle that leads to the daily stress I have been experiencing? Could a driver incentive program reduce my daily stress at the same time as providing me with a financial reward and reduce costs and improve profits for my employer?

Identifying the stressor in my daily life on the road is not difficult. It is time. Time is something I always take for granted but it comes up for me over and over again as the leading cause of tension in my life. The birth of my grandson last year led to a feeling of deep desire to spend more time with my family.

The recognition of my need to

obtain regular exercise and rest requires a time commitment each and every day. My time is my most valuable commodity. When my time is being wasted or taken for granted, my immediate emotional response is usually one of anger and frustration leading to the feelings of stress and anxiety.

Then the endless hours of driving play their part as my mind locks on to those feelings and replays them over and over, building on them and strengthening them. The result is an internal conflict over the time I have available to accommodate my personal life and personal aspirations versus the huge block of time required to fulfill my professional obligations as a driver.

I often feel a lack of control over my time because so much of my day is dependent on the actions of others, specifically operations and dispatch along with the shippers and receivers I deal with.

So I was excited to see that profit-sharing programs are on the leading edge of new incentive programs being developed by carriers. Why? Because they have the potential to drive a greater level of cooperation and communication within trucking companies.

Too often productivity increases have been equated with a driver doing more within a given time or becoming more efficient with the use of their time.

Little attention seems to be paid to the fact that drivers already invest well over 3,000 hours a year in their jobs compared to the 2,000 hours most full-time workers put in.

That's before you even consider that a driver also lives in his or her workplace. An incentive program needs to reward every employee within a trucking organization for removing inefficiencies that eat up a driver's time.

Working longer and harder is not the answer. Incentive programs should lead to a driver having to spend less time accomplishing more through time-saving initiatives that are made in areas beyond the driver's control or sphere of influence. Specifically, load planning and dock retention times.

This then allows me as a driver to focus on the issues of safety and fuel management (driving!) as well as free up time for my personal use.

Recognizing that the responsibility for productivity, safety, and profitability spreads far beyond the reach of the driver is the mark of a good incentive program. Simply plopping a program into place will not resolve all, if any, of the issues at hand. Hard work and a diligent effort is required by all of us. This is a good discussion to have at an opportune time. I hope the panel discussion I mentioned at the opening takes place. I'm already looking forward to it. □

— Al Goodhall has been a professional long-haul driver since 1998. He shares his experiences via his 'Over the Road' blog at <http://truckingacrosscanada.blogspot.com>. You can also follow him on Twitter at [Twitter.com/Al\\_Goodhall](https://twitter.com/Al_Goodhall).

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FLEET NEWS



**HE'S THE ONE:** Yanke driver Sasa Gavranovic (centre) is presented with the keys to his new Ford F-150 by Yanke president and CEO Russel Marcoux (left), and company v.p. Craig Bailey. Gavranovic won the truck as part of Yanke's 'Be the One' safety program.

## Yanke O/O wins new Ford F-150 truck

**SASKATOON, Sask.** – Owner/operator Sasa Gavranovic has won a new Ford F-150 truck as part of Yanke's Be the One safety program.

The program, launched by Yanke in 2009, incorporates online training, safety breakfasts, seminars, signage, logos, decals, presentations and various social media reminders – all encouraging safety. The program is targeted to all staff, both on-road operators and those working in terminals across Canada.

The company says the program focus is on safety, “but most specifically, personal attitudes, behaviours and core values, and how that impacts how you approach your work each day. Critical to this is information sharing, emphasizing the awareness of potential emotional, financial and physical loss that

might occur,” Yanke officials said in a release.

“Yanke wishes to congratulate all of its professional transport operators and staff for their commitment to Be the One and helping make the roads a safer place for all of us,” said Yanke president and CEO Russel Marcoux.

As part of the program, Yanke holds incentive draws for all operators that meet qualifying criteria. In addition to awarding cash prizes each month, Yanke awards a grand prize of a pick-up truck of the winner's choosing, valued up to \$50,000. This year, Gavranovic's name was drawn from 437 eligible professional transport operators as the grand prize winner. He received his prize while attending the recent Be the One safety seminar in Brampton, Ont. □

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Jami Furnandiz was last seen dropping her son off at a daycare in Port Perry, Ontario. Jami has a tattoo of a heart on her left shoulder, a tattoo of a black spider on her ankle, and a tattoo with the word "Stefan" on the other ankle.

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## Trimac takes stake in Northern Resource Trucking, Fortress Transport

**CALGARY, Alta.** – Trimac Transportation has entered into an agreement to acquire 29% of Northern Resource Trucking while also taking a majority interest in Fortress Transport.

The cash and share transaction for Northern Resource is valued at \$9 million. Trimac said the deal is expected to close on or about March 19. Northern Resource Trucking serves the uranium mining industry in Northern Saskatchewan. The companies have worked together for years, with Northern Resource serving as a subcontractor to support key Trimac customers.

The company has about 80 tractors, 140 trailers and 150 drivers and owner/operators and is based out of Saskatoon, Sask.

“NRT is a strategic partner that is the leader in bulk transportation in Northern Saskatchewan,” said Ed Malysa, president and COO of Trimac. “By exploiting Trimac's expertise and NRT's strong market position, the acquisition is expected to provide accretive earnings to Trimac.”

Trimac Transportation also entered into a letter of intent to acquire a majority interest in Fortress Transport. Fortress, based in Guelph, Ont., provides dedicated bulk transportation deliveries throughout central Canada and the United States with a focus on hazardous and non-hazardous transportation of liquid chemicals, petroleum products and dry chemicals. The assets of Fortress include 54 tractors and 130 trailers.

“Fortress has been recognized as a premium carrier in the chemical industry for a very long time and Trimac is pleased to have Bob Clement and his team join Trimac,” said Malysa. “With Bob Clement's continued management and ownership position and Trimac's North American footprint, we believe this business will provide excellent synergies and growth opportunities in our chemical operations. Fortress's key assets include a team of professional drivers with a similar safety culture and high operating standards as ours, so we are thrilled to have them on Trimac's team.” □



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FLEET NEWS

## Bison wins awards from Walmart

MISSISSAUGA, Ont. – Bison Transport has won a pair of awards from Walmart Canada: the Overall Store Delivery Carrier of the Year award and the Shining Star Award. Bison was recognized at the Annual Walmart Canada Carrier Awards banquet in Mississauga Jan. 20.

Bison won the Overall Store Delivery Carrier of the Year award for its on-time performance, commitment to excellence, innovative approach, and customer service, according to officials. Bison's on-time performance for Walmart Canada in 2011 was in excess of 99%, handling deliveries of general merchandise, groceries, and perishable food items to Walmart stores across Canada.

The inaugural Shining Star Award was given to Bison's recently-appointed vice-president of central operations, Steve Zokvic. He was selected by Walmart as the key person amongst all its carriers' staff members who stood out as having provided them with the overall best customer service.

"It is such an honour to be recognized by our longstanding partner, Walmart Canada, for the work we do and this award is shared amongst the many individuals at Bison who take pride in doing the right things to service our clients," said Jeff Pries, Bison's vice-president of sales and marketing. □

## Six of top 20 'Best Fleets to Drive For' competition winners based in Canada

ALEXANDRIA, Va. – The top 20 Best Fleets to Drive For in Canada and the US have been announced by CarriersEdge and the Truckload Carriers Association, and once again there's a strong Canadian contingent.

Six of the 20 best fleets are Canadian, including: Bison Transport; Celadon Canada; D.J. Knoll Transportation; Erb Group; Kriska Holdings; and Yanke Group. Rounding out the Best Fleets were: Best Cartage; Boyd Bros. Transportation; Don Hummer Trucking; Fremont Contract Carriers; Gordon Trucking; Grand Island Express; Landstar Systems; Motor Carrier Services; Paramount Freight Systems; Sammons Trucking; Steelman Transportation; Tennant Truck Lines; Trimac Transportation in Houston, Texas; and WTI Transport.

Also getting a nod this year as "Fleets to Watch" were: Liberty Linehaul of Ayr, Ont.; TimeLine Logistics International of Saskatoon, Sask.; American Central Transport; Epes Transport System; and Melton Truck Lines. These fleets were deemed to be worth watching as they boast some innovative driver-oriented programs.

The Best Fleets to Drive For program is administered by Canadian online training firm CarriersEdge along with the Truckload Carriers Association.

To qualify, a for-hire trucking company with 10 or more trucks must be nominated by one of its drivers or owner/operators. Nominees then undergo a detailed screening and interviewing process conducted by CarriersEdge.

Considerations include: total compensation package; health benefits;

pension plans; professional development opportunities; advancement opportunities; commitment to employee personal growth; commitment to continuous improvement; team-building activities; turnover rate; and fleet safety.

Mark Murrell, president of CarriersEdge and founder of the program said interest continues to grow.

"For 2012, we saw a heightened level of interest from the nominated fleets. It seems that everybody wants to be named a Best Fleet to Drive For," he said. "Some folks even called us before we began interviewing just to double-check that we had their current contact information."

"We saw a 35% increase in the number of fleets that not only agreed to participate, but completed all their interviews and paperwork on time to make it to the final segment of the competition," added Gary Salisbury, TCA chairman and the president and CEO of Fikes Truck Line.

Program administrators said more fleets seem to be offering profit sharing as part of their compensation packages lately. They also seem to be replacing some of their traditional safety-based bonus systems with more comprehensive programs. Drivers are increasingly being rewarded for things such as fuel efficiency, on-time delivery and training initiatives, organizers say.

Two grand prize winners – Best Overall Fleet for Owner/Operators and Best Overall Fleet for Company Drivers – will be announced at the TCA's annual convention March 4-7 at the Gaylord Palms in Kissimmee, Fla.

For more information, visit [www.bestfleetstodrivefor.com](http://www.bestfleetstodrivefor.com). □



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## Trimac to haul petroleum for UFA

CALGARY, Alta. – Trimac Transportation has landed a five-year deal to haul gas and diesel products for UFA Co-operative.

The deal is reported to be worth about \$95 million over the five-year term.

Beginning May 1, 2012, Trimac will serve UFA in northern and central Alberta.

"We are very pleased with our expanded business partnership with UFA," said Ed Malysa, president and COO of Trimac. "Trimac has an excellent relationship with UFA that spans nearly a decade. We share a common set of goals and values and are committed to providing value to UFA and its customers." □

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# Looking for a deal?

## Low-mileage, later model trucks are getting harder to find

There are lots of reasons to consider buying a used truck rather than a new one. You might be just starting out in the business and this will be your entry level machine; you're moving up to something better but still shy about committing to new iron; you don't like the imposed emissions standards and you're hoping to find something pre-DPF; you're a savvy owner/operator on the verge of retiring and you still want one more ride, and don't want to spend \$130,000 on a new vehicle.

No doubt, some good deals (and lemons) are available through private sales, but Jason Queenen, general sales manager for Expressway Volvo in Cambridge, Ont., suggests that it's important to go through a reputable dealer when buying a used truck, preferably a member of a used truck sales association. "That's the biggest thing, someone who will support them two months down the road when something goes wrong."

The used truck market follows a few years behind new truck sales and currently there's a shortage of low-mileage, owner/operator spec'd highway tractors.

"There's a depleted inventory of late model trucks with low mileage, and those models that are available are getting bought up very quickly," according to Queenen. "One of our biggest battles is trying to convince Canadian buyers that one million kilometres is not the same as one million miles. A million miles is equivalent to 1.6 million kilometres, and a well-maintained truck with 800,000 kms still has lots of life left in it."

Prospective buyers are often wary of trucks with the lat-



On-Road Editor

HARRY RUDOLFS

est emission controls. As a result, owners and fleets have been holding on to their vehicles longer, and this partly explains why new truck sales have been slow from 2008-2010.

"Even those pre-DPF trucks from 2006-2007 are coming onto the market with lots of kilometres. The OEMs have faced some challenges with the new emission systems, but the upgrades and updates have been done by the manufacturers and those DPF products work fine now," adds Queenen.

Vikas Gupta, sales manager for Arrow Truck Sales in Mississauga, Ont. agrees. "Most carriers want trucks that are three to five years old. The metric used to be that trucks were traded in at 500,000 to 700,000 kilometres. Now we're seeing trucks coming back with 500,000 to 700,000 miles! This is a case of educating the customer that they cannot do without DPF trucks. And more changes are on the way."

For one, Matt Cottrill, owner of Cottrill Heavy Equipment in Kincardine, Ont., is not afraid of higher mileage trucks. "In some cases you might find a truck with 800,000 kilometres that needs a rebuild, while another truck might have 1.3 million kilometres but has just been rebuilt."

Cottrill is a licensed mechanic and admits that his test drives are more like full MTO inspections without pulling the wheels



**SELLER'S MARKET:** As fleets hang on to trucks longer, used truck buyers are having trouble finding quality pre-owned trucks with low mileage.

off. "The tires, brakes, lights are all important, but these are bolt-on parts that can be replaced. The real money is in the engine, transmission and rear ends. You don't want to get the truck home and find out you need a new head gasket."

Moreover, he takes a visceral approach: listening, looking and smelling, inspecting the anti-freeze to see if there are any contaminants. "I like to start it up cold and watch it go through the changes as it comes up to operating temperature. Remove the dip stick or the oil filler cap and see if there is any blow-by. Pressurized blow-by is a red flag that usually indicates engine problems."

Listen to the turbo, he says, and he also suggests the prospective buyer load up on the engine by applying the brakes lightly while the truck is in motion and see if there is any black smoke. The clutch is another important component that can be expensive to repair.

"If it's an older truck and there's no play at the top of the pedal, it probably means that it's been adjusted as far as it will go and might need to be replaced."

Cottrill's company is heavily into conversions, often attaching booms, grain or a dump box on the back of a long wheel-base tractor for his customers. One of his specialties is transforming a sleeper cab into a day cab by cutting off the bunk, no matter if the bunk is an add-on or integral to the body.

Day cabs are hard to find, and the result is a luxury-class city truck with the potential for a long life in the city.

Cottrill's primary interest is in heavy-spec'd trucks with minimum 16,000-lb front ends and 40,000-lb rears.

He also sources trucks a little differently than other dealers, buying from fleets like Manitoulin and Penske, and late model fuel tanker tractors that have to be replaced every few years.

"Don't be afraid of fleets," he says. "A carrier like Manitoulin does an excellent maintenance job and I've gotten a lot of good stuff from them."

Joe Tavares has nine trucks and is meticulous when looking for an addition to his fleet. He's a big proponent of engine oil analysis and ECM printouts.

"You might have to pay the dealer to get the ECM readout

but will tell you everything the truck has done including the fuel consumption. I want a truck that gets at least 6 miles per US gallon, 6.5 preferably. The better the mileage, the better your fuel surcharge rebate."

Tavares thinks the \$150 spent on the oil analysis costs is a worthy investment. He also suggests taking the vehicle to your preferred mechanic and having him go over the truck very thoroughly.

"I'd rather pay \$500 or \$600 than end up having it cost me thousands of dollars down the road."

But he's not so keen on extended warranties. "After I've done all that research I'm pretty confident about the truck I'm buying," says Tavares. "You'll probably never get that \$5,000-\$6,000 per year back."

Financing is another matter that truck buyers should approach with caution. Some dealers will offer "in-house" financing but, according to Scott Taylor, vice-president of operations for Transport Financial Services in Waterloo, Ont., this may not always be the best deal.

"Just because you're buying a used truck doesn't mean you're a bad risk," he says. Taylor cites a case where a client had arranged in-house financing but hadn't read the fine print. "He was shocked when I told him the real interest rate. He went back to his bank and through his home equity line-of-credit he was able to negotiate a much lower rate."

Taylor adds the same is true when buying life and disability insurance. Dealers might offer insurance packages but so do other agents. "It pays to shop around," he says.

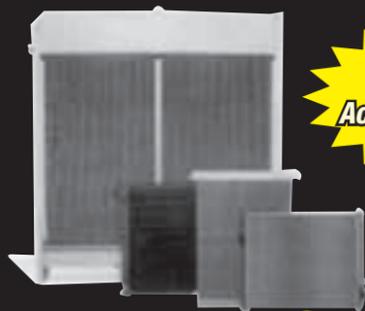
Used truck buyers might have a job waiting for them, but they often overestimate their start-up income, adds Taylor. "It might be a month or more before he sees a full paycheque."

Finding the truck that's right for you can be an odyssey, but getting the right fit is the most important thing.

"Never overbuy and don't underbuy," says Arrow's Gupta. "Buy only what you need for your work and forget about the chrome extras. If you're running regional you might want a mid-sized condo. But if you're running California you need bigger power and a more spacious bunk." □

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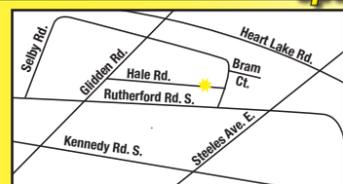
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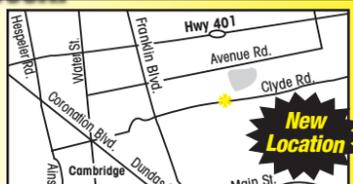
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OPINION

# Fleets, big and small, can work together harmoniously

One of the most infamous and deadliest feuds in history pitted the Hatfields against the McCoys. Although an official truce was declared in 2003, the actual feud commenced more than 100 years prior, and only lasted a little over 20 years.

Here in the trucking industry, we have an unspoken feud that exists today and has lasted much longer. This feud is still ongoing, but thankfully it has not yet resulted in bloodshed – at least not as far as we are aware.

I speak of the angry, bitter, unending animosity that exists between many small and large trucking companies.

Large companies tend to view their smaller counterparts like a teenager views a younger sibling; just a pesky little jerk that is always underfoot. Smaller carriers view their ‘big brothers’ as an arrogant bully; one who either makes up their own rules or influences others to change them on their behalf.

Perhaps there is a shred of truth to both these assertions, if we are all open-minded enough to admit it. But there are also examples of how we can peacefully co-exist and even support each other.

As a small carrier, I will take the first hit in this debate. If you own 20 trucks or less, do not, in my advice, give in to the temptation to bid on that juicy, multi-truck contract you’ve learned about.

First, you will not be able to handle such an upswing in freight volume and commitment. Lending institutions are legendarily ungenerous with trucking companies, particularly small ones. If by some miracle, you are able to acquire funding, who will drive your shiny new equipment?

The large carriers have full-time, aggressive recruiters, who struggle to fill seats despite their resources. As a small operation, you simply cannot compete with that level of determination. If you jump through all these hurdles and land the contract, get ready for a world of financial hurt.

Most large contracts – especially if they are with a multi-national company – come with 90-120 day payment terms, which you, frankly, can’t afford. If you do attain such a contract and fail from a service standpoint, rest assured that this opportunity will never come your way again. If this contract causes you to fail financially, you have not only lost this job, but everything you have worked for to this point.

Conversely, large carriers should avoid dealing with the smaller shippers; the ones that need a couple trucks per week. Such customers usually require a more personalized service, preferably with the same small driver pool, neither of which you, as a large carrier, can readily provide.

Familiarity with the handling of the freight is generally of far greater importance to a small shipper, which is much easier to attain with a smaller driver group. A small carrier can excel in this situation, with drivers and shippers operating on a first name basis, where the large, diversified carrier generally cannot.

If we are ever to co-exist in some form of harmony, it will require



everyone to realize their strengths and weaknesses, and stay within the accompanying boundaries. Co-operation will always ultimately be more successful than defiance for everyone involved.

A prime example of this, at least in the freight boom years of the late 90s and early 2000s, was MacKinnon Transport. Rather than try to flatten any small carrier that was borne of a prior owner/operator, MacKinnon chose the co-operative route.

With plenty of extra freight to offer, MacKinnon took a number of small carriers under its wings. As long as you were timely and reliable, ran good equipment and had good

customer service skills, you were welcome to participate in their success either occasionally or regularly. (Try backdooring them or delivering late or damaged freight though, and you were gone, as it should be).

Accepting outbound freight from their dispatch team was always met with an offer to load you home as well, if needed. Advice, often unsolicited, was plentiful, including how to structure freight rates with your own customers, which lanes to avoid, which lanes to strive for and how to spec’ equipment.

Although there was a fair amount of mutual trust involved – which entails some risk these days – the system worked well for both parties. MacKinnon, for its part, gained a Rolodex full of reliable, loyal, subcontractors, who were now better equipped to be successful in the industry.

The small carriers, besides gaining

a new source of available freight travelling all directions, and being paid on a regular schedule, had probably picked up half a lifetime of industry knowledge in a very short time. So good was this relationship, that several small carriers over the years have eventually devoted their equipment entirely to MacKinnon Transport, operating either under their own name, or flying the MacKinnon banner.

This is a stellar example of how we can all get along and thrive together. Unfortunately, this is a very rare example of the way we could all succeed, with maturity and co-operation. □

– Bill Cameron and his wife Nancy currently own and operate Parks Transportation, a four-truck flatdeck trucking company. The company was founded in 1999 with a 20-year-old truck, rented flatbed trailer and a big dream. Bill can be reached at [williamcameron.bc@gmail.com](mailto:williamcameron.bc@gmail.com).

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INDUSTRY

# Livestock safety should be a herd mentality

We're creating the most respected livestock transport system in the world

There was a time not so long ago when the majority of truck drivers migrated to the highway from the family farm, where handling live animals was as common as tossing around a mud rake.

Much has changed in trucking – and the livestock hauling sector in particular – over the last few decades as very few commercial drivers today actually grew up with animals like cattle or hogs. And if the current trend in truck driver demographics is anything to go by, there'll be a lot fewer in the years to come.

With that come considerable implications for the livestock transport industry as it relates to the food supply chain's ability to secure highly-trained, safe and professional drivers.

At the very least, being com-



Industry Issues

DAVID BRADLEY

fortable around large, live animals should be a bona-fide occupational requirement for livestock drivers. Animal care must be foremost in every transporter's mind throughout the course of their day.

It's true that all commercial drivers require specialized training so that equipment is maintained properly and cargo loads are delivered safely and reliably, but when dealing with live animals this duty is obviously elevated to a different level compared to, say, hauling a load of tissue paper. It can't be overstated

that animals must be treated with patience and care.

Livestock operators must be responsible for the set-up of trailer compartments, lay-down of bedding, care for animals while in transit and animal loading and sorting. Truck drivers are also the first line of defense to prevent the entry of sick or diseased animals into the food chain. It's also critical that drivers understand the behavioural differences between the animals they are transporting, therefore adjusting procedures and driving techniques accordingly.

The Ontario Trucking Association's Livestock Transporters' Division (OTA-LTD) is at the forefront of advocating for safe transport and sensitive handling of various types of animals. In collaboration with

animal welfare experts and supply chain partners, the LTD is working hard to raise the industry bar by, among other things, proactively developing a one-of-a-kind, industry-created driver training program so that all transporters are skilled in secure transportation practices while remaining sensitive to animals' needs.

Specialized training is necessary to give incoming new drivers the proper skills to work with livestock while more experienced drivers also benefit by freshening up their knowledge and best practices. Also, by protecting livestock, transporters help ensure the best possible meat quality for the store shelf.

We recently launched a campaign to educate the public and the food supply chain on the OTA-LTD's initiatives to raise standards and achieve industry-wide adoption of a certifiable training program as a requirement to transport animals.

(Be sure to check out this entertaining, high definition video explaining our position at <http://ontruck.tv/jr>).

Although the campaign was launched in Ontario, it's gaining traction across Canada. Our goal, to put it simply, is to create the safest, most respected livestock transportation system in Canada and, hopefully, the world.

The truth is, though, that we really can't do it alone. All supply chain stakeholders need to get involved in supporting carriers who make investments in specialized driver training. We're looking for food producers and large retailers to join us in ensuring that the animals being transported across Canada are handled and delivered by quality carriers whose drivers are trained to the most modern standards.

This effort is arguably more important than it's ever been before. As mass consolidation of farms and meat processing plants continues to shrink their capacity to hold livestock, transporters are increasingly expected to take on a bigger role housing and caring for animals around the clock.

Adopting such a training program would go a long way towards strengthening the health and integrity of the livestock transportation sector. In the meantime, several opportunities exist for immediate enhancements. OTA-LTD is continuing its efforts to improve enforcement by urging targeted on-road blitzes aimed at less scrupulous livestock carriers. As well, every vehicle that transports livestock should fall under the same provisions as trucks required to have a CVOR and farmers and producers should be utilizing the CVOR system to ensure that carriers they use to transport their animals are investing in safety.

There is no doubt that many of these recommendations would improve the well-being of livestock in transit and the safety of the motoring public while also leveling the playing field among carriers. But it's not just about truckers. It never is. Excellence should be demanded throughout the entire supply chain. □

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

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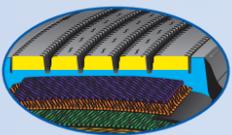
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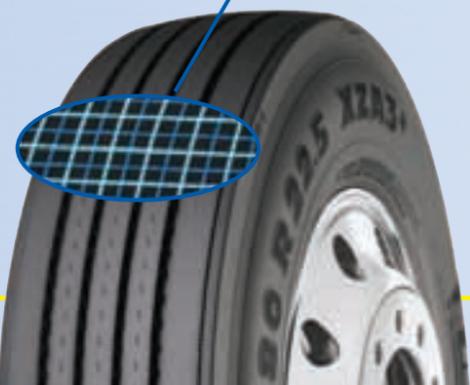
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## INDUSTRY

# The feds got this one wrong

Just imagine if you will, an almost perfect collaboration between government and industry with a long-standing track record of delivering valuable products, research and information that both parties agree is needed.

And just imagine that in this arrangement, representatives are drawn from all aspects of the particular industry involved so that the voices of all the interested parties are listened to and the industry they represent is the better for their efforts.

If that sounds very close to a perfect world, it is – or was until recently. You see, that's exactly what the Sector Council Program, managed by Human Resources and Skills Development Canada (HRSDC) delivered.

But, as happens from time to time, our federal government makes decisions that adversely affect individuals and industry and that's what happened when it unilaterally cancelled this successful program late in 2011.

Some of you not familiar with the program may be wondering precisely what a Sector Council is, so let me

## Private Links

BRUCE RICHARDS



crib from HRSDC's Web site to offer some explanation:

*Sector councils are national partnership organizations that bring together business, labour and educational stakeholders. Operating at an arm's length from the Government of Canada, sector councils are a platform for these stakeholders to share ideas, concerns and perspectives about human resources and skills issues, and find solutions that benefit their sector in a collective, collaborative and sustained manner.*

*Through the support of the Sector Council Program, sector councils undertake a number of activities to respond to skills and labour market issues affecting their sectors, including the development and implementation of: labour market information products to allow businesses to plan human resources and project investments; national occupational standards to facilitate labour mobility (including apprenticeship), influence college curricula and promote health and safety in the workplace; targeted recruitment and skills development initiatives to increase labour force participation and integration of under-represented groups such as Aboriginal people and immigrants; education partnerships leading to curriculum that meets industry needs; skills development tools, including e-learning; essential skills initiatives; and tools and approaches to integrate foreign-trained workers.*

*Sector councils plan and undertake activities to anticipate and respond to skills and labour market issues affecting their sectors, including the development and implementation of: labour market information products to allow businesses to plan human resources and project investments; national occupational standards to facilitate labour mobility (including apprenticeship), influence college curricula and promote health and safety in the workplace; targeted recruitment and skills development initiatives to increase labour force participation and integration of under-represented groups, such as Aboriginal Peoples and immigrants; efforts to ensure that curricula meet industry needs; skills development tools, including e-learning; essential skills initiatives; and tools and approaches to integrate foreign-trained workers.*

The sector council that addressed human resources issues pertaining to the trucking industry is the Canadian Trucking Human Resources Council (CTHRC). I have previously written about their accomplishments in this space. (Disclaimer: PMTC is a founding member of CTHRC and I am on its Executive Committee).

Throughout its history CTHRC has been successful in bringing all facets of trucking to the table – labour, insurance, driver training schools, private fleets, for-hire car-

riers, owner/operators, driver supply agencies – you get the picture. This inclusive ensemble has come together with a unified voice, and with the able and dedicated CTHRC staff, has accomplished a great deal on behalf of the trucking industry.

Some of the accomplishments may be better known than others: a sterling program for training new drivers; refreshers for experienced drivers; dispatcher training; business planning for owner/operators; and an invaluable guide to human resources that should be on every fleet manager's desk. These were some of the most visible of CTHRC's contributions to the industry.

Less visible, but equally important were the in-depth industry research and efforts to bring some commonality to Canadian licensing standards. It is an excellent track record of success.

CTHRC has been so successful that it achieved 'exemplary' status during HRSDC's reviews of the program – one of only a few sector councils to be so recognized. It is a tribute to its staff and leadership that CTHRC attained that status.

As pointed out above, CTHRC is comprised of just about every imaginable sector of the industry. This is important because it is this group that has determined which projects or issues CTHRC should deal with.

Once consensus was reached by the group on the projects to be undertaken, CTHRC would present them to HRSDC along with an explanation of the benefits expected, and with HRSDC's approval would undertake them. All projects were governed by strict time, budgetary, and deliverable guidelines.

This process presented industries in the sector council program with the opportunity to identify their needs with respect to human resource issues, and advise government accordingly. These needs varied by industry but typically included such topics as training curriculum, occupational standards, and labour market research.

Who better to identify those needs than the industry most affected? With the demise of the sector council program, HRSDC's new strategy, as explained to the CTHRC board of directors, is for government to decide what the industry needs, and then to tender projects accordingly.

Our question is, without the industry advising government on its needs, how will the government know what we need? The suggested process is, in our view, completely backwards.

Just before the program was shuttered there were approximately 30 such sector councils in operation representing industries that are important to the Canadian economy.

If it was deemed necessary to reduce funding for the Sector Council Program, we wonder why it was eliminated for all sector councils? Surely those deemed exemplary should have been encouraged to continue their work.

It's the baby with the bath water scenario. □

– The Private Motor Truck Council is the only national association dedicated to the private trucking community. Direct comments and questions to [trucks@pmtc.ca](mailto:trucks@pmtc.ca).

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OPINION

# Let's give thanks to the truck driving Neanderthals

## Certain drivers give us all a bad image. But do they also create an opportunity?

Last month, I wrote about possible ways of attracting and retaining drivers. But it's a two-way street, so this month I'll address the driver. As drivers, we can't take without giving a little something back, not if we want a long-term solution.

I inhabit two different worlds; one when I am at work and one when I'm not. In one world I'm subjected to the worst in people, bad attitudes, bad language, bad food and I'm generally treated as a second-class citizen. In the other, I'm not. I bet you can guess which world is which.

My biggest problem with this is not so much what I experience; it is why I experience it and from whom I experience it. I may get a frosty reception from shippers and receivers or the person at the fuel desk once in a while, but far and away the worst offenders are my fellow drivers.

Close your eyes for a moment and imagine you're in a truck stop or at a shipper/receiver; far too many of the people around you will be scruffy obnoxious loudmouths, no matter how decent your own behaviour. These are the people who will influence others' opinions of truck drivers. It is the same for any experience; the bad ones are far more memorable than the good ones.

Drivers moan that they don't get treated well and for the most part that is true. But sadly, far too often, they're their own worst enemy. They expect to be treated as professionals, yet they're not prepared to play the part. They don't show any professionalism when they're in the company of their fellow drivers, so you know for sure that they are not doing it when they're dealing with civilians.

We have drivers who don't have the courtesy to pull through the fuel pumps when they've pumped fuel to allow the next driver to fuel up. The worst offenders will often be found getting something to eat from a fast food joint while the poor guy behind waits in line.

They wash spilled diesel fuel from their tanks with the window squeegees; the next driver to use it ends up with oil over his windows. They throw pee bottles and worse from their truck into parking lots and customer premises; they treat washrooms as if they were wild animals. They are just as bad to each other. Just try asking a question on the CB radio, for every helpful answer you'll get abused 10 times. The list goes on and on.

There are also drivers out there that wake up, fill out a log book and leave without doing a pre-trip inspection; they have no idea of the condition of their equipment, not until they get placed out-of-service at the next scale.

They also pay no attention to speed limits and complain about being ripped off when they get a



You say tomato, I say tomahto

MARK LEE

ticket. They mouth off in truck stops, telling anyone within earshot about how they told dispatch or the shipper/receiver this or that. Everyone they deal with gets subjected to their belligerent attitudes, and yet they are surprised when they don't get the red carpet treatment.

These people are dragging the rest of us down. I saw this happen in Europe and now because of the

behaviour of the few, everyone over there suffers. Over there, when you arrive at a shipper/receiver you check in through a small hole in the wall. They got sick of dealing with drivers face to face.

They don't allow you wait in your truck; they keep you in a little waiting room. That way they don't have to clean up the mess that gets dumped out the truck windows. People got sick and tired of having their washrooms trashed, so the facility doesn't exist anymore. Drivers are not allowed to use break rooms or canteens because staff do not want to hear the bad language – again the list goes on and on.

We're better than that – the vast majority of us. I'm assuming that you, the reader, are too. After all, you're reading this so you have a bit of an interest in our industry.

But the minority are spoiling it for us, or are they? As the driver shortage crisis deepens the better drivers will become more valuable, switched on companies will want to keep their better drivers and others will offer a premium to attract them. In some ways the Neanderthals are the best thing to happen to us, so instead of shaking your head at their obscene behaviour, silently thank them, as they make your professionalism, and therefore value, stand out even more. □

– A fourth generation trucker and trucking journalist, Mark Lee uses his 25 years of transcontinental trucking in Europe, Asia, North Africa and now North America to provide an alternative view of life on the road. You can read his blog at [www.brandtruck.com/blog](http://www.brandtruck.com/blog).



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## TAX TALK

# Tax Rx: Three tips for deducting medical expenses

When you're sick, the last guy you want to see is your accountant (he's probably the only person who can deliver worse news than your doctor). But as you prepare your income tax return, it's important to understand how medical expenses affect your taxes and financial planning. The reason, of course, is that health care costs can add up in a hurry. It's smart to know the rules and take any opportunity to reduce your tax obligation.

As you review your expenses, here are three questions to consider:

## Whose expenses can I claim?

Canada Revenue Agency breaks down the medical expense schedule into two parts.

The first is for all allowable medical expenses for your immediate family, meaning you, your spouse (or common law), and children who



## Tax Talk

SCOTT TAYLOR

were born no later than 1994.

The second is a separate line on your tax return for medical expenses you paid for extended family including your parents, grandparents, brother, sister, aunt, uncle, niece, or nephew who was a resident of Canada at any time in 2011.

You can also claim eligible medical expenses you paid for your children born before 1993.

## What is an eligible expense?

You're allowed to claim eligible medical expenses paid within any 12-month period ending in 2011. Notice the word is "paid," not "in-

voiced" or "billed" to you. Generally, you can claim all amounts paid, even if they were not paid in Canada.

CRA publishes quite the list of eligible medical expenses on its Web site ([www.cra-arc.gc.ca](http://www.cra-arc.gc.ca), search for Medical and Disability-Related Information).

The agency also has a list of expenses that are not allowable, like health club memberships and over-the-counter meds.

Here are three items that I get asked about all the time:

**Hot tubs:** I'm sure you've heard that as long you have a note from your doctor, you can claim the installation of a hot tub in your home. Not true. (However, if you really need swirling water to ease your back problems, whirlpool bath treatments are eligible).

**Naturalist, herbal, or organic**

**food:** If you're on a special diet because of advice from some practitioner or of your own design, the food costs are not deductible. The exception is if you have celiac disease, you can claim the incremental cost of gluten-free products.

**Travel:** If you had to travel at least 40 kilometres (one way) from your home for medical services, you may be able to claim your vehicle or public transportation expenses as medical expenses.

Likewise, if you had to travel at least 80 kilometres (one way), you may be able to claim accommodation, meal, and parking expenses as well.

Travel expenses are allowable only when equivalent medical services were not available near your home, and CRA believes the travel (including your route) was reasonable. If you're unable to go alone because of your medical condition, you can also claim the travel expenses of someone who accompanies you.

## Can I expense my insurance premiums?

If you're an owner/operator with private health insurance, in the past you could include the premiums on your tax return as a medical expense as discussed above. Now you can expense this cost directly on your business income statement.

This can be quite a bit of savings. The medical expense deduction is reduced by 3% of your net income. This carve-out greatly reduces the deduction and often, unfortunately, prevents any sort of claim. By expensing 100% of the cost, you get to save tax every year on this deduction.

Be careful, though. Like any other claim, there are rules and guidelines.

If your benefit premium includes life and disability insurance, the amounts included in your monthly payment for these should be backed out. Additionally, there are rules capping the amount of the expense you can write off for yourself, your spouse and children.

If you're not incorporated, the maximum annual claim for you, your spouse, and each household member over 18 at the beginning of the period is \$1,500 each.

The claim is \$750 each for younger members. Any non-deducted or excess premium can then be included in your medical expense tax credit.

Also, if you have employees you must balance the coverage and expense you pay for them with the coverage and expense for you.

These deduction limits do not apply to incorporated owner/operators. It's another good reason to book a check-up with your accountant and talk about how incorporating can improve your financial fitness. □

– Scott Taylor is vice-president of TFS Group, providing accounting, bookkeeping, tax return preparation, and other business services for owner/operators. Learn more at [www.tfsgroup.com](http://www.tfsgroup.com) or call 1-800-461-5970.

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## HEALTH

# Protecting your scalp from the harsh winter elements

## Dandruff is a common, easily treated condition

Dandruff – an irritation of the scalp that leads to itching and flaking of the skin of the scalp – is a common condition in North America. The most common cause of dandruff is dry skin.

This tends to occur during the winter months due to the cold outdoor air temperature and warm, dry indoor environments.

The flakes produced by this type of dandruff are usually smaller and less oily than those produced by other causes of dandruff. Dandruff caused by dry skin is usually accompanied by dry skin on other parts of the body, such as the legs and arms.

Another cause of dandruff is a skin disorder called psoriasis. This disorder is characterized by

### Back behind the wheel

DR. CHRIS SINGH



dead skin cells that form thick, silver-coloured scales. Psoriasis most commonly affects the elbows and knees but may also occur in the scalp.

A rarer cause of dandruff is called malassezia, which is a yeast-like fungus.

This type of infection can cause scalp irritation, leading to severe dandruff.

The signs and symptoms of dandruff are fairly easy to recognize. An itching, scaling scalp and

white, oily flakes in your hair and on your shoulders are the classic presentation of a person suffering from dandruff.

Babies can also suffer from dandruff, a condition called cradle cap. It most frequently occurs in newborns but can occur anytime during infancy. Cradle cap usually clears up on its own within the first year of life.

Some people are more at risk of developing dandruff than others. Older men seem to be most at risk. Scientists think this is due to certain male hormones.

Also, people with poor diets or those who are deficient in certain vitamins may also be at greater risk. Finally, patients suffering from high levels of stress and cer-

tain illnesses such as Parkinson's disease seem to be at greater risk for reasons that are unknown.

Although most cases of dandruff do not require any medical treatment, it is important to consult your physician if it doesn't clear up within several weeks of trying over-the-counter shampoos.

The treatment of dandruff always begins with daily cleansing with a gentle shampoo in order to reduce oiliness and skin cell build-up on the scalp.

If this fails, your doctor may recommend an over-the-counter dandruff shampoo.

The majority of cases respond very well to these dandruff-specific shampoos, however several different shampoos may be required before the most effective one is discovered.

If over-the-counter shampoos fail to resolve the dandruff your doctor or dermatologist may recommend prescription strength shampoo or steroid lotions.

There are also a few home remedies that may be effective at controlling mild dandruff. First of all, shampooing regularly will help control the oiliness of the scalp.

Limiting the use of styling products such as gels and hair sprays will also reduce the build-up of oils. Lastly, tea tree oil, which is from the Australian tea tree, has also been shown effective in controlling dandruff.

Fortunately, dandruff is rarely a serious medical condition.

However, severe dandruff can cause significant discomfort and embarrassment.

By following some of these simple home remedies, you will be well on your way to a dandruff-free scalp. Until next month, drive safely. □

– Dr. Christopher H. Singh runs Trans Canada Chiropractic at the 230 Truck Stop in Woodstock, Ont. He can be reached at 519-421-2024.

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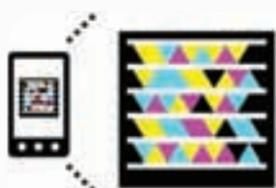
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## HEALTH

## Don't let bacteria get under your skin

Many skin conditions become worse during the winter months for a variety of reasons: reduced sunlight; fewer fresh fruits and vegetables in your diet; larger temperature fluctuations while getting in and out of your rig; and extra layers of clothing rubbing against your skin.

When you add bacteria to these factors, you create the perfect environment for developing a boil or carbuncle. Boils and carbuncles are painful, pus-filled bumps that form under your skin, usually because bacteria (staphylococcus or streptococcus) have infected and inflamed one or more of your hair follicles.

Boils typically begin as red, tender lumps about the size of a pea. These lumps quickly fill with pus, growing larger and more painful until they rupture and drain. If not attended to, boils can reach the size of a golf ball.

A carbuncle, a deep cluster of boils, forms a connected area of infection under the skin in a pattern similar to the trunk and roots of a short tree.

Although boils can erupt anywhere on your skin, they usually appear on your neck, face, buttocks or thighs; warm, moist places that sweat, or that experience friction from clothing. In contrast, a carbuncle typically develops on your shoulders, thighs or the back of your neck. Because carbuncles trigger a deeper and more severe infection, they often take longer to develop and to heal; and they often leave scars.

Both conditions are caused by bacteria penetrating the protective layer of your skin, leading to infection.

Occasionally infected injuries, such as cuts or scrapes, or even splinters can cause boils. However, hair follicles are the most common sites for developing them. Skin or tight clothing rubbing hair on the surface of the skin creates an ideal opportunity for bacteria to migrate down a hair and get trapped in the hair follicle, leading to infection.

Because staphylococcus (staph) is extremely contagious, when you come in close contact with someone who has a boil, carbuncle or other staph infection, you are quite likely to develop a boil yourself. Other factors also increase your chances, like existing health conditions such as chronic kidney disease, liver disease and diabetes.

Dermatitis or acne already demonstrates that your body is not effectively fighting infection. Similarly, a compromised immune system, poor nutrition and/or exposure to harsh chemicals increase your risk.

Since staph infections can spread via objects as well as from person to person, it is important to be cautious in locations used by others. Avoid sharing or borrowing personal items, such as towels, sheets, razors, clothing and athletic equipment.

If you have a cut or sore, wash your towels and linens using hot water and detergent with added bleach. Then, dry them in a hot dryer.

Although quite painful, boils



and carbuncles are not often serious and can usually be successfully treated at home. Applying a warm, wet compress to the infected area for 10 to 15 minutes three times a day should help draw out the infection within a few days.

As well, washing the affected area with antibacterial soap will promote healing and reduce the chance of spreading infection. Keeping the infected area covered with a sterile dressing will also contain the germs. Don't poke or lance the boil. Just allow it to drain naturally, while keeping the affected area clean and dressed with an antibacterial ointment.

Diligently practice good hygiene surrounding the treatment. Wash your hands thoroughly with an antibacterial soap before and after treatment. As well, be sure to separate, handle and launder any washcloths, towels or clothing that comes in contact with the infected area.

Even though boils and carbuncles are not usually dangerous and don't usually lead to complications, one possible and potentially serious complication is blood poisoning.

This can occur if the bacteria migrate to your bloodstream and then are transported to other parts of your body. Untreated, blood poisoning can infect vital areas, such as your heart and bone. In extreme cases, blood poisoning, accompanied by symptoms of high fever, rapid breathing and increased heart rate, can lead to septic shock; a life-threatening condition.

To avoid this serious complica-

tions, be sure to see your doctor if you've treated your boil for a week and it still hasn't resolved.

You should also seek medical advice in these particular situations: if your boil is extremely large and painful; if you have a fever and chills; if red streaks begin extending from the boil; if the boil is located on your face or spine; if you have swollen lymph nodes; or, if you are diabetic and over 65 years old.

Certainly, if you keep getting boils repeatedly, you may need antibiotics for an undiagnosed infection.

Good nutrition with a clean, healthy, active lifestyle is your best defense against boils and carbuncles. Take care of yourself. Don't let bacteria get under your skin. □

— Karen Bowen is a professional health and nutrition consultant, and she can be reached at [karen\\_bowen@yahoo.com](mailto:karen_bowen@yahoo.com).

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**PEOPLE**

**Shuichi Kaneko** has been appointed president of Hino Motors Canada. Kaneko succeeds Shin Nakamura who held the position for four years before being assigned to Asia.

Prior to his new assignment in Canada, Kaneko was general manager of the Asia Oceania Division for Hino Motors, Ltd. He has 30 years of experience with Hino and "extensive knowledge of selling Hino products to the North American market," according to company officials.

During his tenure with Hino, Kaneko served as senior vice-president of Hino Motors Sales, USA and fulfilled sales and marketing assignments for the Middle East and Australia.

Sloan Transportation Products has named **Heather Letts** its new Canadian sales director while also hiring **Lindsey Holstege** as marketing analyst for its US and Canadian sales teams.

Letts brings more than 15 years experience in the heavy-duty and automotive parts and service industries to the position, Sloan announced. She'll head up Canadian heavy-duty OE and aftermarket sales efforts while also providing additional product and sales training and overseeing Sloan's independent sales agencies in Canada.

Holstege first joined Sloan as a marketing intern and will be responsible for heavy-duty OE and aftermarket marketing support for the company's US and Canadian operations.

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trical components.

TransForce has announced **H. John Stollery** has resigned from the company's board of directors.

Stollery had served on the board since 2000 and in addition to being a director, was an active member on the Human Resources and Compensation Committee.

"The insight John regularly contributed has been most helpful as TransForce has grown and evolved into various transportation and logistics segments. The Board and indeed, all of our shareholders have benefited from his vision. We wish him success in all his future endeavours," said TransForce chairman, president and CEO Alain Bedard.

He said a replacement will be elected at the company's annual meeting scheduled for April 26.

Trailer Wizards has named **Dietrich Hauser** its new vice-president of finance. Hauser, a former CFO with Johnston Equipment, will provide financial, IT and administrative expertise to the executive team via the company's various regions and branches. In his previous role at Johnston, Hauser implemented financial reporting systems that assisted in doubling revenues within a four-year period, achieving \$250 million in growth per year, according to officials.

Hauser has a Bachelor of Commerce degree from the University of Toronto and is a Chartered Accountant. He is a long-time resident of the Mississauga area, where he will be based with Trailer Wizards. □

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MATT GRAVELINE

Every professional fleet manager will recognize the importance of preventive maintenance programs. The ongoing focus on equipment health can keep trucks running like they should, maximizing performance, reducing defects and ultimately avoiding the failures that can lead to unplanned breakdowns.

A preventive maintenance program that focuses on driver health can deliver benefits of its own.

Healthier drivers are simply more alert at the wheel, less prone to workplace injuries, and enjoy added protection against everything from heart attacks to diabetes. Looking at this strictly from a business perspective, these factors could reduce everything from the number of collisions to workplace injuries and the cost of medical benefits.

Of course, the realities of trucking present a number of challenges to driver health. Hours-of-service rules lead to ever-changing bedtimes that can wreak havoc with circadian rhythms, which govern sleep. Truck stops, fast food outlets and convenience stores offer plenty of temptations in the form of salty, fatty foods.

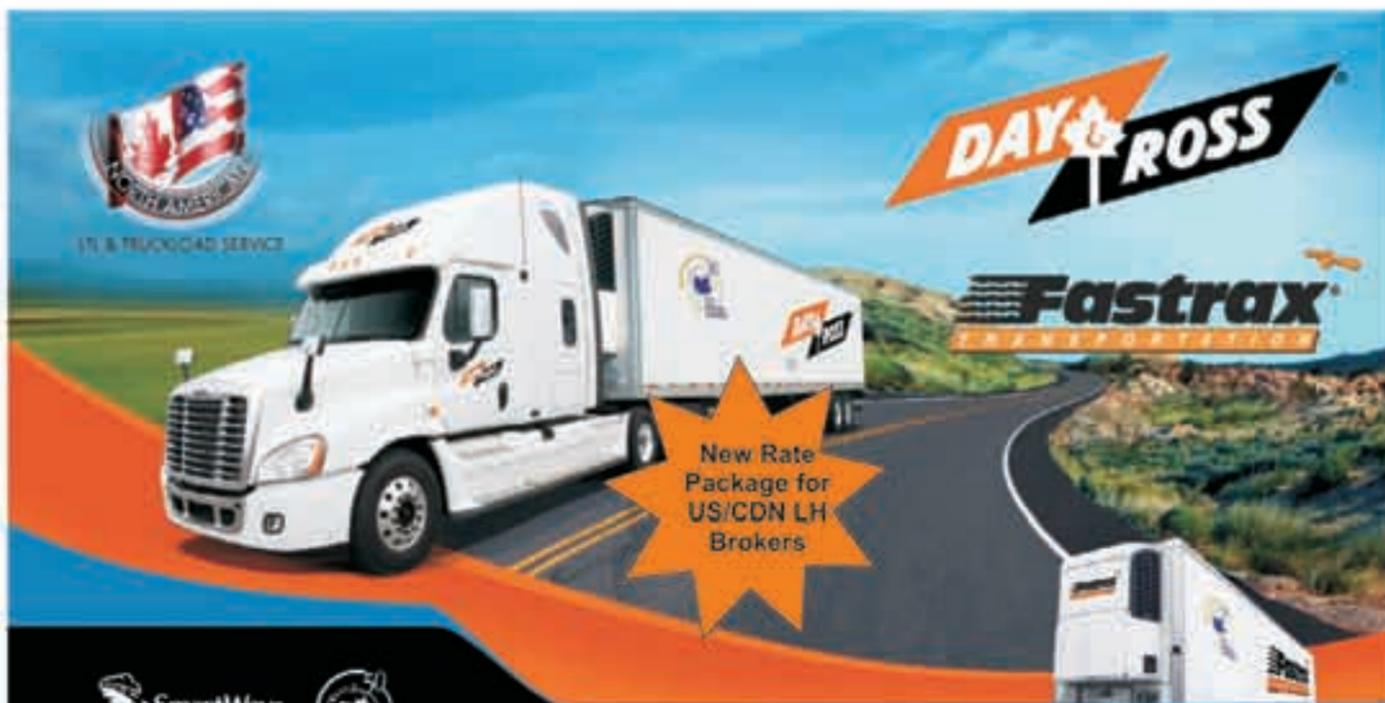
And every shipment can take a driver thousands of kilometres away from the treadmill in their spare bedroom.

I know. I've been there. As an owner/operator I faced many of these challenges, and I was losing the battle. A visit to my doctor proved that my weight was getting out of hand and I had to do something about it. Luckily, I was able to shed 30 lbs in a year and get my health back on track.

The difference can be realized with a little planning and education such as *Behind the Grille - Chewing and Changing Gears*, a Healthy Foods Facts Sheet, developed by a collaborative partnership between McMaster University Department of Family Medicine, the City of Hamilton Public Health Services, transport truck drivers and trucking industry representatives.

When I was taking regular trips to Calgary, for example, I found a pool and gym with plenty of truck-friendly parking next to the Saddledome Stadium. A pair of rollerblades in the bunk made it easy to explore local parks whenever my reset period was scheduled. Parking strategies in each truck stop offered some healthy benefits of their own. Spots found well away from the front door encouraged a short walk before and after every meal.

A restful sleep could even be protected by parking at the end



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of a row and lining up the wheels to ensure the sleeper did not sit alongside a rumbling reefer.

Sleepers can even be transformed into rolling gyms.

One carrier, for example, developed a DVD that leads drivers through a series of exercise routines using a set of rubber resistance bands.

The edge of a bunk becomes the exercise bench and the bands support the techniques that will improve flexibility and strength.

As important as these activities will be, they also need to be matched with the careful choice of the right fuel.

While diesel fuel has shed unwanted sulfur to protect diesel particulate filters, a healthy diet needs to shed everything from unwanted sugar to fat and salt, all of which is identified on the side of every package or can.

For that matter, a close look at a typical truck stop menu will quickly identify healthier options than burgers and fries.

An order of grilled fish with a side of vegetables will certainly digest much more easily than a heavy meal, especially when it has to be eaten right before climbing into the bunk. Still insist on a burger? Lettuce and tomato will obviously be healthier than a layer of bacon or cheese. And an egg sandwich on a whole grain English muffin or bagel could probably do without the added sausage patty or cheese.

Snacks deserve some attention of their own. Protein-laden options like granola bars will always offer more lasting energy than the chocolate bars found on the same rack of a convenience store.

Those looking for a crunchy snack may even want to try a mixture of unsalted almonds, dried fruit and whole grain cereal. There can even be differences between one healthy snack and the next. A Greek-style yogurt, for example, usually offers twice the protein found in another yogurt.

Any sleeper could easily be stocked with healthy options such as canned tuna, bananas and apples. Those who cross the border will simply want to keep the stickers on any fruit to prove its point of origin.

It is just one other step to consider in the trip planning process, but it may play a key role in the most important preventive maintenance program of all. □

– This month's expert is Matt Graveline. Matt is a senior risk services consultant for Northbridge Insurance, and has more than 20 years' experience in the trucking industry as both a long-haul driver and an owner/operator. To our loyal Ask the Expert readers: You'll notice a slight change. Markel Insurance, Canada's leading trucking insurer for 60 years, is now part of a larger family: Northbridge Insurance. Going forward, Northbridge Insurance will continue to provide superior service and innovative solutions to the Canadian trucking industry. For more information, check out our new Web site at [www.nbfc.com](http://www.nbfc.com).



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OPINION

# Paging Dr. Google

## Publisher's Comment

ROB WILKINS



I've had a number of calls and e-mails commenting on my last column. For those of you who missed it (hard to believe, but it could happen), I wrote about the senior driver test changes that are hopefully taking place in the not-so-distant future. Thanks very much for the feedback. We'll make sure any changes to the current testing are reported on these pages as well as on our Web site, Trucknews.com. Stay tuned.

Speaking of aging, it's amazing how many little aches and pains start creeping into our lives once we hit middle age. When these things happen, our newfound G.P. "Dr. Google" is always there to lend a helping hand. Got a newfound bump on your person? Go ahead and Google it. You'll find dozens or more sites devoted to helping you find out what that problem is.

Some are excellent sources of information, others...well, most of them are suspect to say the least. Especially the ones that are made up of peoples' blogs. I'm sure these people mean well, but please don't put faith in their answers.

If something's not right, make an appointment with your family doctor. He or she is the only qualified person that can make a diagnosis. Joe Blow, whose cousin's boyfriend's ex-father-in-law who had the same thing shouldn't be telling anyone that the bump you have is cancer. They don't know you, your family, or your medical history. Do yourself a favour and point your steer tires in the opposite direction of these Web sites.

Here are a few examples I grabbed from a medical blog Web site. I Googled "sore bump on shoulder." Here are some responses for your enjoyment: cancer; 'It's Ganglion. I got one on my wrist and the doctor cured it by hitting it with a book; 'Hmm...could be malignant melanoma'; 'It's Fibritas or Fibrosis or something like that'; and 'I don't know anything about that but I hope you get better.'

As I said, I'm sure the first four responses are from well-meaning people. They are, after all, just trying to lend a helping hand. But I wonder if they realize how many sleepless nights their responses have caused people? I picture a sweet old lady as number five's source - just a nice person offering up a nice get-well message. It's probably the most useful blog of the bunch.

So, the next time your health takes a turn, just remember Dr. Google isn't an alternative to the real deal. Make that call and get an educated diagnosis. □

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



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OEM/DEALER NEWS

## Brakes could come on in cold weather

Continued from page 1

“Bendix is a great company and they’ve been a good supplier for a long time.”

Bendix has indicated 50,000-60,000 trucks could carry the faulty valve. Allen said Bendix has indicated it will begin shipping replacement valves later this month. In most cases, trucks can have the valve replaced during their next scheduled servicing.

Affected trucks operating in cold weather, however, should be serviced immediately, Bendix warns. A temporary remedy kit is immediately available, however it will prevent Bendix ESP and Bendix Wingman ACB safety systems from functioning until the permanent solution is applied.

In addition to Navistar, Volvo and Paccar trucks also received the affected part. In some cases, Canadian fleets have had to put newly purchased trucks out of service until the valve can be replaced. The faulty component was installed in some, but not all, trucks equipped with traction control or stability control systems.

Bendix says the issue was discovered during an investigation of

reports of intermittent brake applications occurring in mid-December. The company conducted an investigation and confirmed the defect. There have been no known injuries related to the defect.

Bendix advises customers to inspect their vehicles to determine whether an ATR-6 valve was installed and then to check the date code stamped into the valve to determine if it was part of the impacted population. Affected ATR-6 valves manufactured between Dec. 2, 2010 and Jan. 18, 2012 will display a code with: the first letter of ‘M’ and the last two numerical digits of ‘10’; the last two numerical digits of ‘11’; or the first letter of ‘A’ with the last two numerical digits of ‘12.’

For complete information about the affected part, check out the Bendix ATR-6 Valve Update posted on [www.Bendix.com](http://www.Bendix.com). □



## International to make ISL G gas engine available

**VANCOUVER, B.C.** – Navistar International and Cummins Westport have announced a supply deal that will see the ISL G natural gas engine offered in International TranStar and WorkStar trucks.

The ISL G is currently the best-selling natural gas engine in North America, with more than 13,000 units sold since its introduction in 2007, Cummins Westport claims.

“Adding Navistar completes the listing of the ISL G with all major North American truck OEMs and reaffirms Cummins Westport’s position of market leadership for natural gas engines,” said Roe East, president of Cummins Westport.

Navistar announced earlier in the month it was rolling out natural gas solutions for every one of its medium- and heavy-duty trucks.

You can read about it on page 70 of this issue. □

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OEM/DEALER NEWS

**Davy Truck Sales opens for business**

**TORONTO, Ont.** – Drawing on his 25 years' experience in the used truck business, Adam Davy has announced the opening of his own dealership, Davy Truck Sales.

Davy was most recently branch manager for Arrow Truck Sales' Toronto location. Under his watch, Arrow's Toronto location became the number one branch in North America, Davy says. Davy began working in the trucking industry for his family's business at the age of 12. His father, Robert Davy, was the founder of Truck Equipment and Service in Scarborough, Ont.

Davy Truck Sales will focus on providing a pleasant truck-buying experience for fleets and owner/operators, Davy explained.

"We understand that truck purchasing is sometimes seen as a necessary, but unpleasant experience," he said. "Our goal is to provide customers with an enjoyable, honest buying experience that provides them with practical, quality products to help them grow their business."

Davy said the company will back its used trucks with limited and extended warranties that are good throughout North America. He also said the company will take advantage of existing relationships with truck dealerships and leasing companies to ensure a continuous supply of quality, previously-owned Classes 6-8 trucks.

"We will be successful because we offer a pleasant commercial truck purchase environment," Davy said. "We know how to cater to our customers' needs. Aftermarket warranties along with creative financing terms will be available to all customers."

Davy will also be starting a leasing company to work in conjunction with the new dealership. Both will be located in the same facility.

Davy Truck Sales is located at 5810 Shawson Dr. Mississauga, Ontario. For more information, contact Davy at 416-802-6677. □

**Hino awarded for supporting biodiesel**

**ORLANDO, Fla.** – Hino Trucks was recently recognized by the National Biodiesel Board for promoting the fuel. Hino received the Eye on Biodiesel Impact Award for its promotion of the fuel. The National Biodiesel Board said Hino served as a "trailblazer" among manufacturers in supporting the use of B20 biodiesel blends in its engines. The Board says Hino was the first manufacturer to support the use of B20 blends in a hybrid-electric truck as well as in its complete line of Classes 6 and 7 conventional trucks.

All 2011 and later model conventional trucks powered by Hino's own J-Series engines are approved for use with B20 biodiesel blends that are compliant to ASTM standards.

"It is our strong commitment to design and assemble trucks that are at the forefront of environmental friendliness and that help to reduce our overall dependency on foreign oils," said Glenn Ellis, v.p. of marketing and dealer operations for Hino. □



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**MIXING IT UP:** Navistar says it now offers a complete line of mixer trucks, thanks to its strategic acquisition of Continental Mixer.

## Navistar mixes it up at World of Concrete

LAS VEGAS, Nev. – Navistar International visited the World of Concrete trade show in January to highlight the achievements it has made through integrating Continental Mixers bodies with its trucks.

Navistar now claims to have the industry's most diversified, integrated mixer truck product line.

"In just two short years, Continental Mixers has made tremendous progress to meet the diverse needs of ready-mix customers with the most extensive line-up of fully integrated mixer products in the industry," said Steve Guillaume, general manager, Continental Mixers. "With a comprehensive dealer support network, customer-focused service offerings and innovative cement suspension technologies, Continental Mixers continues to raise the bar for concrete producers."

The company says its new front

discharge mixer, first announced last year, is now ready for customer orders.

"Our launch of an integrated front discharge mixer is yet another step for Continental Mixers to provide a complete portfolio of product solutions for our customers," said Guillaume. "By integrating the chassis and powertrain from our commercial vehicles we're able to offer a machine with unparalleled performance, reliability, and durability backed by an expansive network that understands how to support both mixers and vocational chassis."

The front discharge mixer is powered by the International MaxxForce 13 engine with up to 430 hp. It features a new drum design for improved charge and discharge, the company says. The new mixer will be sold and serviced through Continental Mixers dealers.

Also new is a lightweight integrated

mixer, which utilizes a high-strength steel specifically formulated for concrete mixers. The company says it reduces weight by nearly 2,000 lbs versus similarly-spec'd steel mixers.

"With this lightweight mixer, we are changing the weight game in the mixer business," said Guillaume. "We've developed a product that provides our customers with significant weight savings in a 10.5-yard mixer, while maintaining all the benefits of a conventional steel mixer."

The lightweight mixer is available on International WorkStar and PayStar chassis.

The company also hinted of a new trailer mixer to be released in the summer. The mixer is designed for 9.5-12 cubic meter applications and is integrated with the International WorkStar tractor. The mixer features a low center of gravity to prevent spillage going over inclines and a hopper height equal to conventional mixers, the company announced. □

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OEM/DEALER NEWS



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## Cummins says new ISX12 will get better mileage

**COLUMBUS, Ind.** – Cummins has announced its new ISX12 engine will deliver up to 12% better fuel economy than the ISX11.9 it replaces.

The company says the engine will be up to 5% more fuel-efficient than the ISX11.9 in regional haul applications and as much as 12% better in vocational applications.

Cummins credits the improvements to optimized calibrations.

“Cummins is excited about the opportunity to offer customers this evolution of our 12-litre product,” said Jeff Jones, vice-president, sales and market communications. “Through continuous product improvements, we are able to introduce the new ISX12 to better meet the demands of our customers and to provide value that only Cummins products can bring to their operations.”

In addition to improved fuel economy, Cummins says the ISX12 will also deliver better reliability and performance across a broad range of applications. Improvements will include better pulling power, excellent driveability and strong clutch engagement torque, making it ideal for rigorous duty cycles, according to the company.

The ISX12 will share some components with the ISX15, including the enhanced cooled EGR system, single variable geometry turbo and proprietary XPI fuel system. It will also use selective catalytic reduction (SCR) technology.

The new ISX12, which goes into full production in March, is available with standard ratings ranging from 310-425 hp and SmartTorque ratings from 330-425 hp. (SmartTorque ratings unleash higher torque in the two top gears, so that drivers can climb steep hills with fewer downshifts, Cummins claims). □

## Bendix offers brake training

**ELYRIA, Ohio** – Bendix will be offering its comprehensive 2012 Brake Training School three times this year in Canada.

The program, which covers descriptions, operation and service elements of a full range of components found within the foundation and air brake systems, will visit St. Catharines, Ont. Apr. 24-26 and Oct. 23-25 as well as Anjou, Que. June 12-14. The program will also be offered throughout the US over the course of the year, Bendix announced. Other topics covered as part of the program include air disc brakes, anti-lock braking systems, tire pressure monitoring systems and stability technologies. Bendix says it began offering its training schools more than 50 years ago. More than 250,000 people have completed the program over the past 10 years.

Anyone interested can enroll online at [www.bendix.com](http://www.bendix.com) or [www.foundationbrakes.com](http://www.foundationbrakes.com) or by phone at 800-AIR-BRAKE, option 3. □

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OEM/DEALER NEWS

# Work has begun on new PC-11 motor oil category

## New category motor oil will play a role in improving fuel economy

**By Lou Smyrlis**  
**PARK CITY, Utah** – The development team of motor oil, additive and engine manufacturing experts tasked with creating the new PC-11 heavy-duty motor oil category has now held its inaugural meeting and begun the long process that will culminate in new motor oils by Jan. 1, 2016.

“A typical category takes about four years to develop and the next four years is going to be tight, but it is doable,” Dan Arcy, global OEM technical manager for Shell Global Solutions (US), told transportation journalists gathered for a special briefing on the future of lubricants held here at the site of the 2002 Winter Olympics.

It will be about 10 years since the current CJ-4 category motor

oil came out in January 2007 by the 2016 formulation deadline. Up until 2010, motor oil manufacturers had to come up with a new oil category every time new engine emissions standards mandated by the US Environmental Protection Agency had to be met.

But the CJ-4 category was good enough that it could meet the 2010 emissions mandate without changes. That won't be the case this time around as the EPA pushes engine manufacturers in a new direction: reducing greenhouse gas emissions. Lower viscosity engine oil is one of several levers that engine manufacturers want to have at their disposal to be able to reduce GHG emissions from their engines, Arcy explained.

During that first meeting the

team began considering the tests, criteria and limits that will drive the new category. Since CJ-4's introduction in 2007, there have also been changes in engine hardware with more expected as engine manufacturers move towards engines with lower GHG emissions. As a result, the testing protocols used on the CJ-4 oils may not be the most representative of future conditions motor oils will have to meet.

Arcy said engine manufacturers essentially want the new category to be split into two subcategories: one that preserves historical HD oil criteria and which is backwards compatible; and one that would be focused on improving fuel economy, which may or may not be backwards compatible.

“That's the details that still



**A NEW OIL:** Fleets and O/Os will be pouring a new category motor oil into their engines by 2016.

need to be worked out. It could be a year or two before we know,” Arcy said.

Likely there will need to be two different motor oils produced to meet the requirements noted above. What is certain at this point is that the motor oils engineered to improve fuel efficiency will need to be lower viscosity oils such as 10W-30s or 5W-30s.

Shell is already claiming a 1.6% improvement in fuel performance with its Rotella 10W-30 formulation versus its 10W-40 and Arcy said he is seeing “a small change” in the industry moving towards lower viscosity oils. He pointed out that both Volvo and Mack are currently factory filling with 10W-30.

In addition to improving fuel performance, engine manufacturers want the new oils to improve on several other areas, including:

**Oxidation stability:** This is the ability of the lubricant to reduce oxidation, which occurs as engine temperatures rise, turning the oil acidic and causing it to thicken. Arcy said the next generation of engines could be running as much as 10 C hotter, which would cause oxidation to double, if a new motor oil formulation was not concocted to deal with this new challenge.

**Shear stability:** This refers to the oil's ability to reduce shear as a result of mechanical shearing. There is evidence, according to Shell officials, that the higher temperatures and pressures in today's engines may be shearing oils enough to drop them out of grade after a certain amount of mileage.

**Biodiesel compatibility:** There is no industry standard currently to test motor oils that will run in engines using biodiesel. With an expectation that the industry will increase its reliance on biodiesel, it's important that the new PC-11 category include tests for that.

**Scuffing/adhesive wear:** Currently there is also no test for this when qualifying a motor oil. There is concern that the thinner films of lower viscosity oils could pose an issue and so a test on scuffing and adhesive wear needs to be created.

**Aeration:** Engine OEs also want to be sure the new engine oils do not have air entrained within the lubricant, leading to foaming. So tests for this must also be updated.

In short, the industry is looking for motor oils to contribute to improving fuel economy but want to ensure there are testing procedures in place to ensure this does not compromise durability. □

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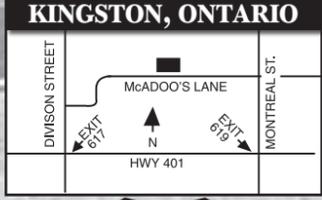
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# Improved fuel economy should not come at expense of engine protection

**By Lou Smyrlis**  
**PARK CITY, Utah** – Blending new low viscosity oils that improve fuel economy is a relatively easy process; ensuring they also deliver engine durability, however, is a tougher nut to crack. That's the challenge motor oil manufacturers face as they prepare to formulate the new PC-11 category of motor oils intended to help engine manufacturers reduce carbon emissions.

Part of the problem, as Matt Urbanak, a chemist with Shell explained, is that viscosity of engine oils varies with temperature – the hotter the oil gets, the more its viscosity drops. Heavy-duty engines redesigned over the past decade to reduce contaminants have been burning hotter. And there is concern that the engines of the future which will have to be designed to deal with the US Environmental Protection Agency's new mandate to reduce greenhouse gas emissions by improving fuel performance could be running up to 10 C hotter.

"Benefits of fuel economy should not come at the expense of engine protection," Urbanak said.

Also interesting is that although the focus in coming years will be on motor oils that help contribute to improved fuel performance, there is no formal heavy-duty engine fuel economy test for motor oils.

"It's simply understood that as

you go to lower viscosity oil that fuel performance will improve. But every company has its own way to generate data and some companies may be a little less stringent than others in how they generate that data," Urbanak said.

Urbanak said that Shell uses very high standards when it makes its fuel economy claims and that data is showing a measurable improvement in fuel performance when moving to lower viscosity oils such as 10W-30s and 5W-30s. He outlined a series of tests that Shell has conducted over a 2.5-year period pitting low viscosity oils against the higher viscosity 15W-40 oils the vast majority of the industry currently uses.

- The Shell Rotella T5 10W-30 product showed a 1.6% improvement in mpg in comparison to the 15W-40, using a Class 7, 2006 model year test vehicle with a six-cylinder engine, under highway driving con-

ditions over more than 2,500 miles. The test was conducted by an independent test facility in Ohio.

- The Rotella 10W-30 showed a 3.3% mpg improvement versus the 15W-40 blend in a Shell-run test using nine Class 7 vehicles (model years 2000 to 2005) and running either Cummins ISC or ISM engines. The trucks were run 40% in the city and 60% on the highway for 13,455 miles. They were switched back and forth between the 10W-30 and 15W-40 blends every month for 12 months.

- The Rotella 10W-30 showed a 1.57% improvement in mpg versus the 15W-40 blend in a test using a Class 8 vehicle running a Detroit Diesel Series 60 engine in on-highway conditions. The test was conducted by Schneider and complied with the SAE J1321 method.

Urbanak added that since the company's launch of its Rotella T5

in 2009, analysis of its test truck engines, each of which have run over 800,000 miles, has shown excellent liner wear and cylinder liner bore polish protection in comparison to its 15W-40 oils while piston ring protection has been on par. Tests have also shown excellent piston deposit control at both the top (rocker arm cover) and bottom (oil pan) of the engine after 630,000 miles.

Wear results also look very promising in terms of iron, lead, copper and aluminum wear, Urbanak said. Same can be said for the viscosity control, soot handling ability and TBN retention and acid neutralization capability of the 10W-30 oils in comparison with the higher viscosity 15W-40 oils.

"We will continue to explore even lower viscosity formulations to deliver fuel economy benefits while delivering the same protection," Urbanak said. □

## NOTICE TO TRUCKERS 2012 SPRING LOAD RESTRICTIONS

Under the *Highway Traffic Act*, the province enforces reduced load restrictions on trucks to protect Ontario's highways during spring thaw, when road damage is most likely to occur.

### RESTRICTION ON PERMITS ISSUED UNDER THE HIGHWAY TRAFFIC ACT:

All annual and project permits for moving of heavy vehicle loads, objects or structures, in excess of limits set out in the Act, unless otherwise specified are not valid on any highways during the months of March and April, in the southern portion of Ontario, and March, April and May in the northern portion.

For this restriction, the province is divided, west to east, by a line formed by the Severn River to Regional Rd. 169; Regional Rd. 169 from Washago to Hwy. 12; Hwy. 12, from Regional Rd. 169 to Hwy. 7, north of Sunderland; Hwy. 7, from Hwy. 12 to Regional Rd. 7B at Carleton Place; Regional Rd. 7B to

Hwy 15; and Regional Rd. 29 to Amprion.

Single trip permits, for moving of overloads on highways not designated in Schedules 1, 2 and 3, may be issued, but are subject to axle controls established by the Ministry of Transportation.

Reduced load limits will be in effect where and when signs are posted depending on road and weather conditions.

#### SCHEDULE 1 HIGHWAYS MARCH 1 TO APRIL 30, 2012

THERE ARE NO HIGHWAYS IN THIS SCHEDULE HAVING A REDUCED LOAD PERIOD.

#### SCHEDULE 2 HIGHWAYS MARCH 1 TO MAY 31, 2012

WHEN SIGNS ARE POSTED, THE FOLLOWING HIGHWAYS WILL HAVE A REDUCED LOAD LIMIT FOR THEIR ENTIRE LENGTH:

510	522	524	525	528	528A	529	529A	538	539A	540A	542A	553	554	558	559	560A	563	564	567	568	569
570	571	572	573	574	577	579	580	582	585	586	587	591	592	593	595	597	602	603	605	607	607A
609	611	613	615	617	619	621	624	630	636	639	641	642	645	647	650	651	652	665	667	668	670
671	672	673	672	804	805	810	811														
7036 – Potter Rd.			7042 – Old Wanup Rd.			7059 – Longbow Lake Rd.			7090 – Harmony Beach Rd.		7122 – Mill Lane Rd.				7152 – Golf Course Rd.						Lac La Croix Rd.
7037 – Hanna Rd.			7044 – Old Cartier Rd.			7069 – Sunshine Loop Rd.			7102 – Dock Rd.		7125 – Rockeries Rd.				7171 – Raith						(Flanders Rd. South)
7041 – Whitefish Falls Rd.			7048 – Five Mile Dock Rd.			7072D – Young St.			7104 – Ellek Rd.		7140 – Geneva Lake Mine Rd.				7182 – Shebeshekong Rd.						
			7057 – Willard Lake Rd.			7085 – 29 Hill			7110D – Old Highway 67						Nungesser Rd.						

WHEN SIGNS ARE POSTED, THE FOLLOWING HIGHWAYS WILL HAVE A REDUCED LOAD LIMIT FOR THESE LISTED LOCATIONS:

HWY.#	LOCATION	HWY.#	LOCATION	HWY.#	LOCATION	
129	16.2 km north of Jct. Hwy. 554 to 48.0 km south of the south Jct. of Hwy. 101	551	Landing	612	Muskoka/Parry Sound District boundary, north to Hwy. 69	
516	30.2 km north of Jct. 642 north to Hwy. 599	556	West Jct. of Hwy. 542 south to Providence Bay	625	0.5 km south of Jct. Hwy. 11, south to end of Hwy. 625	
518	16.0 km east of Hwy. 400/69 east to west limits of Sprucedale, and east of Kearney to the Twp. of Perry/Town of Kearney boundary	557	Hwy. 532 to Hwy. 129	632	Muskoka/Parry Sound District boundary, north to Hwy. 141 at Rosseau	
520	Hwy. 124, north to the Hamlet of Ardbeg	566	2.7 km north of Jct. Hwy. 17 (Jct. of Granary Lake Rd.) north to end of Hwy. 557	634	Cloutierville Rd. at 3.4 km north of Hwy. 11 to its end	
523	Jct. Hwy. 60 at Madawaska south to Hasting/Nipissing County boundary	575	2.0 km west of the Montreal River at Matachewan to its end	638	2.5 km north of east Jct. Hwy. 17 north to 1.3 km east of west Jct. Hwy. 17	
527	98.0 km north of Hwy. 11/17 north to end of Hwy. 527	581	Hwy. 17 to 1.0 km south of Jct. Hwy. 64	643	0.7 km west of Hwy. 584 to end of Hwy. 643	
532	6.4 km north of Jct. Hwy. 556 to end of Hwy. 532	583	Jct. 7181 north for 6.0 km to Remi Lake Provincial Park	657	0.8 km east of Hwy. 105 east to its end	
533	Hwy. 656, northwest to Hwy. 63	588	Town limits, 4.1 km south of Hwy. 11 to its end	7025	Shrine Hill Dr., from Jct. of Hwy. 60 at Hillcrest Ave. north of Wilno, easterly 0.8 km to Jct. of Hwy. 60	
534	Jct. Hwy. 524 north to the Restoule Provincial Park	589	1.6 km south of Hwy. 11/17, west to end of Hwy. 588	7045	MacIntyre Rd., from Hwy. 17 north 1.5 km to Jct. of Trout Lake Rd.	
535	1.6 km north of Hwy. 17 north to end	594	9.6 km north of Jct. Hwy. 591, north to end of Hwy. 589	7082	Shebeshekong Rd., Jct. of Hwy. 17 to the Regional Municipality of Walden limits (4.6 km)	
539	0.5 km north of Warren, north of Jct. Hwy. 64	596	Hwy. 502, west to Hwy. 17	7088	Havilland Shores Dr., west side Hwy. 17, 0.3 km from Hwy. 17 west 1.3 km	
540	Hwy. 540B (west entrance), west to Meldrum Bay	599	1.0 km north of Hwy. 17A, north to its end	7089	Havilland Shores Dr., east side Hwy. 17, from Hwy. 17 east 0.6 km	
542	Hwy. 6, west to Jct. of Hwys. 540 and 540B	600	62.0 km north of Hwy. 17, northeast to end of Hwy. 599			
546	0.6 km north of Jct. Hwy. 17 north to end of Hwy. 546	601	0.5 km north of Hwy. 11, to Jct. of Hwy. 71			
548	Maple St. (Hilton Beach) south to southwest limits of Richard's Landing	608	1.6 km north of Hwy. 17 (west leg) to 5.0 km north of Hwy. 17 (east leg) (Dryden Airport)			
			608	1.0 km west of Hwy. 61 west to Hwy. 595		

#### SCHEDULE 3 HIGHWAYS/ROADS MARCH 1 TO JUNE 30, 2012

WHEN SIGNS ARE POSTED, THE HIGHWAYS/ROADS WITHIN THE FOLLOWING TERRITORIES WILL HAVE A REDUCED LOAD LIMIT:

NORTH BAY AREA	Downs Lake	Cairo & Alma Twp.	Departure Lake	Goulais Mission	Inwood	Ena Lake	Red Pine Ridge
Ballantyne & Laurier	Foster Truman	Crystal Lake	Driftwood	Havilland S.L.B.	Jacques	Engineer Lake Rd.	Redditt
Bidwell Lake	Fourteen Mile Island	Eby-Grenfell	Dunning	Hawk Junction	Lybster	Eton	Reef Point
Eldée	Harris Lake	Foleyet	Fournier	Horseshoe Bay	Lyon	Ghost Lake	Rowell
Ellsmere	Hess	Gogama	Frederickhouse	Kettle Lakes	Marks	Gordon Lake	Rugby
Laurier	Kukagami	Henwood	Hallebourg	Northland Lake	Mountain Bay	Inglis Lake	Rush Bay-
Lount	Lang Lake	Horwood	Hanlan	Patton & Montgomery	Northern Light Lake	Ingolf	Woodchuck Bay
Marten Lake	Long Lake	Ingram	Hunta	Peace Tree	Obonga Lake	Kendall Inlet	Sherwood Lake
Memesagamesing	Lost Channel	Lebel (Harvey)	Indian-Sand Lake	Red Rock	Perch Lake	Kenricia	Southshore
Mills & Hardy	Ministic Lake	Kirkland	Kitigan	Sultan	Polly Lake	Kingsford	Southwatten
Patterson	Onaping Falls	Lebel (King) Kirkland	Nellie Lake (Aurora)	Tilley	Laclu	Manitou Rapids FN	Southworth
Phelps	Red Deer Village	Lorraine Twp.	Norembeiga	Vankoughnet & Aweres	Stirling	McCallum Point	Spohn
Pringle	Robinson	Marquis	Tunis	Vixen Lake	Strange	McConnell Lake	Spruce Lake Rd.
Thorne	Rock Lake	Marter	West Riverside	Wabos	Sunset Lake	McConnell Lake	Storm Bay
Tilden Lake	Second	Mattagami Twp.	SAULT STE. MARIE AREA	Wharncliffe	Upsala	McIntosh	Sutherland
Wilson & McConkey	Trout Lake N.	Ossian	Aberdeen & McMahon	THUNDER BAY AREA	Ware	McKenzie Portage	Tannis Lake
White Pine	Wallbridge S.	Pacaud & Catharine	Aweres 1 S.L.B.	Armstrong	White Sand Lake	Melgund	(Gundy Lake)
Wyse & Poitras	Whiskey Lake	Robillard	Aweres 2 S.L.B.	Dawson Rd. - Goldie	Aubrey East	Minaki	Van Horne
Yellowstone	Willisville	Savard	Devil's Lake	Devon	Bears Passage	Mine Centre	Wabigoon Redvers
<b>SUDBURY AREA</b>	<b>NEW LISKEARD AREA</b>	Sheraton	Devil's Lake	Firehill	Big Stone Bay	Miscampbell	West
Armstrong Lake	Anima Nipissing	Star Lake	Devil's Lake	Forbes	Blindfold Lake	Mutrie	Wabigoon South East
Britt	Bayly Marter	Watabeag	Devil's Lake	Fowler	Clearwater Lake	Nanicost Centre	Wainwright
Burwash-Hendrie	Beauchamp	<b>COCHRANE AREA</b>	Devil's Lake	Gorham	Colenso, Redvers E.	Nelles	War Eagle
Cartier	Bourkes	Brower	Devil's Lake	Galbraith-Morin	& Wabigoon E.	Nickel Lake Shores	West Longbow Lake
Chiniguchi R.	Bryce	Casgrain	Devil's Lake	Garden Lake	Pellatt No. 2	Pearson Landing	Zealand No. 1
Dawson	Cane	Coppell/Kendall/Way	Devil's Lake	Gaudette & Hodgins	Pickrel Lake	Pratt	Zealand No. 3

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## Great Dane plant hits 100,000th trailer milestone

**TERRE HAUTE, Ind.** – Great Dane's manufacturing facility in Terre Haute, Ind. has recently completed its 100,000th trailer. The plant celebrated the milestone with a ceremony and press conference Feb. 1.

Great Dane's 565,000 sq.-ft. manufacturing facility in Terre Haute started up in April 1995 with a single production line. A second line was added a few months later to keep up with demand, according to the company. Nearly 2,700 trailers were completed during the first year of operation.

Today, Great Dane's Terre Haute plant employs more than 450 people and builds more than 8,000 trailers annually for some of the nation's largest fleets, including Estes Express, UPS and Celadon Group. The 100,000th trailer to come off the line was an all-new Champion CP freight van built especially for Celadon.

"We consider ourselves very fortunate to have such a solid, longstanding partnership with Great Dane. They are a vital component in Celadon's mission to provide top quality equipment to our customers and maintain one of the youngest fleets in the industry," said Paul Will, vice-chairman, president and chief operating officer at Celadon Group. □





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**OEM/DEALER NEWS**

## Navistar outlines emissions strategy, hints of new products during Analyst Day

**By James Menzies**  
LISLE, Ill. – Navistar International rolled out the red carpet to investors and analysts at its new ultra-modern global headquarters here Feb. 1, assuring them the company has a firm handle on its in-cylinder EPA2010 emissions strategy.

Investors were greeted with the news that Navistar has submitted its 13-litre MaxxForce engine to the EPA for certification at 0.2 grams per brake-horsepower hour NOx. Currently, Navistar has been redeeming emissions credits that allow it to produce and sell engines that produce slightly higher levels of NOx, which it earned as a reward for producing engines in the past that were cleaner than they needed to be.

If the EPA, for whatever reason, rejects Navistar's submission, the manufacturer will have to pay non-conformance penalties (NCPs) on each engine it sells once it runs out of emissions credits. Dan Ustian, chairman, president and CEO of Navistar told analysts: "That's Plan B and we don't plan to use Plan B."

Each engine model Navistar produces has its own bank of emissions credits. Once the 13-litre MaxxForce is certified, Navistar will systematically submit its remaining engine designs for approval.

"We'll work through the 13 with the EPA and then we'll follow that with the 11," Jack Allen, president, North America Truck Group, told a small group of truck journalists. "We'll use the credits we have and if need be, we'll use the provisions the EPA put forward a couple of weeks ago."

He said customers will not be impacted in any way as Navistar goes through the certification process.

"Any issue between us and the EPA is between us and the EPA and the customer is not going to be brought into it," Allen said.

Jim Hebe, senior vice-president of North American sales operations, said his message to customers is: "If you're going to buy a truck from us, we'll deliver it. It will perform as good or better than what we have out there today and it's not going to cost you any more."

Hebe said Navistar could have submitted its 0.2 g NOx engine to EPA for certification some time

ago, but wanted to take the time that was available to further enhance calibrations and programming to deliver better fuel economy and performance.

Ramin Younessi, group vice-president of product development and strategy, noted the engine submitted for certification at 0.2 grams is no different than the one in operation today, aside from some subtle programming enhancements. There is a 91% parts commonality between the 0.5-gram NOx engine on the road today and the 0.2-gram engine submitted for certification, and some of the changes were not emissions-related, he noted.

"The only changes we made to the engine had to do with the fuel system, controls and electronics," he said. "All the rotating parts have stayed nearly the same."

Meanwhile, Navistar officials told the investment community they expect truck demand to continue to improve in 2012.

The company projected industry-wide demand of 275,000-310,000 units for the Canada/US Classes 6-8 markets, representing a 5-18% increase in demand over 2011.

The company would like to grow its share of the Class 8 market by 10 points this year, to about 31%. It also has its sights focused on growing its medium-duty market share from 40% to 50%, Hebe noted.

Navistar hinted of some new product introductions, including the reintroduction of its International LoneStar with a 500 hp MaxxForce 13 engine and a new Class 8 low cabover engine (LCOE) designed primarily for refuse applications. Hebe said the LCOE will be introduced at the Mid-America Trucking Show, placing Navistar into a segment in which it currently doesn't have an offering – a segment that represents about 8,000 units per year in North America.

Younessi said impending fuel economy standards set by the US government to be phased in between 2014 and 2017 are a "non-issue for us."

He said Navistar can meet the 2014 standard today and already set an internal goal to improve fuel mileage by 30% by 2015, which would exceed any improvements mandated by Obama. □



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## Eaton extends warranty coverage for remanufactured transmissions

**KALAMAZOO, Mich.** – Eaton has extended the warranty coverage for its line-up of Eaton Fuller Reman and Eaton Fuller Flex Reman vocational transmissions from 18 months to two years. The company announced last year similar expanded warranty coverage for all Reman and Flex Reman linehaul transmissions.

Two years of coverage is now standard for all heavy-duty Reman transmission models including the recently released Flex Reman models.

"The industry's best line-up of remanufactured transmissions now comes with the industry's best warranty coverage in both linehaul and vocational applications," said Bill Fouch, aftermarket marketing manager for Eaton's truck business in North America. "We are able to offer this type of coverage because we use only genuine Eaton components and time-tested Eaton technology in the making of all remanufactured products." □

# Coming off record year, Volvo predicts "good, but choppy 2012"

By James Menzies

**WEST PALM BEACH, Fla.** – Volvo Trucks is predicting a "good, but choppy 2012," coming on the heels of a banner year for the company, in which it grew its North American Class 8 retail market share nearly three points.

Volvo, referencing WardsAuto Group data, indicated it grew its North American market share to 12.1% in 2010, a new high for Volvo and representing the largest gain of any OEM. Its Canada/US retail sales grew from 12,100 units in 2010 to 23,820 units in 2011. Meanwhile, penetration of its own engine and I-Shift automated transmission also reached new highs at 80% and 40% respectively.

The strong year has instilled a little swagger into Volvo, which has traditionally been characterized as a modest brand.

"We're quite pleased with where we are today," said Ron Huibers, the Canadian-born president of North American sales and marketing with Volvo. "Market share is a good measure of relative performance, and we achieved a record level, but what we're also excited about is what we have coming down the pike as well."

While Volvo was not yet willing to reveal specific details of what it had in-store for 2012 (besides a new horsepower rating for its XE13 pow-

ertrian package, which you can read about on this page), the company feels its strong focus on integration will drive its growth going forward.

"It's not integration, we've integrated," Huibers said during an executive roundtable here. By far the most successful example of what the company has been able to achieve through its integration strategy is the success of the I-Shift automated transmission, which has seen its penetration rise steadily over the past five years.

"So many customers haven't experienced I-Shift and once they do, it becomes a virtual hook," said Huibers. "It augers well for our future."

Product enhancements introduced in 2011 have also contributed to the truck maker's recent success. Magnus Koeck, vice-president of marketing and brand management with Volvo, said redesigned hood-mounted mirrors have improved aerodynamics and visibility and have enjoyed a 67% take rate since their introduction last year. A new lightweight fifth wheel developed with Fontaine and standard Bluetooth have also served Volvo well since their introductions.

"Last year was pretty big for us when it comes to product introductions and all those have been really successful with customers,"



**POPULAR OPTION:** Volvo says 67% of customers are ordering its new hood-mounted mirrors

Koeck said.

Volvo has also done well with its new auto-hauler, a "purpose-built" car hauler that Huibers said is "taking off quite strongly for us."

Volvo also attributes its recent success to its dealers, many of whom have increased their hours of operation to better service customers.

While officials didn't share specific sales projections for 2012, Huibers said the industry could soon be seeing the type of demand that set new records in the mid- to late-2000s; the types of numbers the industry didn't think would ever be replicated. He said credit is available to solid trucking companies looking to add

or replace vehicles and that the industry seems fundamentally sound. However, he did caution that supply shortages and rising costs could keep things in check.

"The industry is still facing constraints today," Huibers said. "That continues to be a bottleneck and the problem is that it's not predictable. What we're also experiencing is that the shortages are putting upward pressure on costs for us."

And despite his optimism about the future, Huibers also noted the US consumer remains jittery.

"Any given day all it takes is a 'boo' and people will pull back," he admitted. □

## Volvo adds new horsepower rating to XE13

**WEST PALM BEACH, Fla.** – Volvo Trucks has added a 455-hp rating to its XE13 powertrain package, which through a concept dubbed downspeeding, allows the engine to run slower, thus saving fuel.

The XE13 (exceptional efficiency) package was introduced last September and at that time was only available in a 425-hp rating. The new rating provides some extra pulling power while still allowing the engine to cruise at a low 1,150 rpm at 65 mph, Volvo officials announced.

"At cruise, it will drive exactly the same as the 425-hp rating," said Ed Saxman, Volvo Trucks product manager, powertrain.

"For those who want a little more power – maybe they operate in the Rockies with long pulls and steep grades – they'll have 30 more horsepower."

Volvo officials said the XE13 package allows the truck to operate in a lower rpm range at a given vehicle speed, typically turning 200 rpm slower. Customer data has indicated trucks with the XE13 package consistently operate in the engine's sweet spot of 1,050 to 1,500 rpm, with up to 70% of their operation in the most efficient range of 1,100-1,200 rpm.

"Operating in this range yields about a 1.5% fuel efficiency improvement for every 100 rpm of downspeeding, so the XE13 package with the 455-hp rating will deliver about a 3% fuel efficiency gain," Saxman said.

Integral to the XE13 is Volvo's I-Shift automated transmission and a set of specifications including: a D13 engine with 455 hp and 1,750 lb.-ft. of torque; the I-Shift with a 0.78:1 ratio; axle ratios of 2.64-2.69; and the proprietary software that makes it all work.

"It does require a limited array of options," Saxman acknowledged. "You get one size, but it works well."

Saxman said the first trucks spec'd by customers with the XE13 powertrain package are now in production.

"Orders are just now starting down the line," he said. "We're excited with the results we've got, which are evenly split between customer orders and dealer stock. Things look really good."

Volvo expects its new powertrain package will have a broader appeal with the additional horsepower availability.

"Our first introduction of the XE13 concept focused on exceptionally fuel-conscious fleets that spend considerable time cruising at highway speeds," said Ron Huibers, Volvo Trucks senior vice-president, sales and marketing. "The new 455-hp rating is aimed toward the higher performance demands of long-haul fleets." □



## Daimler ramping up production, adding 1,100 jobs at N.C. plant

**CLEVELAND, N.C.** – Daimler Trucks North America (DTNA) has added a second shift and plans to ramp up production at its Freightliner Truck Manufacturing Plant in Cleveland, N.C., creating more than 1,100 new jobs by the end of 2012. The additional workers represent a 72% increase in personnel at the plant and will include approximately 1,072 shop employees and an additional 29 engineering and support positions to facilitate increased production.

A majority of the positions will be filled with recalled workers who were laid off in 2009, the company said. The ramp-up will nearly double the daily production rates at the Cleveland plant by October. Officials say the increase in production capacity and hiring comes in response to demand growth which has created back orders as long as six months for the Freightliner Cascadia model.

The Cleveland plant currently employs approximately 1,400 shop employees and 72 engineers, man-

agers and support staff.

In conjunction with the ramp-up at the Cleveland plant, DTNA also will hire 100 employees at its nearby components and logistics plant in Gastonia, N.C. The 90 new hourly employees in the factory and 10 salaried and hourly office employees primarily will staff a second and third shift.

"We are incredibly pleased to be able to make this announcement today and to welcome back so many of our valued employees," said Roger Nielsen, COO of Daimler Trucks North America. "The growing demand for Freightliner products is testimony to our brand focus on providing efficient business solutions for our customers, and access to Daimler resources and technology. We're delivering trucks with industry-leading fuel-efficiency technology and the lowest total cost of ownership."

Hiring of new employees began in early February and the new production shift is slated to be at full capacity by September. □

## Trailer Wizards sets up shop in Newfoundland

**ST. JOHN'S, Nfld.** – Trailer Wizards has opened up shop in St. John's, Nfld., having partnered with an existing trailer maintenance and repair shop, Reefer Repair.

Officials say the partnership will allow Newfoundland customers to both purchase and service their trailers locally.

"Reefer Repairs is a top notch company and this is another mile-

stone in fulfilling our dream to become Canada's coast-to-coast supplier of rentals, maintenance, leasing and trailer sales," said Dave Skaarup, vice-president of Trailer Wizards in the Atlantic Region.

A minimum of 25 trailer units will be added to the facility over the coming weeks to supply growing demand in Newfoundland, according to officials. □

OEM/DEALER NEWS

# Navistar partners with Clean Energy to take sting out of cost of NG trucks

## Alliance addresses high purchase price of natural gas trucks, availability of fuel

**By James Menzies LISLE, Ill.** – Two of the biggest barriers to transitioning the long-haul trucking industry to inexpensive natural gas – the cost of the equipment and availability of the fuel – have been addressed through a new partnership between truck maker Navistar International and gas supplier Clean Energy Fuels.

The companies have jointly an-

nounced a program that will allow a customer to purchase natural gas-powered trucks from Navistar at no more than the cost of a diesel equivalent and then pay for the technology through slightly inflated gas prices over a five-year period, while still enjoying fuel costs significantly lower than diesel.

To participate in the program, customers will have to agree to purchase most of their fuel

through Clean Energy's rapidly growing US fueling network. Clean Energy has vowed to open 70 liquefied natural gas (LNG) fueling stations in the US by the end of 2012, with another 100 to follow in 2013.

And for its part, Navistar has promised to develop a natural gas version of every one of its medium- and heavy-duty products, so customers can choose the product that best fits their requirements, making natural gas viable in virtually every trucking application.

Typically, natural gas-powered trucks cost \$30,000-\$40,000 more than their diesel equivalents. The higher up-front purchase price has prevented many fleets from making the transition to gas, even though the fuel costs about \$1.50 per equivalent gallon less than diesel.

Under the Navistar/Clean Energy program, customers will commit to purchasing their natural gas through Clean Energy's facilities and will pay a premium on that gas for the first five years or until the incremental cost of the NG technology has been covered. For example, a trucking company that commits to purchasing 1,000 gallons of natural gas a month through Clean Energy may pay an extra \$500 per month for a six-year period until it has covered the cost of the technology, all the while still paying considerably less than the cost of diesel.

Ideally, the program will allow the industry to transition to natural gas-powered vehicles without relying on government handouts, explained Dan Ustian, chairman, president and CEO of Navistar.

"This is going to work far differently than any other program in this field for alternative fuels," he said. "It can stand on its own and stand very tall and that's why it's going to be successful."

Added Jim Hebe, senior vice-president of North American sales operations: "If you do business within this alliance of companies, your cost to go from diesel to natural gas is zero."

It's a compelling proposition, since the cost of natural gas is significantly lower than diesel and expected to remain that way. *Truck News* asked Hebe if Canadian customers would qualify, to which he said: "We can make something work for them."

In order to purchase a qualifying amount of natural gas through Clean Energy's US-based sites (it does have some stations located in B.C.), it would seem the program would best fit Canadian fleets running north-south routes.

The program has already won the support of one US carrier, and it's a big one at that. Jerry Moyes, chairman and CEO of Swift Transportation was on-hand at the announcement and expressed an interest in taking part in the program. Moyes noted Swift buys about a million gallons of diesel every day and welcomes the opportunity to move to a less costly fuel.

"We're very excited about the potential of natural gas. We've been testing it for about a year with a couple different products and we like what we see," Moyes said. "There is a savings to it. We're very restricted on the product we can buy today, which is what is holding us back, but we're making progress in that arena...I think within three to four years (NG) could be up to 30-40% of our fleet."

Former oil tycoon turned natural gas crusader T. Boone Pickens was also at the announcement, commending both Clean Energy (of which he's a stakeholder) and Navistar for making gas more accessible to the long-haul trucking industry.

He said new fracking technologies have made low-cost natural gas more widely available than ever before. He said there is at least an untapped 100-year supply of natural gas in the US.

"The cheapest fuel in the world is in the US, so this opportunity cannot go unused," he said. "We've got to get off OPEC oil and this is the first step to accomplishing that." □

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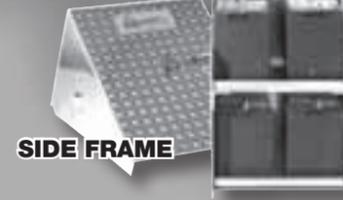
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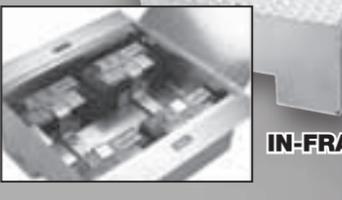
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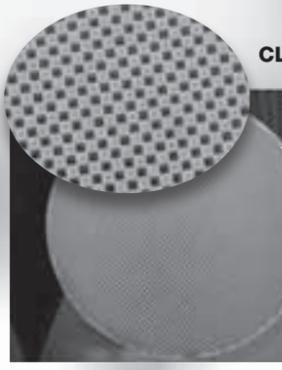
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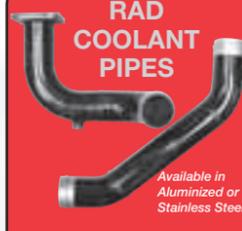


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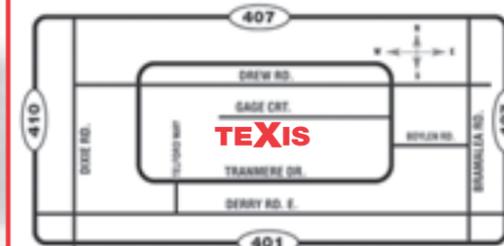


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## EXECUTIVE VIEW

## Shippers will need to play a role in improving quality of life for drivers

Continued from page 34

how you treat the drivers. We think we treat our drivers well.

**TN:** So if not hourly pay, what types of adjustments will need to be made to make this industry more appealing to new drivers?

**Einwechter:** I think there's going to be a whole bunch of different ones. It's how you change the workflow. We may have a four-and-three program where one driver goes out for four days in the truck and one guy who maybe wants to work part-time runs it three days, so you have to try to design runs around that. We'll have to try to get people home more. There's no one solution to that. And it's not just us, other industries are going through the same thing. We're going to solve the problem, it's just a matter of how. I can tell you we will only solve it through a collabora-

tive approach with our clients.

**TN:** Many owner/operators got into the business because they have this dream of cruising down the highway in a brand new, longnose tractor. Now, those trucks cost well over \$100,000. Is that dream still viable?

**Einwechter:** Maybe not a brand new, fancy, non-aerodynamic truck, but it depends on the revenue they're getting, how well they manage their affairs and how well they maintain their truck.

All those things that were there 20 years ago are there now, but the fuel economy is a bigger issue now than it was then. I remember when I started driving for Erb Transport when I was 18. They would sell gas to us for our cars for 25 cents a gallon. At 25 cents a gallon for gas or diesel, it wasn't as critical whether you got four miles per gallon or five miles per gallon. Now at

\$4 per gallon, the fuel issue becomes much more critical. We've had owner/operators come in – good operators as far as safety and interaction with our clients and performance on the road – saying 'Gee, I'm spinning my wheels.' We'd walk them through it and their fuel economy was abysmal.

We've had some owner/operators where our safety department has taken the time and helped them go from 5.5 mpg to 7.5 mpg just by changing driving techniques. We have incentives for safety and fuel economy for our operators, and we've seen where one truck was shared by two drivers, one driver's mileage was two mpg better than the other guy's and he's getting his fuel bonus and the other guy isn't. So we spend some time with him and now he's getting his economy up just by changing his driving.

**TN:** You're an equipment guy. What technology do you think will help you get to the next level in terms of fuel economy? Are you a believer in natural gas?

**Einwechter:** We ran five natural gas test trucks here going back nearly four years now. They were on our waste division hauling 140,000 lbs GVW and they did a phenomenal job. There were some programming glitches, we had fueling challenges because of the capacity of the tanks, things you'd expect to occur because it was in its infancy.

I really didn't know how far it would go or how attractive it would be. My biggest fear is, everybody says how great and how cheap that fuel is and the caveat is as long as there's no road tax, yes it's cheap. There's no road tax on it, but if we converted all the trucks to natural gas, guess what that would do to the coffer for road tax. That's always been a scary point. The International announcement last week with Clean Energy in the US (read about it on pg. 70), I found that very intriguing. They took a problem and found a different way to approach it and that will help, I believe, get that to the next level. Six months ago I would've still said I'm not really sure. Now I would tell you, boy that looks pretty intriguing. □



## Another notch in our growing Award Belt

Trucknews.com's WebTV show **Transportation Matters** has won a silver award in the Best Video or Multimedia Feature category at the third annual Canadian Online Publishing Awards. The awards recognize excellence in online editorial and innovation by Canadian magazine, newspaper, broadcast and Web site publishers.

The silver-winning episode was "**Big Beer Run**," which originally aired last winter and chronicled Challenger Motor Freight's 10-day trek across the GTA hauling six massive beer tanks for Molson-Coors.



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**PROFITABILITY DASHBOARD**

TransCore Canadian Spot Market Freight Index 2007-2011							
	2007	2008	2009	2010	2011	% Change Y-O-Y	% Change M-O-M
Jan	173	214	140	171	222	30%	-2%
Feb	174	217	117	182	248	36%	12%
Mar	228	264	131	249	337	35%	36%
Apr	212	296	142	261	300	15%	-11%
May	280	316	164	283	307	8%	2%
Jun	288	307	185	294	315	7%	3%
Jul	219	264	156	238	245	3%	-22%
Aug	235	219	160	240	270	12%	10%
Sep	206	203	180	234	263	12%	-3%
Oct	238	186	168	211	251	19%	-5%
Nov	227	143	157	215	252	17%	0%
Dec	214	139	168	225	217	-4%	-14%

TransCore Canadian Spot Market Freight Index 2007-2011

## TransCore's Canadian Freight Index sees record performance in 2011

**TORONTO, Ont.** – TransCore's Canadian Spot Market Freight Index had a record-breaking year with the highest annual volume over the last decade. As the transport year wound down, however, December experienced a 4% drop year-over-year and a 14% decline from November levels.

Despite the decline in the final month, fourth-quarter freight was the highest since 2005. An influx of shipments earlier in the quarter also resulted in an overall increase of 10% compared to the previous year.

Capacity was 7% below recorded levels for December 2011 while the equipment-to-loads ratio increased slightly for the third consecutive month. Available equipment in December was down 11% from the prior month. The top three equipment types for December were: Dry Van 54%; Reefer 18%; Flatbed 17%.

Cross-border load and truck postings for December accounted for approximately 70% of the data submitted by Loadlink's Canadian-based customers, with the balance posted

within Canada.

TransCore's Canadian-based Loadlink freight matching database constitutes the largest Canadian network of carriers, owner/operators, freight brokers and intermediaries and has been available to Canadian subscribers since its inception in 1990. Over 13 million full loads, less than truckload (LTL) shipments and trucks are posted to the Loadlink network annually. As a result of this high volume, TransCore's Canadian Freight Index is representative of the ups and downs in spot market freight movement and provides a historical account of the domestic and cross border spot market freight movement.

The first five columns include monthly index values for years 2007 through 2011. The sixth column indicates the percentage change from 2010 to 2011. The last column indicates the percentage change from the previous month to the current month. For the purpose of establishing a baseline for the index, January 2002 (index value of 100) has been used. □

## January orders come in on target: ACT

**COLUMBUS, Ind.** – Net orders for commercial trucks in January were pretty much as expected, according to preliminary data released by ACT Research. About 25,200 Class 8 trucks and 13,500 Classes 5-7 vehicles were ordered in January, according to ACT's preliminary figures, which are generally accurate to within 5%.

"There were no surprises with the level of order intake in January," said Kenny Vieth, president and senior analyst, ACT Research. "The preliminary net orders for both Classes 5-7 and Class 8 support our forecasts for production in 2012." □

## US truck tonnage enjoys largest annual increase in 13 years: ATA index

**ARLINGTON, Va.** – US truck tonnage jumped 6.8% in December after rising a modest 0.3% in November, according to the American Trucking Associations.

For all of 2011, tonnage rose 5.9% over the previous year – the largest annual increase since 1998. Tonnage for the last month of the year was 10.5% higher than December 2010, the largest year-over-year gain since July 1998. November tonnage was up 6.1% over the same month last year.

"While I'm not surprised that tonnage increased in December, I am

surprised at the magnitude of the gain," said ATA chief economist Bob Costello said.

Costello noted that it was the largest month-to-month increase since January 2005.

"Not only did truck tonnage increase due to solid manufacturing output in December, but also from some likely inventory restocking. Inventories, especially at the retail level, are exceedingly lean, and I suspect that tonnage was higher than expected as the supply chain did some restocking during the month," he said. □

## Ground transportation costs rise for ninth consecutive month: CGFI

**TORONTO, Ont.** – The cost of ground transportation for Canadian shippers increased 1.6% in November when compared with October results, according to the latest figures from the Canadian General Freight Index (CGFI). The results represent the ninth consecutive monthly increase since March. During this time, the CGFI has risen 7.1% in aggregate.

The Base Rate Index, which excludes the impact of accessorial charges assessed by carriers increased by a modest 0.4% in November versus October. Since March, base rates have risen 4.3% in aggregate.

Officials say an increase in fuel surcharges assessed by carriers is the primary reason why total costs are increasing at a faster rate than base rates. In November, fuel surcharges assessed by carriers equated to 20.86% of base rates, up from 18.79% in March.

"We are starting to see increases in some sectors that have been hit the hardest during the economic downturn" said Doug Payne, president and COO of Nulogx. "This may be a sign that we are seeing both an increase in demand as well as continued operational and pricing discipline from carriers." □

## Purchasing Managers' Index finds output strengthens to eight-month high in December

**TORONTO, Ont.** – Production and new orders both rose strongly in December, according to the RBC Canadian Manufacturing Purchasing Managers Index.

The headline RBC PMI – a composite indicator designed to provide a single-figure snapshot of the health of the manufacturing sector – posted 54.0 in December, up from 53.3 in November, and signalled a solid improvement in Canadian manufacturing business conditions. Index readings above 50.0 signal expansion from the previous month; readings below 50.0 indicate contraction.

The RBC PMI found that Canadian manufacturing business conditions

improved further in December. Firms generally commented on greater client demand. Concurrently, both new orders and output increased strongly and at rates faster than registered in November.

New export orders also rose in December, ending a two-month period of decline. Meanwhile, the rate of input price inflation eased further during the latest survey period and was at the slowest pace in the 15-month series history.

Reflective of larger new order volumes, Canadian manufacturing firms raised production in December. Output increased strongly, with the rate of growth the fastest since April. □

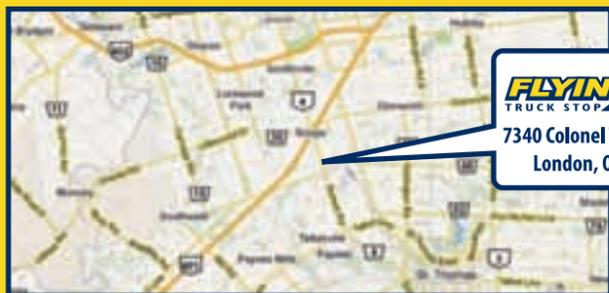


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NEW PRODUCTS

# Shell rolls out rewards program for Rotella users

**By Lou Smyrlis**  
**PARK CITY, Utah** – Shell Lubricants has launched a loyalty program that rewards truck drivers and equipment operators for choosing Shell Rotella products.

The My Miles Matter loyalty program allows members to earn reward miles by purchasing select Shell Rotella products and services. Those miles can then be redeemed for a variety of rewards, including gift cards to popular restaurants and retailers, as well as a wide selection of merchandise geared towards truckers and their interests.

In addition, My Miles Matter members will have access to exclusive online content and offers, along with the opportunity to participate in members-only events at key industry trade shows throughout the year.

The program launches in the US in March and in Canada in September.

“We know that trucks and equipment are vital to the livelihood of many people, which is why for over 40 years Shell Rotella has delivered products that help keep trucks on the road and equipment operating,” said Chris Guerrero, Shell Rotella global brand manager. “We want to continue the tradition of being a best-in-class brand by treating our customers to My Miles Matter, a loyalty program that rewards people for choosing the Shell Rotella brand to protect their trucks and equipment.”

The My Miles Matter program offers reward miles for purchases of specially marked bottles of Shell Rotella T Triple Protection, Shell Rotella T5 synthetic blend

or Shell Rotella T6 full synthetic engine oil, or purchases of full-service oil changes using Shell Rotella T Triple Protection, Shell Rotella T5 synthetic blend or Shell Rotella T6 full synthetic engine oil at participating locations.

To receive reward miles, members can go to [www.MyMilesMatter.com](http://www.MyMilesMatter.com) to register and enter the 12-digit reward code under the cap of specially marked bottles of Shell Rotella, or the Reward Code included on the sales receipt from the purchase of a Shell Rotella oil change at a participating location.

Reward miles can then be redeemed for rewards from well-known retailers, restaurants, online outlets, as well as Shell gift cards and Shell branded items.

The engine oils are backed by the Shell Rotella Lubrication Limited Warranty program. □

# Shell introduces transmission oil

**PARK CITY, Utah** – Shell Lubricants is introducing Shell Spirax S6 GXME 75W-80, a new transmission and gearbox oil approved to meet the requirement for Volvo transmission specification 97307 for use in Volvo I-Shift and Mack mDrive transmissions.

It is specifically formulated with synthetic base oils and additive technology for improved lubrication and lower operating temperatures over longer oil drain intervals. The company says it can help protect against wear, pitting, bearing failure and corrosion for reduced maintenance and longer equipment life.

“Shell Spirax S6 GXME 75W-80 meets the extended service requirements for Volvo and Mack by offering excellent oil life, allowing drain intervals up to 250,000 miles,” said Dan Arcy, OEM technical manager, Shell Lubricants.

Limiting fluid degradation can help to prolong oil and component life. Shell Spirax S6 GXME 75W-80 resists physical and chemical breakdown, which means that it can go on protecting components for a longer period of time, allowing for longer oil drain intervals, the company claims. It is also claimed to remain well within the industry oxidation limits after double the normal test period in DKA oxidation test, thanks to its long-life additives, which enable the oil to keep gears protected and maintain performance over extended oil-drain intervals.

Shell Spirax S6 GXME 75W-80 has special frictional properties and high fluidity that help reduce power loss and offer higher mechanical efficiency. Shell says the benefits of Shell Spirax have been demonstrated through extensive laboratory tests and over 12 million miles of field trials. It is available in viscosity grade SAE 75W-80 via Shell Lubricants distributors in five-gallon containers. □

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## Components

Meritor has announced availability of new **reduced stopping distance (RSD) friction materials** through its parts distribution centres in Florence, Ky. and Brampton, Ont. The company says the new materials will support truck operators looking to standardize their RSD brake friction materials. Fleets can now use RSD friction materials on remanufactured brake shoes at normal service intervals, the company points out. The new stopping distance requirements went into effect last August. To comply, Meritor designed more powerful front brakes and highly effective rear-axle brakes with new, enhanced friction materials.

Meritor has introduced a second-generation version of its **aftermarket PlatinumShield brake shoe coating** that prevents rust-jacking. PlatinumShield II was introduced at Heavy-Duty Aftermarket Week three years after the introduction of its popular first-generation version, which went on to sell more than 15 million units. The new version is identifiable by its lighter platinum gray colour, the company says. It'll be applied to new aftermarket brake shoes with reduced stopping distance friction materials. It will also be used on remanufactured brake shoes. The coating resists micro-abrasion caused by the movement of the brake lining against the shoe

table during normal use, preventing rust-jacking, which occurs when rust forms on bare shoe metal under the lining, causing it to lift and crack.

## Software

Vigillo has incorporated a **Driver Essentials feature** into its CSA Scorecards, which allow users to see how specific drivers' CSA scores affect the fleet's overall score. Drivers are categorized by various CSA-related measures and fleet managers can sort through multiple list views, examine historical data, and search through the data. Managers can also export data in the form of summary reports, inspection and violation reports and crash reports. For more information, see [www.vigillo.com](http://www.vigillo.com).

Blue Tree Systems has made its new **Fuel Auditor feature** standard. The system, which was tested by Trans-Am across its 1,400-truck fleet, provides fleet managers with the ability to easily audit the fuel being consumed across their fleet and to drill down to audit fuel usage per truck and driver to investigate any discrepancies. The company says its newest solution addresses the lack of trust fleet operators have in the fuel usage data collected through engine ECMs. The Fuel Auditor feature will be made standard as a part of Blue Tree Systems' R:COM technology. For more information, visit [www.bluetreesystems.com](http://www.bluetreesystems.com).

## Trailers



Freight Wing has launched its **Aero-Flex 2012 side skirts**, with a lower price that provides a payback in under 35,000 miles, the company says. The company says customers are seeing 4-7% improvements in fuel economy. The new version is 30 lbs lighter than previous designs, weighing just 150 lbs, the company says. For more info, go to [www.freightwing.com](http://www.freightwing.com).

## Tires & Wheels

Goodyear has launched a new **Dunlop brand tire** for all positions on regional fleet and P&D vehicles. The Dunlop SP348 is described by the company as a great "all-around player" designed for optimal performance in tough regional and delivery truck applications. Features include a deep tread, providing long life, a rugged casing, enhanced shoulder



rib for improve scrub resistance and stone ejectors in the grooves. The newest offering is available in the following sizes: 11R22.5, 225/70R19.5, 245/70R19.5, 10R22.5, 12R22.5, 11R24.5, and 295/75R22.5. Two sizes – 285/75R24.5 and 255/70R22.5 – will be added during the second quarter of 2012, the company claims.

Goodyear has a **new tire for oil-field, mining and other severe-service applications**. The new G741 MSD boasts a 33/32-inch tread with wide footprint to delivery high mileage and traction, the company says. It also features an aggressive, self-cleaning tread design and cut- and chip-resistant tread compound, while tread block sipes improve traction in wet and snowy conditions. The tire will be available in May in size 11R24.5, Load Range H. □

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**Trailer Type Experience (check all that apply):**  Flatbed  Heavy Hauling/Specialized  Moving Van  Tanker  Straight Truck  Super B  Reefer  Van  Other \_\_\_\_\_

**CURRENT DRIVERS LICENSE:** Do you have a Commercial License?  Yes  No Type \_\_\_\_\_ Exp Date \_\_\_\_\_

License# \_\_\_\_\_ Prov/State issued \_\_\_\_\_

Total Truck Driving Experience \_\_\_\_\_/yrs Has your license ever been suspended?  Yes  No

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Mark Dalton: Owner/Operator

# Man and Moose on the Loose

By Edo van Belkom

## THE STORY SO FAR:

Mark is on the Rock, behind schedule with a load of fresh fish headed for Montreal. He's got to go to the bathroom something awful, but doesn't really want to stop. Not only is he late, there's a maniac on the loose and he doesn't want to risk a chance encounter. But eventually he just has to go and he looks for some newspaper to do his business, only to hit a moose lumbering onto the highway.

The front end of Mother Load is ruined, but the engine still runs fine. Mark can't get the moose free and must cut it loose with an axe. It's a messy job but he gets it done and is back on his way. On the radio, the police are still looking for the killer...

With all the delays, he had getting underway, and the time he'd lost from the collision with the moose, Mark had missed the ferry and had time to kill before the next one was scheduled to depart. Despite looking like she'd gone a few rounds with a championship fighter, Mother Load had been running well and Mark was confident he could make it to Ontario and get his truck repaired there by mechanics he knew well and trusted.

So all that was left for Mark to do was get a bite to eat and clean up a bit before the next ferry left for the mainland. Once he was on the ferry he'd be able to do his laundry and have a shower during the more than six hours it took the ship to travel to North Sydney, Nova Scotia.

He found a truck stop about five kilometres from the dock that had plenty of fast food outlets. He decided to get something to eat first, then clean up his truck while still in his dirty clothes, then make a fresh change before heading to the ferry. After parking his truck, Mark entered the truck stop and took up a place in line to order his food. The burgers smelled good on the grille and for a moment he wondered if they served any moose here, but decided for chicken and a salad in the end.

"Can I take your..." the girl behind the counter said, her words suddenly getting caught in her throat as if she'd choked on them.

"Grilled chicken breast," Mark said. "And a garden salad with oil and

vinegar dressing."

She said nothing in response, but her eyes told a different story. They were as wide as serving trays and tinged with a hint of fear. "Wow," thought Mark, this place is really on edge with this killer on the loose and all.

"Will... will that be for here or to go?"

"For here," Mark said, not really wanting to eat in his truck since it was so dirty and smelly.

Mark paid in cash was soon carrying his food to a table.

As he made his way across the floor, Mark could feel a roomful of eyes upon him. People were staring at him and it was making him self-conscious.

"Never seen a driver from Ontario, I guess," he said under his breath.

He picked a spot in the corner and purposefully sat with his back to the rest of the restaurant so he could eat in peace and not have to see dozens of people gawking at him. But while he couldn't see anyone, he could still hear them talking in hushed tones like there was some big secret going around that he wasn't supposed to know about.

Mark dug into his food. At least that was good. He ate quickly and as he did the throbbing pangs of hunger that had been gnawing at him subsided. And as his belly filled, he became more at ease with his surroundings, no longer feeling that all eyes were on him. The place was quieter too, like everyone had gone back to minding their own business, or maybe finished eating and left the restaurant altogether.

Whatever the reason, Mark was able to relax. But even that didn't last.

The red dot appeared on the wall in front of him in an instant, then moved slowly left until it disappeared behind the shadow cast by his head.

"What the..." he whispered, wondering if some kid was playing with a laser pointer. But then the sound of a gun being racked very close to his head...

"Police, don't move!"

Mark wanted to remain still, but couldn't resist the temptation to turn his head and see what the hell was going on. Police. At least a dozen of them, most in tactical gear and looking ready to go to war.

"Raise your hands and get down on the floor!" came the instruction.

Mark raised his hands, saw how



Illustration by Glenn McEvoy

much blood there was still on them and realized who the police thought he was. "I'm not the guy," he said.

"Get on the floor!"

"I didn't kill anybody. I hit a moose."

But then hands were on him, pulling him to the ground and holding him there until they had him cuffed and secure. "Don't worry," he said. "I can explain."

It took almost an hour, but the police were finally convinced they had the wrong guy. They hadn't been buying any of Mark's story until one of the officers came into the interrogation room after doing a check of the parking lot.

"That your Peterbilt out there?"

"Yes," Mark said with a sigh.

"He hit a moose alright," the officer said to the one in charge. "Pretty messy. Probably had to cut it free."

"Like I've been saying, I used an axe." The officer in charge left Mark for a moment to check out Mother Load himself, and when he got back, he couldn't apologize fast enough. "Sorry, Mr. Dalton," he said, unlocking the handcuffs. "We got some pretty frantic phone calls saying you were all covered in blood...which was true. Everyone thought you were the killer, and so did we."

"I would have thought the same," Mark said, massaging his wrists.

"Just do us a favour. Clean yourself up before you get on the ferry. We don't need any more panic, especially now."

"Understood," Mark said, shaking all their hands.

Then he headed straight to the washroom to wash his face and hands be-

fore he had any more trouble. "Oh my God!" he exclaimed, as he caught sight of himself in the mirror. His face was streaked and spattered with blood and it had caked in the creases of his ears and nose. "No wonder they thought it was me."

Mark took off his jacket and shirt and began washing up. As he pumped soap into his palm, another man entered the washroom looked very much like Mark with blood on his clothes, hands and face.

"You hit a moose too?" Mark asked.

"I, uh..." The man seemed lost for a moment, unsure how to answer.

"I hit one a bunch of miles back. Went through my grille like a cannonball."

"Oh, yeah?" the man says. "Uh, that's what happened to me too."

Mark only had to study the man for a second before the realization hit him like an ice-cold slap in the face.

'It's him,' he thought. 'He's the one.'

Mark dried off quickly, but not like he was in any hurry. "See you later," he said. "Sure, see you."

'Yeah,' thought Mark. 'I'll be seeing you...in court.' He exited the washroom, and made a call. Hopefully the police weren't too far down the road. □

— Mark Dalton returns next month in another exciting adventure.

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TSQ

**BRADFORD, Ont.** – While there is some debate over the severity – or, according to some, the existence – of the driver shortage, there is little question that the trucking industry continues to struggle in its attempts to attract new driving talent.

The reasons behind the employment pool's standoffishness to the profession includes everything from over-regulation to long hours away from home, but one of the most significant issues may be poor pay.

A recent US study found that in order to make truck driving more attractive, average salaries would have to rise to \$60,000 per year, despite the fact that current wages hover around the \$48,000 mark.

So what annual wage would be enough to attract and retain truckers?

We posed the question to drivers at the Husky Truck Stop in Bradford, Ont.



**Truck Stop Question** *What is a fair wage for truck drivers these days?*

ADAM LEDLOW



Ron Serink

**Ron Serink**, a driver with Robinson Haulage out of Kilworthy, Ont., says he thinks a decent wage would be around the \$50,000 mark for a freight hauler. However, the 40-year veteran says that drivers these days need

to do more to earn their stripes as much as earn their pay.

“Training for truck drivers is very poor,” he told *Truck News*. “Driving schools have the guy doing his exam on an empty trailer and when he’s on the highway he is completely lost.”

“It should be an apprentice program and you work your way up. Years ago, when I was a kid, I mean you started driving a small truck on your dad’s farm or whatever it was. A straight truck and then you did shunting and then you finally went to a tractor-trailer. I mean nowadays they just get into a tractor-trailer.”



Brad Minne

**Brad Minne**, a driver with Keystone Western in Ile-des-Chenes, Man., says he thinks wages are “pretty average” these days, and would like to see them rise to the \$60,000-\$70,000 range for long-haul drivers.

“That would kind of compensate for loss of family time and stuff like that,” he says.

However, Minne says he believes the driver shortage is something that will never end – pay increase or not.

“This is an acquired taste, driving a truck,” he says. “It takes a certain person to do it and, unfortunately, that (breed) is dying.”

**James Morgan**, a driver with Fidel Transport out of Brampton, Ont., says the current pay situation for regional truck drivers is “a shame.”

“In the last 15 years, truck driving salaries have not increased. I was looking at my first driving job that I had and it was paying \$18 an hour,” he says.

“Now this is 2012 and nowhere in the industry for a regional or local job (will you) make over \$18 or \$19 an hour. Now isn’t that a shame?”

Morgan says he’d like to see wages for pickup-and-delivery drivers be a set rate in the range of \$22-\$23 per hour.



Dan Dusome

**Dan Dusome**, a driver with Robtrans Systems out of Innisfil, Ont., says that while the industry seems to be a “mixed bag” in terms of pay scales, he thinks the \$50,000-\$60,000 range would be fair.

However, Dusome says the industry needs to do more to account for unforeseen problems like detention time.

“Stuff like that really burns into your income,” he says.

“If you can’t get to a dock and unload it quickly you are sitting there for free a lot of times. That’s hard to take for drivers if it’s happening on a consistent basis.” □

– Do you have a topic idea for the Truck Stop Question? Contact Adam Ledlow on Twitter at [twitter.com/adamledlow](https://twitter.com/adamledlow) or by e-mail at [adam@transportation-media.ca](mailto:adam@transportation-media.ca) and we may feature your question in an upcoming issue of *Truck News*.

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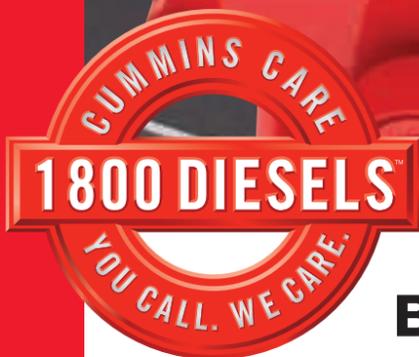
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