

TRUCK NEWS

May 2012 Volume 32, Issue 5

Truck World
Map & Exhibitor List
Pages 48 & 49

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



Triple 53s?!

Saskatchewan pilots a really, really long combination vehicle.

See story, pg. 18

IS LONGER BETTER?: Driver Larry Boyle stands beside the extra long combination vehicle he's piloting with Loblaws in Saskatchewan. He says the triple-53 handles well, but he parks it in bad weather and when it's windy. It also helps to have flat, straight roads. See the full story on pg. 18.

Wild turkey crashes into truck cab

By James Menzies

TRENTON, Ont. – The Quinte town of Frankford, Ont. near Trenton, proudly declares itself the 'Wild Turkey Capital of Ontario.' One such turkey, however, nearly cost professional driver Andy Hutcheson his life.

Hutcheson was travelling east-bound along the 401 near Trenton at 7:30 a.m. March 21, when he saw a black streak out of his peripheral vision followed immediately by the explosion of glass. Hutcheson told *Truck News* he looked down and saw a 25-lb turkey thrashing around on the floor of his cab, the passenger



CLOSE CALL: Driver Andy Hutcheson says he's lucky to be alive after a 25-lb turkey crashed through his windshield.

Continued on page 16

Dig deep, Ontario

McGuinty wants more of your cash

TORONTO, Ont. – The province of Ontario has announced increases to driver and vehicle licensing fees, which the Ontario Trucking Association (OTA) warns could be the "first shoe to drop" as the province looks to eliminate its deficit.

The MTO, which hasn't increased heavy commercial vehicle validation fees since 1988, says the charge will go up from \$109 today to \$142

on Sept. 1, 2012 for vehicles with a GVW of 3,001-3,500 kgs. A further increase to \$185 is slated for 2013, representing a 70% increase over two years.

Vehicles with a GVW of 63,001 kgs to 63,500 kgs will see increases of roughly 70% as well over that same time frame, from \$2,722 today to \$4,601 in 2013.

Continued on page 16

Three new trucks highlight MATS

Plus, we take the new T680 on one of its first drives.



Mid-America Report, pgs. 52-77

Inside This Issue...

- **Fresh perspectives:** What do today's young leaders have to say about managing a trucking company for success? We have the answers in this report from the TCA convention. Page 40
- **Oil 101:** In its simplest form, engine oil is simply a gooey liquid that goes in brown and comes out black. But there's a lot more to it than that. Mark Lee explains. Page 46
- **Wired for good:** How to complete a lasting wiring system repair. And how *not* to do one. Page 87
- **Taxes can be so taxing:** After receiving a nasty letter from CRA, Dalton must go searching for old files. Page 76

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Careers 60-79

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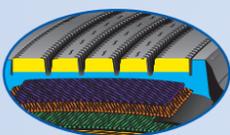
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Why you should care about social media

Having entrenched itself into the lives of so many, it's now abundantly clear that social media isn't just a passing fad. It may take on new platforms over the years, but in one form or another, an ever-larger segment of the folks in the trucking industry will be using technology to exchange ideas, learn and share information.

Colleague Adam Ledlow and I recently gave a presentation on social media to the Toronto Trucking Association and we'll be following it up with a similar talk at the Private Motor Truck Council conference in June.

Interest in this subject is growing, but why? I think it's quite simple: Social media allows you to engage, to inform and to be informed on a continuous basis.

Another reason to be interested in social media is that your customers are interested, and so too are your competitors. How are your competitors engaging your customers? Are they making overtures at your drivers? Don't get left out of the conversation.

Mike McCarron, managing partner of MSM Transportation, columnist for *Motortruck Fleet Executive* and blogger on Trucknews.com, has written



and spoken about his a-ha moment in relation to social media, what he cleverly describes as "this generation's version of the cocktail party."

During a presentation on the subject at last year's Ontario Trucking Association convention, he explained why he's decided to get involved. "When I saw the stats and did some reading, I found out that our customers were making big decisions using social media," McCarron said. "We were using an old-fashioned relationship model. It scared me a little bit; the power equation has shifted. I don't control the perception anymore – that's controlled by the engagement that I have out there."

Others are coming to that realization as well. Last year, a handful of Canadian trucking companies had a presence on the social networking site Twitter. That list is growing each week.

And then there's Facebook, which is increasingly being used by compa-

nies to create an online community for their drivers. Think of the isolation a driver feels while on the road. How often do drivers change companies because they feel they have nobody to call when faced with challenges while far away from home? Progressive carriers are creating Facebook pages that serve as online communities that are never more than a click away.

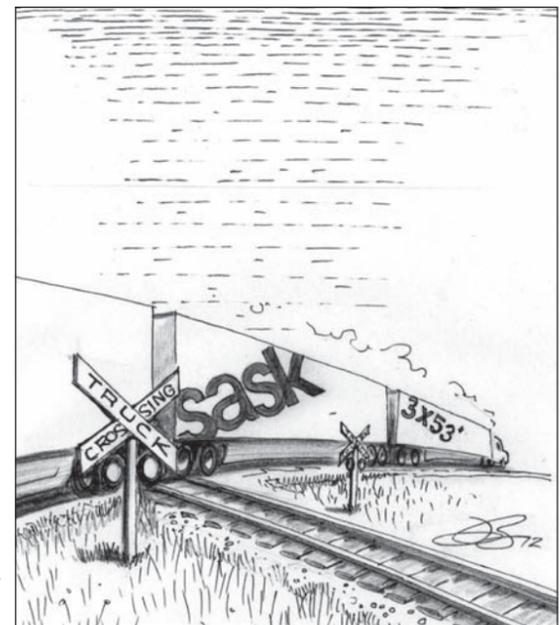
Paramount Freight Systems, Best Fleet to Drive For contest winner in the Owner/Operator category for two years running has a fantastic Facebook site for its drivers. It's home to contests, birthday greetings, truck pictures and much more. Members feel a sense of pride and belonging. Prospective hires can visit the page and get a feel for the company's culture. It's working.

"Believe it, drivers are using Facebook. As of Jan. 16, we have recruited 25 owner/operators off of Facebook," the company admitted during its Best Fleets to Drive For competition evaluation process.

As a trucking company, if you don't have a presence on any of the popular social media plat-

forms, such as Twitter, Facebook or LinkedIn, you're simply not as connected as you could be. It may even be indirectly costing you customers and drivers, in ways you don't even understand. The good news is, there's no last call at this cocktail party and everyone's invited. □

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



Three people you need to fire

If the success of Apple bears any relevance to the transportation industry it's this: companies that place a premium on innovation succeed.

For-hire trucking is an industry of more than 10,000 carriers each needing to differentiate itself in a very crowded marketplace. At the same time, research shows shippers are besieged by growing supply chain complexity and rising customer demands.

Clearly, trucking companies who come to market with the kind of innovative transportation offerings shippers need, stand to benefit.

But innovation doesn't just happen; it's created by people. In the hands of the right people it flowers; in the hands of the wrong people it withers.

This column is about the latter. It is about the people you need to fire if you want to spark innovation in your company and it's inspired by the writ-



ings of G. Michael Maddock and Raphael Louis Viton, authors of *Free the Idea Monkey*.

There are three types of people in your company you need to fire immediately, according to Maddock and Viton. Hanging onto them just sucks the energy out of your company.

First is the type of person Maddock and Viton, refer to as "the victim." They're the ones always complaining, feeling the company is out to screw them, fighting the latest technology, company strategy, whatever. Victims don't see problems as challenges to overcome; they see problems as op-

portunities to complain. And they sure love to complain. Make your company happier and more innovative; get rid of "the victims."

The second type of person you don't want on your team is "the non-believer." The difference between the winning team that makes industry-changing innovation happen and the losing one that comes up short is a lack of willpower, Maddock and Viton argue. Said differently, the winners really believed they could do it, while the losers doubted it was possible.

Effective leaders find and promote believers within their organizations. They also understand the cancerous effect that non-believers have on a team and cut them out of the organization quickly and without regret.

The last type of person you need to throw out of your company is "the know-it-all." These may be very smart folks who somewhere along the way decided to use their knowledge to block change rather than lead it; to

focus their energies explaining why things are impossible rather than possible. Maddock and Viton argue that the best innovators are learners, not knowers.

The same can be said about innovative cultures; they are learning cultures. In order to innovate, employees must be encouraged to go beyond their comfort zone; they must not be afraid to fail and learn from their mistakes. Know-it-alls, in part because their experience demands respect, block this from happening.

The staff at innovative companies, such as Apple, believe they are part of something big. That's the kind of employees you need in your company. The rest should be shown the door. □

– Lou Smyrlis can be reached by phone at (416) 510-6881 or by e-mail at lou@TransportationMedia.ca. You can also follow him on Twitter at [Twitter.com/LouSmyrlis](https://twitter.com/LouSmyrlis).

Did you know?

How easy you are to do business with

Excellent performance in on-time pickup and delivery on the front end can often be undone by claims or too many billing errors on the back end. Unfortunately, for-hire motor carriers don't stack up well against other modes at this point when it comes to billing and claims errors, the latest Shipper Pulse Survey reveals. The survey was conducted by the Canadian Industrial Transportation Association, in partnership with our sister publication *Canadian Transportation & Logistics*.

It asked survey participants to provide basic information about

the quality performance of their carriers. The two key indicators for which data was collected was:

- Billing Error Rate: the percentage of bills that are received with errors.
- Claims %: the percentage of shipments that resulted in claims.

The information provided above gives you an opportunity to compare your own results with the companies in the survey group. For example, looking at Intermodal service, 82% of the users in the survey have an Intermodal billing error rate that is 1% or less; and 91% of the users have an Intermodal claims rate that is 1% or less.

We use this data to calculate Quality Level Ratings for the transportation services. The rating is the likelihood of 99% or better quality performance. The rating is the average of the Billing Error Rate score and the

2011 Quality Level Rating

Transportation Service	Billing Errors	Claims Rate	Rating
Marine	85%	95%	90.0%
Private Fleet Truck	86%	93%	89.5%
Intermodal	82%	91%	86.5%
Air Freight	82%	89%	85.5%
Rail	78%	92%	85.0%
Courier	70%	85%	81.5%
Truck Load	75%	86%	80.5%
LTL	71%	77%	74.0%

Claims Rate score.

The full report, which includes other quality assessment metrics, as well as projections on shipper volumes, pricing, priorities and more, is available at www.ctl.ca for just \$49.99. On the top navi-

gation bar click on reports and select Pulse Survey Report from the drop down menu. □



CLASS 8 TRUCK SALES TRENDS

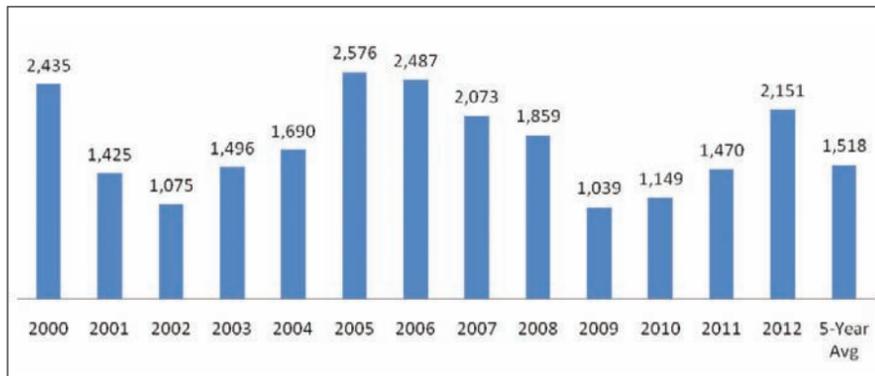
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Class 8 truck sales were off to a booming start in January. February's sales totals are also strong. The 2,151 Class 8 trucks sold in the Canadian market this February is considerably higher than the monthly totals for the previous five years and in the range of the totals posted during the boom years of 2005 and 2006. This February turned out to be the fourth best in sales since the year 2000. The sales total was also about 600 trucks over of the five-year average, another improvement over the past year.

Monthly Class 8 Sales – Feb 12

OEM	This Month	Last Year
Freightliner	598	512
International	314	280
Kenworth	450	199
Mack	152	73
Peterbilt	329	151
Volvo	157	170
Western Star	151	85
TOTALS	2151	1470

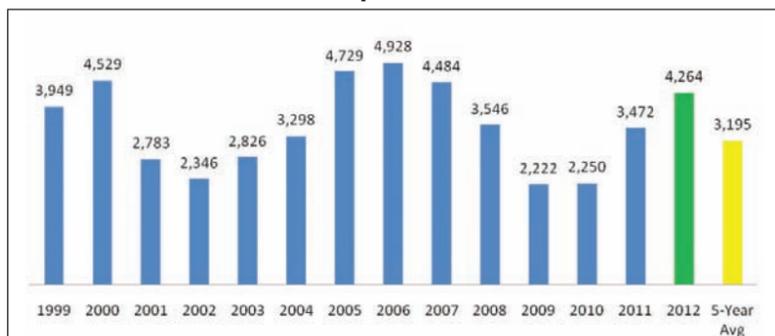
Historical Comparison – Feb 12 Sales



Class 8 Sales (YTD Feb 12) by Province and OEM

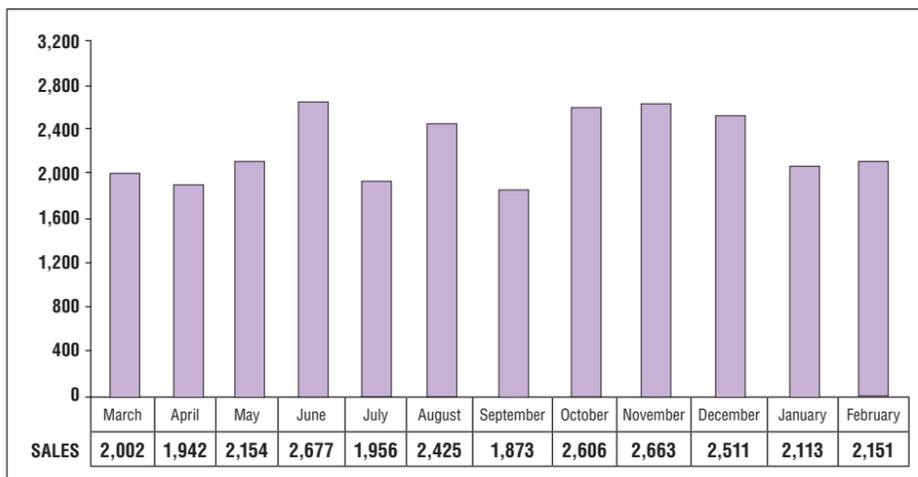
OEM	BC	ALTA	SASK	MAN	ONT	QUE	NB	NS	PEI	NF	CDA
Freightliner	77	99	18	93	680	176	29	48	0	3	1,223
Kenworth	106	431	25	29	127	157	14	0	0	0	889
Mack	17	54	26	17	101	42	8	2	0	3	270
International	39	92	18	36	265	156	38	10	1	14	669
Peterbilt	64	201	30	64	100	88	11	0	0	0	558
Volvo	18	27	15	27	150	81	15	2	0	1	336
Western Star	78	113	12	9	45	28	12	22	0	0	319
TOTALS	399	1,017	144	275	1,468	728	127	84	1	21	4,254

Historical Comparison – YTD Feb 12



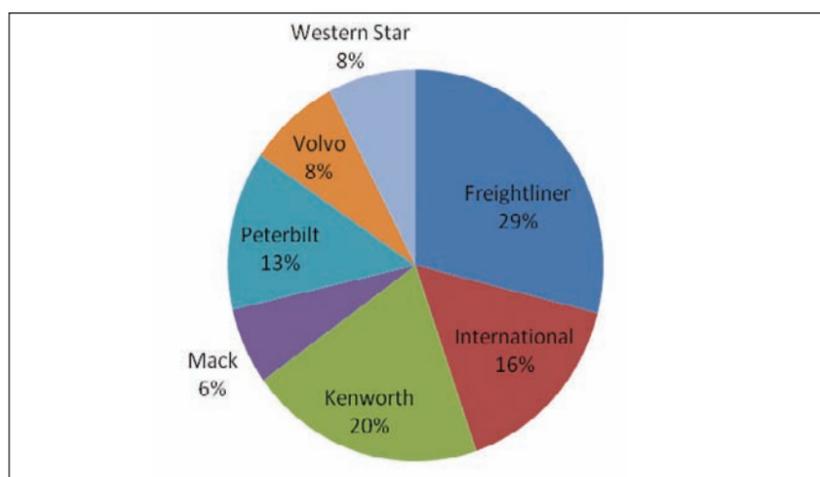
Truck manufacturers are expecting heavy duty truck sales for North America to come in around 250,000 units in 2012, a significant increase from the 216,000 mark hit the previous year. The Canadian market is off to a strong start with more than 4,200 Class 8 trucks sold in the first two months. That's about 800 ahead of last year's pace and more than 1,000 units above the five-year average. The Western provinces accounted for 43% of Class 8 sales YTD in February, with Alberta leading the way. Ontario accounted for 34% of the sales to date.

12 – Month Sales Trend



February marked the fifth straight month of sales above the 2,000 mark, reminiscent of the industry's capacity boom years of 2005 to 2007. Our Transportation Buying Trends Survey found that 46% of Canadian carriers expect to purchase new Class 8 trucks in 2012.

Market Share Class 8 – Feb 12 YTD



Freightliner, last year's Canadian market leader, has jumped out to an early lead once again with 29% market share. Kenworth wrestled the number two spot away from International last year and has started the year off with a solid lead in that spot. International's market share is at 16%, followed by Peterbilt, Volvo and Western Star.

Source: Canadian Motor Vehicle Manufacturers Association

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Creative Directors: Carolyn Brimer, Beverley Richards
Circulation Manager: Mary Garufi
V.P. Publishing: Alex Papanou
President: Bruce Creighton

Advertising Sales

Inquiries: Kathy Penner (416) 510-6892



Rob Wilkins
 Publisher
 (416) 510-5123
 rwilkins@trucknews.com



Kathy Penner
 Associate Publisher
 (416) 510-6892
 kpenner@trucknews.com



Brenda Grant
 National Account Sales
 (416) 494-3333
 bgrant@istar.ca



Don Bestler
 National Account Sales Manager
 (416) 699-6966
 donbestler@rogers.com



Doug Copeland
 Regional Account Manager
 (416) 510-6889
 dcopeand@trucknews.com



Laura Moffatt
 Research Director

Editorial

Inquiries: James Menzies (416) 510-6896



Adam Ledlow
 Managing Editor
 adam@TransportationMedia.ca



Julia Kuzeljevich
 Contributing Editor
 (416) 510-6880
 julia@TransportationMedia.ca



John G. Smith
 Technical Correspondent
 wordsmithmedia@rogers.com



Brad Ling
 Video Production Manager

Subscription inquiries

Anita Singh (416) 442-5600 (Ext. 3553)

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Question of the month

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IN BRIEF

Truck News wins eight TWNA awards

LOUISVILLE, Ky. – *Truck News* editors walked out with an armful of awards at last month's Communication Awards banquet, held during the Mid-America Trucking Show in Louisville, Ky., winning eight total. The awards, organized by the Truck Writers of North America, recognize excellence in trucking industry journalism in the trade press.

Executive editor James Menzies was *Truck News*' earned four of eight awards. In the Magazine Writing division, Menzies won a trio of awards: a gold award in the Business category for "Anatomy of an Acquisition," a silver award in the Feature category for "Beware the Wreckhouse Winds," and a silver award in the Company Profile category for "Winds of Change."

Menzies also shared a silver award with managing editor Adam Ledlow and video production manager Brad Ling in the Video Series category for TruckNews.com's weekly WebTV show, *Transportation Matters*.

Ledlow also picked up a writing award, winning a silver award in the Feature category for his social media-themed article, "The (new) Social Network."

Truck News contributor Joanne Ritchie took home a gold award for her monthly column "Voice of the Owner/Operator." And on-road editor Harry Rudolfs picked up a pair of bronzes for: "Taking it to the Maxx" in the Road Test category and "Load Securement in a CSA World" in the News category. □

Trucking for Wishes charity aims to reach \$250,000 mark on Facebook

LONDON, Ont. – The Trucking For Wishes charity is working to reach the quarter-million dollar mark for monies raised for Make-A-Wish Canada through a Facebook challenge.

Between now and Truck World, to be held in Mississauga beginning April 19, NAL Insurance has agreed to donate \$1 to Make-A-Wish Canada for every "like" they receive on its Facebook page (www.facebook.com/NALinsurance).

Over the last five years, Trucking For Wishes has raised more than \$200,000 for the Canadian charity, which grants wishes for children with life-threatening medical conditions.

"With the continued support of our corporate and individual donations, we believe we can surpass \$250,000 this year," says Aaron Lindsay, fleet services manager at NAL Insurance and founder of Trucking For Wishes.

Truck World will also see the return of NAL's Money Booth, which gives show attendees a chance to win cash and prizes via an air-charged, money-filled booth, with all proceeds going to Trucking For Wishes.

"Trucking for Wishes is a fun way we can interact with our customers and help give back on behalf of the trucking industry," Lindsay says. For more information, visit <http://truckingforwishes.com>. □

BCTA welcomes provincial spending

LANGLEY, B.C. – The B.C. Trucking Association (BCTA) is lauding a \$25-billion provincial strategy to expand markets and infrastructure for B.C. goods. The province announced an ambitious plan to expand the Asian markets for B.C. products and will bolster infrastructure to help get those products to those markets.

The BCTA says the initiative marks the province's commitment to "the most significant economic expansion opportunity in a generation."

The association says the province's trucking industry will benefit from the boost to B.C.'s economy.

"BCTA applauds the province's vision in pursuing opportunities in the Asia Pacific and providing support for the necessary infrastructure here," BCTA president and CEO Louise Yako said. "The strategies that the province announced today – including a \$700-million investment in increased capacity for key highways, additional investments in road and rail capacity, and increased container terminal capacity at B.C. ports – all open doors for B.C. carriers ready and willing to take part in this exciting opportunity."

On May 2, the association will be hosting a one-day conference in Surrey for motor carriers, featuring speakers from the Ministry of Transportation and Infrastructure, Transport Canada, Port Metro Vancouver, local terminal operators, the Asia-Pacific Gateway Skills Table and others. Information on the conference is available at www.BCTrucking.com. □

Trucking Safety Council of B.C. produces free series of industry safety videos

RICHMOND, B.C. – The Trucking Safety Council of B.C. (TSCBC) has developed a moving and lifting safety campaign, which was kicked off with the launch of a video on "Preparing for Work."

The video provides tips on safe work practices for drivers who will be required to handle goods after periods of driving. The video is the first in a six-part series and can be watched at www.youtube.com/user/SafetyDrivenBC.

The videos have been created in

partnership with the Association of Canadian Ergonomists and the project is supported by the B.C. Chiropractic Association. The series addresses some of the most common risks associated with back and neck injuries, the organizations claim.

Musculoskeletal injuries account for about one-third of all medical office visits and hundreds of thousands of dollars in provincial compensation claims and lost productivity annually, officials say. □

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BORDER

Industry asleep at the wheel on costs of obesity to the bottom line

By Lou Smyrlis
KISSIMMEE, Fla. – When 86% of truck drivers are overweight or obese, what is that costing the industry? The answer, unfortunately, is unknown. As Linda Moran, director of business development at the Lindora Clinic pointed out to carrier executives gathered at the Truckload Carriers Association convention, “You know what your fuel and maintenance costs are but you are not tracking your health care costs as closely and know where your dollars are going.”

Yet the overweight and obesity rate of 86% in trucking is much higher than the national average in the US which itself is a shocking 66%. There are 3.5 million obese truckers in the US and being overweight and obese is linked to more than 60 medical disorders, including 12 types of cancer. For example, more than 90% of the obese have

Type 2 diabetes. Drivers taken off the road due to high blood pressure issues could be off work for four to six weeks before they get their condition back in check. Obese women spend \$4,879 more on medical costs than average while obese men spend \$2,646 more (mainly because men are less likely to visit a doctor).

“We have all been asleep at the wheel to allow this to happen,” Moran said.

Her clinic is working with the TCA in its Weight Loss Showdown, which has 11 carriers across North America competing with each other to improve the health of their employees. (Bison Transport and Brian Kurtz Trucking are the Canadian competitors).

Moran said it’s estimated that 70% of all health care costs are caused by unhealthy behaviours. Eating right is a particularly challenging task for drivers, thanks to

the many fast food outlets available along the major highways and the huge portions being served at many truck stops.

“Just around every corner there is temptation. Coupled with that is the challenge of being a ‘super size me’ nation. Your truck drivers are eating huge meals then sitting behind the wheel for hours on end,” said Ann Marie Coppen, PhD, director of research and clinic services at the Lindora Clinic.

Coppen said that many of the overweight and obese are embarrassed about their condition and have no clear understanding about how to change.

“But they have a desire to change and that’s all we need,” Coppen said.

Her company has worked with carriers such as Celadon and Knight Transportation to help their employees manage their weight and

employ healthy eating and exercise practices into their life over the long term. Reducing body weight by just 10% can yield significant health benefits and lead to people no longer needing to be on blood pressure or cholesterol medication.

“Employees have to actually care about the health care costs they’re generating and make sound and wise purchases. But drivers will care if they know you care,” said Moran in encouraging executives to implement health and wellness programs in their workplaces. □

New study backs speed limiter laws

ARLINGTON, Va. – New research recently released by the Federal Motor Carrier Safety Administration points to safety benefits from using technology to electronically govern and limit the top speed of commercial trucks.

“This study confirms what ATA has been saying for years – speed kills and one of the most effective ways to prevent hundreds, if not thousands, of crashes on our highways is to slow all vehicles down, including large trucks,” said American Trucking Associations president and CEO Bill Graves. “ATA petitioned FMCSA and the National Highway Traffic Safety Administration six years ago to mandate the use of speed limiters on all commercial motor vehicles manufactured since 1992 to save lives and make our industry safer. This study strengthens ATA’s case and we call on both agencies to swiftly move forward with rulemakings to ensure that these devices are required on as many trucks as possible.”

The study team, which included the American Transportation Research Institute and the Virginia Tech Transportation Institute, found that “multiple analyses indicated a profound safety benefit for trucks equipped with an active (speed limiter).”

Further, the study concluded that complaints from critics of this technology were not substantiated by the data.

“Domain research on the potential downside of speed deviations among vehicles that could occur due to the interaction of (speed limiter)-equipped vehicles and those without (speed limiters) seems to be far outweighed by the significant safety benefits associated with a reduction in absolute speed afforded by (speed limiters),” the study said.

“Slowing down traffic is the most important step toward improving highway safety,” Graves said. “The Department of Transportation should be commended for sponsoring this comprehensive field study and, in addition to using its findings, it should be a model for how all safety regulations are researched and supported. We hope in the future DoT will have the political will to recognize that speed is the single greatest contributor to highway crashes and prioritize its regulatory initiatives accordingly.” □



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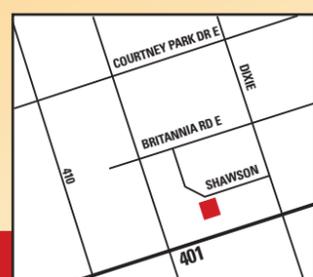
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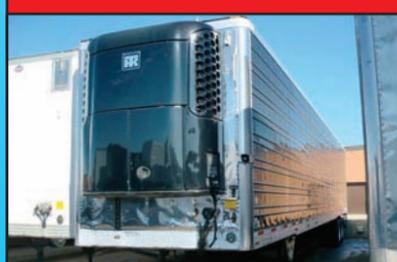
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duct floor, 1 row of recessed "E" track, **loaded.**

(1) 2003 UTILITY 53' REEFER



Thermo King SB200, Pre-painted black side panels, stain-
less 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.

(1) 2005 WABASH 53' REEFER



Thermo King SB300 unit, air ride suspension, aluminum
wheels, front & rear vents, stainless radius corners and
rear doors, 1 row of recessed "E" track, **clean trailer.**

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(1) 2007 UTILITY 53' ROLLER BED VAN



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ride suspension, translucent roof, logistic posts, 11:22.5
tires 80% original, **good clean condition.**

(1) 2004 GREAT DANE 53' REEFER



Carrier Stealth XTC unit, stainless radius corners, wing
plates, rear doors, & rear door case, front and rear vents,
heavy duty flat floor, 1 row recessed "E" track,
Hendrickson air ride suspension, aluminum wheels.

(6) "NEW" 53' UTILITY REEFER BOXES PRE-PAINTED BLACK SIDE PANELS



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and rear doors, front and rear vents, Hendrickson air
ride suspension, Durabright aluminum wheels, 16"
aluminum scuff liner, 1 row recessed "E" track, extra
light pkg. heavy duty duct floor.....**loaded!!!**

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BORDER

US bill would hike federal diesel taxes

WASHINGTON, D.C. – In a plan that could cost Canadian cross-border trucking companies, the American Trucking Associations (ATA) is lobbying to swap a 12% federal excise tax on large trucks with a “modest” increase in diesel fuel taxes.

The proposal was introduced by Reps. Jim Gerlach (R-Penn.) and Earl Blumenauer (D-Ore.) and endorsed by the ATA. If adopted, new trucks will be more affordable in the US, however diesel fuel taxes would increase, a trade-off the US trucking industry seems willing to make.

“The proposal by Congressmen Gerlach and Blumenauer would not only reinforce the ailing Highway Trust Fund, but would provide a boost to US manufacturing and speed adoption of environmentally friendly technologies,” ATA president Bill Graves said. “It is exactly the kind of pro-growth, deficit-trimming legislation that lawmakers should be looking

at as they seek to address our nation’s economic woes.”

The bill would see the federal diesel tax go up 6.3 cents per gallon.

“Revenues from the excise tax are only paid into the Highway Trust Fund when new trucks are purchased, but when truck sales slump, it puts even more pressure on the already overextended fund,” Graves said. “By collecting more in the diesel tax, the federal government could ensure a more stable and predictable source of funding for needed highway and bridge projects.

“Further, by cutting more than \$15,000 from the cost of the average new truck, eliminating the excise tax will encourage purchases of trucks, providing a boost for manufacturing and accelerate the adoption of new technologies aimed at improving safety and fuel efficiency. Legislation like this is a win-win for the government and for the business community.” □

US groups say EPA underestimated costs of complying with emissions regs

WASHINGTON, D.C. – The National Automobile Dealers Association (NADA) and American Truck Dealers (ATD) have released a report which questions the Environmental Protection Agency’s (EPA) cost analysis of emissions control requirements for model year 2004-2010 commercial trucks.

The mandates resulted in substantially higher prices for commercial vehicles, depressed sales, and delayed the environmental benefits that the EPA originally sought, according to a joint report from the NADA and the ATD, released last month.

The report, which looks back at the 2004-2010 medium- and heavy-duty truck emissions mandates, says that the EPA underestimated actual compliance costs on average by a factor of two to five.

“It shows what can happen when

a regulatory proposal – based on far in-advance predictions – seeks to set mandates far in the future. Importantly, the study documents the real-world market disruptions that can occur as a result,” the NADA and ATD said in a joint statement.

The groups say the lessons learned from the report should be considering when reviewing the proposed fuel economy regulations for model year 2017-2025 light-duty vehicles.

“Combined with previous Obama administration fuel economy mandates, (the proposed rules) will raise the average price of a vehicle by \$3,000, according to EPA and National Highway Traffic Safety Administration estimates. When faced with unreasonable federal regulatory mandates that increase motor vehicle costs, buyers of light-duty vehicles – similar to what commercial truck buyers experienced – will seek out less expensive alternatives in the marketplace,” said NADA and ATD officials in a release. □

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CSA finds truckers at fault for every crash they're involved in

WASHINGTON, D.C. – The American Trucking Associations (ATA) has taken issue with a Federal Motor Carrier Safety Administration (FMCSA) policy that, under CSA, will “hold the trucking industry responsible” for every truck-involved crash.

According to the association, FMCSA’s current position even blames the trucker for accidents that could not be prevented.

“With FMCSA moving ahead with its CSA carrier oversight system, it is more important than ever that the agency uses not only the best data, but also common sense to ensure it is targeting the right carriers and drivers for oversight,” ATA president and CEO Bill Graves said. “By backtracking on their commitment to implement a crash accountability determination process in early 2012 to hold carriers accountable for crashes clearly caused by the actions or inactions of a truck driver, FMCSA has bowed to anti-industry interest groups and unfairly called into question the integrity of police accident reports prepared by America’s law enforcement community.”

ATA would like to see police accident reports used to assign blame in the event of an accident and non-preventable crashes removed from a carrier’s CSA score. Special interest groups, on the other hand, have argued police reports are unreliable and have seemingly convinced FMCSA to abandon those plans.

ATA has highlighted several crashes that were of no fault of the truck driver, yet under the agency’s “blame truck drivers first” policy, would have penalized the professional driver. □

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EAST

Safest Nova Scotia fleets recognized

DARTMOUTH, N.S. – The Nova Scotia Trucking Safety Association (NSTSA) recently handed out its annual Safety Excellence Awards.

The awards were presented during a special luncheon held March 22. This year's winners include: SLH Transport, Halifax, N.S., Large Company Safety Excellence Award; TRH Transport, Dartmouth, N.S., Medium Company Safety Excellence Award; Weir & Son Trucking, Kentville, N.S., Small Company Safety Excellence Award; S&M Trucking, Edwardsville, N.S., Joint Occupational Health and Safety Committee Safety Excellence Award; Warren Transport, Mill Village, N.S., Safety Excellence Progress Achievement Award; and Sperry Design, Dartmouth, N.S., Safety Excellence Partner Recognition Award. □

APTA to host technology and maintenance conference

MONCTON, N.B. – The Atlantic Provinces Trucking Association will be hosting its 2012 Transport Technology and Maintenance Conference April 29-May 1.

The event, to be held at Moncton's Casino New Brunswick, will feature a variety of seminars focusing on technology and maintenance-related topics for the trucking industry.

Seminar topics include technician hands safety, virtual diagnos-

tics, apprenticeship and recruitment, natural gas technology, roadside compliance, and auxiliary axles and brake timing.

The event will also feature networking opportunities such as a meet and greet on day one, meals throughout, and entertainment care of stand-up comedian Francois Weber.

For more information or to register, visit the association's Web site at www.apta.ca. □

Shortcut through Maine could get underway by 2015, report claims

BANGOR, Me. – A local news report indicates a toll highway from Calais, Me. to Quebec could become a reality as early as 2015.

The *Bangor Daily News* reported Peter Vigue, a proponent of the toll road, said construction could begin in 2015. He said the state is considering whether to proceed with a \$300,000 feasibility study.

Vigue is CEO of construction company Cianbro. He told the paper he is eager to get the approvals in order so work on the project can begin.

"Once we get a green light, we can move ahead with the design and getting all of our permits,

which we believe is going to take about two years," Vigue told the *Daily News*. "Then we can start working."

The highway could provide a shortcut for Canadian truckers, linking St. Stephen in New Brunswick to the Quebec border. The highway, Vigue said, would provide easier access from the Maritimes to markets in Ontario and Quebec.

"It's very important that the state of Maine work in a collaborative manner with our Canadian neighbours," he said. "We have the same economic challenges and issues to deal with." □

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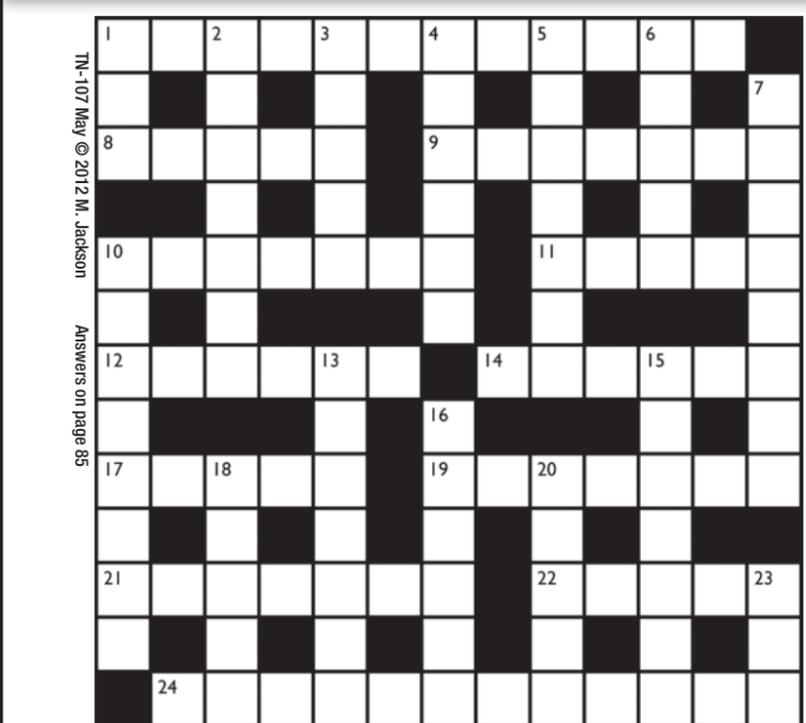
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THIS MONTH'S CROSSWORD PUZZLE



Across

1. Protective barrier behind cab (8,4)
8. Cargo-restraint type
9. Battery specification, ____ capacity
10. Accelerators, slangily
11. Word on NS plates
12. Canada Revenue Agency agent (3,3)
14. Petro-products brand with star emblem
17. "Put the ____ to the metal"
19. Farmer's truck, perhaps (4,3)
21. City with 407 toll road
22. Roadside "EATS" edifice
24. Rural routes, sometimes (7,5)

Down

1. ATime on the road, briefly (1,1,1)
2. '90s Ford heavy-duty model
3. Doctor-detering snack
4. International sleeper type (2,4)
5. Rejuvenate a classic truck
6. Road bend
7. Boston, slangily (4,4)
10. WiFi-equipped truck stops (3,5)
13. I-20, I-75 and I-85 junction city
15. CB-radio adjunct
16. Air horns flashy finish
18. Petro-Can diesel-engine oil
20. Radar's laser-based cousin
23. Certain thoroughfares, briefly

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QUEBEC

Truckers benefiting from improvements at CN's Montreal intermodal terminal

By Carroll McCormick
MONTREAL, Que. – Since May 2011, CN has been getting results from some common sense techniques for processing trucks more quickly

through its Montreal intermodal terminal (MIT) at Taschereau Yard.

“What we are doing is not all that sexy. It is purely focus,” says Clarke Trolley, assistant general manager, in-

termodal operations.

There are several ways to measure how quickly CN is moving truckers in and out of its intermodal terminals. The simplest is called “carter turn

time,” which is the amount of time a trucker, or carter, spends inside the terminal. In 2010, for example, the average carter turn time was 50.6 minutes, with an average of 889 trucks per day



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visiting MIT. That sounds fairly reasonable, but what had some truckers upset was the percentage of trucks in 2010 that took more than 60 minutes (21.6%) or more than 90 minutes (8.3%) to get through the yard.

Trolley explains what was going on: "CN was only focusing on carter turn times. In 2011 CN started taking steps to deal with the exceptions: carter turn times of 60 to 90 minutes. Customers say that they don't want exceptions. They want consistency."

The new focus resulted from CN deciding to examine how it could improve service to its customers across its business. As Jean-Jacques Ruest, executive vice-president and chief marketing officer of CN put it: "We believe that the issue is 'What is the problem?' 'What is the pain?'"

One pain point was service in CN's intermodal terminals. In April 2011 Trolley, a second-generation railroader and lifer with the company, set to work.

"The key is to create focus on service in the terminals and capitalize on synergies and best practices across all terminals," he says. "It is a change in direction from a focus on operational cost control to the upside potential of service that enables growth."

The improvement in service is noticeable, says Ferris Abraham, executive vice-president of Simard Transport in Lachine. "It is better, there's no doubt."

The truck throughput data CN collects show that the new measures are working. In the last half of 2011, only 2.9% of trucks stayed in the yard for over 90 minutes, 11.7% stayed over 60 minutes and the average carter turn time was 41.4 minutes – healthy drops over previous years. In 2012 to date, an average of just 3% of truckers waited more than 90 minutes and in February it dropped to 2% – for an average of just under 3% for 2012 to date – right on target for Trolley's team.

This is what CN did: When trucks come into the terminal they roll onto a 10,000-ft. long pad adjacent to a track where intermodal containers are loaded and unloaded on or off chassis or rail cars. The pad is divided into quadrants, to which crane operators are assigned.

Each crane operator can see on his computer screen all the trucks and how long they have been there. So, Trolley explains, "Crane operators have been asked to place additional focus on trucks that are there too long. If they are, we send out additional resources to help. We strategically focus on truckers approaching 60 minutes



MUCH IMPROVED: Maintenance during off-peak hours keeps stackers on the move when trucks in Montreal's CN intermodal terminal need them most.

wait to ensure they are served before they reach 90 minutes."

CN also increased the number of cranes available to operate on the pads. Nominally, seven cranes operate on the pads, but one is usually out for repairs. When CN replaced some of its cranes in 2011, it decided not to pack the old machines off to auction.

"Last year, knowing that we have peaks and lulls in volume, we decided to start strategically keeping the old cranes to help us in the peak season, when there is too much work for the base number of cranes," Trolley says. Peak season is from fall to spring. An old crane on standby can be put into service for the hours or days when there is heavy action, then put back into storage until the next peak.

CN also started doing more maintenance and repair work on the cranes during the midday and nighttime off-peak hours, which keeps cranes in service when they are needed. CN also added eight more full-time employees at the yard.

On the recordkeeping side, CN started keeping a sharper eye out for truckers who were taking their lunch breaks or catching some zees in the yard. This ensured that the throughput times were telling CN the correct story about its performance.

"We are listening," Trolley says. "I really have to emphasize that what is driving this continued improvement is listening to our customers and then tactically solving these issues." □



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ANGRY BIRDS?: Driver Andy Hutcheson escaped unscathed after a wild turkey flew into his windshield. Thankfully, he didn't have a passenger.



SOUVENIR: The turkey was not so fortunate. Hutcheson plans to keep the tail as a reminder of the event.

Is a bird in the cab worth two in the bush? Driver Andy Hutcheson doesn't think so

Continued from page 1
side of his windshield completely destroyed.

Hutcheson pulled the Kenworth T800 to the side of the road and "bailed out of the truck," to take stock of the situation. Realizing his phone was still in the cab, he climbed back in to retrieve it and saw the turkey was still badly injured on the floor of the cab.

Having never encountered such a situation, Hutcheson called his boss at Gunter Transportation, a flatdeck trucking company out of Princeton,

Ont. Did they believe the predicament he was in?

"Not really, at first," Hutcheson admitted. "They thought I was joking, but they believed me after a bit."

It took about half an hour for the turkey to expire from its injuries and then Hutcheson was able to reclaim his truck and drive slowly up the road where he came across a police officer. The cop took a few pictures and said there wasn't much else he could do.

"He took a couple pictures him-

self, because he said he'd never seen such a thing," Hutcheson recalled. Finally, Hutcheson had his windshield and wiper blades replaced before making his delivery and returning home with the turkey. He's going to have the tail made into a fan as a reminder of the experience. Of course, he doesn't need a keepsake to remind him of what happened.

"I'll never forget it," he said. "I know that it would've killed me if it hit me. Glass and feathers were everywhere. It weighed about 25 lbs."

It took some good driving on Hutcheson's part to maintain control of the vehicle when the oversized bird intruded upon his driving space.

"My moose bumper didn't do me much good," he quipped. □

Ontario trucking fees about to go up. Way up.

Continued from page 1
The Class A driver's knowledge test will go from \$10 today to \$15 in 2013.

Permits for oversize and overweight vehicles will also be going up. A single trip (dimension only) permit will go from \$50 today to \$65 in 2013 and a super load permit (GVW over 120,000 kgs) will go from \$500 today to \$700, a 40% increase.

"While it may have been inevitable that we would see higher commercial licence fees given the provincial government's current fiscal challenges, it's still a bitter pill to swallow; no one likes tax/fee increases," said OTA chief David Bradley in response. He said the industry would have preferred to see the increases phased in over a longer period of time, so carriers could adjust their rates accordingly.

If it's any consolation, the province says it may use the money generated through the fee increases to improve roads and bridges.

"Our government is making thoughtful choices to eliminate the deficit and keep Ontario's economy on track, while making sure our roads and bridges remain in good repair," said Transport Minister Bob Chiarelli. "We hope the extra money raised actually goes into the road/highway network and the bridges since revenues received by governments are not dedicated to any specific person and instead are deposited in general reserves." □

OTA concerned about spending cuts

TORONTO, Ont. – The Ontario Trucking Association says announced spending cuts to the province's transportation infrastructure have come as no surprise to the organization, which has been warning motor carriers for months to expect certain budget constraints to highway spending.

In fact, despite reports Premier Dalton McGuinty would take an axe to the budget, total spending will continue to rise 1.4% in the next two years, according to last month's budget announcement.

However, although the province announced it would increase its total transportation budget from \$2.3 billion this year to \$2.6 billion in 2012-2013, infrastructure spending will fall from \$308 million to \$278 million next year.

The cuts to highway spending appear to affect construction projects that have not yet begun, such as delaying some highway expansion and HOV projects. Projects already in the works, such as the Windsor Essex Parkway leading to the Windsor, Ont.-Detroit border and a Hwy. 407 eastbound extension, will continue as planned, according to the report.

The OTA says it remains concerned, however, that the previously announced schedule to increase commercial vehicle licence fees by 70% in one year was maintained in the budget. □

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Loblaws testing extra long combination vehicle

Triple-53 runs between Regina, Saskatoon only at night

By Jim Bray

REGINA, Sask. – A pilot project in Saskatchewan could redefine the term “long haul” as it applies in the province. The experiment, currently under way on a single run between Regina and Saskatoon, allows for a third 53-ft. trailer to be added to an LCV, creating a kind of “turnpike triple” that’s hoped to help up the efficiency ante when it comes to moving goods in Saskatchewan.

It’s a part of what’s referred to as a Transportation Partnership between government and industry, an arrangement the province says is designed to enhance truck safety, support economic development through the use of larger, more efficient vehicles with higher payloads, as well as to promote the use of efficient, “road friendly” vehicles while minimizing the impact on the road infrastructure.

“We’ve always been looking to get longer and heavier,” says Mike Burnett, director of logistics, central region, Saskatchewan Department of Highways and Infrastructure. “That’s just the nature of what the program is about.” The LCV program has been in operation in Saskatchewan for many years now, Burnett notes, so “this was next up, to look at something longer – as long as we could accomplish it safely.”

This particular pilot project had been in the works for a couple of years before things actually got moving along the highways, and relates directly to the province’s attempts to become more competitive in the global marketplace.

“Saskatchewan’s a landlocked province,” Burnett says, “and our problem is that we’ve always got a lot of bulk commodities but we’re a long way away from port. This puts us at a competitive disadvantage.”

The project dovetails nicely with the province’s 2,000-acre Global Transportation Hub (GTH), located at the west end of Regina on the Canadian Pacific main line between Highways 1 and 11.

“As the Global Transportation Hub was starting to be developed,” Burnett says, “the (triple trailer) idea was being thrown around and since there was interest from occupants there, we thought this would be a good opportunity to try it out.”

Currently, the project sees a single company – Loblaws – running a triple “Road Train” (as its driver calls it) from the Hub to the outskirts of Saskatoon, where the third trailer is uncoupled and taken into the city by itself – undoubtedly saving some interesting urban turns in the process. Burnett says Loblaws was chosen because it “expressed an interest in pursuing it. They’re the anchor company in the GTH, so it made sense for them to take the lead.”

Andrew Cipywnyk, director, trucking policy and regulation, says that as part of the pilot project, “We’re looking at things like the operation of the vehicle and the whole issue of whether it fits in Saskatchewan.” Cipywnyk says the project is designed as a one-year test, after which “it will be evaluated to determine whether it’s a viable alternative for Loblaws operationally, but also to see whether there are any operational issues for the vehicle itself.”

Before the inaugural runs were completed, Cipywnyk says there was a lot of planning done.

“Anytime we enter into something like this there’s a lot of work done,” he says. “You have to look at the safety of the vehicle and the Ministry wouldn’t have even entered into the pilot if there wasn’t some level of comfort with the vehicle being safe for the road. But because it’s such a new configuration, we wanted to make sure there’s nothing that was missed in the analysis.”

Burnett says the project consists of a maximum of one trip a night, the triple heading to Saskatoon loaded but returning to Regina empty. “They have two sets of triples,” he says. “They drop off the loaded ones and pick up the empty ones for the return trip.”

Or perhaps not quite empty. The driver tasked with taking the triple to

the ’Toon, Larry Boyle, says he hauls empty pallets or milk trays back to the Hub after dropping off his load. Still, compared with the 177-ft. long triple’s gross weight of 90,000 kgs, it probably feels empty.

Boyle, a 36-year veteran of the trucking business, may have been the perfect choice as a guinea pig for the road trains. He’s been involved with Saskatchewan’s LCV program for many years and his experience includes time as an owner/operator with various companies; he also drove for Bison before moving to Loblaws in January of 2011. Boyle says he’s tickled pink to have been chosen for the pilot project and really enjoys the challenge – as well as the triple train experience itself.

“I actually prefer to drive them rather than the turnpikes,” he says, “because they’re on a slide-out system, like a fifth wheel – kind of like a long B-train – so it’s more stable because there’s no swing to it like with a converter (dolly).”

This leads to the road train being more “wind-friendly” than one might think, though Boyle admits that if the winds get really strong they uncouple the third trailer anyway.

“The winds were 90 km/h the other night,” he says, “and we didn’t run because of that. There are a lot of safety considerations in terms of being on the highway.”

The run is made five days a week, weather permitting, with the train allowed to operate only between 9 p.m. and 6 a.m. and at a maximum speed of 90 km/h. It appears that so far, things have been going well.

“We haven’t really had any negative feedback,” Burnett says. “Loblaws has certainly been very conscientious making sure they err on the side of caution, and they’ve been a very good partner through this.”

Weather worries go beyond wind, of course. Boyle says snow and ice are other considerations, though he also notes that the system is set up to ensure they don’t run into problems in

the first place. “I get a weather report issued to me saying whether it’s good to go or what the chances are of rain or snow or whatever – and if there’s any snow flurries at all they don’t let me go.”

It doesn’t even have to be actual snow, either. Boyle says if the weather report says there’s even a 60% chance of flurries they won’t let him go that night. “They don’t want anything to happen, so they’re being extra careful,” he says.

That matches the government’s position. “We’ve been very conscientious of the weather,” Burnett says. “Obviously, starting in the middle of winter as we did, we had some concerns in regards to road conditions but safety is paramount to both sides (government and Loblaws) so if there’s any concerns with the weather, then they’ll call off the triple run and just take it up as a turnpike and a single.”

The route along the four-lane highway minimizes turns, obviously, but the road infrastructure is so far incapable of allowing the triple unit to make it right to the destination terminal.

“We can leave the transportation hub,” Boyle says, “because the roadways are wide enough and you can make the turns there. But we have to split them up at an Esso just outside of Saskatoon and then another driver comes out to meet me and he takes the one trailer in and I take the two into the Great West yard in Saskatoon.”

Boyle says the additional weight doesn’t put much extra strain on the truck, at least on the flats. He admits, however, that when going up the Lumsden Hill, about 30 kms north of Regina, his speed is down to about 20 km/h. Boyle thinks the project will be successful and will lead to a permanent presence of the “really long combination vehicles” on the province’s multi-lane roads. “It’s the way of the future, I think,” he says, noting that there’s already talk of “breaking off to go to Calgary and Winnipeg directly, along the Trans-Canada on the four-lane highways.”

The Ministry isn’t speaking as confidently, and notes that any plans to expand the program to companies other than Loblaws will have to be looked at on an individual basis. Concerns go beyond the fact that cities aren’t built to handle the longer configuration; Burnett also notes the individual companies and their drivers are also potential issues of concern.

“On one side we’re looking for different combination vehicles to get greater efficiencies,” Burnett says, “but the other side is safety. We look at the driver’s history and the company’s history, we look at the vehicle itself, the configuration, to ensure that they meet stability requirements.”

As for the skill of the truckers, Burnett says a driver needs to display a certain level of experience driving LCV combinations, but “Currently we haven’t looked at any additional training requirements beyond a long combination vehicle training course, the same thing they need for running turnpikes.”

Meanwhile, the driver is thrilled at the feather in his cap that being the first to drive the self-described “Road Trains” gives him. “I’m honoured that my manager picked me,” Boyle says, “and I’m really enjoying it.” He claims his triple is the longest train in North America on record right now, so “it’s kind of exciting to be in something like that. It’s awesome.” □

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CTHRC secures funding to develop occupational job standards

OTTAWA, Ont. – The Canadian Trucking Human Resources Council (CTHRC) announced it has received funding for a new project that will define skills needed for non-driving occupations in the trucking industry.

The funding comes from Human Resources and Skills Development Canada.

The initiative will update existing National Occupational Standards already developed by the CTHRC for several trucking industry occupations.

The new standards will cover: shunt drivers; cargo workers; dispatchers; freight claims, safety and loss prevention specialists; and foremen, supervisors and managers.

A related research program will also explore young peoples' attitudes towards careers in the trucking industry and determine whether any existing high school-to-work programs can be used to guide more students into trucking-related career paths.

"Clearly defined National Occupational Standards are the foundation of every effective training initiative that we develop," said Gord Peddle, chairman of the CTHRC.

"The focus on related skills also helps to increase the level of professionalism of the job, strengthen the trucking industry's image, and defines the capabilities required to progress in a number of career paths."

The standards, CTHRC says, will help educators map career paths for their students, inform candidates about the skills needed in trucking-related careers and provide employers with a tool that can be used to evaluate employee performance and training needs.

"Many of CTHRC's initiatives have focused on the trucking industry's demand for skilled, professional drivers. You can see that reflected in our training programs, career awareness tools, HR management tools, and existing National Occupational Standards," said Angela Splinter, CTHRC's executive director.

"Our most current research indicated a growing need for skilled workers in non-driving occupations. These new National Occupational Standards will help the trucking industry to secure workers with the required skills." □

CTA approves of federal budget

OTTAWA, Ont. – With initial fears that the recently announced federal budget might feature slashed government spending, the Canadian Trucking Alliance has expressed satisfaction with the budget's plans for new spending and a focus "on an agenda that will deliver high-quality jobs, economic growth and sound public finances."

The government did propose modest spending cuts including civil service staff cuts and expects to achieve a balanced budget in three years, the CTA noted.

The CTA also noted that while the budget, announced by Canada's finance minister, Jim Flaherty, included few specifics for the transportation or trucking industry beyond a rehash of the initiatives already underway through the perimeter security agreement, there are some measures which will be of interest to business owners.

These items include a focus on new trade agreements with emerging economies, resources development and changes to the Employment Insurance (E.I.) system, such as limiting E.I. premium rate increases to five cents each year until the E.I. Operating Account is balanced and extending the Hiring Credit for Small Business for one year to help small businesses to defray the costs of hiring new workers.

The budget also proposes to realign the Temporary Foreign Worker Program (TFWP) to better meet labour market demands. However, as it relates to the TFWP, businesses will still have to first look to the domestic labour force before accessing the TFWP, CTA officials noted. □

Wowtrucks brings calendar contest to Facebook

CALGARY, Alta. – The makers of the Wowtrucks calendar, which has been showcasing a group of 13 Canadian trucks and their drivers each year since 2008, is adding a twist to the usual selection of winning trucks.

Winning trucks featured in the calendar are typically chosen at the four major show'n'shine competitions across Canada (Fergus Truck Show, Rodeo du Camion and the Alberta and British Columbia Big Rig Weekends), but this year, organizers will be selecting four trucks via Wowtrucks'

Facebook page. (To find the page, go to Facebook and search for Wowtrucks).

Interested drivers can submit photos of their truck until May 30. The four winners will be chosen based on the highest number of "likes" received by June 30.

The Facebook photo contest was conceived "to make the calendar more accessible to those that can't make the shows," organizers said.

To submit your own photo, visit Wowtrucks' Facebook page. For more information, contact david@wowtrucks.com. □

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CANADA

Best Fleets to Drive For

How an idea hatched by a small Canadian tech firm has evolved into one of the most prestigious awards in the industry.

By James Menzies
MARKHAM, Ont. – Having completed its fourth year, the Best Fleets to Drive For competition has already become one of the most sought after awards a North American trucking company can win.

Visit a trade show, peruse the recruitment ads in a trucking magazine or listen to satellite radio programming and you'll find many instances of the winners of this prestigious award proudly proclaiming their status as a "Best Fleet."

The program itself has grown from a concept that some in the in-

dustry initially discouraged, to a contest companies are now actively engaging in and promoting, all in just four years. The story behind the Best Fleets to Drive For program is as interesting as the program itself, and it began right here in Canada as the brainchild of Jane Jazrawy, vice-president of product development of the small, Markham, Ont.-based online training firm CarriersEdge. Jazrawy, and company president Mark Murrell, founded their online training firm in 2000 and brought it to the trucking industry in 2005.

They were soon hearing all about the industry's problems, such as its high driver turnover and an inability to attract young workers. They heard very little about what the industry had to offer as a profession and the a-ha moment came in 2008 when *Fortune* magazine posted a list of the 100 Best Companies to Work For, with Google coming in at number one.

"I realized there were no trucking companies of any sort on that list," Jazrawy recalled in an interview with *Truck News*.

"We thought it doesn't add up," Murrell added. "There has to be good stuff. There has to be people who are passionate about what they're doing. There has to be good stuff out there that needs to be shown to the world."

From there, Jazrawy developed the concept of a survey that would seek out the most positive driver-oriented initiatives being offered by trucking companies and then

reward the companies that are involved while sharing their best practices with the industry as a whole.

"We wanted to find out what companies were doing to make drivers stick around," she recalled.

When Jazrawy and Murrell floated the idea of a competition to industry, they met with some resistance.

"There was certainly opposition to it and people who thought it was a crazy idea," Murrell admitted. "There were people who thought it was wrong and that we shouldn't be pitting fleets against their peers."

"But that was never the intention," Jazrawy hastened to add. "The idea was to celebrate the good stuff."

Undeterred, the duo designed a program that relied heavily on driver input.

"One of the things we thought was extremely important was getting the drivers to voice their opinions," Jazrawy said.

To get the program off the ground, Murrell said a strong partner was needed. Several organizations were approached with lukewarm response. Finally, everything came together when Murrell attended a Truckload Carriers Association (TCA) event and with the encouragement of a friend from the industry, approached the TCA for feedback. At the time, fellow Canadian Ray Haight served as its chair, and he immediately fell in love with the idea. Before long, TCA endorsed the program and offered to help administer it, bringing the Best Fleets to Drive For competition to life.

It was around this time that the bottom fell out from under the economy and the trucking industry in particular.

"We launched it at the worst time," Murrell admitted. "For the first couple of years, there was largely indifference. We always had good interest from drivers nominating their fleets. But for the first couple of years, companies were really having a hard time just trying to keep the lights on."

To be considered for the award, a fleet must first be nominated by one of its drivers. From there, the carrier must go through an exhaustive evaluation process consisting of questionnaires, driver surveys and a lengthy phone interview. Those first couple years, many fleets balked at the program because they hadn't heard of it and they figured there was a catch. With each passing year, the level of participation among the nominated fleets has increased, organizers point out. As awareness of the program has grown, carriers have seen benefits of taking part, including the ability to fly their flag as a 'Best Fleet to Drive For' in their recruitment literature and also an in-depth report on their own operations that's produced for them as part of the evaluation process.

"They go through this interview process and it is a real exercise in becoming self-aware," Murrell said. "They learn a lot about themselves and they also get all these driver surveys done. There's no charge to them and they typically get a report that's 30 pages or so."

"It gives them a sense of where they're strong and where they can use a little bit more work," Jazrawy

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CANADA

Best Fleets contest rewards programs that benefit professional drivers

Continued from page 20

added. "It has become a useful exercise for a lot of them."

In 2011, close to 90 carriers were nominated and evaluated as part of the program. It has created a boatload of work for CarriersEdge staffers, who run the program without outside help. What they affectionately refer to as "Best Fleets Season" now runs nearly 11 months of the year, from the time the program is organized until a seminar series that shares the best practices of the winners concludes in June.

"It has become a lot of work," Murrell admitted. "It starts in August when we plan the opening with the TCA and ends in the beginning of June when the tour is done."

In between, there's promotion to be done, phone interviews and evaluations, the collection and tabulation of driver surveys and literature to be assembled. It culminates with the presentation of the awards at the TCA's annual convention in the spring followed by the 11-city Canadian seminar series.

"One of the things we're looking at now is, how do we streamline that?" Murrell said. "It becomes unsustainable for a free program, so we're looking at streamlining it and automating it. How can we build a system that does a lot of this for us?"

With their roots as a technology company, that kind of project is

right up their alleys. Jazrawy said the program was never intended to be revenue generating, but as it grows, they may have to charge a nominal fee for the reports to help offset the costs of producing them.

The skepticism and indifference the organizers initially faced seems to have given way to enthusiasm, especially as the economy has bounced back and the driver shortage has again reared its head. Companies are now calling the TCA and CarriersEdge out of the blue and asking how they can get involved. There have even been instances of carriers submitting fake nominations, which are easily spotted.

Despite taking on a life of its own and demanding an unforeseen amount of their time, Murrell and Jazrawy agree the program has been worthwhile, even if it hasn't contributed to the bottom line of CarriersEdge.

"We just really wanted to start the conversation and I think we've done that," Jazrawy said. While it's difficult to measure how the program has improved the public's perception of the industry, or for that matter, the industry's perception of itself, both Jazrawy and Murrell have seen anecdotal evidence that good things have come from identifying the companies that do the best job at treating their drivers right. And that was the goal all along. □

Best Fleets to Drive For seminar series to visit 11 Canadian cities

MARKHAM, Ont. – The 2012 Best Fleets to Drive For seminar series is back again this year, with a full line-up of dates announced for its cross-Canada tour. The series of half-day seminars, organized by CarriersEdge and sponsored in part by *Truck News*, provides tips and tricks from Canadian and US fleets identified as this year's Best Fleets to Drive For.

Best Fleets to Drive For is an annual survey and contest conducted by the Truckload Carriers Association and CarriersEdge. It identifies the North American for-hire trucking companies that provide the best workplace experiences for company drivers and owner/operators. Nominated fleets are evaluated on the range and depth of programs being offered, the overall effectiveness of those programs across key metrics, and the responses of surveyed drivers. Fleets with the best overall scores are named Best Fleets to Drive For. The Best Fleets to Drive For seminar series presents data collected during that process, including industry trends, innovative programs, and case studies of winning fleets.

The 2012 edition of Best Fleets to Drive For saw dramatic results from smaller fleets, according to survey organizers, with both the Best Overall Fleet for Company Drivers and Best Overall Fleet for Owner/Operators awards going to fleets with less than 200 drivers. A detailed look at programs from those winning fleets will be a central focus of the seminars.

Other notable trends that will be explored further in the seminars include: the increase in companies offering education assistance programs for their drivers; the evolution of bonus programs from a focus on safety and fuel efficiency to comprehensive multi-metric performance bonuses; the increasing use of in-cab technology for communication, performance management, and driver development; and changes in approach to driver wellness as a key element of overall retention strategies.

"The 2012 Best Fleets to Drive For program found some really interesting developments across the North American trucking industry, and some real innovation in the smaller fleets," said Mark Murrell, president of CarriersEdge. "With more and more fleets finding novel ways to support their drivers, and some great feedback from the drivers themselves, there will be a lot to discuss in the seminars this year."

The 2012 Best Fleets to Drive For seminar series will again be presented by Marsh Canada.

"The Best Fleets to Drive For seminar series gives fleet operators a chance to learn how winning fleets operate safely and efficiently," said Scott Cober, national transportation practice leader for Marsh Canada. "This program has consistently afforded participants with valuable learning opportunities, and we're proud to be a sponsor for the third year."

The dates and locations for this year's tour are as follows: May 1, Regina, Sask.; May 2, Saskatoon, Sask.; May 3, Winnipeg, Man.; May 9, Moncton, N.B.; May 10, Montreal, Que.; May 15, Windsor, Ont.; May 16, Toronto, Ont.; May 17, Ottawa, Ont.; May 30, Calgary, Alta.; May 31, Edmonton, Alta.; and June 5, London, Ont.

All seminars will run from 9 a.m. to noon, with refreshments provided. Admission is free, but advance registration is required. To register, contact Judi at 905-530-2430, or visit www.BestFleetsToDriveFor.com. □

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CTA to feds: Help us green our fleets

OTTAWA, Ont. – The Canadian Trucking Alliance (CTA) recently appeared before a Commons Standing Committee on Transport to appeal to the feds for support in rolling out environmentally-friendly transport alternatives, such as natural gas.

CTA president David Bradley addressed the House of Commons Standing Committee on Transport, Infrastructure and Communities along with Claude Robert, president of Robert Transport, which is among the first Canadian fleets to deploy natural gas highway trucks between Montreal and Toronto. In his remarks, Bradley also addressed "smog-free" trucks, greenhouse gas-compliant tractors and trailers. His message was that the economic interests of the trucking industry have never been more closely aligned with the safety and environmental goals of society.

"Proven technology exists today, right now, that can make our industry even safer, that can level the competitive playing field and make the air we breathe cleaner," Bradley said in his testimony. "The industry is moving in this direction, but the goal should be to accelerate the penetration of this equipment into the marketplace. Trucking is an under-capi-

talized industry in Canada. We can either wait 20 years to maximize the safety and environmental impact that is possible, or we can partner with government to re-equip our fleets over the next five years, through a combination of regulatory and fiscal measures such as accelerated capital cost allowances, repayable grants and regulation."

Bradley urged the committee to consider the benefits of electronic on-board recorders and stability systems. He also urged the feds to take a "common view and coordinated approach" between departments when developing any GHG-related mandates.

"By working more closely together, policymakers across various levels of government can remove jurisdictional regulatory impediments and boost incentives that will undoubtedly help the trucking industry accelerate investment in proven CO₂-reduction and fuel efficient technologies," said Bradley. The CTA reports the Committee was especially interested in the industry's adoption of natural gas-powered trucks. Robert operates several dozen LNG trucks along the Toronto-Montreal corridor, but he said more must be done to stimulate investment, harmonize rules and build the fueling infrastructure. □

TAX TALK

Serious business

Understand the benefits of incorporating

I recently met an owner/operator named Max who was leasing on with a new carrier. He'd been a sole proprietor for almost six years and during that time had built up a reputation as a skilled, dependable truck driver.

Max was paying a visit because he wants to incorporate. Rather, the company he's signing on with has strongly encouraged it. He told me the process is so daunting that he's having second thoughts about whether he should jump at this new opportunity.

I've worked with plenty of owner/operators who feel totally competent and comfortable guiding 120,000 lbs through rush hour traffic but shudder at the idea of shifting from sole proprietorship to incorporation.

I've also seen just as many successfully make the transition.

Over the next few columns I'll talk about what a corporation is, the pros and cons of incorporating a business, and help make sense of it all. Think of these articles as an extension of the "Tax Talk" videos I did with James Menzies at TruckNews.com/videos (be sure to check those out).

A separate entity

As a sole proprietor operating as an individual ("Scott Taylor") or as a registered, unincorporated business ("Scott Taylor Trucking"), you're fully responsible for your profits, losses, expenses, and legal obligations. Your personal and business lives are intertwined. To settle business debts or lawsuits, claims may be made against your personal assets.

For tax purposes, no business structure is simpler. To file your income taxes, you submit an income statement (form T2125) showing your gross business income less expenses and add this net income figure to any other personal income or losses you have. Your federal and provincial taxes as well as your CPP are based on this amount.

A corporation is a distinct entity for tax and legal purposes. You're still doing the work, of course, but the company signs the contracts to haul freight or buy equipment. It earns income and incurs expenses. It has a tax obligation. If there's work to be done, it hires someone (you, presumably) and in doing so conveys all the benefits that go along with being an employee.

If the company goes bankrupt, you may be out of a job but you probably won't lose your house to cover the debts of the business.

Registering the business

Corporations are created by registering with either your provincial government or with the federal government. The governing body will issue a certificate of incorporation (registering a trade name is not the same thing as incorporating).

A qualified accountant or business advisor can discuss the pros and cons of incorporating federally and provincially so you can choose what's best for you. Don't decide based on cost alone. It's probably cheaper up-front to incorporate federally (\$200



Tax Talk

SCOTT TAYLOR

versus \$350 for most provinces) but will be more expensive in the long run because of additional filing fees and other requirements.

Taxes

The corporation will get its own business number (BN) to file GST/HST returns, make payroll deductions to, and to use as an account number for filing its tax return. If you're a sole proprietor now and converting to a corporation, you would close your GST/HST account and, if you have

one, your payroll account as well.

Shareholders

A corporation is controlled by its shareholders. Typically, with each share comes one vote. If your company has 100 common shares and you own 51 of them, then you have more voting power and can control the company.

Once a year, the shareholders need to have a meeting to review the business and elect directors. The directors hire the president, secretary, and treasurer.

If that sounds too formal and structured for you, think of it this way: You get to have a meeting with yourself, decide whether or not you're doing a good job, and then reappoint yourself as director (personally, I'd meet at a nice restaurant; the company can pick up the tab). The next tough decision is whether to hire yourself again as president.

Paperwork

Business taxes, contracts, lawsuits,

and loans are for the corporation to deal with, but as the owner, you're responsible for making sure the business meets its obligations in addition to managing your personal finances. But really, you're already doing this as a sole proprietor anyway.

The corporation is your baby, and it requires extra attention in the form of paperwork, bookkeeping fees, and compliance with tax and employment laws.

Generally, all that work pays off in the long run. Incorporating can help you protect personal assets, reduce your tax obligation, and kick-start a real strategy for managing and growing your business. I'll talk more about incorporation next time. □

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



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OPINION

Wellness news you can use

Truck shows – love'em or hate'em – are a good place to take stock of what's on the minds of the steering wheel crowd. After we shoot the breeze about what's on the show floor, especially the glitzy iron and cool new gear and gadgets, and share stories about some of the weird and wonderful things that have happened since the last show, we settle down for some serious discussion about issues that really matter.

As we celebrate the 10-year anniversary of OBAC's launch at Truck World 2002, I've spent a reflective moment or two recalling some of those conversations. Not surprisingly, some issues make the list every year: costs (ever-escalating), rates (and the struggle to have them cover costs), regulatory burden (and related cost- and hassle-factor of compliance), lack of truck parking (chronic and critical) have never left us. Licensing standards, business smarts, emerging technologies, fuel economy, and of course, green-everything, have also prompted many lively debates and discussions over the decade.

But if there's one top-of-mind issue for drivers today that almost no one was talking about 10 years ago, it's driver wellness.

It's not like we didn't know that the sedentary life of an over-the-road driver is a litany of compromises in diet and sleep routines, and some downright bad habits. It's often tough to eat well, to stay physically active and to get proper rest out on the road. And

Voice of the O/O

JOANNE RITCHIE



keeping regular medical appointments is just a pipe dream for many drivers, whose personal priorities are almost always trumped by compliance and operational realities.

Call it age and wisdom, or perhaps just plain fed up-ness, but many drivers are adding healthy lifestyle and good life-work balance to things like a safe workplace and a decent wage when it comes to "must-haves" in their job.

As a result, there's a solid core of truck drivers out there – small, but growing – who are bent on making their own health and wellbeing a priority. They're learning, sharing, and doing whatever it takes to raise awareness and focus attention on the importance of driver health and wellness.

When you visit the OBAC booth at Truck World in Toronto this month, you'll see what I mean. We've got a number of activities going on to highlight some of the wellness issues drivers are talking about.

A big one is diabetes. While it's always been on the radar screen, because diagnosis and treatment of the disease are closely scrutinized by commercial vehicle licensing authorities, drivers themselves are becoming more aware

of the lifestyle factors that may trigger Type 2 diabetes, and how many of the risk factors can be controlled or eliminated.

With support from the Canadian Diabetes Association, we'll have nurses on site all three days doing blood sugar testing, checking blood pressure, and measuring BMI. They're also armed with a wealth of practical tips and information on nutrition that show how it's possible to steer away from a long-haul lifestyle of poor food, weight gain and deteriorating health.

We'll also have demonstrations by drivers of their on-road fitness equipment and routines, including Kitchen-based owner/operator (and OBAC life member) Alf Meyer, a remarkable example of how it's possible to stay fit on the road.

This guy uses his bunk in ways one wouldn't have thought possible, for calisthenics and back exercises. And he's got a portable gym and folding stepper tucked away in his cab, too.

At the other end of the spectrum, you'll see drivers who stay fit with nothing more than a good pair of walking shoes, resolve to get their butt in gear (and in shape), and a pedometer to track their progress.

You'll also be able to load up with a ton of helpful information and cool hand-outs from the Heart and Stroke Foundation, the Canadian Breast Cancer Foundation and Prostate Cancer Canada, and we'll give you the skinny on a number of online sites where drivers support each other in their shared desire to develop habits that will help them get – and stay – healthy.

And if you're interested in running

or cycling (yes, from the road), there are Facebook groups – Truckin' Runners and Ride and Roll – started by drivers to exchange information and encourage each other. I met a couple of the group members during the Health Awareness Walk at the Mid-America Trucking Show in Louisville, and boy, are these guys keen!

OBAC is celebrating another special anniversary at the truck show; it's the fifth birthday of Canada Calling, our twice-weekly gig on the Dave Nemo show. Besides giving ourselves a big thumbs-up for bringing the only regular Canadian content to SiriusXM's trucking channel, I want to give a shout out to a couple of our good Road Dog friends.

Thanks to hosts like Dave Nemo and Evan Lockridge, thousands of drivers across Canada and the US have regular access to health professionals who bring them relevant and practical support and advice.

That's another thing that's changed dramatically in the past decade: social media and satellite radio are playing a significant role in promoting wellness, as we use the technology to keep the conversations going long after we leave the truck shows.

So if you make it to Truck World, stop by our booth to enjoy the wellness activities and help us celebrate our anniversaries. And if you can't make it to the truck show, jump on the radio or the laptop and start talking. □

– Joanne Ritchie is executive director of OBAC. Still lazy after all these years? E-mail her at jritchie@obac.ca or call toll free 888-794-9990.

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OVER THE ROAD

Striving for a better work-life balance

Good times with family are often followed by feelings of isolation when back on the road

Our daughter was married on St. Patrick's Day and she certainly had the luck of the Irish on her side. We enjoyed record-breaking temperatures, sunny days and everything came off without a hitch. Our house was filled with joyful merrymaking from morning till night for the better part of a week. It was beautiful, now a memory that will be one of the highlights of my life.

On the last Tuesday of March my day ended at the TA truck stop in Hudson, Wisconsin. It was my fourth day back on the road after the high of my holiday and I felt mentally drained and at an emotional low.



Over the Road

AL GOODHALL

The solitude of the trucking life that I enjoy seemed, on this day, more like solitary confinement. I was missing the simple pleasure of a morning coffee with my wife and an afternoon walk with my grandson. The greatest job hazard we face as truck drivers is the free time our mind has to play with as we travel down the road.

When our minds latch on to

thoughts of family times that we all pass up on a daily basis, we're in trouble. After squeezing my truck into one of the remaining parking spaces at the Hudson truck stop, I found my mind had squeezed itself into a tight space of its own.

Looking for a distraction I grabbed the April edition of *Truck News* that was sitting on my passenger seat untouched since I picked it up in Thunder Bay two days before. As always I turned first to the editorial page to get a take on our industry from James and Lou.

James Menzies was asking if we have seen the end of the trucking tycoon. The fact the industry is moving towards consolidation of ownership by large companies as a result of the financial stresses of the day is something I don't find comforting. I'm reminded of

a quote from the Dali Lama, "We need money to live, but we don't need to live for money."

I'm not aware of any of these big companies today that don't live for money. James noted that so many trucking companies today were built on the same foundation of "one guy with a truck, a vision and a truckload of ambition." I work for one of those guys and his family. Like me, he doesn't live for money either.

Lou Smyrlis tackled the issue of obesity and driver health, asking the question, "Does it make sense to continue ignoring this issue when the answer is so simple?"

The topic of health and wellness is close to my heart and I have written much in this space about the great strides I have made in improving my own health over the past decade. Lou's commentary reminded me that it was one of my 'run days' and I needed to get off my butt and get out of the truck. A workout always improves my outlook on life and helps to pull me out of the doldrums.

These reflections reminded me that I am blessed with a loving wife and family, I work for a group of people that embody the same family values as myself, I have come to grips with the challenges drivers face when it comes to making healthy lifestyle choices on the road, and my profession provides me with ample money with which to live in comfort and provide for my family.

You would think this is a recipe that brings a great deal of ease into my daily life, yet I seem to be experiencing increasing amounts of anxiety and frustration each time I head out on the road. After much soul searching I can only attribute this feeling to the lack of balance I face each day.

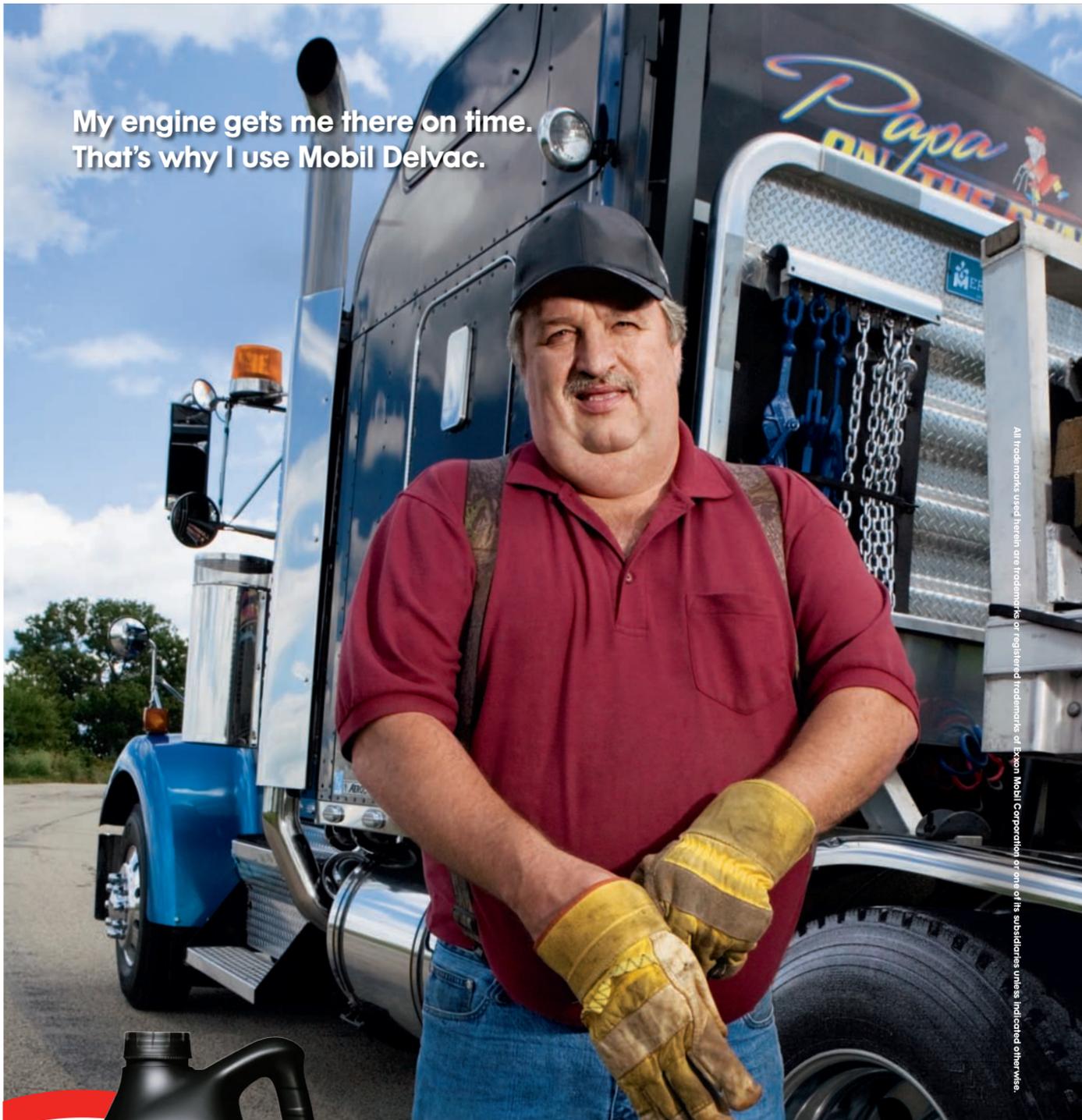
You only need to look at one of the hot topics facing the trucking industry today to understand what I'm talking about. Many trucking organizations (and drivers) advocate extending available driving time, or to put it another way, allow flexibility in the rules to allow more hours of driving per week. Really?

How does extending my workweek make it easier for me to spend time with my family? How does extending my workweek make it easier for me to care for my own health and wellbeing? How does extending my workweek reduce the stress and anxiety in my daily life? The answer, on all counts is, it doesn't.

The beauty of this industry in the past was that it always put people first. As consolidation of ownership moves forward the focus has shifted to the bottom line. As long as we are forced to do more with less, the daily frustration and anxiety will continue to build and the issues of the day will remain unresolved. Our personal and work lives are out of balance. □

— 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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HEALTH

Long hours holding the steering wheel can lead to trigger finger

As part of their jobs, many professional truck drivers put tremendous strain on their hands. Whether it's gripping the steering wheel or securing a load, drivers are more prone to developing a hand condition called trigger finger than the average person.

The medical term for trigger finger is stenosing tenosynovitis. This condition is characterized by a finger or thumb being stuck in a bent position.

When straightened, the finger releases with a quick snap similar to a trigger on a gun.

Trigger finger most often affects people who continuously work with their hands.

Repetitive gripping motions are by far the most common cause of this condition.

The repetitive movement of the hand causes irritation and inflammation in the sheath that surrounds the tendon of the affected finger.

This eventually leads to narrowing of the sheath, which in turn restricts the movement of the tendon.

At times the tendon will catch or get stuck in a bent position before popping straight.

With prolonged inflammation, the tendon may thicken and scar which can lead to the formation of nodules. When this occurs, the movement of the finger is greatly affected.

The symptoms of trigger finger range from person to person. It can be as mild as morning stiffness in the finger. Another common symptom is popping or clicking of the finger during movement. In the most severe cases, the finger will lock in a bent position.

Trigger finger most commonly affects the thumb and first two fingers of a person's dominant hand.

However, more than one finger can be affected at a time.

The diagnosis of trigger finger is usually based on a detailed medical history and physical examination by your health care professional. In most cases, sophisticated imaging tests such as MRIs or CT scans are not necessary. The type of treatment your health care professional will recommend is usually based on the severity of your symptoms.

For mild cases, splinting is a common form of treatment.

Your health professional may require you to wear a splint that keeps your finger in an extended position for up to six weeks. The splint prevents you from moving or bending your finger, which will reduce the irritation and inflammation.

Another commonly used treatment is finger exercises, which are aimed at maintaining movement of your finger.

To add to this, avoiding repetitive gripping movements for a few weeks is a good idea.

For more severe cases, your health professional may recom-



Back behind the wheel

DR. CHRIS SINGH

mend anti-inflammatory medications such as Ibuprofen.

These medications may help to reduce the swelling and pain that is associated with trigger finger. Steroid injections are also a possible treatment for severe cases. Although much less common, surgery aimed at releasing the trapped tendon may be performed.

Alternative therapies such as massage and acupuncture have also been shown to help relieve the symptoms of trigger finger in some cases.

If you do begin to notice the symptoms of trigger finger in yourself, it is important to consult with a health care professional as soon as possible due to the fact that this condition is much easier to treat in its early stages.

Until next month, take care of your hands and 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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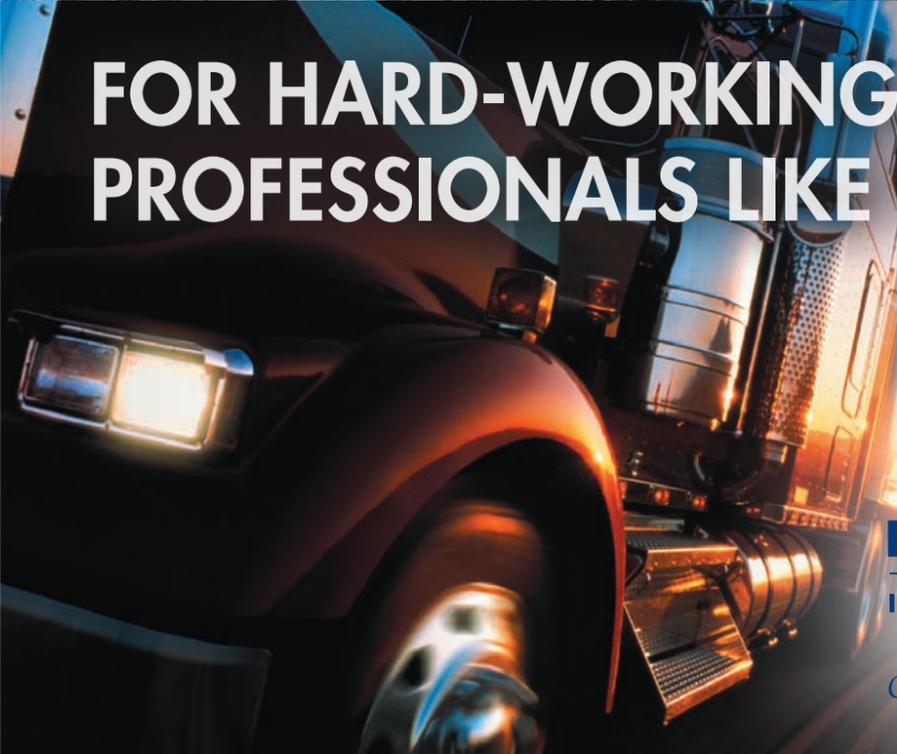
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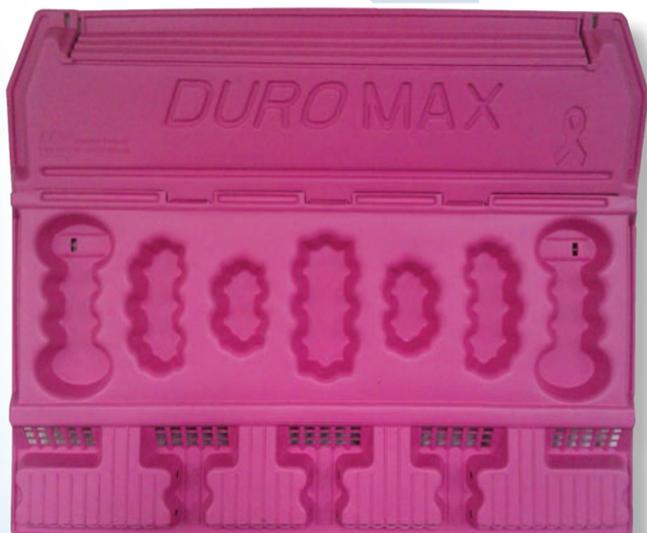


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HEALTH

Spring is in the air, and so is the pollen

Outside your window, the sun is shining, the birds are singing, and the sky is blue. It's a beautiful spring day. Inside, things aren't so bright. Have you caught another cold? Your nose is stuffy and runny. You have dark circles under your eyes. You have postnasal drip and you can't stop sneezing. Is it a cold, or allergies? Sometimes, it's hard to tell.

Although both conditions share the common symptoms mentioned, there are also some noticeable differences. With a cold, you may have body aches, fever, and a sore throat; however, not with allergies. With allergies, you feel itchy, especially in your eyes, nose, ears and throat.

Other differences may be noticed by a doctor. For example, with a cold the mucus membranes in the nose are usually bright red; with allergies they are often swollen and light pink. Also, eczema and wheezing may be seen with other allergy symptoms.

Another difference is how long they last. A cold usually goes away within a week. Allergy symptoms hang around as long as the trigger is still there. So, pollen allergies may affect you for an entire season and pet allergies for as long as you are exposed to the pet.

But, just because you have allergy symptoms doesn't mean you have allergies. Some symptoms, like chronic rhinitis (inflamed nasal mucus membranes), can happen for other reasons. Bright sunshine, strong smells, smoke fumes, perfumes, temperature changes or humidity, blood pressure medication, foods, or overuse of over-the-counter decongestant spray can all trigger similar symptoms.

Unfortunately, if you are one of the 35 million North Americans actually suffering from allergies, there is no magical cure. However, understanding why your body reacts may help you find ways of avoiding triggers. With spring allergies, this trigger is usually pollen. For some reason, the body of an allergic person treats pollen like a germ. So when pollen grains are breathed in, the body fights with antibodies, which leads to histamines being released into the blood. These histamines trigger the allergy symptoms.

Trees, grasses and weeds all release pollens. For trees, the worst spring offenders are: alder, ash, aspen, beech, box elder, cedar, cottonwood, cypress, elm, hickory, juniper, maple, mulberry, oak, olive, palm, pine, poplar, sycamore, and willow. For grasses and weeds, they are: bermuda, fescue, johnson, june, orchard, perennial, rye, redtop, salt-grass, sweet vernal, and timothy.

Since pollen grains can travel for miles and as a trucker you travel thousands of miles, you are breathing in a variety of pollen grains every spring day. How can you reduce your exposure?

Try to stay indoors in the mornings when the pollen count usually peaks. In your rig, drive with windows closed. Filter your vent system to trap pollen before it gets blown throughout the cab. Keep your carpet and upholstery vacuumed.

In your home, keep your doors and windows closed. Use an air pu-



rifier. Change air filters frequently. Keep all surfaces where pollen could collect like bookshelves and vents dust-free. Vacuum twice a week; if possible, wear a mask because vacuuming will kick up the pollen, mold, and dust trapped in your carpet. Wash your hair and change your clothes after being outside; pollen floating in the air settles on these surfaces.

Shift your mental gears and learn to treasure rainy, spring days because rain pushes pollen to the ground and washes it away, while breezy, sunny days carry pollen everywhere.

If you can't avoid the triggers, once the symptoms appear, minimize them. Some natural therapies have been found effective. Butterbur, an herb from a European shrub, can give relief. One Swiss study showed that butterbur was just as effective as Allegra for reducing allergy symptoms. Quercetin, a flavonoid found in apples, onions and black tea, has anti-inflammatory properties and also blocks histamines. The roots and leaves of the stinging nettle plant may also reduce allergy symptoms.

Or, opt for one of these common over-the-counter remedies: Antihistamines reduce sniffing, sneezing and itching by lowering the amount of histamines in the body. Decongestants clear mucus out of the nasal passageways to relieve congestion and reduce swelling. Some combination products produce both effects.

Nasal spray decongestants usually relieve the symptoms faster since they are applied directly to the nasal passages. Eye drops relieve itchy, watery eyes.

If you choose to take one of these products, stay alert by only using the non-drowsy formulas while on the road. Remember that though they are available without prescription, they are for occasional use only. Both natural and over-the-counter remedies may have side-effects. It's always good to talk to your doctor. If your condition is seriously impacting your life, something stronger, like steroids may be recommended.

Allergy symptoms can seriously affect your productivity and your ability to rest. Managing them will help put the spring back into your spring season. □

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

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OPINION

The truck show: There's nothing else quite like it

It's that time of year again: truck show time. And having joined up with the rest of the *Truck News* gang at the biggest of them all in Louisville, I'm very pleased to say that it would appear that our industry is showing genuine signs of an upturn in fortunes. It's been long overdue, but it's here at last.

Most manufacturers had new products to unveil, some had complete trucks, and some had major component upgrades, all of which are good for us, whether we drive, operate, own or just have a fascination with trucks.

You can read all about the trucks and the rest of the new products elsewhere in the magazine, I want to focus on the people who attend these shows.

No other industry has an event like a truck show. They may have conferences – usually at a fancy



You say tomato,
I say tomahto

MARK LEE

country club or in Las Vegas – but those are more about getting together with old friends and having a good time. Most of the good times come after the work part of the day ends, too.

Yet at a truck show, the trucks and trucking itself are the main reasons people go.

For the same reasons people visit other trade shows, like boat shows for example, they come to see all the new things on show and to dream a little about what they would spend their money on if they struck gold. While people play on boats as a hobby, we truck

to earn a living.

Of the estimated 70,000 people who visited MATS this year, the overwhelming majority of them were there as fans, the majority of those work in the industry, and many of them, as I did, stopped off while under a load.

The parking lots were overflowing with trucks. Some were staying for the duration of the show, and some were making a mad dash around as they only had a few hours there.

Every single one of them was excited to be there, and they had all taken time off work, just to be around trucks.

I took some time to visit with my fellow show-goers and some were there to see the show'n'shine, others to keep on top of the new technologies, others still had no reason to be there other than just being

there, and each and every one of them had a smile on their face that you could only remove with surgical instruments. I know, I was one of them!

One thing that made me smile more than any other thing was the show'n'shine section; there were over a hundred trucks and every single one of them was a work of art. Many were there from the manufacturers of such exotic machines, to showcase the talents of the builders, but the majority of them were working trucks.

The standard of finish and the attention to detail was breathtaking; this is a very dedicated group of people. Again, no other industry does this. There may be people who take pride in their jobs and their tools, but I've yet to see a construction worker with a chrome shovel, or an office worker with a drop visor on their monitor. If such people do exist they would be very quiet about it, but in trucking we celebrate it.

As I said earlier, I was under a load while at the show. The organizers had wisely provided ample parking for big trucks and the parking lots were soon reaching bursting point. I arrived mid-morning on the first day and only just squeezed into a spot.

My neighbours had been there since the night before and were planning on staying until the show finished at the end of the weekend. What really stuck in my mind about this was that even though we weren't in marked bays, everyone was parked nice and neat and there were no bags of trash dumped out of windows, a stark contrast to most truck stops.

Many people came with their families; it gave them a chance to show the important people in their lives some of the best parts of the industry. Little kids were walking around wide-eyed, just as I had when I was a kid, wishing they could be like Dad.

Now that's a wonderful thing to see. There were also business reasons to be there. There were many conferences, some about new products, some were educational, with respected members of the industry speaking.

There really was something there for everyone and I would bet good money that not one person came away from the show unhappy with what they'd seen.

This is a worldwide phenomenon. I've attended truck shows all over the world. Some are big arena deals like MATS, some are more 'Mom and Pop' and focus on the custom trucks, but each and every one of them has the same atmosphere. For once in our lives we can walk around with our heads held high, proud that we are truck drivers. □

– 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.brandttruck.com/blog.

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OPINION

So, you *still* want to start your own trucking company?

This month's column is a continuation of last month's theme, entitled: 'So, you want to start a trucking company?' If you decide to set out on your own, stay with the sector you know.

Don't pull a dry van for years, then start up a flatbed trucking company to enjoy higher freight rates. You should not combine the necessary learning curve of a different line of work and different rate structure, with the fresh challenges of self-employment.

Unless you have a signed contract in hand, clearly stating the amount of work you will be offered, rates you will be paid, and payment terms, you really do not have any firm customers.

Anyone can, and will, agree to use your services, for a number of reasons. They may be too polite to say no, or maybe having your business card on their desk will help them renegotiate freight rates with their current carriers.

Or, maybe they are just nice people who want to encourage everyone who shows ambition.

I started in business basically for the sole purpose of working for a medium-sized company, whose owner and I shared a mutual friend. With a request to contact him as soon as I had a truck, I started the business.

Twelve years later, we have yet to haul a load for that company. Will you be able to find customers that require you to run round trips? Highly unlikely.

You will then need to affiliate yourself with someone - your previous employer possibly, if you left on good terms - to find freight one way. This service does not come free, but when starting with one truck, you obviously can't afford to justify your own dispatcher.

Don't dismiss the positive side of empty driving. Although this goes against everything you've ever known or been told, sometimes empty miles can be profitable. Dispatchers at most large companies work under a policy that limits empty driving, either by actual miles, or percentage of dispatched round trip miles. As a small carrier, you have the luxury of following the money.

For example, you deliver in Boston. Any east coast freight is being offered at \$700-\$800 back to southern Ontario. Travel to mid-New York or northeast Pennsylvania, though, and you may get upwards of \$1,000 or even more, while only adding 50-75 miles to the round trip.

Also, with southbound freight still scarce, some shippers will happily pay empty driving into the US to get their product picked up. There is no downside to receiving your required rate while running empty.

When the business starts to grow, you will need more trucks, and I very strongly recommend hiring owner/operators rather than buying more equipment.



Your business growth plans will slow to a snail's pace if you must buy another power unit every time you need to grow. Don't count too strongly on all those former co-workers to come work for you.

Truck drivers, like the rest of the world, enjoy whining, but will rarely do what is necessary to change their situation. Out of every 30 owner/operators that claim they want to work for you, one or two actually might.

Continued on page 32

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OPINION

Starting your own company isn't as easy as it may seem

Continued from page 31

It is also best to not assume that logic will have much impact on the actions of your potential hires.

Years ago, I interviewed a driver, who wanted to be home weekends, because he had small children. I offered him a job driving a Freightliner, home every weekend. He was going to think about it, declaring that he really preferred a Peterbilt.

A week later, he took a job with a different company, paying six cents a mile less, away three weekends

per month. But they had a Peterbilt for him. This example, memorable as it is, is not as isolated as you would hope. People are usually your greatest challenge, even more so than equipment breakdowns or financing issues.

Crossing the border gets more challenging every year. ACE entries for US-bound freight is already a reality, and is soon coming to Canada-bound freight. Do you have someone in mind to handle these entries?

You no longer have a carrier to perform this for you. There are third-party agents for such tasks, as well as, obviously, fuel tax and permit processing.

Have you factored in these costs? Is your agent flexible, or strictly nine to five? The wrong agent could delay your border crossing by half a day, if you can't provide paperwork until after 5 p.m. Also, when it comes to new and pending government regulations, on both sides of the border, you no longer have a safety department to keep you informed.

The governments of North America will not inform you of every pending change; it's up to you to stay compliant.

Maintenance records, maintenance policies, and logbook documentation and reviews just landed on your plate as well.

Driving and maintaining your truck is your weekly job, but your weekend job is now to spend several hours in your office. If none of these issues have scared you off, you are probably as ready as you will ever be to become a trucking company owner. But here's one final piece of advice: Learn to practice frugality like never before.

In the wealth producing years of a vibrant economy, companies large and small tend to forget where to find small savings.

The recent economic crash left everybody reeling, but those of us still standing obviously found new and creative ways to work smarter. A newly-formed company needs to practice cautious spending from day one.

Acquaint yourself with maintenance managers at the larger freight carriers. Pick their brains for as much advice as possible, from equipment selection, tire recommendations, even suggestions for suppliers.

The tiniest savings can multiply quickly when you have little capital to work with. □

— 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.



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SAFETY

Point, click and monitor the CSA report cards

The US Federal Motor Carrier Safety Administration (FMCSA) keeps a watchful eye on every truck that crosses the Canada-US border, and is quick to post every observation online.

That means fleets are only a mouse click away from in-depth insight that can be applied to safety programs of every sort.

The Comprehensive Safety Analysis (CSA) program now generates scores in seven Behaviour Analysis and Safety Improvement Categories (BASICS), covering unsafe driving, fatigued driving, driver fitness, controlled substances and alcohol, vehicle maintenance, cargo related, and the crash indicator. Rather than relying on benchmarks pulled out of thin air, the numbers even compare a fleet's results to industry peers. These can all be accessed with no more than an In-



Ask the Expert

EVELYN CARTMILL

ternet connection, a DoT number and a password.

But fleets that commit to regular and ongoing reviews of the all-revealing CSA reports can also tap into the information needed to identify shifting trends before serious problems emerge, and even spot errors in the reports before related audits are scheduled. Carriers can challenge and submit these reports to Data Q's for review.

There is no question that the difference between a positive and negative ranking can be traced to outdated mileage. Consider the role that mileage figures can play in a CSA rating. A fleet that adds

additional trucks to its US fleet or begins to travel more miles on US highways will likely face more roadside inspections, and there is a good chance that a higher number of inspections will lead to an increase in the number of violations. If the CSA system is using the outdated (and lower) mileage figures, this will skew the Vehicle Miles Travelled (VMT) equation when the ranking is calculated.

This problem can be addressed by simply ensuring the system offers an accurate look at the number of miles annually travelled on US roads. For its part, the FMCSA requires fleets to update the mileage every two years, and it clearly flags any outdated mileage when viewing the CSA home page of a carrier.

Meanwhile, regular reviews of CSA also give fleets the chance to compare the recorded number of roadside inspections to the in-

spection reports that are provided by drivers themselves.

This can dramatically influence the final ranking since the number of "passed" inspections will offset the number of roadside violations. In fact, the number is so important that many fleets are offering incentives in the form of gift cards or financial bonuses to drivers who can report a clean roadside inspection.

But as important as individual rankings can be, those who take the time to dig a little deeper into CSA reports will also learn exactly how the unwanted points are accumulated, and identify the specific activities that need to be improved. A few clicks of the mouse to explore the fatigued driving points for example, will show whether the violations involve exceeding allowable hours, falsifying a logbook, or form and manner. This information can help a carrier add focus training on specific issues.

The FMCSA will be looking for this kind of change. Fleets exposed to an audit are expected to show that they understand why individual problems emerged, demonstrate action like training programs to address these challenges, offer proof that the lessons of these programs are being absorbed and why the violations are occurring. This provides the opportunity for the carrier to take meaningful action and identify and focus training on specific areas.

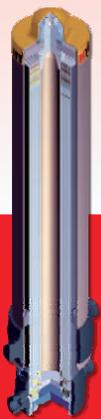
The DoT or auditors can also scrutinize drivers who have had "red flag violations" for drug and alcohol use, not having the proper class of licence, or even moving a commercial vehicle when already placed out-of-service, and these "red flags" can be traced to when the driver worked at another fleet. Subsequently these can be added to audits to see if the driver has improved their behaviour.

Fleets don't need to be surprised about a driver's past. Issues like these can be spotted by obtaining the Pre-employment Screening Program (PSP), which will provide details about any crashes the driver had in the past five years, and any roadside inspections that were recorded in the last three years.

Each \$10 report can only be ordered before a driver is hired, but it will offer valuable information for any recruiter who wants to compare the contents of a job application to a driver's record. At the very least, it offers the details that can be used to help identify a high-risk driver, and identify the additional training that should be in place to encourage safe activities.

CSA can validate a fleet's safety management program or show areas to focus training. □

– This month's expert is Evelyn Cartmill, risk services specialist, CHRP, CRM. Evelyn has served the trucking industry for over 15 years in the areas of human resources, safety and compliance. Northbridge Insurance is a leading Canadian commercial insurer built on the strength of four companies with a long-standing history in the marketplace and has been serving the trucking industry for more than 60 years. You can visit them at www.nbfc.com.



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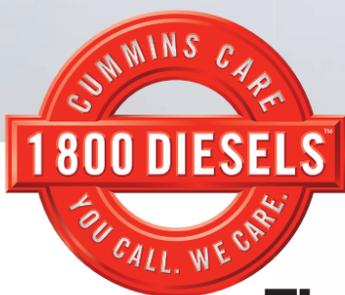
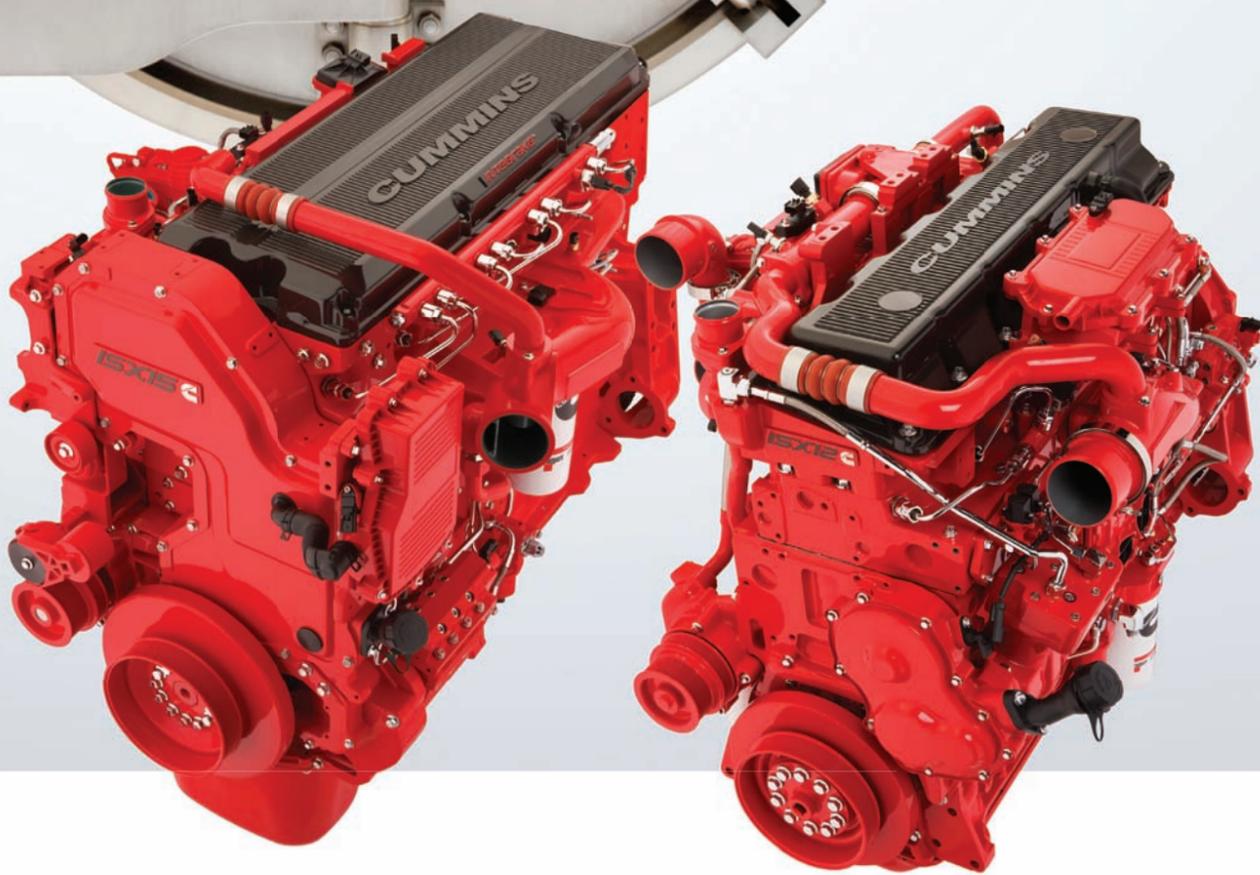


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In the age of unlimited competition, we can agree that having the right parts is the first step in providing quality services. Therefore, many owner-operators and fleet managers turn to well-recognized brands that provide high quality products with high price tags. In the tire industry, it is no different. Many companies purchase tires manufactured by the top three companies despite high prices without considering purchasing other brands, simply because of the perception that the other brands are manufactured by overseas companies with low technology to make them cheap. Certainly, the perception is justifiable to some brands, but not to Hankook. Here is why:

Fact : Hankook Tire is a global

company, not an overseas company.

Maybe you did not know this, but Hankook Tire is one of the largest tire manufacturers in the world. In fact, Hankook Tire is the 7th largest tire manufacturer in the world with one of the fastest growth rates in the industry*. With great success and satisfied customers all around the world, the company has grown and transformed itself over the years. Hankook Tire now has more than 20 offices globally, multiple state-of-the-art manufacturing facilities and several technical centres on every major continent including in the U.S., Germany, Korea, Japan and China. With a

global network that stretches from Seoul to Toronto to Moscow, it is true that Hankook is a global company, not an off-shore tire company. Hankook products are premium imports developed to exceed the expectations of consumers.

* Modern Tire Dealer, 2008

Fact : Hankook Tires are produced with innovative technology.

Grouped with energetic, smart and consumer-oriented engineers, Hankook Tire continuously re-invests approximately 5% of its revenue into Research and Development. At the Akron Technical Center of Ohio,

energetic and dedicated engineers develop tires that reflect the weather, road and drivers of North America. The dedication and effort in advancing tires has been noticed from several highly respected organizations.

First, Hankook Tire is the original equipment tire supplier to Daimler Truck North America on drive and steer positions. The tires meet and exceed the requirements of the highly respected company and continue to satisfy drivers and fleets in North America. Secondly, Hankook Tire has been recognized by the U.S. Environmental Protection Agency and received EPA SmartWay certification on three truck and bus tires for reduced rolling resistance that creates a smaller carbon footprint. The recently launched AL07+ steer tire, top-seller Z35a drive tire and advanced TL01 trailer tire provide reduced rolling resistance of 3% or more to meet SmartWay standards. The certified Hankook tires provide improved fuel economy and reduced costs to drivers and fleet managers.

In addition, Hankook focuses on improving fuel efficiency and lowering the rolling resistance of current and future products with an annual investment of \$19 million on R&D to make more environmentally-friendly products that reduce the operating costs of O-Os and fleets. Certainly, you will hear about additional Hankook products being certified for the SmartWay Program.

Fact : Hankook Tires provide tremendous value to the consumer.

You now know the Hankook products are made by a global company that focuses on providing innovative products that are high in quality. And the company's effort has been recognized and certified. But did you know the tires provide excellent value to consumers? Hankook tires are very cost effective in comparison with comparable quality products and have been well-recognized for their value. Call your local dealer today to find out how much you can save with Hankook products and how they can deliver better value. The news you hear about the price, quality and value of Hankook Tires will be some of the best news you will hear in 2012.

Fact : Hankook medium truck tires are available at your local dealer.

With thousands of dealers across Canada, Hankook truck and bus tires are available at your local dealer to help you earn more value for your purchase. From the ports of Vancouver to the lumber mills in the Maritimes, the dealers are proud to sell Hankook products and they are widely available. In addition, the new large distribution centre in Ontario can service Ontario fleets directly and help you to reduce costs, which will help your fleet in the current economic downturn. For further information, please contact Hankook Tire Canada Corp., at 1 800 843 7709.

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So, how do you spell tires with high value? H-A-N-K-O-O-K

INDUSTRY

Core values behind new CTA effort to deal with the driver shortage

The trucking industry in Canada is facing a long-term, chronic shortage of qualified drivers. In some regions of the country (ie., western Canada) and some sectors of the industry (ie., long-haul, irregular route truckload) this is already in evidence.

A number of systemic issues underpin the shortage: the aging demographic of the driver population, public perceptions of the industry and the truck driving job, the fact that truck driving is not considered a skilled occupation outside the industry, the traditional 'piecework' pay system that it can be argued shifts inefficiencies created by others onto the backs of drivers, an unpopular lifestyle, increasing regulatory barriers and constraints, etc.

Most Canadian carriers say the driver shortage is their number one challenge and Canadian economic activity could stall if the industry is unable to keep the supply chains flowing.

However, industry consensus on how to address the shortage has been elusive, reflecting the fragmented nature of the business and the ultra-competitive market. Enter CTA which last year formed a Blue Ribbon Task Force on the Driver Shortage to try and provide the leadership needed to develop a coherent direction and plan for moving forward.

One of the first issues the task force had to grapple with is the argument "the driver shortage is your friend" by creating tightness in capacity leading to upward pressure on freight rates. The underlying economic argument is undeniable. But, the risk is the combination of a shrinking labour pool and economic growth may eventually mean the industry will not be able to meet the standards of service that have been the basis for its market dominance. Without truck drivers there is no industry.

There will be no quick fixes, no silver bullets that will easily solve the industry's human resources challenges. In the short- to medium-term, the situation is unlikely to change. A long, multi-year effort is required. The starting point for the Blue Ribbon Task Force is to establish from the outset, the fundamental core values to guide the industry's efforts.

First and foremost and while perhaps it goes without saying, it warrants repeating that:

- Truck drivers are our most important asset, the face of the industry – to our customers and to the public. They are deserving of respect and their welfare is at the core of the industry's success. People of all ages, genders, religions, and races are welcome to work in the industry so long as they meet our standards of safe driving, performance and professional conduct.

Compensation is an unavoidable part of the long-term solution to the driver shortage. While it is recognized the industry are at the mercy of the market:



Industry Issues

DAVID BRADLEY

- Truck drivers should have an improved ability to predict what their weekly pay is going to be; their compensation packages need to be competitive with or better than alternative employment options and more transparent. Truck drivers should be paid for all the work that they do and earn enough to cover all reasonable out-of-pocket expenses incurred while on the road for extended periods.

Quality of life issues are also an extremely important consideration:

Truck drivers should be able to plan their lives like most other employees and predict or anticipate their time away from work. Their time at work should not be wasted – at shipper/consignee premises, or waiting for their trucks in the shop, or for a response to a question of their carrier. They should be able to rely on their carrier not to interfere with their personal time by (for example) calling them back to work early. Driver wellness should be a top priority for employers and given the rise in cargo crime driver security while on the road should also be a priority.

The qualifications of truck drivers will increase in importance in the future and it is in this area that the CTA Blue Ribbon Task Force is perhaps most bold and innovative setting the following core values:

- A minimum standard of entry level, apprenticeship or apprenticeship-like truck driver training should be mandatory. Truck driving should be considered a skilled trade and be recognized as such by the various levels and branches of government, standards councils, etc., who certify such things. There should be a program of mandatory ongoing training and/or recertification (ie., TDG Act, pre-trip inspection, load securement, hours-of-service, etc.) throughout a driver's career.

While associations, governments and others have roles to play, the Task Force concluded it is the carriers – the entities that hire, fire, determine what and how to pay their drivers, who price their service and deal with their customers – who are ultimately responsible for their businesses and therefore for having enough people to do the work. Trucking is a tough business, in a difficult market, with many challenges. But, it is also an industry of problem-solvers and innovators. Those abilities will be tested in resolving the driver shortage. □

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

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INDUSTRY

The value of continuous education

Economic indicators and the pundits on both sides of the Canada/US border are a little more optimistic these days. Less formal indicators include my conversations with PMTC members, both fleet operators and industry suppliers, who universally are a little more cheerful than they have been.

Add to that the gains we've seen in the stock market and housing sales and there are definite signs of improvement. We're not out of the proverbial woods yet, but it seems that we can see some prospect of getting there.

Throughout the recession, PMTC members have continued to invest in education and used every opportunity to promote their products and services. Recognizing the paramount need to keep current with changes and new products is the hallmark of serious professionals in this industry. It is very easy to fall behind when tending only to the day to day issues – those who make the time to keep up with changes



Private Links

BRUCE RICHARDS

and new products position themselves and their companies to succeed.

There are many sources of information for those who take the time: Trade publications monitor and report on events and issues and are the go-to source for many people and the Internet is another valuable source of information and is often the first place to be considered when a prompt answer is needed.

And one of the most valuable sources of information and assistance is your industry association to which a telephone call or an e-mail can generate the information that you need as quickly as you need it. Of course your association likely offers lots of other

opportunities to learn and to network.

In fact, industry associations can be considered the best sources of information and assistance for their members. They exist to serve the interests of their members and that gives them a particular focus for their activities.

Association newsletters, Web sites, bulletins and other communication vehicles provide information specific to the needs of the industry segments they represent. In addition to the printed word, their seminars and conferences are designed to specifically address the needs of their market.

The annual conference of the Private Motor Truck Council of Canada is one such event, designed for an audience with common interests. It is the focal point of the year for private carriers and suppliers of products and services to those carriers, two days packed with valuable information and networking opportunities.

This year on June 20-21 we return to the KingBridge Conference Centre, just north of the Toronto airport for the third year in a row. The venue

is outstanding and its amenities are an important part of the success of our conferences.

For many years this conference has been the premier event of the PMTC. Its educational value is unsurpassed and consistently receives high praise from attendees. Along with the educational component, this is the single best opportunity to meet with industry colleagues and share experiences.

The 2012 lineup includes no less than seven informative seminars covering a wide range of topics. We will begin with a session on the subject of Social Media in Trucking – an explanation of today's newest communication tools. We will delve into specific examples of how to – and how *not* to – use social media to promote your business or build relationships with colleagues and customers, all trucking specific.

And more seminars on that first day include specifics on North America's new emissions regulations that take effect in 2014. Environment Canada will provide a full explanation of the proposed regulations and their potential effects on medium- and heavy-duty trucks; the question of whether natural gas is a real alternative for your fleet will be explored in a seminar that will consider all the variables; and the chair of CCMTA's committee studying whether EOBRs should be mandatory will discuss the committee's work to date and review the draft proposals.

Day one also includes networking and receptions in the Conference Exhibitors' Showcase – another sell-out this year – as well as the inductions into the Hall of Fame for Professional Drivers and the Private Fleet Safety Awards.

Day two begins with a review of the Private Fleet Benchmarking Study conducted and published by *Motortruck Fleet Executive* magazine in conjunction with PMTC. This study provides a detailed portrait of Canadian private carriers operating coast to coast. The report is laid out in variety categories, including a best practices section, and is a must-have for every fleet operator who wants to compare his or her operations with other similar fleets. That seminar will be followed by two particularly topical sessions. The first is a presentation by PIT/FPIInnovations, who have entered in to an agreement with PMTC to provide specialty services on a long list of subjects to our members. PIT evaluates products to confirm the accuracy of manufacturers' claims, and provides engineering assessments of existing technology to determine how it can help your fleet.

Then we look at Behavioural Assessment, the cutting edge tool to successful hiring practices. Hiring the right people is the most challenging part of any business and the Predictive Index is a proven behavioural matching method for identifying the right person for the job. You don't want to miss this one. And of course we will be distributing the PMTC annual vehicle graphics design awards – always a highlight of the conference.

And you don't even need to be a PMTC member to attend. We're in the education business...come on out and get some. □

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

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FLEET NEWS

Bison expands B.C. presence with terminal purchase

LANGLEY, B.C. – Bison Transport has acquired a “turn-key” trucking terminal in Langley, B.C., the company announced. The centrally-located 20,310 sq.-ft. facility is located on 6.15 acres in the northwest Langley industrial area and adjoins Port Kells and Surrey. The size and nature of the purchase will see Bison share the facility with another trucking operation for at least the first 12 months, with room for other potential tenancy arrangements ongoing, the company said.

“This purchase represents a leap forward in Bison’s presence in the B.C. region and most importantly, a strong base by which to better serve and grow with our clients, as well as our driving and non-driving staff alike,” says Trevor Fridfinnson, Bison’s vice-president of western operations.

The acquisition includes a two-storey 12,000 sq.-ft. office building, five trailer service bays and a cross-dock bay. □

Trimac inks deal to haul natural gas

CALGARY, Alta. – Trimac Transportation has entered into a new contract to haul a “significant” new volume of NGLs (Natural Gas Liquids) on behalf of Provident Energy in northeastern B.C., the company announced. Trimac has an existing relationship with Provident that dates back to August 2003. The hauling will be operated out of Trimac’s Dawson Creek, B.C. facility and is expected to commence in the second quarter of 2012 and run through to March 2014.

“The addition of the new hauling for Provident further solidifies Trimac’s presence in British Columbia. I am pleased to announce this new opportunity with a company that is as well-established and respected as Provident,” said Ed Malysa, Trimac’s President and COO. “This opportunity will strengthen our capabilities to service our oil and gas customers in northeastern British Columbia.”

The contract is expected to generate \$16 million in revenue over the term of the agreement. □

Atlas Van Lines celebrates drivers

EVANSVILLE, Ind. – Atlas Van Lines will be hosting its annual driver appreciation event, BRAVO (Boosting Recognition of Atlas Van Operators), from April 16-20.

BRAVO activities will be taking place at participating Atlas agencies throughout Canada and the US, including catered lunches and free truck washes. Organizers say van operators from other carriers are also invited to attend BRAVO events to discuss possible career opportunities. This year marks Atlas’s 25th driver appreciation event and the second installation of BRAVO week.

For Canadian activities, visit www.atlasvanlines.com/bravo. □

Yanke Group celebrates its first three million miler

SASKATOON, Sask. – Yanke Group has announced professional transport operator Wes Nelson has become the first ever driver to rack up three million miles with the company.

Nelson was recognized at Yanke’s recent Key Business Indicators ceremonies and presented with a \$6,000 award, a custom decal, a model truck mount and jacket crests as well as a Super Bowl-inspired ring.

Yanke crunched some numbers and figured that Nelson has made the equivalent of: 120.47 trips around the world; 12.56 trips to the moon; or 642.03 trips from Victoria, B.C. to St. John’s, Nfld. Nelson joined Yanke Group in 1988.

“The ability to attain three million miles is quite the achievement and with Wes being the first PTO to achieve these miles, it is a proud moment in Yanke’s his-



A NEW MILESTONE: Pictured from L-R: Bryan Richards (vice-president), Wes Nelson, Russel Marcoux (president and CEO), Craig Bailey (vice-president).

tory,” said Russel Marcoux, CEO and president of Yanke Group. “It shows the dedication of Yanke’s

professional transport operators and their continued commitment to master their craft.” □

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MANAGEMENT

Fresh perspectives

Next generation leaders share vision of trucking industry's future at TCA

By Lou Smyrlis

KISSIMMEE, Fla. – Investing in detailed and regular evaluation of business processes, having the courage to reject customer demands that are not beneficial to your company's health and the wisdom to terminate unproductive practices will be key to success in the years ahead for a reenergized trucking industry, according to executives representing the next generation of leadership.

The Truckload Carriers Association brought together five rising stars in truckload transport to discuss their visions of the future with the colourful Jim Hebe, senior vice-president, North American sales operations, Navistar, acting as moderator.

The panelists included a Canadian, Rob Penner, executive vice-president and COO, Bison Transport; as well as Michael Gerdin, president, CEO and chairman of Heartland Express; Steve Gordon, COO, Gordon Trucking; Aaron Tennant, president and CEO, Tennant Truck Lines; and Paul Will, vice-chairman, president and COO, Celadon Trucking Services.

Although all expressed optimism for the opportunities that lie ahead,

they stressed the need for increased discipline and analysis of all business functions.

Will, who saw opportunities for growth for his company in both Mexico and Canada, pointed out the need for trucking companies to routinely evaluate where their business is heading rather than just "running miles to run miles."

"It's a simple, yet complex task," he said.

Gerdin, whose father Russell had grown Heartland Express into the model for a well-run transportation company with an operating ratio that was the envy of many, also spoke about the need to be constantly evaluating the performance of all aspects of the business and not be carried away by the latest industry trend.

"You have to do what is right for your company. Don't just do it because it's an industry trend," he ad-

vised, stressing the need for discipline on freight hauled.

Gerdin said that load count, dead-head, and loads on lanes are three reports he checks daily to ensure Heartland is headed in the right direction. He is also keen to ensure he is not doing business with the wrong customers.

"Be really particular about who is getting into your freight basket. If you don't watch it, it will start to deteriorate on you pretty quickly," he warned. "There are customers who will tie you up on the load end and the back end and then you are only running 350 miles as a result. That's when you are not using your equipment properly. That's when you are running into trouble...those who are disciplined will continue to grow."

That was a comment that found

tions with customers. Penner said Bison doesn't simply go to its customers with a price increase but rather shows them where they may be adding costs to Bison's operations and then works with them to either remove those costs or asks to be paid for them.

Tennant, whose company serves the niche market of heavy machinery hauls, said it would be impossible for his company to be disciplined on such things as load balance and density because it must deal with the difficult task of providing national coverage while running irregular routes. So instead, he focuses on pricing that supports its true operational costs.

"I don't say no (to customers). I believe in pricing the contract so I don't have to say no," he said.

There is growing frustration with shippers who are pushing payment terms to 45 days and beyond. Gordon said those are practices brought to North America by multinationals that may be used to dealing on such terms in other places in the world. But all the panelists agreed that it's in the hands of individual carriers to fight back.

"That's up to each and every one of us. We don't do business with anyone who wants 60-day pay terms. We just say no to them. If interest rates start going back up, that becomes real important," Gerdin said.

Celadon's Will pointed out that with capacity tightening up, carriers are in a better position to push back on shipper demands for longer

Continued on page 42

'I don't say no (to customers). I believe in pricing the contract so I don't have to say no,'

Aaron Tennant, Tennant Truck Lines

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MANAGEMENT

Lack of drivers limiting growth

Continued from page 40
payment terms.

“Shippers will try to push you to do it but you have to hold your ground. Eventually they will back off,” he said.

Speaking of capacity, most of the panelists agreed they are either not adding to their capacity or are growing conservatively. What most are doing is replacing the oldest vehicles in their fleet and moving back to shorter replacement cycles or, as was the case with Bison, trying to establish “the true life-cycle” of these trucks.

Gerdin said he is sticking to same formula his father employed when he started Heartland Express with just 16 trucks back in 1978. His father was very focused with his money and never went into debt by purchasing a lot of trucks in response to anticipation of industry demand.

“He was more focused on mak-

ing money with the trucks he had. One of our successes was in keeping it simple. We are going to continue with that,” Gerdin said.

He added that he doesn't believe in buying trucks on cycles, opting instead to keep close tabs on what's going on with his own fleet and the used truck market and not being afraid to make a deal when he sees a problem coming.

Penner pointed out that even when the money is available to get into new iron, finding the right people to place behind the wheel and to service the trucks is so difficult it limits the ability to grow a fleet.

“Anyone can go out and buy trucks and trailers but the ability to place quality drivers and service people behind those trucks is the limiting factor,” he said, adding he sees Bison more likely to grow by bringing more carriers under its umbrella. □



BUYING OR SELLING?: Doug Davis (centre) and Doug Nix (right) provide insight into the M&A landscape in the Canadian trucking industry during a recent seminar.

Buyers and sellers

Best practices for mergers and acquisitions discussed at latest Driving for Profit

By Julia Kuzeljevich

MISSISSAUGA, Ont. – The pace of mergers and acquisitions could be a major driving force in changing the Canadian trucking industry for the future.

In a for-hire industry of 12,000 carriers competing for \$34 billion in annual revenues, and dealing with an average operating ratio of about six cents on the dollar even in good years, transportation CEOs have made it clear they would like to consolidate the industry.

Medium carriers, meanwhile, say they want to either grow or sell.

So what do buyers and sellers contemplating these scenarios need to know?

At a recent Driving for Profit seminar series, sponsored by *Truck News*, Dalton Timmis Insurance, Daimler Truck Financial and NAL Insurance, Transportation Media editorial director Lou Smyrlis moderated a session on mergers and acquisitions.

Experts Doug Nix, vice-chairman of Corporate Finance Associates, and Doug Davis, independent director with Pro-Trans Ventures, offered advice on the topic to prospective buyers and sellers in the transportation industry, with an in-depth discussion of potential opportunities and the risks involved.

Post-recession, it appears the climate is ripe for mergers and acquisitions activity on the Canadian scene.

“We saw great uncertainty during the last recession. Businesses were struggling for survival. People just hunkered down and conserved cash. The idea of taking on someone else's debt and problems just wasn't part of anyone's plans,” said Nix.

“The desire (for consolidation) was there but the recession created such a devaluation of companies. Anyone who didn't have to sell was best to wait. I think the lending community was really patient, much more than they've been at other times. They must have thought that trucking is a core business, and it's not going away. They were spending time elsewhere, giving the transportation industry a little more rope,” Nix added.

Now, demographics will play a role in future mergers and acquisitions prospects, with the older contingent of the baby boomers contemplating

Continued on page 44

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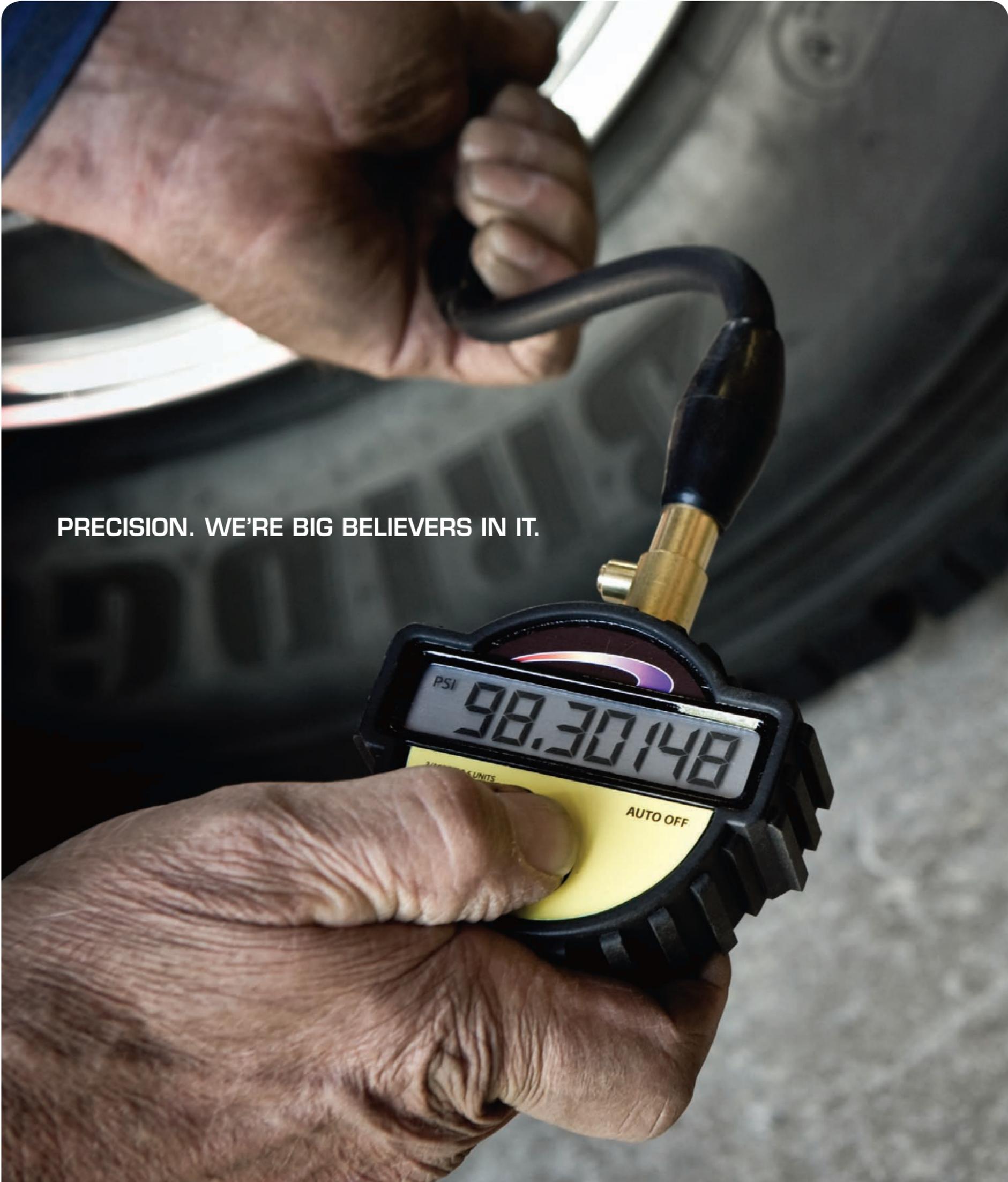
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BRIDGESTONE
Your Journey, Our Passion

MANAGEMENT

Lenders now more willing to finance acquisitions: Nix

Continued from page 42

retirement prospects or at least lifestyle changes.

“What we’re seeing is that there are more buyers than sellers. But there are people who are coming out of the doldrums, who are saying ‘I’m not going to be at this forever.’ I think a number of people are moving to that point. While you might not be able to say what the average company looks like, the average sellers are probably baby boomers thinking about exiting. In many cases they have had a great deal of success; some have been tarnished by the recent recession,” said Davis. “I’ve had a few conversations where they’ve said they wanted their business to get back to a certain level, but the last time they were at that level they were working 60-hour-plus weeks with their cell phones going off constantly. Now they may have gotten comfortable and may lack the energy and interest to put the dog days back in again.”

There’s also a ton of cash in the marketplace today that needs to be invested, said Nix.

“If I was just looking at financial statements I wouldn’t know there was a downturn in the economy. I don’t think it will be a feeding frenzy like it was in 2006-2007 but it will be astronomical compared to the last few years. We’re getting a number of inquiries on doing proactive acquisition work,” he said.

The financial sector in Canada,

also appears more optimistic about lending.

“The moving parts are starting to fall into place. Lenders see that they can back some of these industries, especially in Canada,” said Nix.

“The investment banking sector outlook over the next few years is a lot rosier. They may be both more cautious and aggressive in terms of putting their deals together,” added Davis.

Many large companies today started off small and got bigger through acquisitions. When is it a good time to make a move?

If you have a fairly aggressive, progressive management team, or if you want to take your organization to the next level, mergers and acquisitions is a key component of that, noted Nix.

“To start any proactive acquisitions work, we start with helping clients figure out where they are trying to get to,” he said.

“At the end of the day all businesses are the same: it’s either grow or die before overhead creep diminishes your returns,” added Davis.

But you should also look closely at your current business and your management team to figure out, if you were twice the size, would management’s skill sets still apply?

“The key thing is to understand the underlying business risks of acquisition, the underlying contracts, operations processes, and once you outline all the business risks you have to attach the right kind of folks,” Davis said.

When it comes to a “bolt-on” merger, the advantage is you may already understand the business. The risks, however, could be that these companies are “usually run by two or three people that understand the risks and just a few major clients. Who’s to say that those clients and executives don’t go somewhere else?” asked Davis.

While “overmanning” the process for awhile is probably not a bad thing, Nix said that at the start, if you have too many people it gets complicated.

Both he and Davis noted that having a transaction lawyer, banker, and your operations people on the team at the outset is a good idea.

Keeping your core business running in the background is another factor to consider.

“Do you have the bandwidth to do the acquisition? If you don’t have the people you will have a difficult time later,” said Nix.

“Your extended team for the acquisition later becomes some of your middle management. Your existing business can end up being run sideways – it helps to give your management team a heads up about the possible need for them to take on a little more,” said Davis.

It may make sense for some buyers to go out and look for companies that may not already be for sale. Many companies will be flattered by the interest, even if they are not interested in selling at that point.

“If we create our profile of the per-

fect acquisition, we can figure out which ones are going in the yes and no bins pretty quickly,” said Davis.

For asset-based operations 3.75x EBITDA (earnings before interest, taxes, depreciation, interest and amortization), applied to normalized earnings, is a common valuation, he said.

But the market value of a business is ultimately what someone is willing to pay for it.

“You can use all kinds of multiples. But it’s based on what the market can pay,” said Davis.

“One of the malaises of Canadian trucking companies is that a number of people who are in the business are bargain-focused as opposed to buying a better business and paying the premium for it, but buying a stronger business in the longer term,” said Nix.

Specialized markets

Purchasing in a specialized market, without enough knowledge of the market, could spell trouble, unless you aim for proper knowledge transfer by offering the current specialists a retention bonus, for example.

According to Nix, the specialized knowledge aspect may be just on the key parts of the business, and not necessarily on the entire business.

“How we define specialty markets is by ‘buried entry.’ It can be specialized knowledge, permits, long-term contracts, equipment, anything that makes it difficult for someone else to come in off the street. You have to

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pick up the people who have that specialized knowledge and in the end it's about transferring that knowledge as a group," said Davis.

"People talk about acquisitions for specialized markets. But trying to find the kind of specialized markets that appeal to people, something they will actually pull the trigger on, is tricky," Nix added.

And don't assume that you can impose new conditions or less advantageous conditions on any of your "acquired" staff.

"They are human beings and if they are good, they have options," he said.

"If you use your same people principles you're using to keep your key people, you'll be just fine," noted Davis.

Avoiding critical mistakes

In the run-up to an acquisition, Nix has observed that some buyers become so nervous, they try to build in a series of protections that no seller would ever accept.

"So they start stacking the cards against themselves right away. I don't think you should ever bet the farm on an acquisition. Take it in reasonable sized chunks," he said.

It's also critical to apply a high level of planning around the execution post-close.

"It's about ensuring that you get the juice out of the deal that you expected. It's a balance of interests between buyer and seller. Somewhere in between there will be an appropriate balance," said Davis. He said that when it comes to all Canadian businesses trying to get into US markets, "they go to the US and they just trade dollars. They don't often realize the importance of local expertise. There are so many different nuances territory to territory, region to region. Before you go to look in the US, in your checklist, you have to have a local understanding of the marketplace," said Davis.

Maximize your company's value

If you are set on selling your company, the right time to sell is when you're ready to, as long as you have a good quality business.

"If you have a business that's a bit of a dog, you probably need to get that fixed up," said Nix.

"Clean your offices, wash your fleet once in a while. Get your books and records in order, and get personal stuff out of the corporation. To the extent you can cut down on this stuff makes it easier for buyers to see what the business is. I'm a big proponent of the competitive bidding process, inviting well-qualified buyers into a controlled process. Sometimes if there's just one offer on the table it's a leap of faith to say that's the best offer," noted Nix.

"Get planning right now if you intend to be a buyer or seller over the next few years. If you're a buyer then start to determine what you need to fix in your own business," said Davis.

"The one thing about mergers is that it's rare to have a merger of two equals. Very early on somebody's on first base. And safety is a key business risk. Generally poor safety means poor culture," he added.

"Do all acquisitions live up to original expectations? No, but that means they just didn't hit all the objectives. This means we live in a turbulent, competitive world. If you've bought a bargain you probably have a higher risk versus if you did a proactive search," concluded Nix. □

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ENGINE OIL

A heavy-duty engine oil primer

Using engine oil is simple. The oil itself, is anything but.

By Mark Lee

Trucking is like a skeleton; there are many important components that go together to make up our industry. Just like the human body, we need all the pieces to fit together to make it work properly. Nowhere is this more important than in the trucks we use to do our trucking.

The manufacturers do a pretty good job of building the trucks that we use, but one precious commodity is needed to make them work: oil. We all know the primary use of oil; it is sucked out of the ground and refined to become the food the truck needs to go to work, but it is also used as the lifeblood of the truck and this is an area that is often overlooked.

There are probably more misconceptions about oil than any other thing in our industry. To most people, it's an expensive, thick liquid that goes in a yellowish brown colour and comes out black a few thousand miles later. But it actually goes way beyond that.

Let's start with the basics. Oil companies stick a pipe in the ground and oil comes out. Pret-

ty simple really, if only that were true. Many millions of dollars are spent on geographical surveys and test drilling before the first drop of 'Dinosaur Juice' comes out of the spout.

Then, once a successful well has been established, it needs transporting to a refinery that

"As the industry evolved, so did the oils of today," he said. "So yes, it is true that today's mineral 15W-40 is far advanced when compared to older versions. There are a number of basics that must be met. We aim to improve sludge protection and reduce piston deposits, to keep the engine clean

'Mineral engine oils continue to dominate the diesel engine lubricant market, with over 90% of customers opting for SAE 15W-40,'

Jim Gambill, Chevron

has more technology and scientists than you can shake a stick at. Then it goes through a refining process that is continually evolving, after which it is put into containers and shipped out to workshops and retail outlets, before we finally get to pour it into our trucks.

We asked Mark Pagnanelli, national sales manager, commercial lubricants with Castrol distributor Wakefield Canada, to explain the advances made in oil to combat the conditions imposed on our engines today.

so that it can continue to perform at peak level and reduce oil consumption, this also helps to protect against filter plugging.

"Because of the acidic environment in the engine, we also have to decrease corrosion. Very important is improved soot management and low ash technology, which reduces soot-related oil thickening and helps reduce engine wear, specifically in the valve train and piston rings. This both reduces oil consumption and protects an engine's performance and compression and by decreas-

ing oil consumption it diminishes the need for top-up and reduces emissions. We also have to have durable shear stability – this protects against excessive viscosity loss. Oil also needs to give protection from the first turn of the key to protect the engine during start-up in cold weather."

So, we can safely assume that we're getting good value for money when we purchase our oil, but are we getting as much value as we can from it? A common misconception guides many of us in the way that we use our oil. That is that we need to change our engine oil at a specified interval. Now that is not true. Oil doesn't go off, what happens is that it gets overwhelmed by the contaminants from the combustion process and no longer does its job of protecting our engine as it does when it's fresh out of the jug.

The main purpose of oil, besides lubricating, cleaning, cooling, preventing wear, reducing friction, transferring heat and preventing corrosion, is to hold the contaminants in suspension so that they do not become abrasive and wear out our engines.

So, a 20,000-km interval may be fine for a clean burning engine, but as we now have to contend with EGR, DPFs and SCR, there is, due to the extra backpressure these processes produce, a lot more combustion gases and the associated soot rattling around inside our cylinders.

Some of this is forced down past the piston rings and into our oil.

The biofuel blends that we have in some Canadian provinces and US States add another dimension to the workload we put our oil through.

Soy is the main bio component in Canadian biofuel; this does not evaporate like diesel so when it gets introduced into our oil through combustion blow-by, it agglomerates into soot more easily.

This is why Dan Arcy, global OEM technical manager with Shell Lubricants, recommends using synthetic oil if you use biofuel. Arcy said "Our oils are blended to take into account the extra soot concentrations created from using biofuel. As far as it impacts the consumer, a 5% blend (as in B-5 biodiesel), would not typically cause concerns, but in higher concentrations combined with extended drain intervals we recommend that you use synthetic oil and also take part in an oil analysis program."

Mineral oils dominate

Jim Gambill North American Delo brand manager with Chevron, said there's a time and place for synthetic oils, especially in Canada.

"The operating conditions in Canada are very different than elsewhere. Extremely low temperatures in winter can challenge an oil's ability to provide protection during starting and we recommend that you use a synthetic oil during winter, at least," Gambill said. "Our mineral oils will provide more than adequate protection during the warmer months and can easily cope with winter



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ALL ABOUT OIL: To many of us, engine oil is a thick fluid that goes in golden brown and comes out black months later. However, engine oils play a vital role in how effectively and efficiently your engine runs.

too, but the synthetics, with their lighter film will help prolong engine life under extreme conditions.”

Gambill also said “manufacturers have their own requirements from oils, so it’s advisable to follow their recommendations. Although I would recommend using Delo, a particular brand isn’t critical, as most brands have an oil that suits every engine, but the performance criteria for a particular engine must be met in order to gain maximum life expectancy.”

Gambill went on to say “mineral engine oils continue to dominate the diesel engine lubricant market, with over 90% of customers opting for SAE 15W-40.

“In the 15W-40 viscosity grade, synthetics and synthetic blends do not necessarily impart improved performance or value. Premium conventional oils have a track record of providing proven per-

formance and delivering the best overall value. Products in this category deliver excellent durability when used in conjunction with OEM drain recommendations. Excellent extended drain performance is also possible when done with a comprehensive oil analysis program. In fact, we have examples of customers achieving 110,000-km drain intervals using 15W-40 and also going 2.4 million kilometres before a tear-down, only to find the key components of the engine were in great shape.”

As well as better cold start protection, synthetics can be used to compensate for the higher oil viscosities produced in today’s engines.

The lower the viscosity, the easier it is to push around the engine and that can bring small fuel consumption benefits, usually around

Continued on page 78

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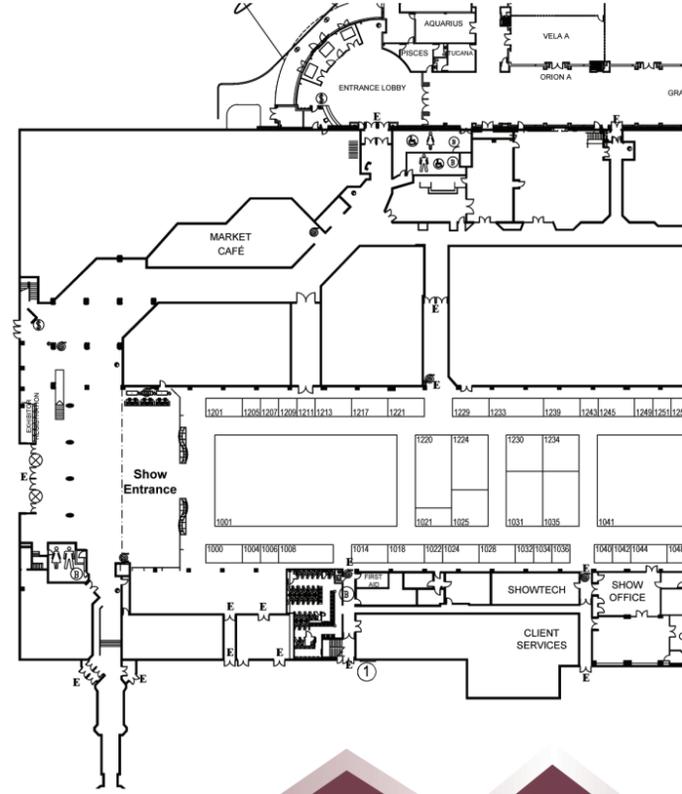
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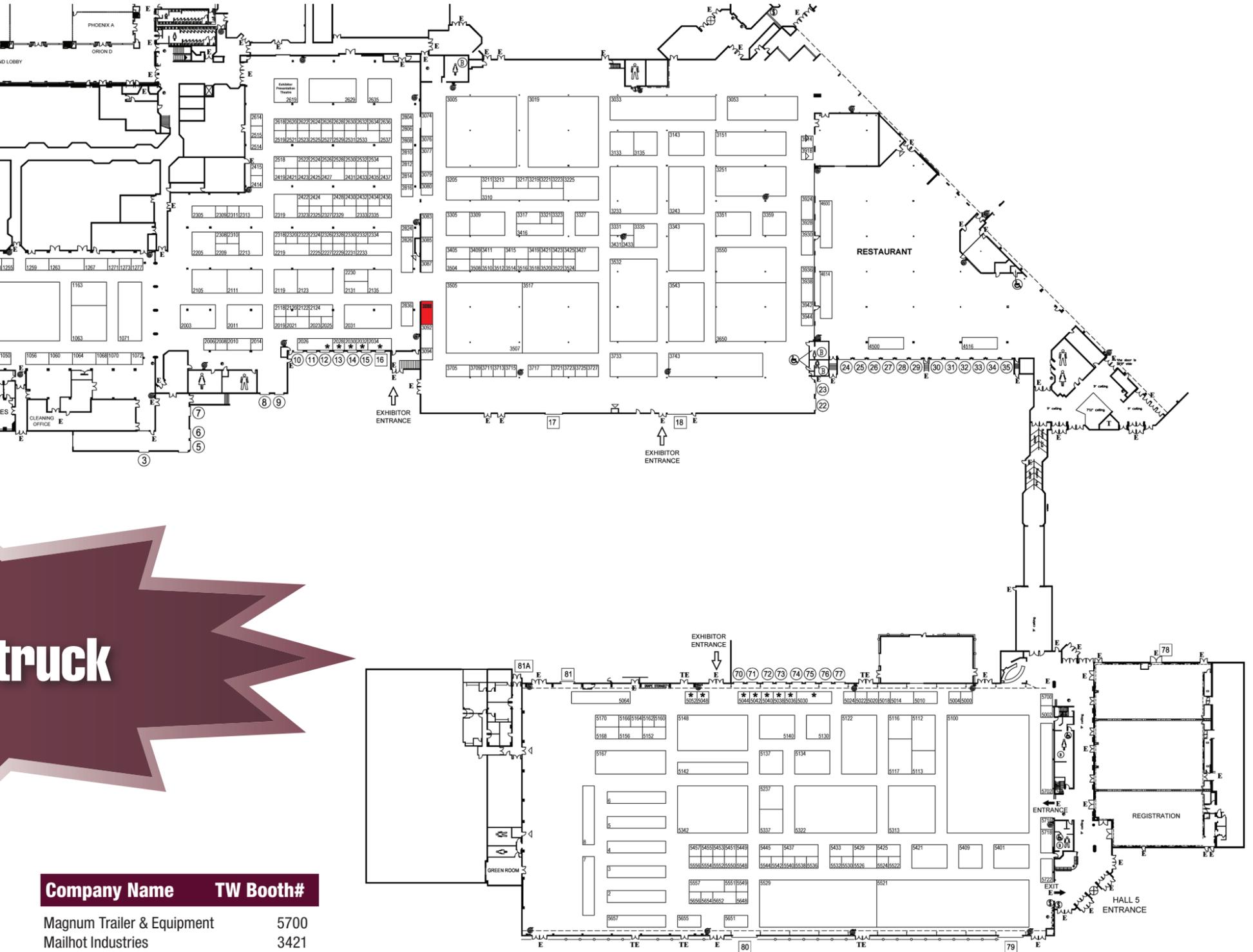


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WEDNESDAY, JUNE 20

- 8:30 a.m. Registration & Coffee**
- 9:30 a.m. Seminar I: Social Media in Trucking**
Social Media is the newest communications tool for trucking and everyone needs to know what it is and how to use it. We'll delve into specific examples of how to, and not to, use social media to promote your business or build relationships with colleagues and customers – all trucking specific.
- 10:30 a.m. Seminar II: The Future of Emissions Regulations**
2014 brings yet another new set of restrictions on truck emissions throughout North America. In this seminar, Environment Canada will explain the main elements of the proposed regulations under the Canadian Environmental Protection Act for medium and heavy duty vehicles.
- 11:30 p.m. The Conference Exhibitors' Showcase**
Visit with our conference exhibitors and network with fellow registrants. Meet old friends, make some new ones, and see products and services that can make your fleet more effective.
- 12:15 p.m. PMTC – Huron Services Driver Hall of Fame Luncheon**
Be on hand as the best of the industry's drivers are inducted into the Hall of Fame. These drivers have amassed exceptional safety records over many years and this is your chance to recognize their professionalism.
- 1:45 p.m. Seminar III: Is Natural Gas the Answer for Your Fleet?**
There are many considerations on both sides of this question. We'll have the experts from Westport HD on hand to discuss all the variables, provide us with a complete understanding, and answer your questions.
- 2:45 p.m. Seminar IV: Mandatory EOBR's – Are They Coming?**
Peter Hurst, Chair of the CCMTA Steering Committee studying the EOBR question will update us on the committee's work to date, and review the draft proposals that are under consideration.
- 3:30 p.m. Networking and Reception in the Exhibitors' Showcase**
Another opportunity to network with your peers, continue conversations, and visit with exhibitors as we prepare for the Fleet Safety Awards Dinner.
- 5:30 p.m. The Chairman's Dinner Evening**
The first day of the conference wraps up over dinner during which we will present the PMTC – Zurich Private Fleet Safety Awards to some of our best in class fleet operators.

THURSDAY, JUNE 21

- 8:15 a.m. Registration and Coffee**
- 8:45 a.m. Seminar V: The Canadian Private Fleet Benchmark Study**
We present an overview of the benchmarking study that was conducted and published by Motortruck Fleet Executive magazine in conjunction with PMTC. This detailed portrait of Canadian Private Carriers operating from coast to coast is laid out in a variety of categories, including a best practices section. Gerald Bramm, will present key elements of the study, with copies available at a special discount to attendees.
- 9:45 a.m. Seminar VI: Technology Evaluation and Monitoring**
PMTC has entered into an agreement with PIT-FP Innovations, a not-for-profit group of professionals, to provide expertise for our members on a lengthy list of subjects. Among its host of services PIT evaluates products to confirm the accuracy of manufacturers' claims, and provides engineering assessments of existing technology to determine if it can help your fleet. This seminar will explain how your company can access PIT's services to address your special needs.
- 10:45 a.m. Seminar VII: Behavioral Assessment – The Newest Tool for Successful Hiring**
Hiring the right people may be the most challenging part of any business, but help is at hand through the Predictive Success model. John Lobraico will describe a proven method of behavioral matching to help you identify the right person for the job.
- 11:30 a.m. Exhibitors' Showcase Reception**
One more opportunity to meet with our exhibitors and conference supporters, and collect the contact information you will need to follow-up with them after the conference.
- 12:30 p.m. Annual Meeting & Vehicle Graphics Awards Luncheon**
The annual PMTC – 3M Canada Vehicle Graphics Design Awards are the feature of this closing luncheon. Join us as we celebrate creativity and imagination in vehicle graphics – it's always the best show in town!
- 2:30 p.m. Conference Adjourns**

PMTC 2012 ANNUAL CONFERENCE REGISTRATION FORM

3 WAYS TO REGISTER: 1. EMAIL TO INFO@PMTCC.CA 2. ONLINE AT PMTCC.CA 3. FAX TO 905-827-8212

REGISTRANT INFORMATION

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INDICATE HOW MANY WILL ATTEND EACH EVENT

WEDNESDAY

- _____ Seminar I: Social Media in Trucking
_____ Seminar II: The Future of Emissions Regulations
_____ The Conference Exhibitors' Showcase
_____ PMTC - Huron Services Driver Hall of Fame Luncheon
_____ Seminar III: Is Natural Gas the Answer for Your Fleet?
_____ Seminar IV: Mandatory EOBR's - Are They Coming?
_____ Networking and Reception in the Exhibitors' Showcase
_____ Chairman's Evening and Zurich Private Fleet Safety Awards

THURSDAY

- _____ Seminar V: The Canadian Private Fleet Benchmark Study
_____ Seminar VI: Technology Evaluation and Monitoring
_____ Seminar VII: Behavioral Assessment - The Newest Hiring Tool
_____ Exhibitors' Showcase Reception
_____ PMTC - 3M Vehicle Graphics Awards Luncheon

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¹ Includes all events and meals.

ADDITIONAL TICKETS

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Graphics Luncheon

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Note: Those cancelling prior to June 1, 2012, will be entitled to a refund less a \$50.00 processing fee. No refunds will be offered after June 1, 2011.

Questions? Call 905-827-0587 or email info@pmtc.ca

ROOM RESERVATIONS

Reservations can be made by calling the Kingbridge Centre directly at 1-800-827-7221.

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TRUCKWEST

MID-AMERICA REPORT

Three new trucks highlight Mid-America product introductions

By James Menzies

LOUISVILLE, Ky. – Kenworth, Peterbilt and Navistar all introduced new truck models at this year's Mid-America trucking Show.

Kenworth T680

Kenworth came out with a new T680, which the company boldly claimed is 10% more aerodynamic than the current best-in-class truck model, resulting in a 5% fuel economy improvement. The truck was designed to last 1.5 million miles.

Kenworth officials said the new truck, with an 83-inch wide cab, can provide an operational savings of up to \$4,000 per year over its existing models, which it already claims to be the best when it comes to fuel economy.

"Simply put, the Kenworth T680 is Kenworth's most aerodynamic truck ever," said Preston Feight, Kenworth chief engineer. "The T680 is designed to smoothly slice through the air, setting an industry standard for aerodynamics and fuel efficiency."

Other features include: excellent forward lighting; a 30% larger door; a cab that's 40% quieter compared to today's offerings; and 65% more interior storage.

During a demonstration, the large door closed with a subtle 'swoosh,' prompting Feight to giddily declare: "This is an incredibly capable door; just the sound of it is beautiful."



PETERBILT MODEL 579

On first glance, the entry into the sleeper cab has been noticeably widened. The passenger seat swivels a full 180-degrees and can be used as a comfortable place from which to work on the fold-out desk. The dash has been reconfigured to accommodate a 'Driver Performance Centre' with a five-inch configurable display, visible through the steering wheel.

Kenworth says it will issue performance alerts, not through fault codes, but rather "statements in English about what is wrong with the truck and what to do with it."



KENWORTH T680

The new truck, Feight says, will "change the way people will use the inside of the truck," from a driv-



INTERNATIONAL LOADSTAR

ing, working and living perspective. The sleeper cab has a full-length wardrobe closet and boasts eight feet of headroom. The new model will commence production on May 21, Kenworth announced. *Truck News* executive editor James Menzies was among the first to drive the new model. You can read his report on pg. 82.

Peterbilt Model 579

Also new at MATS was the Peterbilt Model 579, an "all-new" model that the company says was five years in the making and one of its most momentous new product introductions ever.

"The all-new 579 goes beyond meeting a market demand for an exceptional vehicle that satisfies both the bottom line and operator expectations," said Bill Kozek, Peterbilt general manager and Pac-car vice-president. "The 579 integrates legendary Peterbilt quality and innovation with a product platform that delivers in every aspect of vehicle performance, productivity and safety. From optimized cab dimensions to an enhanced chassis design, and from driver amenities to a revamped electrical system – every design element of the 579 was analyzed and engineered to provide real-world benefits and business solutions that exceed industry trends."

The new truck boasts a 2.1-metre wide aluminum cab and three-piece bumper for cost-effective repairs. The hood is also comprised of three parts for simple repairs, and Peterbilt said it incorporates the company's most efficient tilt assist system that requires only 25 lbs of effort to lift. Production of the new model will commence in May.

International LoadStar

On the more specialized end of the scale, Navistar introduced a new Class 8 severe-service low cab forward International LoadStar.

The market represents only 6,000 to 8,000 units in North America, Jim Hebe, senior vice-president of sales operations said during a press conference.

However, he said Navistar is dedicated to the market and designed the LoadStar from the ground up, including the industry's first stainless steel cab installed at the factory level.

The stainless steel cab will minimize corrosion and increase durability, the company claims, and variable depth frame rails will result in greater durability, lighter weight, lower frame rail heights and better ride characteristics, the company says.

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understand their needs and what is missing from the trucks they drive," said Hebe. "To fit driver needs, we optimized the space in the cab, increased seat and steering wheel movement, and adjusted joystick placement to deliver an outstanding ergonomic and customizable work environment."

The LoadStar will be available for orders in October. □

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MID-AMERICA REPORT

New automated transmission completes Detroit's integrated powertrain

Detroit's much anticipated automated transmission coming to North America

By Lou Smyrlis

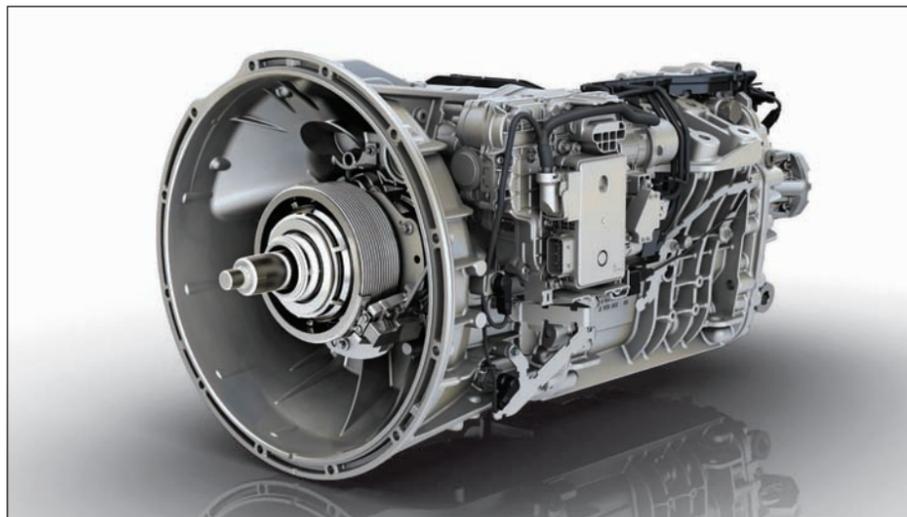
LOUISVILLE, Ky. – Citing the need to have powertrain components optimized to work together, Daimler Trucks North America has now added a transmission to its Detroit lineup, completing Detroit's integrated powertrain offerings.

The 12-speed, direct- or over-drive automated transmission combines a traditional clutch-actuated manual gearbox with high-speed, computer-controlled shift and clutch actuators, which automatically selects the right shift pattern for fuel economy and engine power. It will be matched with the Detroit 15 engine in Freightliner Cascadia trucks initially.

Boasting that Detroit is now the only OEM that can offer a complete powertrain package (axles were previously added to Detroit's well-known heavy-duty engine offerings), Andreas Renschler, head of Daimler Trucks, commented that he views the powertrain as central to the future generation of its products.

"It's not just the heart of the truck, it's the heart of the truck value chain. It's worth more than 50% of the truck's value," Renschler said. "We are working to optimize the complete powertrain not just the separate powertrain components. We believe that's what customers want and we believe we understand their needs better than providers of separate components."

The development of Detroit's pow-



A NEW AMT: A Detroit-branded automated transmission will soon be available.

ertrain products has been an international effort, with resources being drawn from all of Daimler's global capabilities. Daimler's transmission technology has been tested in series production in select European markets since 2005.

Renschler added that when powertrain components are optimized to work together they deliver better fuel economy, performance and reliability.

The direct drive transmission, which will go into customer demos this year and start production next year, combines improved slow speed maneuvering capabilities with high road speed efficiency. It employs fuel efficiency technologies including skip shifting, enabling drivers to run through lower

gears faster to achieve cruising speed sooner; and EcoRoll, which helps the vehicle coast more efficiently. The transmission's aluminum design results in up to 300 lbs of weight savings (vs. cast iron designs), benefitting fuel economy or increasing bulk payload.

Features such as active driveline protection, which anticipates torque windup; and torque limiting, also enhance reliability and driver comfort.

Daimler will continue to offer Eaton UltraShift and Allison transmissions for its trucks but Mark Lampert, senior vice president, sales and marketing Daimler Trucks North America, believes they can get to 25% penetration with the integrated powertrain package within two or three years.

There are no plans to follow up with a manual transmission.

Daimler officials say their new transmission is ideal for drivers of all skill levels because it's equipped with driver-friendly features such as a two-pedal system for ease of operation; helical gears that reduce noise; a control module that communicates with the entire powertrain; and a kick-down feature that improves vehicle acceleration. In combination, these features make for a transmission that is more intuitive and requires less training for new drivers, the company claims.

Additional features of the Detroit transmission include: a Hill-Start Aid option to prevent roll-back after standing still on a hill; enhanced cruise control and improved dash display; shift lever with gear, auto/manual mode and brake selection, improving ergonomics; and driver-selectable shift modes for performance or economy.

Company officials also commented on the growing interest in the industry in switching to natural gas, which Daimler has been experimenting with for about seven years, initially with the Sterling brand.

"It looks like the infrastructure is growing quickly. We see natural gas growing significantly over the next few years," Lampert said. But there are no plans at the moment to bring European natural gas engines to the North American market. □

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Mack leans on further powertrain integration to squeeze more fuel savings

By Lou Smyrlis

LOUISVILLE, Ky. – Arguing that integration is critical to optimizing fuel economy, Mack Trucks is elevating its focus on providing an integrated powertrain package.

At the Mid-America Trucking Show the company unveiled its Super Econodyne powertrain, which Mack claims capitalizes on its Pedigree powertrain expertise to squeeze 3.5% improvement in fuel economy over similarly spec'd vehicles. The Super Econodyne powertrain system is designed with all-Mack proprietary components for a complete Mack Pedigree Powertrain. The Mack MP8-445SE engine, Mack mDrive automated manual transmission, Mack C125 proprietary drive axles and Mack's custom software are combined to offer a system designed for fuel efficiency.

The powertrain system is not for everyone, emphasized David McKenna, Mack director of powertrain sales. It is, however, ideal for dry van, refrigerated, liquid and dry bulk and flatbed operations.

Super Econodyne is available on all Mack Pinnacle models, rated up to a 88,000-lb GCWR. McKenna said with some tweaking the Super Econodyne could work for applications up to 110,00 lbs, but that is in the future.

Contributing to the fuel-efficiency improvement is the Super Econodyne's "downspeed" feature. Super Econodyne is engineered to "downspeed" more than 200 rpm at a highway speed of 65 mph, cruising at 1,160 rpm versus 1,380 rpm. This reduces fuel consumption by up to 2% compared with previous engine models, with a corresponding reduction in CO₂ emissions. The Mack proprietary C125 drive axles deliver an additional 1.5% fuel economy improvement.

"We've designed a completely integrated system to run efficiently at 450 rpm above idle speed when before it was 700 to 800 rpm above idle speed," McKenna said.

The Mack MP8-445SE offers 445 hp and up to 1,760 lb-ft of torque. The C125 axles have a 2.66:1 ratio. All powertrain components communicate with each other via Mack software, and it's critical that they share data at the same time and in the same manner, McKenna explained.

"It's the ultimate in complete powertrain integration," McKenna said. "The engine seamlessly communicates with the transmission, which seamlessly communicates with the vehicle, resulting in instantaneous decisions. Add the Mack C125 drive axle, and we're talking about fuel-efficiency benefits never before realized in a powertrain system."

Also key to the fuel efficiency delivered with the Super Econodyne powertrain package is the Mack mDrive transmission. The 12-speed automated manual has no clutch pedal, and the gearshift is operated by an intelligent shift pad module and managed by sophisticated electronics.

mDrive continuously monitors changes in grade (both up and down), vehicle speed, throttle



ALL MACK: Mack says its new Super Econodyne package will deliver even further fuel savings than today's model.

position, acceleration, torque demand and combined vehicle weight. The mDRIVE transmission features Mack's two-speed reverse

functionality that better controls road speed and engine speed.

So popular is the mDrive that Mack's Kevin Flaherty figured that

penetration of the transmission in 2011 US sales of Mack trucks could reach as high as 40%. It's already above that in Canada. □

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MID-AMERICA REPORT

Meritor launches new 6x2 tandem axles, improved support programs

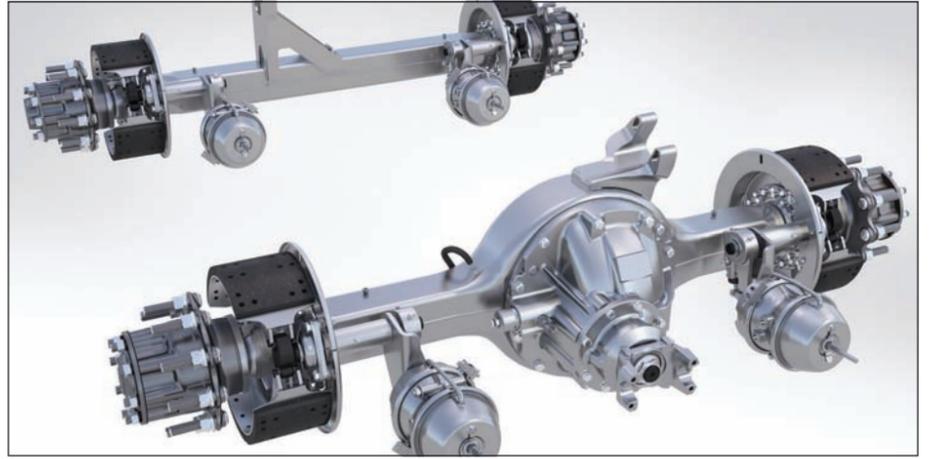
LOUISVILLE, Ky. – Meritor has introduced a new FUELite 6x2 tandem axle, which the company says will reduce weight and save fuel to the tune of 2%.

The tandem axle is the first in a new line of SoloDrive Series axles. The FUELite, based on Meritor's 160 series drive axle, is designed for linehaul applications.

The 6x2 FUELite tandem axle is about 400 lbs lighter than traditional 6x4 designs. Meritor's 160 DualTrac housing allows for dual or wide-base single tires with ratios ranging from

2.50 to 4.10, depending on application.

"We engineered the FUELite axle to accommodate all 40,000-lb linehaul suspensions, delivering an optimum solution that is lightweight yet heavy on performance," Charlie Allen, general manager, rear drive axles with Meritor said at the Mid-America Trucking Show. "The Meritor SoloDrive Series is designed to provide lightweight axle solutions with greater efficiency by providing one driving axle in a tandem configuration. We're confident that the FUELite will deliver these results to our customers."



FUELITE: Meritor says its new FUELite 6x2 axle can improve fuel mileage by 2%.

The axle comes with a five-year, 750,000-mile warranty.

A 14X milestone

Meritor also announced it has now deployed more than 100,000 14X tandem drive axles since its launch two years ago.

Meritor says the 14X has become the most widely adopted axle in the commercial vehicle industry.

"We would like to thank our customers for their support of our products. They are the most important element of our business," said Joe Plomin, vice-president, North and South America, Truck, Meritor. "The 14X is an advanced axle system and was built on the legacy of the highest-volume tandem drive axle in commercial truck history: the Meritor RT145."

Meritor claims the 14X is the lightest weight axle in its class.

Bolstering support programs

Meritor has also introduced a new customer support initiative dubbed Meritor DriveForce. The new organization consists of more than 110 product experts, available to help customers with their needs before, during and after the sale, Meritor announced.

Meritor DriveForce team members average more than 25 years' experience in the industry, the company announced, and will be equipped with the latest tools. Collectively, they'll support more than 25,000 customers throughout North America via Meritor's 6,000 dealers and distributors, the company announced.

"Meritor DriveForce delivers a unique experience because the team is devoted to building a trusted and personal relationship with each and every one of our customers," said Matthew Stevenson, general manager, North American field operations and marketing, Meritor.

Also on the support side, Meritor launched a second generation of its Meritor Mobile application as well as a new Web portal called the Meritor BullPen.

"Meritor's BullPen and Meritor Mobile offer our customers two innovative technology solutions to easily access Meritor product and training information," said Stevenson. "These tools serve as an extension to our field sales and service organization, Meritor DriveForce, and help deliver high quality customer support."

More information is available at Meritor.com. □

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Hankook to supply tires to Freightliner

LOUISVILLE, Ky. – Hankook Tire has been selected as the new original equipment tire manufacturer for the Freightliner Cascadia and Coronado model trucks by parent company Daimler Trucks North America (DTNA). The announcement was made at the Mid-America Trucking Show.

Under the terms of the agreement, Hankook will be supplying its AL11 steer and DL11 drive tires to Freightliner starting in May.

"An OE agreement like this one, with a leader such as DTNA, is yet another critical proof point of our strong brand, investment in R&D, and leading technology here in the United States," said Bryan Woo, vice-president of Hankook Tire's Global OE Division. "As our growth continues throughout 2012 and in the years ahead, we look forward to extending not only this relationship but also expanding further in the premium truck tire market." □

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Michelin releases 'super regional' drive tire; new X One retread

LOUISVILLE, Ky. – Michelin has come out with a new drive tire for what it describes as “super regional” applications where fuel economy is as important as longevity and durability.



LONGER LASTING: The new Airide Integrative Air-Damping System, offered by Firestone Industrial, is designed to improve ride and last longer.

Firestone offers lightweight, long lasting air spring

LOUISVILLE, Ky. – Firestone Industrial Products has launched a new air spring with integrated air-damping system, which the company says is lighter weight and longer lasting than traditional air springs while also providing a smoother ride and eliminating the need to dispose of hydraulic fluid.

The Firestone Airide Integrative Air-Damping System was showcased at the Mid-America Trucking Show, after being tested in Freightliner and Paccar vehicles, Graham Brookes, division manager, technology with Firestone Industrial Products said in an interview with *Truck News*.

He said the new air spring was designed with the driver in mind and built with new materials that better dampen road inputs into the cab.

“We changed a lot of the materials and lowered the stress on some of the elements within the construction,” Brookes said. The materials used to create the Firestone Airide Integrative Air-Damping System are more resistant to heat, which is important since today’s aerodynamic cabs deflect air flow away from components while emissions reducing technologies create a hotter environment for components.

By improving the materials, Brookes said the new air spring now lasts twice as long as traditional designs. It was tested to 50 million cycles, while the industry norm is one million, Brookes said, and it was still going strong when testing was halted.

“We thought 50 million was a good achievement and it still wasn’t completely worn out,” he said.

The weight savings translate to about 2.5-3.5 lbs per module, he added, since the integrated design does away with the mounting hardware required for separate hydraulic dampers. Initially available on Freightliner and Paccar trucks, the new system will come at a slight cost premium, Brookes admitted, but with its long life and weight savings he said the cost will be negated. □

The Michelin X Multi Energy D drive tire was designed for applications involving highway driving with frequent inner city deliveries. It is SmartWay-verified and created to reflect the trend towards shorter routes.

“This super regional application is the result of the continued trend to shorter routes in the trucking industry,” said Ted Becker, vice-president of marketing for Michelin Americas Truck Tires. “The application is demanding. Our customers are looking for the fuel efficiency of a line-haul product with the mileage and traction of a regional product. We deliver both to give our customers the advantage in this emerging industry segment.”

The X Multi Energy D is especially well suited for fleets that run about 100,000 miles per year and often within a 500-mile radius,

Michelin officials said at the Mid-America Trucking Show. The tire employs Michelin’s Matrix Siping Technology for improved traction and even wear. The new tire will be available in Canada beginning in April.

Also new from Michelin is an X One XDN2 Pre-Mold retread for fleets and owner/operators using wide-base single tires. The retread is available immediately and comes with the company’s Michelin on Michelin Guarantee, promising 30% more mileage than competitive retreads. The program also guarantees a second X One trailer retread on a Michelin casing.

“X One wide single tires continue to offer huge benefits to the trucking industry,” said Becker. “The Michelin X One XDN2 retread combined with the weight and fuel savings of the Michelin X One cas-



‘SUPER’ REGIONAL: Michelin’s new X Multi Energy D drive tire is coming to Canada this month.

ing offers even better grip and fuel efficiency.”

The X One XDN2 retread features an all-weather drive tread design, delivering both traction and mileage, the company says. X One wide-base singles have proven to deliver fuel savings of up to 10%. □

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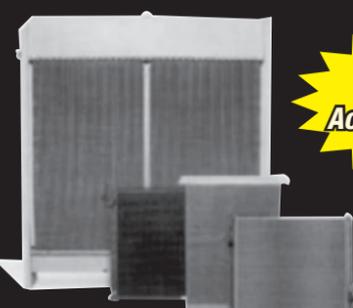
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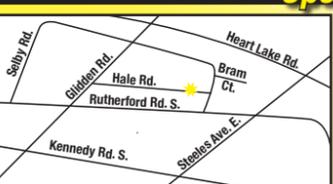
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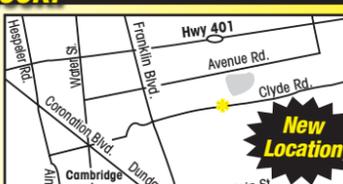


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MID-AMERICA REPORT

International makes a statement at MATS, hits MaxxForce milestone

LOUISVILLE, Ky. – Navistar International took out a massive amount of floor space at the Mid-America Trucking Show, to which Jim Hebe, senior vice-president, North American sales operations declared “This is a message.”

He said it was a message that the company was committed to both the North American and global truck markets. Hebe said the company’s decision to dominate a large section of floor plan at MATS stemmed from a visit to Germany, during which the company considered making a big splash at the Hannover Truck Show.

“We came to the conclusion we’re a North American company, our roots are right here, we’ve been in trucks as long or longer than anyone else in the world and so we decided

we are going to invest our resources here in North America,” Hebe said. “We’re going to show off a little this year.”

The company hosted about 600 dealers at the show, with about 1,400 dealer reps and customers attending its event.

Navistar announced the International LoneStar will now be offered with a 500-hp, 13-litre engine. “This is an honest-to-God strong engine,” Hebe declared.

He also said the 15-litre MaxxForce is now being delivered to customers under the ProStar hood. “We’re building them and delivering them and we have customers who are running them and like them,” he said.

Hebe announced Navistar has now delivered more than 100,000 EPA2010-compliant MaxxForce engines. He also said International dealers now offer more diesel particulate filter (DPF) cleaning machines than all other truck dealers combined.

Navistar said it will be offering the Cummins ISL G natural gas engine within its medium-duty product line. However, Hebe said the company will also be developing a natural gas version of its MaxxForce 13. Hebe said Swift Transport has just ordered “several hundred” natural gas-powered International trucks. □

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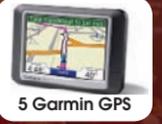
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Wabco brings tire pressure monitoring tech to North America

LOUISVILLE, Ky. – Wabco Holdings is making its new IVTM integrated monitoring of tire pressure on trucks, trailers and buses technology available in the North American market.

Wabco’s new Integrated Vehicle Tire Pressure Monitoring (IVTM) system provides drivers with real-time tire pressure information. By using IVTM, customers can maintain tire inflation at an optimum level that can reduce fuel consumption up to 2%, the company claims.

Wabco also claims using its IVTM system helps increase the lifetime of tires up to 20%. It fits all wheel sizes and all types of light, medium- and heavy-duty commercial vehicles with up to 20 wheels.

IVTM improves vehicle safety, Wabco officials explained, as correct tire inflation enables better road handling and shorter braking distance. It also detects slow leaks which contribute to heat build-up, the cause of the majority of tire failures.

Wabco’s IVTM system uses external wheel-mounted sensors to constantly measure tire pressure and wirelessly transmit this information to an electronic control unit (ECU). The ECU alerts the driver to tire pressure changes either through the factory-installed dashboard display or via an easily mounted dedicated display. □

Everybody Welcome

Highway Hero award winner saved woman from gun-wielding attacker

LOUISVILLE, Ky. – The winner of Goodyear’s 29th North America Highway Hero award literally put himself in the line of fire, rescuing a woman from a gun-wielding attacker.

Chosen from among four finalists, Mike Schiotis of Spring Hill, Tenn., was presented with the 2011 Goodyear North America Highway Hero Award during the Mid-America Trucking Show in Louisville, Ky. March 23.

Schiotis, who works for Seville, Ohio-based Panther Expedited Services, was driving to his destination in Pennsylvania on Nov. 1, when he saw a woman walking with a man close behind her.

Thinking they were injured, he slowed down and noticed that the man was pointing a gun at the woman. Schiotis stopped his truck and the woman began pounding on his door, screaming “Help me! He’s going to kill me!”

Schiotis jumped out of his truck and positioned himself between the woman, who was bleeding from the head, and her assailant. He helped the woman into his rig and decided to take her to the next truck stop.

The gun-carrying man got back in his car and began to follow Schiotis’ truck. Schiotis pulled into a truck stop, but decided it was safer to continue down the highway. Meanwhile, he notified the Pennsylvania State Highway



TRULY HEROIC: An emotional Mike Schiotis recounted the traumatic incident at an awards dinner at the Mid-America Trucking Show.

Patrol, then used his CB radio to tell other truckers in the area about what was transpiring.

Another truck driver, who was behind Schiotis’ 18-wheeler, heard him and took action.

Together, they drove side-by-side, weaving back and forth to prevent the gunman from closing in on Schiotis’ tractor.

This gave troopers time to catch up with the man and apprehend him.

“We are grateful to Mike Schiotis for his quick thinking and

brave actions,” said Phillip Kane, vice-president of Goodyear Commercial Tire Systems.

“He literally put himself ‘in the line of fire,’ and in all probability, prevented a tragedy from taking place. Mike’s decision to interject himself into this dangerous situation is a powerful example of the selflessness and professionalism exhibited by many of today’s professional truck drivers. Because of his action, a life was saved. For this, Mike Schiotis has earned the right to be called a hero.”



FINALIST: Melville Farnell (left) of Shelburne, Ont. was a finalist for the Goodyear Highway Hero award.

Schiotis and three other truck drivers were selected as finalists for the 2011 North America Highway Hero Award. Other finalists included: John Crozman of Black Hawk, S.D., a driver for Long Haul Trucking in Albertville, Minn.; Melville Farnell of Shelburne, Ont., a driver for Tupling Farms Produce, also based in Shelburne; and John Neumeier of Russia, Ohio, a driver for Bohman Trucking, also based in Russia.

“Each of these finalists is a Highway Hero in his own right,” said Kane. “Each man rescued someone who was in life-threatening peril. We are honoured to recognize these selfless gentlemen for their acts of courage and compassion.” □



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MID-AMERICA REPORT

Bendix says valve problem resolved; permanent fix available soon

By James Menzies

LOUISVILLE, Ky. – Bendix announced at the Mid-America Trucking Show that it has developed a permanent fix for trucks with its faulty ATR-6 brake valve and that the solution will be widely available through truck dealers shortly, as soon as enough units are available to meet the demand.

Truck OEMs aren't likely to announce availability of a replacement for the faulty part until there are enough to go around, Bendix officials revealed. However, the company and its suppliers are ramping up production so that the permanent fix will soon be available to all affected customers.

Bendix officials also said it's pos-

sible that truck OEMs will make the solution available sooner to fleets operating in northern climates, where unintentional brake applications are possible on vehicles equipped with the ATR-6 traction relay valve.

Bendix has already made available a short-term solution, which eliminates the risk of unintentional brake applications but also disables traction control and the Bendix stability system.

Scott Burkhart, vice-president of general engineering, controls group, said Bendix has been in close contact with OEMs and has been able to allow uninterrupted production of new Class 8 trucks.

"We have worked very closely with the OEMs and have had daily conversations with them," he said today. "We have come up with a permanent fix to keep their lines going in production. Those vehicles do not need to be touched again and we did not shut down any of our OEM customers."

Burkhart admitted some trucks that were already built with the faulty part could not be delivered to customers once the flaw was discovered, however those trucks have since remedied with the permanent fix and won't need further attention.

Under NHTSA rules, Bendix is limited as to what it can say about the recall and will instead rely on the OEMs to inform customers when a permanent fix is available for their vehicles, Burkhart said. The repair is relatively simple, he noted, requiring only the removal of four screws and the replacement of an o-ring. The challenge is producing enough replacement parts to begin widespread upgrades.

Burkhart said Bendix and its suppliers are ramping up production to expedite the resolution to the widespread problem. The urgency, however, could be diminished somewhat by unseasonably warm weather. The faulty valve was only problematic in temperatures below freezing, temperatures that have abated through most of Canada, not to mention the US.

Still, the problem needs to be resolved, and Burkhart said OEMs will begin announcing availability of the permanent fix shortly, when there are enough repair kits available to fix about 50% of the afflicted vehicles.

"Some OEMs may start (announcing a fix) earlier in the northern regions because that's where the occurrences were," he said. □



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Volvo adds natural gas-powered VNL day cab



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LOUISVILLE, Ky. – Volvo Trucks announced at the Mid-America Trucking Show the addition of a natural gas-powered Volvo VNL day cab. This is a unique point in time in regards to dealing with fuel efficiency, said Ron Huibers, president, Volvo Trucks North American sales and marketing. "There is an alignment of interest among industry, manufacturers and government," Huibers said.

The Volvo VNL day cab offers customers a larger – 123-inch bumper-to-back-of-cab (BBC), rated up to 80,000 lbs GCWR – and more robust spec' than the natural-gas powered Volvo VNM day cab. Introduced in 2011, the VNM day cab features a 113-inch BBC and is rated up to 66,000 lbs GCWR.

The gas-powered VNL will be equipped with a 12-litre, 400-hp, 1,450 lb.-ft. torque Cummins Westport ISX12 G engine that uses compressed or liquefied natural gas and requires only a three-way catalyst to meet EPA2010 emissions standards. Volvo is running natural gas-powered VNL demonstration trucks, with production beginning in conjunction with the 12-litre gas engine. □

Bridgestone's new tire solution claims huge savings in total tire wear costs

By Lou Smyrlis

LOUISVILLE, Ky. – Bridgestone Commercial Solutions has introduced a total tire solution it claims can save up to 5% on fuel costs and shave up to 29% in total tire wear costs.

The company unveiled five new tires in the Ecopia line for steer, drive and trailer positions, and four new tread designs in the Bandag FuelTech line that complement the drive and trailer Ecopia lineup. The two product lines are designed to work together.

Specially engineered compounds paired with matching retread patterns are supposed to continue low rolling resistance from the new Ecopia tires to the FuelTech retreads while extending casing life, the company claims. In fact, the impressive cut in total tire wear costs cited are calculated based on retreading the Ecopia tires three times.

“We’ve created a total solution for our customers that didn’t shortchange fuel economy for tread wear or durability,” said Scott Damon, vice-president, marketing for Bridgestone Commercial Solutions. “To do that, we added smarter designs and new technology in our Ecopia products, and implemented technologies that extend the life of an Ecopia casing for our Bandag FuelTech products. These changes mean greater fuel savings for our customers that can contribute to a lower cost of ownership over the life of the tires.”

Damon outlined the technologies used to improve performance for the tires and ensure they were designed as a total tire solution – from the new tire to the retread:

- Within the tire tread, Bridgestone’s patented NanoPro-Tech polymer technology, available in all new Ecopia tires, helps control particle movement, which reduces energy loss. That translates into improved fuel economy through lower rolling resistance.

- Its proprietary Fuel Saver Sidewall compound reduces heat generation, which lowers rolling resistance and improves fuel economy.

- Bridgestone’s new IntelliShape sidewall, found in the M710 Ecopia drive radial and R197 Ecopia trailer tire, contain less bead filler volume, which lowers tire weight, improving fuel economy and conserving natural resources.

- A new Defense Side Groove feature has been incorporated into the R283 Ecopia steer tire, which creates uniform pressure along the footprint at the shoulder and helps extend tread life.

- A High Rigidity Tread Pattern was added to all Ecopia and FuelTech designs to extend wear.

- The patented Waved Belt design in its Greatec Ecopia tires improves durability, contributing to a more retreadable casing, especially when paired with a Bandag FuelTech product. The use of patented Turn-In-Ply technology enhances durability and retreadability over the life of the casing.

- These features found in Ecopia casings carry through to the retreading side, extending these fuel efficiency benefits while extending the life of the tire.

All FuelTech tread patterns complement the new drive and trailer Ecopia tires; B710 FuelTech drive and B197 FuelTech trailer retreads.

For users of wide-base singles, there are Bandag B835 FuelTech and B135 FuelTech retreads (based on the new Bridgestone Greatec M835 Ecopia drive and Greatec R135 Ecopia trailer radials).

Damon urged truck owners to compute their potential savings with this tire solution using an online calculator at ecopiatrucktires.com. By entering a few details such as purchase price and removal mileage, users can quickly calculate projected savings over the life of their tires – from estimated fuel and tire wear savings to their estimated reduction



ECOPIA UTOPIA?: Bridgestone is promising huge savings through its new Ecopia line.

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The company has committed itself to reducing the carbon footprint from its products by 35% by the year 2020.

“We feel this is a good step towards that goal,” Damon said. □



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MID-AMERICA REPORT

Bendix talks stability, introduces new products at Mid-America Trucking Show

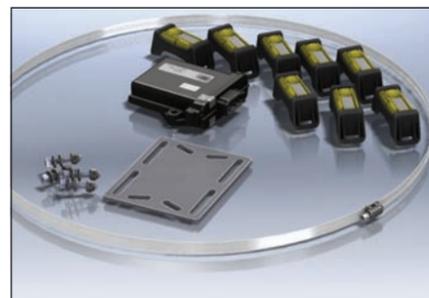
LOUISVILLE, Ky. – Bendix Commercial Vehicle Systems continues to build on its suite of active safety systems, while reaching new milestones with its existing offerings.

At the Mid-America Trucking Show, Fred Andersky, director of government affairs with Bendix, said there are now 175,000 of the company's electronic stability program (ESP) systems in the field, up from 100,000 at the end of 2010. Its market penetration grew from 13% in 2010 to 17% in 2011, Andersky said. He predicted by sometime in the third quarter of 2012 there will be 200,000 trucks in the market with Bendix ESP.

Bendix is expecting to see a Notice of Proposed Rulemaking from the National Highway Traffic Safety Administration that would require stability systems on heavy trucks sometime before the end of April.

"We anticipate it's going to be a full-stability mandate and we feel that way because NHTSA's own research shows electronic stability control can do more to save more lives and reduce more crashes and reduce more injuries than roll stability control," he said. When the notice is released, Andersky said it's likely to have a lengthy comment period attached to it and the mandate could go into effect within 18 months to two years.

At the Mid-America Trucking Show, Bendix announced a new SmarTire tire pressure monitoring system for trailers. The new product will

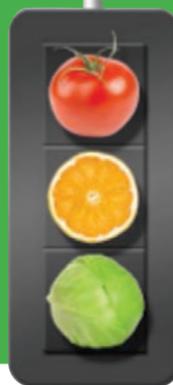


TRAILERS, TOO: Bendix has come out with a new SmarTire tire pressure management system for trailers. It's available as a retrofit kit and works with SmarTire tractor systems.

be released in the third quarter as an aftermarket retrofit kit, consisting of eight wheel sensors, harnessing, and a wireless receiver. It will automatically detect SmarTire sensors on the tractor, providing a full scope of tire pressure visibility to drivers.

Also new is eTrac, an automated air pressure transfer system for Bendix ABS-6 braking systems with automatic traction control, which will help 6x2 trucks and tractors launch from a standstill.

The system automates air pressure transfer, automatically engaging and disengaging the vehicle's airbag pressure transfer system during low traction events. Pressure is transferred from the undriven axle to the driven axle without requiring driver input, allowing the truck to gain traction in slippery or uphill environments, the company explained. □



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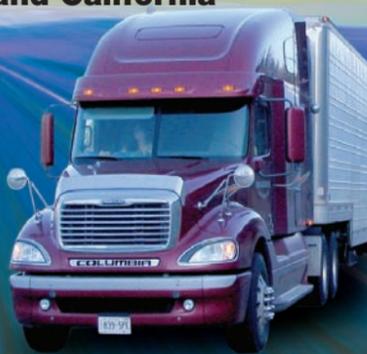
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MID-AMERICA REPORT

Chevron offers new natural gas engine oil

LOUISVILLE, Ky. – Chevron has announced the availability of a new engine oil for mobile natural gas engine applications.

Chevron Delo 400 NG SAE 15W-40 engine oil is formulated specifically for medium- and heavy-duty CNG- and LNG-fueled vehicles, Chevron announced at the Mid-America Trucking Show.

“There are numerous factors driving the adoption of natural gas vehicles, including significant domestic supply availability, lower fueling costs, reduced environmental impact, and growing CNG/LNG refueling support infrastructure,” said Jim Gambill, North America Delo brand manager. “As more fleets look to alternative fuel solutions to help reduce their carbon footprint and boost their bottom line, we felt it was important to offer an engine oil specifically designed to meet their needs. With Delo 400 NG, there is now a premium oil, designed specifically for heavy-duty natural gas vehicle engines, that will deliver the engine durability and reliability, extended oil drain performance, and long life protection our customers require to successfully operate today.”

Benefits include: improved performance; better engine cleanliness; enhanced oil oxidation and nitration control; and low wear performance, the company claims.

In an interview with *Truck News*, Gambill said many fleets transitioning to natural gas fail to realize they need a new engine oil for those vehicles. The drain intervals are also sig-

nificantly shorter – about 7,500 miles – because of the higher heat generation, Gambill said.

“It’s definitely something that gets overlooked,” he told *Truck News*.

He also advised fleets converting to natural gas to ensure they take the transition into account when they run their oil analysis programs. If the provider isn’t aware the oil sample came from a natural gas engine, they could provide misleading information, Gambill said.

“They need to make sure the supplier knows it’s in natural gas service,” he said. If fleets continue running their traditional motor oil through natural gas engines, he said they could see excessive deposits and all the related problems.

Gambill said Chevron has much experience providing oil for stationary natural gas-powered engines and has adapted that knowledge to the mobile market. While the company advises against extending drain intervals in natural gas applications without the consent of the OEM, Gambill said the new Chevron oil has doubled the recommended drain interval without problems. The new natural gas oil will be available through traditional Chevron distribution channels beginning in June. □



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MID-AMERICA REPORT



NANOTECHNOLOGY: By using nanotechnology, new Cummins Fleetguard fuel filters can trap particles smaller than what the human eye can see.

New Fleetguard fuel filter uses nanotechnology

LOUISVILLE, Ky. – Cummins has tapped into the surreal science of nanotechnology to develop a fuel filter that can trap particles 12 times smaller than what the human eye can detect.

The company revealed its new line of Fleetguard fuel filters at a press conference preceding the Mid-America Trucking Show. The FF5782 fuel filter uses a nanotechnology-based filtration method, which Cummins says was developed specifically for high-horsepower Cummins engines.

The new filter, field-tested already for three years, can trap 98.7% of all particles as small as four microns, the company claims. It also exhibits 13 times greater retention of particles during fuel surge and engine vibration than its nearest competitor, Cummins announced. The end result is a fuel filter that provides longer life and less downtime due to failed injectors. Joseph Saoud, president of the Cummins filtration business, said one test showed the nearest competitors' filter failed after 37 hours' use, while the new Cummins fuel filter ran for 190 hours without a failure before the test was halted.

He also said more Cummins Fleetguard filters using the same nanotechnology will be released in the coming months.

Cummins Filtration also announced the launch of a new filter recycling program, dubbed Filtering Change. The program will initially be rolled out to American fleets and service centres, and eventually global providers, to encourage the recycling of metal filter cans and used media elements.

In just three months, Cummins says the program has seen more than 50 metric tonnes of previously junked material diverted to recycling programs.

"As service providers, our customers are already required by government regulations to manage waste oil and filters," said Matthew Fullai, executive director, marketing and sales, Cummins Filtration. "This program is built around helping them take it to the next level, to rethink how they manage that waste for the future."

Participating companies will be able to track their conservation accomplishments through an online calculator set up by Cummins. □

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Cummins promises fuel economy gains in 2013 engine line, will meet GHG standard early

LOUISVILLE, Ky. – Cummins has vowed to improve fuel economy over its existing engines by a further 2% this year.

The 2% gain is attributed to reduced parasitic losses and comes on top of a 2% gain achieved this year due to combustion and system optimization and a 3-5% gain in 2010 as a result of the use of selective catalytic reduction (SCR), the company announced. The 2013 engine line will use Cummins' existing high-pressure common rail fuel system, its variable geometry turbocharger and its integrated electronics.

Cummins also announced its 2013 engine line will meet the EPA/NHTSA 2014 greenhouse gas/fuel economy standards one year earlier than required.

"Our engines are meeting the 2014 fuel efficiency and GHG standards a full year early," announced Rich Freeland, Cummins vice-president and president of the engine business during a press conference preceding the Mid-America Trucking Show.

Cummins' 2013 engine line will continue to rely on SCR, combined with an integrated diesel particulate filter (DPF) in a package the company now calls its Cummins Emissions Solutions EcoFit Ultra-Low Emissions exhaust aftertreatment system.

Cummins also announced it is expanding its natural gas line with an ISX15 G. The newest natural



MORE EFFICIENT: Cummins says its 2013 engines will be about 2% more fuel efficient than today's.

gas offering will be targeted towards heavy-duty, over-the-road customers.

The ISX15 G comes on the heels of the ISX12 G, which was recently announced and will begin production in 2013. The ISX12 G tops out at 400 hp and 1,450 lb.-ft. of torque, which Cummins acknowledged isn't sufficient for some customers, including those in Canada that regularly traverse the Rocky Mountains.

"We know we have customers today that would like to have more horsepower and more torque in a natural gas over-the-road engine," acknowledged Ed Pence, general manager of the heavy-duty engine business.

The engine will enter the field-testing phase in early 2013, Pence said, and will be in full production by 2015. □



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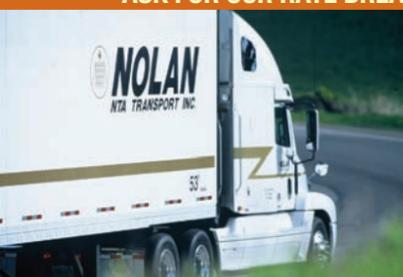
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MID-AMERICA REPORT

Peterbilt makes stability standard, offers new options on highway tractors

LOUISVILLE, Ky. – If introducing the new Model 579 wasn't enough, Peterbilt also announced a series of enhancements across its broad product line at the Mid-America Trucking Show. The company announced Bendix ESP (electronic stability program) is now standard on most heavy-duty Peterbilt trucks, including the newly announced 579.

"Stability control has long been an option for our product lineup and we are now advancing it to a standard feature due to customer demand and our continuing focus on serving the industry by offering vehicles with uncompromising performance, reliability, efficiency and safety," said Bill Kozek, Peterbilt general manager and Paccar vice-president.

The stability system will be made standard on all Class 8 trucks and tractors, except for the Models 320 and 382, Peterbilt announced.

Peterbilt also announced the availability of an extended day cab version of its full line of medium-duty trucks. Customers can now extend the length of their day cabs by an extra 10 inches and add about six inches of additional head room, the company announced.

"Peterbilt's extended day cab has been very popular since its

launch last year, proving ideal for customers who require a larger operating environment," said Kozek.

"With the large standard rear window, the extended cab also provides superb visibility, making it optimal for both pickup-and-delivery and vocational applications."

Also new to Peterbilt is its SmartAir, battery-powered anti-idling cooling system.

"SmartAir is green technology that provides multiple business solutions by reducing fuel costs, minimizing maintenance requirements and increasing payload capacity through its lightweight, compact design," said Kozek. "Additionally, it helps companies comply with anti-idle laws nationwide while reducing their carbon footprint."

The system provides 7,500 BTU/hour of cooling capacity and can run for a driver's 10-hour off-duty period on a single charge, the company announced. Pete claims the cooling capacity is the best battery-powered solution offered in the industry.

And finally, Peterbilt announced it is now offering the Bendix Wingman Advanced collision mitigation system across its entire line of on-highway truck models. □

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Paccar's truck, engine businesses eye growth in 2012

LOUISVILLE, Ky. – Paccar announced at the Mid-America Trucking Show that it has deployed more than 20,000 trucks with its own MX engines, with a current backlog of another 6,000 units in the pipeline.

“And we expect that number to continue to expand in 2012,” said Gary Moore, Kenworth general manager and Paccar vice-president. “It’s steadily becoming a greater portion of Kenworth’s build.”

Paccar also announced its Kenworth and Peterbilt trucks are coming off record years and looking to build on their growth.

Moore said Kenworth achieved a record 14.1% Class 8 market share in 2011 and had reached 15.8% so far in 2012. The new T680 rounds out Kenworth’s highway truck lineup, with a cab width that complements the narrower T660 and ultra-wide T700.

Bill Kozek, general manager of Peterbilt Motors, said Peterbilt enjoyed one of the best years in its 73-year history in 2011. It, too, reached a new record for Class 8 market share, ramped up capacity to unprecedented build rates at its Denton, Texas plant and hired more than 1,000 people. It also added 11 dealers to its network.

Kozek predicted a 20% increase in Class 8 truck demand in the North American market this year, reaching between 215,000 and 240,000 units, possibly making 2012 the fourth best year in North American Class 8 market history. He also noted the medium-duty Classes 6-7 markets are poised to grow in demand by 20-40% this year. □

Detroit offers new overhaul options

LOUISVILLE, Ky. – Detroit will offer new StepUp overhaul options for EPA07 Series 60 and MBE 4000 engines starting this Spring.

Detroit’s four-level StepUp program options offer appropriate service levels for any engine in need of a performance upgrade, the company claims.

To simplify the many overhaul choices available, Detroit will also be adding an online tool through www.demanddetroit.com to help customers choose which level of StepUp overhaul is right for their engine.

Customers will be led through a selection process resulting in the most appropriate level of overhaul for their particular engine’s needs.

In addition, customers looking for a complete replacement engine will also now enjoy significantly reduced lead times as Detroit allows its service network to complete base engines direct from its remanufacturing centres with off-the-shelf parts and components.

It may be time to consider a StepUp overhaul if the engine suffers from low power, poor fuel economy, hard starts, multiple parts failures, excessive blue or white smoke, low compression, high oil consumption or wear metals in the oil, the company says. □

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MID-AMERICA REPORT

Navistar launches new customer support program

LOUISVILLE, Ky. – Customers choosing International ProStar+ trucks with MaxxForce engines will soon have improved support in the field. Navistar announced OnCommand Connection at the Mid-America Trucking Show, a new support program that provides truck operators with visibility to important vehicle information while the truck is on the road.

OnCommand Connection uses truck performance data to proactively identify and anticipate issues requiring maintenance, officials announced.

“We created OnCommand Connection to help convert unscheduled maintenance into scheduled maintenance so customers can keep trucks on the road,” said Phyllis Cochran, president, Navistar Parts.

OnCommand Connection consists of a device mounted onto the vehicle, which detects engine events and service requirements and notifies the Navistar OnCommand Customer Support Center. The owner is then alerted to the problem and advised on where the required parts are available.

“OnCommand Connection will give our repair advocates a jump start by proactively detecting maintenance and service needs,” said Vaughn Allen, vice-president, Navistar Global Service. “Ultimately, this service will lead to greater support and vehicle uptime for International customers.”

The new system is being tested by fleets and will be rolled out with 2013 model year International ProStar+s. □

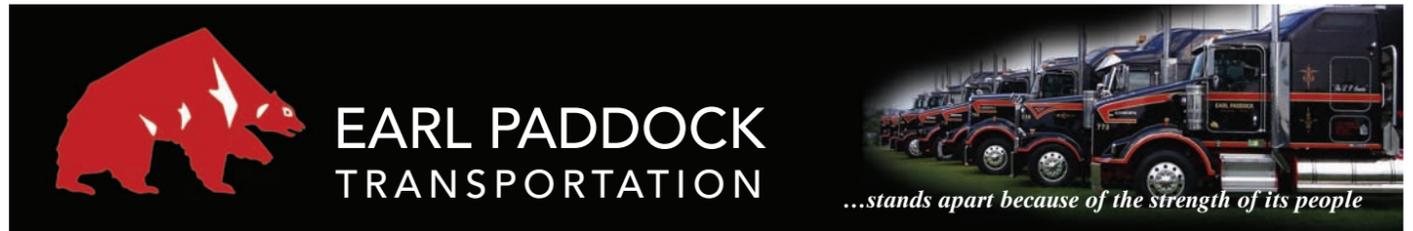
Mack Trucks offers new uptime protection plan

LOUISVILLE, Ky. – Mack is bringing integration to the aftermarket through its new Pedigree Uptime Protection service and support package dealing with service, parts purchasing and asset protection.

Bulldog Service Management is powered by MVASIST and includes Mack OneCall. MVASIST allows customers to improve communications, manage costs, reduce downtime and increase operating efficiency, the company claims. Through an online portal, customers are able to communicate with the dealer, initiate repairs, access a complete service history, approve and monitor repair statuses and manage repair expenses.

MVASIST comes free-of-charge on any new Mack truck delivered after Jan. 1, 2012. Mack OneCall is a full-service support centre that manages breakdown assistance, towing services, technical support and real-time online case tracking. Bulldog Parts Purchasing enables 24/7 parts purchasing online and offers online access to purchase and invoice history. Bulldog Asset Protection includes purchased coverage and provides preventive maintenance programs performed at any Mack dealer in the US as well as inspections based on CSA guidelines.

“We listened to what our customers said they needed from an aftermarket perspective, and we developed an integrated all-encompassing solution tailored to their needs,” said Dave Albert, Mack director of aftermarket solutions. □



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MID-AMERICA REPORT



CANADIAN CONNECTION: Western Star announced a new graphics package developed by B.C. company IRON/graphix.

Western Star plays off movie theme to create impression at Mid-America

LOUISVILLE, Ky. – Louisville ain't Hollywood, but Western Star showed up at the Mid-America Trucking Show with a display worthy of the red carpet treatment. The company showcased a 4900 FE package, which the company says rivals even the most fuel-efficient trucks on the market for fuel economy supremacy while retaining a classic-styled truck appearance.

The 4900 set-back axle with fuel-efficiency package, combined with the Detroit Diesel DD15 engine with SCR is proving to be the most fuel efficient Western Star ever, the company announced.

"The initial fuel results we're seeing clearly indicate that the 4900SB FE package equipped with the DD15 engine competes head-on with what are considered the most fuel efficient trucks on the road," said Guy Lemieux, marketing manager, highway segment, Western Star. "The FE package not only enhances fuel economy, but provides our dry van, liquid bulk and dry bulk customers aerodynamic benefits without sacrificing many of the suspension and power-train ratings they need."

Western Star also announced it's offering lightweight components for weight-sensitive applications, particularly liquid and dry bulk applications.

Lightweight options include: various sizes of DEF tanks; aluminum clutch housings; aluminum air tanks; an aluminum fifth wheel; aluminum front drop castings; and air ride front suspensions with a tubular axle.

"This array of lightweight components, combined with standard Western Star features, truly offer our customers the best of everything, and we look forward to continuing to provide our customers added weight-saving options," said John Tomlinson, product manager, Western Star.

In addition to offering new efficiencies, Western Star also built upon its reputation as a stylish truck by offering a new custom graphics package. The new package is available through Western Star's complete product line and consists of vinyl graphics in a variety of colours. Five design themes are offered, including: torch; smoke; flare; razor; and ripped.

"Western Star customers value the highly customizable nature of our trucks, and these new graphics packages not only bring that reputation to life in a very visual way, but also allow our customers to make their trucks truly one-of-a-kind," said Tomlinson.

The Torch design was featured at Western Star's booth at the Mid-

America Trucking Show and there's a Canadian connection. Kelowna, B.C.-based IRON/graphix developed the graphics in partnership with Western Star. □

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MID-AMERICA REPORT

Low-cost, easy-to-use EOBR introduced at Mid-America Trucking Show

LOUISVILLE, Ky. – A new low-cost electronic on-board recorder (EOBR) was introduced at the Mid-America Trucking Show, which is easy to use and doesn't require a monthly subscription fee. The VDO RoadLog from Continental Commercial Vehicles and Aftermarket, can track Canadian and US hours-of-service and has a built-in printer that can produce printed records at the push of a button.

The print-outs look very similar to what drivers and enforcement officers are accustomed to seeing.

Continental has about six million such devices deployed around the world.

The EOBR can be easily mounted onto the dash and retails for about US\$499 with no further fees. That price doesn't include



ECONOMICAL EOBR: The VDO RoadLog mounts to the dash and has a built-in printer.

the cable assembly, which varies by vehicle.

While the device was designed primarily to track hours-of-service, officials said it can also track International Fuel Tax Agreement (IFTA) data as well as information related to the International Registration Plan (IRP) and Vehicle Maintenance and Inspection Records (DVIR).

The device also warns drivers when they are nearing the end of their allowable driving cycle. Drivers can input their personal information via a USB port before beginning a driving shift.

Officials at the Mid-America Trucking Show indicated a simple software upgrade will allow customers to reprogram the device to reflect any changes in US or Canadian hours-of-service regulations.

For more information, visit www.vdoroadlog.com. □

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Utility introduces new double deck loading system

LOUISVILLE, Ky. – The driver shortage and slim profit margins have fleets looking to place more freight on trailers. Utility Trailer Manufacturing Company is responding with a new optional double deck loading system for dry van trailers.

The new double deck loading system is designed for maximizing trailer cube space and increasing overall freight capacity. The system can support up to 500 lbs per square foot with a 26,000-lb load rating. By using a strategic system of tracks and beams, a second deck is created for increasing freight capacity without reaching past the allowable weight limit.

The system is also versatile in providing several different configurations for uniquely packaged freight. The second deck allows freight to be stacked on top of each other without causing damage to fragile items transported in the same load.

The K2 Kaptive beams and tracks, supplied by Kinedyne, are manufactured with an aluminum material engineered to add a minimal amount of weight to the trailer without compromising durability and strength of the deck. A spring-loaded mechanism automatically locks to the beam securing to the track slots. □



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Daimler dealers establish new certification

LOUISVILLE, Ky. – Daimler Trucks North America (DTNA) has announced a new Elite Support dealer service network, which the company says provides quality assurance, quick diagnostics, fast turnaround times and consistent communication.

In the coming months, Daimler dealers in the US and Canada will announce their participation in the program by hosting open houses, DTNA announced at the Mid-America trucking Show.

“Dealer standards programs from OEMs are nothing new, but dealer-driven ones are,” said Martin Osborne, general manager of distribution network development for DTNA.

“What sets Elite Support apart is that DTNA-affiliated dealers are using continuous improvement methods to provide the foundation and skills for dealers to address their self-identified opportunities for improvement.”

Daimler said the program has been nearly three years in the making.

To become Elite Support-certified, dealers must demonstrate proficiency annually in 10 different areas, including: service and parts processes; technical and operational training; customer amenities; and express assessment. Daimler says 79 of its dealers have already certified with another 76 in the process of being certified. Dealers that qualify for the program must be recertified annually, DTNA announced.

“The current standards are the beginning, not the end,” said Osborne. “This collaborative program between DTNA and our truck dealerships will continually raise the bar so our end customers benefit from the improved customer service experience and standardization Elite Support offers. The renewed culture of pride the program is building with our dealer partners is an added benefit.” □

Utility reduces carbon footprint

LOUISVILLE, Ky. – Trailer manufacturer Utility Trailer reports that it has reduced over 20% of Volatile Organic Compounds (VOCs) and over 87% of Hazardous Air Pollutants (HAPS) in its manufacturing processes.

Utility’s initiatives include the use of low or zero VOC paints, undercoatings, caulks, and the use of wood products supplied from Sustainability Forestry Initiative Program (SFI) growers. Craig Bennett, senior vice-president sales and marketing for Utility said using wood products is more sustainable than using plastics. He added that wood used under the surface of the trailer is lasting up to 25 years.

Utility is currently investigating additional technologies to increase fuel savings and reduce emissions by even greater numbers. □

A more efficient reefer engine

LOUISVILLE, Ky. – Carrier Transcold announced at the Mid-America Trucking Show that its trailer refrigeration units have been re-tuned to be 5-20% more fuel efficient, reducing emissions and providing savings to end-users.

The company's next generation trailer refrigeration technology consumes less fuel, runs quieter, and provides better cooling performance than existing units, the company claims.

"A major milestone in our continuous product development, this next generation trailer technology boosts performance and efficiency and intelligently coordinates refrigeration with a 'smarter' engine," said David Appel, president of Carrier Transcold. "The efficiency gains allow us to significantly reduce engine power, enabling better fuel economy."

Officials said the new technology reduces engine power requirements by 18-20%, providing a fuel savings of 5-20%, depending on application. The new technology will be deployed on Carrier Transcold's Vector hybrid diesel-electric system as well as its X2 series of belt-driven units.

David Kiefer, director of marketing and product management, said at the Mid-America Trucking Show that the new units are "our most efficient units ever." He said customers will notice quicker temperature pull-downs (to the tune of 20%) and will also see faster temperature recoveries after door openings.

Carrier Transcold will continue to use Kubota's 2.2-litre diesel engine, but it will require less horsepower, resulting in fuel savings. Kiefer said the new reefers will also provide improved reliability and longevity since the engine won't be worked as hard as it is today. He also said the new refrigeration units are EPA and CARB compliant.

The new technology will be available in limited quantities at the end of this year, with full production to commence in early 2013, the company announced. □

Volvo hybrid to attempt world speed record

LOUISVILLE, Ky. – Who said hybrids can't be fast? Volvo says Mean Green, the world's fastest hybrid truck and its record-setting owner and driver, Bojje Ovebrink, will attempt to reach speeds in excess of 260 km/h (165 mph) April 27 at Wendover Airfield in Utah. Mean Green will be trying to best its own world speed records.

The Volvo-built hybrid currently holds speed records in the standing 500 metre (one-third mile), standing kilometre (two-thirds mile) and flying kilometre – international speed standards. Mean Green pumps out a massive 2,100 hp and nearly 5,000 lb.-ft. torque – of which, 200 hp and 885 lb.-ft. of torque come from the electric motor. Aerodynamics also plays a vital role in achieving top speed, so Volvo designers selected a North American VN cab and sculpted the aerodynamic shape for the truck. □

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ENGINE OIL

Should you use synthetic heavy-duty engine oils?

It depends on what your motivations are, experts say

Continued from page 47
the 1% mark.

Modest fuel economy gains possible

Although that isn't much, as fuel prices continue to rise, that 1% becomes more important.

In reality, many premium conventional oils deliver performance very similar to synthetics, so if oil drains and engine durability are your motivation, you don't necessarily require synthetics.

If low temperature starting protection and fuel economy are your

driving forces, then synthetics are worth considering.

Another possible outcome of high soot levels in the oil is that it can possibly leave the engine underlubricated.

This is particularly dangerous during cold weather start-ups, when oil flow is reduced by low ambient temperatures. Soot levels also affect the high temperature high shear (HTHS) properties of a lubricant, which will result in a loss of fuel economy over the drain interval.

There are differences in the mo-

lecular structure of the base oil, Jane Li from Petro-Canada says.

"The CJ-4 oils required to meet EPA regulations regarding soot control need a more robust oil, the newer engines all produce more soot and combating this is where we have focused our efforts," she explained.

"We have an advanced refining process which, by severe hydrocracking and hydroisomerization, develops crude oil into 99.99% pure base oils. Dated base oil technologies retain impurities that hinder finished product performance. Our process removes these impurities which result in our base oils having improved oxidation stability, better low temperature fluidity, and superior environmental benefits. As a result, your equipment is protected lon-

ger, reducing downtime and operating costs."

This is backed up by recent research and testing that has also shown that dispersant performance is enhanced by the purity of the base oil used, Li pointed out.

Ultra-pure base oils can improve soot dispersion efficiency, allowing the engine oil to disperse more soot for the same amount of dispersant additive.

Shell's Arcy describes the individual components within oil.

"In both mineral and synthetic oil, 75% is base oil and the other 25% is made up of additives," he explained. "These performance additives not only protect the base oil, but also the components within an engine. There are detergents that keep both clean, dispersants to encapsulate contaminants (mainly soot) and keep them in suspension. Additives also create the stickiness in oil that allows it to cling to moving parts and protect them. There are corrosion and oxidation inhibitors to reduce the acidic environment caused by combustion and there are seal conditioners to minimize oil consumption and maximize engine life."

To get the best from our oil – and therefore our engines – we can, and should, use another service the oil companies provide: oil analysis. This will tell us if our drain intervals are too long or too short, and it will also give us a lot more information about the health of our engines.

For example, oxidation and nitration, which cause an acidic environment and coolant or fuel intrusion, all of which are extremely bad for our oil and our engines, can be identified through oil analysis.

Fuel intrusion can, if left too long, actually cause an explosive condition inside the crankcase. Even a small amount can cause bearing wear issues.

Fuel dilution also indicates that your injection system is not functioning properly, which in 99.9% of cases means that you will be putting a lot more of that other by-product of crude oil into your fuel tanks.

Coolant intrusion will strip the bearings of their zinc coating and then it's only a matter of time before the whole thing goes bang. So your oil can lead you to maintenance issues that you would otherwise be unaware of.

An oil sample will also tell you if the soot levels are within the capability of the oil.

Having this knowledge will allow you to tailor your oil drain intervals to your specific requirements and clean oil will not only protect your engine better, it also has an impact on fuel consumption. So by choosing high quality engine oil and using an oil analysis program, operators should be able to make each dollar go a little further, both in reduced maintenance costs and improved fuel economy.

All that from a jug of oil, who would've thought? □

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OPINION

Why seniors should talk to their bank

We all know Canadian banks report huge profits every year. Even during that nasty recession a few years ago, our banks flew through it mostly unscathed. And they just keep rolling along. In fact, in the first quarter of this year alone most of them reported a billion (note the B) dollars in profit.

I've always reasoned that a good portion of the banks profits can be attributed to the outlandish service fees we are forced to pay. I know I'm dinged with at least \$20 in fees every month, and I'm sure that's not unusual. So when I give you this little bit of advice, don't feel guilty about taking advantage of it. If you're over 60 and bank at Toronto Dominion or CIBC, there could be a lot of cash sitting on the table, that by rights is yours.

If you fit into this age demographic and are still paying full pop on these nasty service charges, make a point of calling or dropping by your branch. It's a little known fact, but most banks offer either free or substantial discounts on their service fees for Canadian seniors over 60. Problem is, most banks don't volunteer this information.

Once you turn 60 you probably won't see any changes to your statement and unless you make the inquiry, don't assume it will automatically be extended to you.

What's even better, they may rebate you your fees retroactive to you turning 60. My brother-in-law who is 67 found out about this little deal

Publisher's Comment

ROB WILKINS



few months ago. He made the call, and received an \$1,100 dollar credit (seven years of service charges).

After hearing of his windfall, another sister who is turning 62 made the phone call and received over \$200 in her pocket (two years of service charges) while another brother-in-law who deals with RBC started receiving a 20% discount automatically when he turned 60 (RBC goes to the head of the class, they were the only bank to automatically give this discount without being prodded).

Unfortunately, during the conversation my sister had with her bank manager, she was told that the bank is going to stop giving these types of retroactive refunds.

No wonder. Over \$1,300 was paid out...and that's just between two people! I suppose there's always the chance that my family is the exception, and the vast majority of Canadians over 60 are benefiting from free or discounted service fees, but I doubt it. E-mail me and let me know how you made out. I'm planning on a follow-up column next month. □

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



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PROFILE

The man with the 'cool moves'

Wendell Erb, president and CEO of Erb Group, talks about his management style, the company's growth and the challenges of running a family business.

By Julia Kuzeljevich
MISSISSAUGA, Ont. – In 1959, Vernon Erb was a dump truck operator who purchased a reefer some six years later and never looked back. Today, the Erb Group of Companies boasts a fleet of over 600 power units, more than 800 refrigerated trailers and some 1,000 employees and owner/operators, with eldest son Wendell Erb at the helm.

"We're in our 52nd year and we've had steady growth. We've just been growing with the customers. We got our refrigerated licence in 1971 and we still have customers shipping with

us today that shipped with us then and we've grown with them," Erb said during an interview with *Truck News* editorial director Lou Smyrlis during the most recent Driving for Profit seminar.

Erb officially began his career at the company in 1980. But his on-the-job training began much earlier.

The way Erb describes it, right after Grade 8 his mother told him he would be working the loading dock over the summer, to help out his father.

The "foreman's shift" on the loading docks, which began in the eve-

nings and could last until early the next morning, was the first of many roles Erb would learn and perform at the company.

"I've done virtually everything within the company from driving the trucks to working the docks to washing the trucks. To this day, I like to get behind the wheel of a truck. It's some of the best learning experience or therapy you could have. If (the job's) not good enough for me, it's not good enough for anybody. You can't teach that. It's something I'm always aware of," said Erb of the various tasks he performed on his



ON THE HOT SEAT: Moderator Lou Smyrlis (left) interviewed Wendell Erb in front of a live audience at the latest Driving for Profit seminar.

way to CEO.

"Because it was a family business there was never a thought that I'd do something else."

He agrees that this experience probably translates into a certain degree of respect from employees.

"The experience of working through those things in the company is definitely an asset. But I don't do it for that reason. I can recall meeting a driver. When he finds out my Dad owns the company and I'm on the shipping dock, he said 'What are you doing driving a truck?' I said 'It's because it's what I want to do,'" said Erb. "When going through the different roles, like dispatch, there were times when you had four loads and three drivers and you had to do some pretty creative things to get the loads covered. You don't get the work covered by lying to a driver – you get the load accomplished by working together with the driver. At the same time, now, we're not asking our dispatchers to do the impossible but we're asking them to work with the drivers."

The world of trucking permeated Erb's home life. There was always company talk around the supper table, he recalled, especially with regard to the various red tape issues Vernon Erb faced as he established and ramped up the business.

"With a family-owned company, it's our equity on the line, so you've got that pressure. If you're working for a corporate entity, there are all the same pressures, but it's a little bit different. We have barbecues and we travel around to all the different terminals and I encourage my Dad to accompany me as much as possible."

Today, the younger Erb's management style echoes, in some ways, that of his father.

"We had a customer who was treating our drivers really poorly. As I'm hearing about this my blood was starting to boil a little bit and as I'm driving up to see the customer I thought to myself, 'How would Dad handle this?' I thought a bit more and when I went into the customer instead of giving him a piece of my mind I introduced myself and said 'I understand that you have a problem with Erb drivers.' This customer lit into me like he lit into my drivers, and in the end we made the decision that we weren't delivering there anymore."

But Erb has a certain advantage as CEO today that his father did not have.

"One word that is not in my father's vocabulary is 'no.' To this day when his cell phone starts ringing, he answers it. From my perspective one of the advantages we have is access to information, data and spreadsheets. I'm probably more apt to look at the opportunities and say 'no' based on better information. It's a more

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selective management," he said. But one philosophy that has remained steady through the transition from Vernon Erb's leadership to Wendell's tenure is the importance of treating people with respect.

"We strive to have an open door-type management style. It is challenging to do that. There are times when one portion of the organization maybe isn't in that mode," Erb admitted. "Sometimes I'll get a complaint about a manager in a particular terminal and he becomes the face for what we're asking him to do, and it's easier to blame that person. But ultimately we do need to listen to our drivers. Sometimes you can't make the change that they're asking for, but I try to follow what my Dad always did in terms of returning their phone calls."

In the refrigerated business, the keys to success are really knowing what your costs are and pricing accordingly.

"We do a lot of activity-based costing. On truckload it's a whole lot easier. All you can do there is get better freight rates, or reduce your inputs. On LTL you've got handling costs, windows of deliveries getting smaller, delivery appointments made to streamline the efficiency of the inbound warehouse but no thought to what it takes to have a truck there at 3 a.m. with 5,000 lbs on it. This makes for some interesting conversations with shippers on pricing," said Erb.

He expects that the 2013 emissions standards for refrigeration units are going to become an issue.

"I hope that the refrigeration units' reliability is better than what the trucking units' has been the last few years. Right now, they are generally reliable pieces of equipment attached to the trailers and running a lot of hours. If they are going to start giving us hiccups the way the tractors have, we're going to have some issues there," said Erb.

Another potential issue is the growth of the grocery side of the business.

"These guys are getting bigger and it's getting more difficult. Shippers might have been shipping a load of LTL on an Erb truck. When it was a shipper sending freight pre-paid they could be very demanding and if I didn't perform, they'd find someone else. When it's your customer coming to pick it up you don't have a whole lot of clout in dealing with them on the pick-up, payment, and scheduling side," he noted.

The dispatcher-driver relationship, frequently a contentious one, is another area where Erb can boast of having some personal experience, having done a stint as a dispatcher for the company.

"When we first got the satellites it took some of the dispatcher-driver interactions away. When I was driving, we had a CB and it had a range of about three to four miles. Today everyone's got cell phones and are talking on their wireless. I had one driver who used to call in every morning about 8:30 and complain about things for 15 minutes and I used to take these things personally until I realized he was just talking and needed someone to talk to, and I was the one available at that time each day," Erb recalled.

Erb Group has committed to improving driver health with its Highway to Health Fitness Tracker.



SECOND GENERATION: Wendell Erb (pictured) inherited the role of CEO from his father and company founder Vernon last year.

"All of us can be in better physical condition. We came up with this program where you wear a pedometer and track your progress on a daily basis. We've had a lot of people join into it, not as many of the drivers as we'd like," he noted.

Erb has also committed to mak-

ing safety an integral part of company culture.

"Backing up a few years, we got a conditional audit from US DoT. So we decided to clamp down and one of the biggest things (we learned) was we didn't even know what all the proper hours-of-service (rules)

were," Erb admitted. "So we had to teach ourselves and at the time there were things we were doing around not filling in the logbooks correctly. You don't just flick a switch and everything is where you want it to be. It took five to six years. But with our program the way it is today everything we do is based on safety.

"At night I never lie awake thinking about unsafe drivers or trucks because it's part of our maintenance programs, our dispatchers and drivers being trained, and our customers who have come a long way in the safety respect. When you put it all together you end up with a good safety record," Erb added. "We enjoy very good insurance pricing."

Looking ahead, if and when it comes time to hand over the reins of the company, Erb said "I guess my vision would be handing something over that is well managed and that has good people in place. I should mention that this is not just Vernon or Wendell Erb but an executive team that does a great job for us," he said. □

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ROAD TEST



READY TO ROLL: James Menzies gets ready to hit the road in one of the very first Kenworth T680s to be built.

First impressions of the new Kenworth T680

By James Menzies

LOUISVILLE, Ky. – While in Louisville for the Mid-America Trucking Show, I was fortunate to be among the very first to take Kenworth's newly introduced T680 for a drive. The odometer read 208 miles, precisely the distance from the Chillicothe, Ohio assembly plant where it was constructed.

The T680 is Kenworth's "most aerodynamic truck ever," with engineers somehow improving airflow by 10% over the T660, which Kenworth considers to be the incumbent best-in-class model by which to compare. A 10% improvement in aerodynamics translates to a 5% fuel savings. You have to take a close, hard look to see how and where Kenworth improved on the already slippery T660, while expanding the cab width to 83 inches (2.1 metres). In terms of cab width, the T680 fills a space between the narrow T660 and the ultra-wide T700 and won't replace any existing offerings, Kenworth announced.

Company officials attribute its aerodynamic improvements to things like: an optimized bumper and hood, full-height side extenders, close-out fairings between the cab/sleeper and fairings, chassis fairings extenders and flush-mounted lighting.

The cab is constructed of stamped aluminum and the 76-inch sleeper is integrated into the body. The T680 I drove featured that same 76-inch sleeper, but it's also available in a day cab configuration. The new truck comes standard with the 12.9-litre Paccar MX engine, but a Cummins ISX15 is optional and was the engine under the hood of the truck I drove. Interestingly, the T680 I drove was equipped with an Eaton UltraShift Plus transmission labeled 'Paccar by Eaton.' I'm told the transmission I was given is exactly the same as Eaton versions I've driven before, but over time Paccar will work with Eaton to tune it specifically to the requirements of the Paccar MX engine to fully optimize performance. I should point out, the truck I was driving was a prototype, which could explain the curious combination of a Paccar-labeled transmission paired with a Cummins engine.

It begs the question though, will we one day see a Cummins-branded UltraShift?

It's unclear to me whether the Paccar-labeled transmission is purely a branding initiative or whether Eaton – clearly under pressure with the introduction of a Detroit-branded automated manual transmission – is taking aggressive steps to further improve the integration of its UltraShift Plus with specific engine designs? To do so requires a certain level of trust, as both the transmission and engine manufacturer must be willing to share sensitive details about how their respective products function. And as an independent supplier, Eaton must also carefully manage its relationships to ensure all its partners are treated fairly. It will be interesting to see where this goes.

At any rate, the UltraShift Plus is a fine transmission and I'm always pleased to see one when I climb into the cab, because it allows me to focus on what the truck itself has to offer rather than the location of the rpm needle.

‘The acclimatization period that typically occurs when setting out in an unfamiliar truck was practically non-existent.’

In the case of the T680, there was much to enjoy. The fit and finish of the interior was pure luxury, whether judged by the eye or the fingertips. Kenworth has located the five-inch driver performance centre display on the primary gauge cluster behind the steering wheel, yet clearly visible through the wheel. This is a sensible move, as it makes it easy to read the display without diverting your eyes from the road ahead. In fact, you can glance at any messages without turning your head whatsoever.

The truck came equipped with Kenworth's NavPlus 'infotainment' system, which can be used for navigation, satellite radio control or as a digital display of secondary gauges. Using the NavPlus system does require

the driver to divert his eyes from the road, but it's an intuitive system that can be enjoyed with little driver input.

Behind me, the sleeper cab offered amenities that long-haul drivers will appreciate during their off-duty periods, and is easy to enter through a 22-inch, unencumbered entranceway, assuming there's no shifter in the way. The T680 comes with a rugged, fold-out work desk that is as heavy-duty as any you'll find in a sleeper cab.

You can spec' an optional rotating passenger seat that, when coupled with the desk, provides an office-like workstation that sure beats working from bed.

Unused space has been cleverly converted to useful storage, which officials say results in 65% more storage capacity than the current best-in-class offering. That figure almost seems too substantial to believe, but a closer inspection reveals no wasted space and plenty of options for stowing clothes and gear.

Back up front, the windshield is 50% larger than competitive models, Kenworth claims. Again, that number seems almost unbelievable, but the visibility from the driver's seat is excellent. Perhaps some of the 50% in extra glass comes from above; I did notice it was easy to read traffic lights without bending down to peer out from underneath a sun visor or the roof lining. The windshield also seems to let in an extraordinary amount of ambient light.

By the way, I had plenty of opportunities to look at signal lights on my drive. I took my passengers on an unplanned detour through some tight city streets amidst busy afternoon traffic after prematurely exiting the Interstate. That's alright, though, I can attest to the truck's maneuverability in tight quarters; I didn't jump a curb or cause any damage to Louisville's infrastructure – not to mention the truck – even as an admitted novice when it comes to city driving. And of course, this was with a full-sized sleeper cab and pulling a 53-ft trailer.

When it comes to drivability, I find many of today's trucks have a seemingly loose steering system that takes some getting used to. They're simply not as responsive as the passenger vehicles I'm used to driving on a daily basis. The same can't be said of the T680 and this was the most resonating



ON-ROAD OFFICE: The T680 features a rugged, fold-out desk and optional rotating passenger seat that provide an office-like work area.

say I have the body composition of your typical trucker, so it should come as no surprise that I found the driver environment to be comfortable, since most trucks are designed for guys like me. But Kenworth also said the cab was designed to suit everyone from a woman in the fifth percentile to a 95th percentile man.

"This is a major leap forward in accommodating drivers," said Wally Peltola, design instructor with Kenworth.

The other thing I noticed during my drive was the quietness of the interior. Now, it's difficult to write about any new truck model without commenting on the lack of interior noise; all truck OEMs have made great strides in this area. Still, even with that in mind, the T680 seemed exceptionally quiet and three of us were able to chat comfortably without raising our voices. All these little things add up to a driving experience that's less fatiguing over the course of a day.

With a 5% fuel economy improvement over the Kenworth T660, operators could save as much as \$4,000 per year, the company claims. Kenworth announced Kansas-based TransAm Trucking placed a staggering order for some 1,000 T680s. Not a bad way to launch a new model, Kenworth.

Any owner/operator that can afford a new T680 will surely be the envy of his peers, however the sad reality is emissions requirements have made premium trucks like the T680 an elusive dream for a lot of owner/operators.

I expect it will find more of a market with image-conscious fleets, including private fleets and those who want a new tool in their arsenal with which to attract and retain drivers.

Having finished my drive, I climbed from the truck and noticed one more interesting characteristic when I closed the door. The door closed so easily and soundlessly that I assumed the passenger door was open, which it was not. Upon unveiling the truck for the first time the day before, Preston Feight, Kenworth's chief engineer waxed poetic about the door, like only an engineer can.

"This is an incredibly capable door," he insisted. "Just the sound of it is beautiful."

Certainly, the door provides a car-like closing experience – as much as the closing of a door can be characterized as an experience – thanks to a pressure relief valve that equalizes interior and exterior pressure.

The door is also triple-sealed against the elements and road noise, which surely contributed to the quiet ride I previously alluded to. □

SUSTAINABILITY

When 'greening' your fleet, focus on existing vehicles first: FedEx exec

By James Menzies

INDIANAPOLIS, Ind. – Greening your fleet starts with optimizing the vehicles that are in the fleet today, Russell Musgrove, managing director, global vehicles with FedEx Express explained during his keynote address at this year's Green Truck Summit.

While it's easy to become enamored with all the new technologies and alternative fuels now available, Musgrove said significant gains can be had simply by understanding the power requirements of your application and spec'ing vehicles accordingly.

"It's very important to understand what you can do with today's technology," Musgrove said. "Maximize the fuel efficiency of the vehicles you have today."

FedEx, which operates 50,000 trucks worldwide, set an ambitious goal of improving the fuel efficiency of its fleet by 20% by 2020. By January of this year, it already had improved fuel mileage by 15.5%, and Musgrove said "the majority of that was from rightsizing the vehicle and ensuring we have the right truck on the right route."

FedEx has analyzed the power requirements for every one of its routes and applies the technology that best suits the need, whether it be internal combustion engine, fuel cell, electric or hybrid.

"It's amazing how many people in the fleet industry today don't understand what their power need is," Musgrove said. "We know exactly what that truck is going to do in that route profile around the world. We have a complete understanding of what that vehicle does."

In many cases, Musgrove admitted, a diesel-powered internal combustion engine is still the optimum setup.

"You still can't beat the energy density of diesel," he said. "That keeps it in the game for a long time."

FedEx is pushing to achieve 22 mpg as a minimum for its internal combustion engine-powered delivery vehicles. Musgrove said a new walk-in van built by Isuzu and Utilimaster using lightweight composite materials "has a tremendous amount of promise."

While diesel has not been eliminated from the FedEx vehicle fleet, the global courier company is implementing various alternative fuel-powered vehicles, most notably electric. Musgrove pointed out discussions about alternatives to fossil fuels can be traced all the way back to 1890, when the internal combustion engine competed with steam and electric power for dominance.

"The energy density of petrol made it the winner," Musgrove said. "It won that battle back in the 1800s and quite frankly has held dominance globally ever since those early days."

Today, however, electric vehicles are making a comeback. FedEx typically runs electric vehicles on dense, urban routes with less than 15,000 miles per year. Musgrove admitted they don't like extreme temperatures and they come with a high capital cost outlay. Infrastructure requirements such as copper cabling could amount to \$10,000-\$20,000 per truck before a charging station is installed, he noted.

"It's very important you understand the real hard capital costs associated with this technology," he said.

FedEx deployed 10 electric vehicles at a 120-van station in Manhattan and

found overnight charging drove its off-peak power consumption to levels equal to peak.

"Charging 10 electric vehicles during off-peak times will increase off-peak to peak levels or higher, which can result in additional infrastructure costs and additional demand rate charges," Musgrove noted. He pointed out the power requirements of a single, 80-kW battery pack on an electric vehicle is equivalent to the energy requirement of an entire household. If rolling out a fleet of 120 electric vehicles, he surmised, "all of a sudden I have a subdivision within the footprint of this warehouse and I need a substation of half a megawatt to a megawatt."

Musgrove also pointed out while electric vehicles may have no tailpipe emissions, they are sometimes dirtier than diesel if you take into account all the emissions generated while creating electricity in the first place.

"Clean diesel is cleaner than electric

vehicles in some places today," he admitted. To make electric vehicles more compelling, Musgrove would like to see manufacturers scale the battery packs based on the application. Currently, he said, an 80-kW battery pack is standard, which drives up costs on routes where less power is needed.

"I manage my fleet at a route level," he said. "We know what our needs are, so let us choose a battery combination that's right for us. If I need to go six miles a day, let me buy a battery that gets me six miles a day. If I have to buy an \$80,000 battery, I'll never get my money back out of that truck."

And then there is the issue of "range anxiety," which Musgrove said is a serious concern with drivers.

"We intentionally test vehicles on routes that do not exceed 60% of their claimed range," he said, noting drivers get antsy when the truck reaches 70% of its available range.

"The courier becomes extremely

uncomfortable and starts developing range anxiety," he said. "It's been a significant issue for our drivers."

Musgrove said FedEx has about 7,000 vehicles that could be replaced with electric vehicles, but he said cost remains a factor.

"We need to find a way to mass produce electric vehicles," he said. "Until mass production comes about, it's going to be very difficult for this technology to compete."

Meanwhile, Musgrove said FedEx is finding success with hybrids. "It carries its infrastructure with it," he said, noting the company still wants to see improved reliability and smaller engine sizes from hybrid truck providers.

Finally, Musgrove cited several examples that highlighted the challenges facing global fleets trying to compete in a world with regional differences in energy philosophies. In Florence, Italy, the mayor decided only electric

Continued on page 84

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SUSTAINABILITY

Emissions strategies around the world are inconsistent, sometimes absurd

Continued from page 83

vehicles could operate in the city centre and provided just 10 days' notice. "Now, I have to find a way to get 28 electric vehicles into Florence in less than a month," Musgrove complained. "There was a whole lot of renting and leasing going on."

Meanwhile, Milan decided only trucks operating on compressed natural gas would be allowed into the city centre. Shanghai is considering only allowing deliveries to take place at night. And Amsterdam proposed banning all but electric vehicles from

its downtown core, suggesting FedEx – and all its competitors – drop packages off at a single warehouse outside the city centre, and from there the city would transport them by electric train into the downtown core and deliver the packages themselves.

"They forgot we have this thing called a brand," Musgrove said. "It was a horrible solution to us. The fear in the US is that they'll come up with the same brilliant ideas. We need to make sure we're working with government agencies who will give us the end game and let us choose the technology." □

Going to gas: What you need to know about moving to natural gas vehicles

By James Menzies
INDIANAPOLIS, Ind. – Much of the buzz at this year's Green Truck Summit revolved around the potential of natural gas to lower operating costs for fleets. Natural gas, in liquefied or compressed form, is quickly gaining credibility in high-mileage applications.

A Class 8 truck could cost \$55,000 to upfit to natural gas, but Bill Zobel, senior vice-president, business development with gas supplier Trillium USA, noted a truck consuming 22,000 gallons of fuel a year would deliver a 1.8-year payback when the spread between diesel and natural gas prices is \$1.50 per gallon. It's currently closer to \$2 per gallon.

A payback of less than two years is sure to get truck operators talking. The knock against natural gas has traditionally been the availability of the fuel – or lack thereof – and the cost of the equipment. However, in his opening remarks at the Green Truck Summit, US Secretary of Energy Dr. Steven Chu pointed out natural gas supplier Clean Energy has promised to build 275 natural gas fueling stations by the end of this year. He said there will soon be a fueling station every 150 miles or so in the US, and natural gas trucks will have the capacity to travel up to 500 miles between refills.

As for the cost, Gordon Exel, vice-president and general manager Americas with Cummins Westport pointed out the cost of a natural gas engine is on par with the cost of a traditional diesel. It's the fuel tanks that are to blame for the considerable up-charge, and Chu noted work is underway to develop lower-cost, higher-capacity tanks made of composite materials.

Vancouver, B.C.-based Westport Innovations recently announced a 10-year extension to its joint venture with Cummins, which will see it roll out a 12-litre natural gas engine within a year. Exel said the companies have already built test units of the 12-litre.

The 9-litre ISL G has been enormously successful for Cummins Westport. The engine's emissions are well below EPA-mandated NOx and particulate matter limits, performance is on par with diesel engines in every category but range.

"Fuel mileage is duty-cycle driven," Exel said. "We say we're 10% worse in fuel economy than a diesel compression ignition engine, but under load we're very close. At high idle, that's probably our weak spot."

Ironically, however, the ISL G has made huge gains in transit bus operations, which is a notoriously high idle application. Since Cummins Westport natural gas engines are spark-ignited, fleets will have to replace the spark plugs regularly at a cost of about \$50 to \$60 a pop. However, Exel said that translates to a cost of about a penny or a penny and a half per mile, which is more than offset by the fuel savings.

"It gets lost when you look at it from a fuel savings perspective," he said. "It's background noise."

Speaking of noise, the ISL G is about 10 decibels quieter than its

diesel equivalent at idle, Exel added. The ISL G requires a different motor oil than the Cummins ISL diesel and fuel filters must be inspected daily. Besides that, there's not a lot to differentiate between the diesel and natural gas ISL engines; there's an 80% parts commonality Exel said. To calculate whether a transition to natural gas will deliver savings, Exel said fleets can easily work it out on the back of a napkin by calculating the upcharge, annual mileage and the current spread between gas and diesel prices.

Once you've decided to invest in natural gas trucks, the next issue is to source the fuel. Trillium's Zobel advised fleets to "select a vendor based on reputation and customer service; low cost is not always the best value."

Mistakes fleets have made include: relying on stations that take a half-hour or more to fill up a truck; sourcing gas from stations that don't temperature-compensate their equipment, so the truck leaves the pump at less than capacity; signing on with unreliable providers who are frequently out of service; filling up at stations that don't accept credit cards; and relying on filling stations that are not truck-friendly. Because natural gas fueling infrastructure is relatively cheap, fleets deploying multiple gas-powered trucks may have the opportunity to convince a supplier to build a fueling station on their own premises. Zobel also said fleets can consider building a private or public/private filling station of their own, or lease or even lease-to-own the fueling equipment.

If choosing to fuel up at their own terminal, fleets will have to consider the benefits of fast fill versus time fill infrastructure. Fast fill will fill a truck within minutes while time fill requires a truck to be plugged in overnight to be fueled up. There are cost savings to be had with the latter method if trucks are off-duty overnight, Zobel explained.

"Those are two options available at two different price points," he said.

Finally, fleets transitioning to natural gas should be good neighbours and advise nearby residents, businesses and local first responders. The fuel is safe to use, experts advised, but its best to err on the side of caution and be up-front about its use. Training is available to first responders, so they can learn how to safely approach a natural gas-powered truck that's been involved in an accident.

"First responders are concerned about all these new vehicles," said Al Ebron, executive director of the National Alternative Fuels Training Consortium.

"They don't understand them. But word is getting out to them that they don't have to be afraid of it and after they go through the training, they have not been concerned afterwards."

Besides, Ebron added, "They have a safe track record. I'd rather have a natural gas cylinder in my car than the gasoline tanks we all ride around on." □

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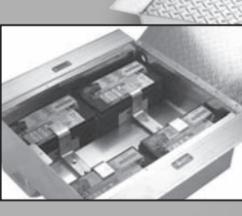


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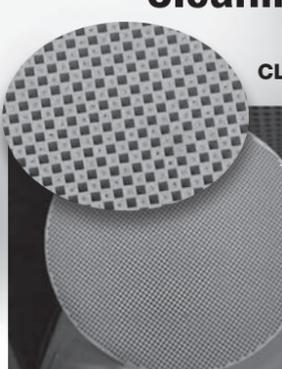
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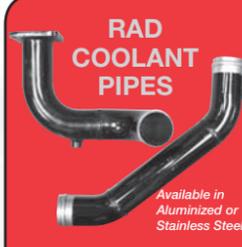


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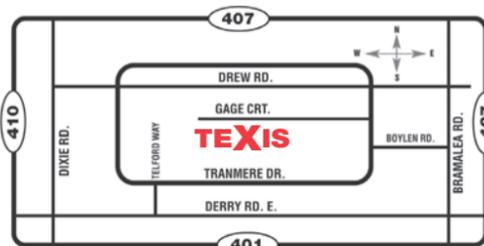


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MAINTENANCE

Go with the flow

Efficient truck repairs depend on a smooth flow of information from purchase orders to invoices

TAMPA, Fla. – Trucks may be powered by diesel, but the repair procedures are powered by information. That becomes clear when Gary Cummings describes the process at FleetNet America, which manages 75,000 service events a year.

An average truck repair involves 9.4 conversations by phone, e-mail or another communication method, the company president and CEO said during the annual meeting of the Technology & Maintenance Council. Most discussions take 2.4 minutes.

Simple multiplication can translate that into the hours and days that are added to the time spent on the repairs themselves.

Consider the steps for a shop looking to secure a single Purchase Order. There's the initial conversation with the customer, the time to understand requirements for the repair, determining the final charges, delivering the invoice, and securing payment. The Repair Order itself involves detecting a problem, assessing the problem, directing the truck to a shop, authorizing the diagnostics, authorizing the repair, orchestrating the repair, and summarizing the invoice.

Many of the steps overlap. The first two steps in the process for a Purchase Order can easily match five of the steps in the Repair Order, Cummings noted. "We still need that data interaction, and in some cases I would argue we even need more conversations."

But there are opportunities to streamline the procedures.

Step 1: Assess the problem

Cellular technology and remote diagnostics could be better used to create a Repair Order as soon as a truck arrives at a shop, said Bruce Love, president of DP Solutions, which develops an array of hardware and software for heavy-duty dealerships. "Before (a technician) turns



Technical Correspondent

JOHN G. SMITH

a wrench on the unit he's got an opportunity to reduce his downtime."

But Brian Mulshine, Navistar director, field service, warns there are some limitations. "Does the fault code always tell you what part to change on the engine?" he asked the crowd of maintenance managers at this seminar. The fault code could identify a problem, but it can also be a red herring created by a power spike during charging. "You can do remote diagnostics... but we also have to be careful that you have the right information at your fingertips."

Another source of valuable information can come in the form of Internet access in a service bay, giving mechanics instant access to everything from fault codes to parts catalogues and wiring diagrams, Love said. Those who order parts from that location will also be less likely to waste 10 minutes an hour talking to the guy at the parts counter.

Step 2: Direct to the shop

Fleets have traditionally chosen specific repair facilities based on rates, proximity and reputation, said Mike Delaney, president and CEO of Wheel Time Network. But the right data can lead to more informed choices, particularly when shops have access to information about unique needs. "There's no decision that can be faster or better than the one you make in advance," he said.

The right information is not limited to the truck alone. A shop should be able to tap into specific fleet requirements, such as the need to authorize repairs over \$1,000, preferred oils, or pre-defined pro-

cedures, said Dick Hyatt, president and CEO of Decisiv, which provides "cloud-based" service management platforms to 150 fleets.

It is the type of information that can avoid a number of conflicts.

Still, as much as information like this can improve the flow of communication, fleets need to commit to the process. "The investments are for naught if the customer does not want to use technology," Mulshine said.

Step 3: Authorize diagnostics

According to Delaney, the most important step in a smooth repair process will involve the diagnostic work. In most cases, this task should be completed in a mere two hours, he said. And if done correctly, it will create a firm estimate and a firm time for the repair to be completed.

The real conflicts emerge when the invoice doesn't match the original discussions about these diagnostics.

"If it's all done verbally, you're going to get in trouble," Mulshine added.

Step 4: Authorize the repair

Love it or hate it, the telephone still plays a big role in the repair process – even in the days when data can be swapped in real time. "The worst of all is when you connect and get to hear two minutes of promotions about why they care about customer service," Hyatt said.

Delaney stresses the limitations of a phone call by asking whether kids answer a text or voicemail more quickly. Text messages are simply more efficient, he said. "It may not be good grammar but it's a helluva way to communicate quickly." One of his customers will now approve repairs in five or 10 minutes using a text message, while the process traditionally took one or two days when trying to reach people by phone.

"The phone is the enemy," he stressed. "Fully documented and time-stamped communications mean faster and better (repairs)."

Maybe he's being too hasty. Voice-Over-IP (VOIP) systems give shops the chance to track who was on a call and how long a conversation lasted, Love said. Voicemails can even be attached to electronic Repair Orders along with text messages and e-mail. That way, all the related details can be tracked, and include the time stamps that let a

shop see how long the fleet took to provide a Purchase Order.

Step 5: Orchestrate the repair

Let's not lose sight of the real task at hand.

"The most important step in the process is to fix the truck," Love stressed. The challenge is that Standard Repair Times (SRTs) are not always standard. "This is a very dynamic environment. It's a manufacturing environment. Bolts are going to break," he said of work in a modern shop. An initial diagnosis might be wrong, a technician might be ill, or the facility can be overloaded on a particular day.

Better software makes it possible to build a standardized workflow based on a shop's actual experience.

The best systems even offer more "visibility" into the related transactions, Mulshine said. Someone in the shop may note that a part needs to be ordered, but the fleet may be able to respond that it already has a spare part in stock. "That's where we can hit home runs," he said.

Step 6: Summarize the invoice

One of the biggest steps to avoiding problems with an invoice will involve the better sharing of information. Love foresees a day in the near future when Web-based computer platforms will eliminate the need to re-key in the same information over and over again.

But fleets, manufacturers, technology providers and service providers often use different standards and platforms. "This is where I feel sorry for a fleet," Mulshine said. "We've got to prevent creating more Web sites."

"We are asking too much work," he said, stressing that there needs to be a better sharing of information. "That's where we've got to focus."

Hyatt suggests that cloud-based computing models make it possible to link a long list of data. A simple unit number could connect to information about the truck, warranties, parts, and fleet profiles. "History is captured and maintained," he added. Then the information can be used to measure, track and analyze every step in the process.

Much of that could be accessed through a QR code printed on a truck's door.

The good news is that the capability exists, Hyatt stressed. "Data can be shared and it can be exchanged and it can be exchanged effectively." □



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Wire system repairs that last

The right – and wrong – ways to repair a wiring system

By James Menzies

TAMPA, Fla. – Butt splices, displacement clamp connectors and tape are a few of the items Greg Jordan, Canadian national sales director with Truck-Lite, would like technicians to remove from their toolboxes when making electrical repairs on vehicles.

In order to make lasting repairs, Jordan said technicians should be embracing newer methods and using tools such as solder guns, solder shrink terminals and dual wall shrink tubes.

Jordan and Truck-Lite colleague Lee Lydic gave a hands-on demonstration of the proper and improper ways of conducting wiring repairs during a session at the recent Technology & Maintenance Council meetings.

The duo used a faulty stop/tail/

turn light harness as an example and began by demonstrating improper repair methods. The first repair was done using a displacement clamp connector, which appeared to work fine, but Jordan warned: “These are not designed to be used outdoors, they were

originally designed for in-cab, under-dash connectors.”

‘Act like (the equipment’s) yours and you are sending your wife and kids on a road trip,’

Greg Jordan, Truck-Lite

While the displacement clamp connector allows for a speedy repair, Jordan pointed out “It doesn’t protect against corro-

‘strip the wire and tape it’ method.

“We’ve all done it before on our own vehicles,” he admitted. However, Jordan said the repair won’t last and in the end will cost a fleet more since the unit will have to be repaired again in short order.

“Where the real costs come in is how many times you touch it,” he explained.

The last of the ‘don’t’ methods involved a butt splice. Jordan said the technique offers no corrosion protection and very little in the way of mechanical strain relief.

“All of these methods demonstrate ways to repair a wire,” he said. “I think we all agree they’re commonly used.”

Jordan said he once saw a single string of lights with nine butt splice connectors.

“I want to meet the ninth guy who repaired it,” he joked, “and I want to show him the door.”

Jordan said proper repair methods take a little more time or require more expensive connectors, but will last longer and ultimately cost a fleet less by avoiding rework.

“The proper way is to embrace today’s technology,” he said. “It’s more expensive than twisting wires together and taping them but the

cost of a (good) connector is minimal compared to your fleet having to touch that vehicle again.”

Jordan and Lydic then gave three examples of proper wire repair methods. The first preferred method of repair involved using a solder crimp shrink; a terminal that has a crimp connection on the inside and forms a bond when heated with a solder gun or heat gun. Lydic demonstrated by simply crimping the connector onto the conductor and then applying heat to the connection using a heat gun.

Next up was a solder shrink connector, which solders and shrinks in one simple step. Jordan pointed out a small micro-torch would work as well as a solder or heat gun in the shop. The solder shrink connector requires no physical crimp.

“Take your time with the heat gun, concentrate on both ends and then move to the middle of the connector and apply the heat,” he explained.

The final method demonstrated was to solder the wires together and then apply a dual wall shrink tube over the top of the connection.

“I prefer this method in the sense that you remove a lot of variables but you have to do the soldering,” said Jordan.

When all six methods were demonstrated, a simple pull test revealed the three preferred techniques provided a more secure connection (two of the three connections made using old-school techniques came apart during the pull test). Jordan said the newest connectors are “awesome” and should be utilized by technicians.

“All three of these are good viable connections that should ensure the repair lasts for a long time,” he said.

In closing, Jordan said fleet owners and shop supervisors should instill in their mechanics a sense of pride in their work. His message to technicians: “Act like (the equipment’s) yours and you are sending your wife and kids on a road trip.” □

Choosing the right wire for the job

TAMPA, Fla. – Using the proper techniques when making wiring system repairs is essential, but so too is using the right equipment. And that extends to the wire itself.

Panelists at a Technology & Maintenance Council seminar expressed frustration at the amount of general purpose thermoplastic (GPT) wire that’s used in trucking operations, an application for which it’s just not suited.

“Selecting the right wire is important for so many reasons,” said Fred Kelley, engineering director with Prestolite. “It has to be dimensionally right to fit into the connector and seal the system and the other thing is, we have designed the product to live in the environment and handle the fluids, abrasions and all the other things you’d expect. If you’re buying from a local establishment product that does not have those certifications listed, you really don’t know what you have and they typically don’t have the performance you need and you’re going to have problems.”

Greg Jordan of Truck-Lite said he has often walked into a fleet’s parts room to find “reams” of 14-gauge GPT.

“Nobody knows why they bought it,” he said. “They just use it to fix other wires, but it’s very important to educate your purchasing manager, store room people and mechanics on the proper choice of wire.”

To emphasize the importance of using the appropriate wire to ensure a good connection seal, Kelley offered the following experiment: Noting there is air space between the individual strands within a wire, Kelley said its crucial to keep moisture out. Over time, thermocycling can cause moisture to get sucked up between the strands. To demonstrate, Kelley suggested placing a hot cup of coffee on a napkin and then placing a candy cane-shaped strand of general purpose wire into the cup and up over he edge.

“In a short period of time, that coffee will migrate up through the wire and start dripping on the napkin below,” he said. Anti-wicking conductors in good, quality wire provide additional protection, he added. □

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OEM/DEALER NEWS

Glasvan introduces industry to Autocar Xspotter shunt trucks

By James Menzies

MISSISSAUGA, Ont. – Fleet operators and equipment aficionados got their first up-close look at Autocar's Xspotter terminal tractor April 3, at a customer event hosted by dealer Glasvan Great Dane.

Glasvan had several units on display, which represent the first Autocar shunt trucks built for the Canadian market. A longtime shunt truck dealer, Glasvan announced a deal with Autocar late last year to become its first Canadian distributor. Autocar has a storied history as a heavy vehicle manufacturer, but has been producing terminal tractors for only the past four years or so.

George Cobham Jr., vice-president of sales and marketing with Glasvan, said his company has worked closely with Autocar to develop a Canadian spec'.

"We spent a lot of time working directly with Autocar's engineer," he told *Truck News* in an interview at the event. "It took many months of going back and forth and many conference calls. We needed to incorporate our Canadian harsh climate package, our safety package and our driver comfort package, which included about 25-30 items. They'd done a lot of those items before, but not all together on one truck, so they had to get this all done for us to meet the Glasvan spec'."

The end result is a truck that's "spec'd for what our customers are used to and for the Canadian environment," Cobham added.

Glasvan has already sold about four units and Cobham said customers are showing interest in the new offering.

"We're getting lots of enquiries about it," he said. "People have heard the name, but they've never seen one before. Hopefully this event will fill in a lot of those blanks. We have sold equipment and we have a lot coming in for stock."

The Xspotter offers a roomy cab, which a 6-ft. tall operator can enter without bending thanks to an oversized door. It also boasts excellent forward visibility, with a windshield Cobham said is 30-35% larger than industry norms and a set-forward cab that allows for improved visibility of the ground directly in front of the unit.

"It's all about the cab," Cobham said of the new yard tractor. "The comment that's made by operators is that this truck was designed by somebody who drives a shunt truck."

The cab is constructed by a company that supplies cabs to John Deere, and it goes through a 15-step e-coat paint process.

"In the past, after a few years a shunt truck was looking rough and rusty," Cobham says. "This should keep the rust away and keep the equipment looking good. When an operator gets into a truck and the thing is covered in rust, he's not going to treat the truck as well as if it looks good."

DoT models come with a 200-



BUILT FOR THE OPERATOR: A taller door and larger windshield are two features Glasvan feels differentiate Autocar in the terminal tractor business.

hp Cummins ISB-10 engine while off-road versions are powered by a Cummins QSB engine. They engines produce 520 lb.-ft. of torque and are matched with a heavy-duty spec' Allison transmission. The Xspotter cab is supported by an air-ride suspension with standard air-ride seat for a smooth ride.

The trucks have been equipped with a 44,000 BTU heater for winter operations and the cab features

footwell vents to provide lower body warmth. Rear-facing LED lights provide excellent visibility during nighttime operations, the company says, and operators can check fluid levels from the ground without tilting the cab.

Cobham said the industry's newest yard tractor is priced competitively with existing vehicles and they're available now for sale or lease. □



MAXIM'S LOSS, FOOD BANK'S GAIN: Harry Dornn (right), marketing director with Maxim Truck and Trailer, presents David Northcott, executive director of the Winnipeg Harvest food bank, with a cheque good for 30,000 lbs of food.

Maxim and friends donate 30,000 lbs of food

WINNIPEG, Man. – Maxim Truck and Trailer has donated enough money to buy 30,000 lbs of food to a Winnipeg area food bank after completing its inaugural weight loss challenge: the Maxim 500 Pound Challenge.

The company recently presented the cheque to Winnipeg Harvest, Manitoba's largest food bank. Additional donations were made to food banks in Toronto, Regina, Carn-duff, Sask., Edmonton, and Killarney, Man. The donations are the result of Maxim's inaugural Maxim 500 Pound Challenge, a weight loss challenge created for Maxim employees, customers, suppliers, partners, and friends. The challenge ran from Jan. 7 to Feb. 27, with teams from across western Canada weighing in weekly. For every pound lost during the challenge, Maxim is donating to a food bank in the team's community.

"We were glad to help out. We all

shed a few pounds to put a few pounds of food on the tables of people who need it more than we do," said Doug Melnychuk, Maxim 500 Pound Challenge team captain from Ken Palson Transport in Winnipeg.

Organizers say the idea for the Maxim 500 Pound Challenge came from the desire to highlight the benefits of the MaxxForce line of engines from International Trucks.

"We started the Maxim 500 Pound Challenge to highlight the weight advantage of the MaxxForce engine," said Harry Dornn, marketing director at Maxim. "We ended up with more than 1,200 lbs lost by nearly 200 participants – and were able to donate more than 30,000 lbs of food to food banks across Canada. We want to say a very special thank you to all our employees, customers, and suppliers who helped create healthier workplaces and give back to their communities." □

Hino offering truck financing through Roynat

MISSISSAUGA, Ont. – Hino Motors Canada has partnered with Roynat Lease Finance to provide truck leasing and financing solutions, the company announced.

Roynat is a division of Scotiabank, and will be able to provide Hino customers across Canada with low-rate financing options on most new Hino truck models, according to the company.

"Roynat is a great fit for Hino because of its nationwide presence with representatives in every province," said Eric Smith, vice-president, sales and marketing for Hino Canada. "Roynat Lease Finance offers industry leading hands-on service that can be tailored to the customer's unique requirements." □

PacLease opens leasing facility in Dartmouth

DARTMOUTH, N.S. – PacLease has announced the opening of a new franchise in Dartmouth, aimed at servicing the growing economic activity in the region.

"Economic activity continues to increase in Nova Scotia. For example, a recent \$25-billion shipbuilding contract in Halifax, N.S. is fueling economic activity in the Canadian Maritimes," said PacLease president Neil Vonnahme. "Freight volumes are also rising as new oil and gas production expands in the Atlantic region."

Vonnahme said more fleets are looking at full-service leasing as business picks up.

"Paccar dealers find that customers are increasingly looking at full-service leasing as a viable alternative to buying and replacing aging equipment," he added.

"Full-service leasing through PacLease allows fleets to acquire popular Kenworth and Peterbilt trucks equipped with comfortable features without using their pre-

vious capital for down payments on trucks. Private fleets are also increasingly turning to new truck technology to help them reduce their fuel costs as well as their greenhouse gas emissions. And full-service leasing can help them accomplish that goal by taking the specing and maintenance guesswork out of the equation."

Vonnahme said the timing of the opening is right, as fleets look at leasing premium trucks to attract and retain drivers.

"Fleet managers find that having premium equipment spec'd for driver comfort makes their companies more attractive to good drivers," he said.

"Recruiting good drivers is becoming critical for their companies to handle those higher freight volumes."

The new full-service leasing facility is located at 69 Gloria McCluskey Drive in Dartmouth and the phone number is 902-468-7768. □

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Feb	174	217	117	182	248	222	-10%	1%
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Apr	212	296	142	261	300			
May	280	316	164	283	307			
Jun	288	307	185	294	315			
Jul	219	264	156	238	245			
Aug	235	219	160	240	270			
Sep	206	203	180	234	263			
Oct	238	186	168	211	251			
Nov	227	143	157	215	252			
Dec	214	139	168	225	217			

TransCore Canadian Spot Market Freight Index 2007-2011

TransCore's Canadian Freight Index records second best February in 11 years

TORONTO, Ont. – TransCore's Canadian Freight Index recorded its second best February spot market freight volume in 11 years, surpassed only by last year's peak in February loads, the company announced. Month-over-month the index increased by 1%.

Intra-Canada loads accounted for 28% of the month's volume. Top regions for loads within Canada were: Western (42%), Ontario (36%), Quebec (18%), and Atlantic (4%).

Equipment postings in February also increased by only 1% from the previous month while year-over-year capacity was up 16% from February 2011.

The equipment-to-loads ratio remained unchanged from the level established in January. □

NAFTA trade totals reach record levels in 2011

WASHINGTON, D.C. – Surface transportation trade between Canada, the US and Mexico increased by 14.3% in 2011 compared to 2010, valued at \$904 billion in 2011, according to the Bureau of Transportation Statistics (BTS) of the US Department of Transportation. The 14.3% increase in trade was the third largest year-to-year increase for the years covered by these data. The \$904 billion in trade was the highest amount since the North American Free Trade Agreement (NAFTA) went into effect in 1994.

BTS reported that total North American surface transportation imports increased by 13.8% in 2011 from 2010, and exports increased by 14.8% during the same period.

US-Canada land trade declined 28.1% in 2009 from 2008, and then increased by 39.2% in the next two years to reach a level in 2011 that was virtually unchanged from 2008.

In 2011, 85.5% of US merchandise trade by value with Canada and Mexico moved on land.

US-Canada surface transportation trade totaled \$537 billion in 2011, an increase of 14% compared to 2010. The value of imports carried by truck was 10% higher in 2011 than 2010 while the value of exports carried by truck was 12.4% higher.

Michigan led all states in surface trade with Canada in 2011 with \$68.4 billion. Automotive vehicles accounted for \$41.3 billion, 60.3% of total Michigan-Canada surface trade.

The top commodity category transported between the US and Canada by surface modes of transportation in 2011 was vehicles and vehicle parts, with \$96.1 billion in trade. The US-Canada trade in vehicle and vehicle parts was roughly split evenly between exports and imports, reflecting the interdependency of automotive plants on both sides of the border. □

Ground transportation costs increase for eleventh consecutive month

TORONTO, Ont. – The cost of ground transportation for Canadian shippers increased 0.8% in January when compared with December results, according to the most recent results published by the Canadian General Freight Index.

After the eleventh consecutive monthly increase, the CGFI is now 9.5% above the February 2011 result.

The Base Rate Index, which excludes the impact of accessorial charges assessed by carriers increased slightly in January, and is now 0.3% over the December

result, the index indicates.

Since February 2011, base rates reported by the CGFI have risen 3.8%.

“Rising accessorial charges continue to be the primary driver of increasing freight costs for Canadian shippers,” said Doug Payne, president and COO of Nulogx, which facilitates the CGFI.

“While these typically decline in the spring, we will continue to monitor this to determine if they are seasonal increases, or part of a general pricing trend by carriers.” □

US truck tonnage rises slightly in February

ARLINGTON, Va. – US for-hire truck tonnage rose 0.5% in February, after a revised 4.6% decline in January, the American Trucking Associations (ATA) reported.

The index is still 5.5% stronger than it was in February 2011.

“Fleets told us that February was decent and that played out in the numbers,” ATA chief economist Bob Costello said. He added that February's month-to-month increase was the sixth in the last seven months.

“I'm still expecting continued truck tonnage growth going forward. Rising manufacturing activity and temperate consumer spending should be helped a little from an improving housing market,” he said. □

Research firm adjusts long-term forecast for commercial vehicle industry

COLUMBUS, Ind. – ACT Research has shifted its long-term forecast for the commercial vehicle industry. The cycle peak in 2013 has been adjusted downward, with stronger demand now stretching through 2014, according to the March issue of the ACT *North American Commercial Vehicle Outlook*.

“We believe that the economy should still be growing and generat-

ing freight in 2014,” said Kenny Vieth, ACT president and senior analyst. “There is a wide gap between new and used truck prices in a credit-constrained market. This suggests that the cyclical peak we would expect to see in 2013 is likely to be muted. Assuming the economy continues to expand, the commercial vehicle cycle is likely to stretch longer than what we would typically expect.” □

Class 8 orders soften in March: ACT

COLUMBUS, Ind. – Class 8 truck orders came in under expectations in March, according to preliminary results from ACT Research.

ACT reported Class 8 orders totaled 18,400 units, the weakest month since September 2010 in what is traditionally a strong month. Medium-duty truck orders of 13,500 units were in line with expectations.

“As was the case in February, we attribute softness in Class 8 orders to near-term phenomena including a pullback in confidence brought about by the fall-off in freight at the beginning of 2012, coupled with the subsequent run-up in diesel prices since the beginning of the year, and higher reported Class 8 prices on 2013 model year equipment,” said Kenny Vieth, president and senior analyst, ACT Research. “Beyond those reasons, actual and anecdotal data that we track continue to be supportive of a healthy Class 8 market.” □



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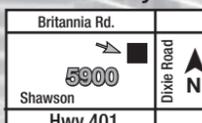
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PEOPLE

Kinedyne has bolstered its management team with three additions, including **Ralph Abato**, a longtime industry veteran. Abato will fill the newly-created position of vice-president, strategic initiatives for the company.

Also joining Kinedyne is **Paul Wolford**, who was named director of engineered solutions, overseeing the Canadian and US markets.

Also joining Kinedyne is **Mark Arnold**, formerly of Conway Freight and FedEx Freight.

He'll work with management to seek operational efficiencies through detailed analysis, will implement training programs and incorporate customer feedback into the company's operations, Kinedyne announced.

Trailer Wizards has named **Craig McConnell** vice-president of its B.C. region. McConnell joins Trailer Wizards from the trucking industry, where he spent 18 years in the transportation business. Most recently, he worked for Quik X Group, where he served as the general manager of the truckload division and helped launch the QX Logistics Division in western Canada.

He'll be charged with increasing sales and efficiency in Trailer Wizards' B.C. operations, the company announced.

The Manitoba Trucking Association has elected **Norm Blagden** of Bison Transport as its new president. First vice-president for the 2012/2013 term will be **Greg Arndt** of Jade Transport, while **Gary Arnold** of Arnold Bros. Transport will serve as second vice-president.

Tom Payne of Payne Transportation will assume the role of past president, the association announced following its 80th annual general meeting. Executive committee members at large include: **John Erik Albrechtsen**, Paul's Hauling; **Paul Hildebrand**, YRC Reimer; and **Doug Witt**, Gardewine North. □

CTA elects Bison's Don Streuber as chairman

OTTAWA, Ont. – The Canadian Trucking Alliance (CTA) has elected Bison Transport CEO Don Streuber as its new chair.

As incoming chairman, Streuber says he will continue the work of those who preceded him in pursuing programs and policies which demonstrate integrity within the industry and which confirm safety, environmental stewardship and respect for professional truck drivers and other industry employees as core values of the alliance.

"CTA has pursued an aggressive agenda in recent years aimed at improving compliance and reducing the industry's carbon footprint," he says. "We have adopted these as core values at Bison Transport and I believe they serve the entire industry well. As the pre-eminent voice of the truck-

ing industry in Canada, I strongly believe that CTA should continue on this path. It is our responsibility to the communities we live in. We must lead in this area."

Streuber says he also believes that the single most important challenge the industry faces going forward is a chronic shortage of qualified drivers.

As a member of the CTA Blue Ribbon Task Force on the Driver Shortage, Streuber says there is no quick fix to the problem and carriers will have to be innovative. But, "at the core of the issue will be to promote respect and regard for professional drivers within all our companies and within the public domain."

With Bison as a member of most of the provincial trucking associations, Streuber also noted that, "strong provincial associations

make for a strong CTA. Part of our success has been in finding synergies between the associations; something that will become even more important in the years ahead."

The CTA also filled other officer positions, including: Mark Seymour, Kriska Transportation, first vice-chair; Gene Orlick, Orlicks Transport, second vice-chair; Scott Smith, J.D. Smith and Sons, treasurer; and Ed Malysa, Trimac Transportation, secretary.

Serving as at-large members of the executive committee are: Gord Peddle, Altantica Diversified Transportation Systems; Jean-Claude Fortin, J.E. Fortin; Gord Smith, Manitoulin Transport; and Murray Scadeng, Triton Transport.

CTA president and CEO David Bradley also serves as an officer on the board. □

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Ontario's transportation budget will increase to \$2.6 billion in 2012-13 but infrastructure spending will fall to \$278 million.

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Mark Dalton: Owner/Operator

Taxes can be so taxing

By Edo van Belkom

The Story So Far...

Mark visits his post-office box and finds another letter from the Canada Revenue Agency. He's been receiving more and more of these in the mail, but has ignored them all. He's had bad experiences in the past and didn't want to hear any bad news. Reluctantly he opens the letter and finds the government has done an audit and he owes more than \$20,000 in back taxes.

Mark closed up his PO Box and put in a call to his accountant, Dan McCluskey, a certified general accountant who had been doing Mark's taxes out of his home office for years.

"Hello?"

"Hey, this is Mark."

"Mark who?"

"Mark, the truck driver."

"Oh, hey, Dalton how's it going?"

"Terrible. I just found out the government reassessed my taxes for the past five years and says I owe \$20,000 and change in back taxes."

There was a pause. "You haven't dealt with that yet?"

"What's that supposed to mean? You know about this?"

"Of course. They called me months ago and I told them that I prepared your taxes according to the information you supplied me. The guy on the phone told me the returns were actually very well prepared. I don't understand, they should have been done with you ages ago."

Mark sighed, knowing full well that it was his own fault it had come to this. "I've been getting their letters for a while."

"And you ignored them?"

"Not really. I uh...I didn't open them."

Dan groaned. "Then of course they audited you. You could have taken care of this months ago if you'd just worked with them and explained your situation. If you had done that, then probably nothing would have happened. But now they've done the audit, they've done all that work and they're expecting to get paid. You're going to have to prove everything now."

"Everything?"

"Every expense. Every receipt."

"So I'm screwed?"

Dan laughed, which was probably easy for him to do because he wasn't the one on the hot seat. "You shouldn't be," he said. "It is a lot of money, so they must

have disallowed a lot of your expense claims. It'll probably take a long time to go through everything, but as long as you can prove you incurred every one of your expenses, you'll be fine. I mean, you do have your tax records for the past five years safely stored somewhere, right?"

"Yeah, I do," Mark said, feeling a weight come off his shoulders. "Bud gave me a few feet of shelf space in a back room at his office. There's probably more than five years of records there."

"Then you should be fine." A pause, then: "Why on earth wouldn't you open the letters?"

"I didn't want to."

"The government doesn't go away if you act like they're not there, you know."

"I know. It's just...I haven't had much luck with the government and taxes in the past."

"And your luck continues it seems."

Mark sighed. "What do I have to do?"

"Set up a meeting with the adjuster and show him all your records. They're all in order so you shouldn't have a problem."

"You really think so?"

"Yes, unless you lied to me."

Mark thought about that. Like most people he might have fudged his numbers a bit over the years, but nothing more than a few dollars here or there. "No."

"Then you'll be fine."

"I thought maybe you could be there with me."

"You don't need me. As long as you have your records you'll be all right."

Mark hung up the phone and called the number in Ottawa that was on the letter.

"Hello?"

"Hi, this is Mark Dalton calling?"

"Who?"

"Mark Dalton. You've been sending me letters for the past few months."

"Oh yes, that Mark Dalton. I was afraid you might be dead."

"No, very much alive."

"The Government of Canada is very happy to hear that."

"That's good to know," Mark said. They talked for a short while longer to arrange a time and place where they could meet and sort this whole mess out.

Mark suggested a coffee shop.

"Well," the man said. "I was hoping for your home, perhaps your home office where you keep all of your records."



Illustration by Glenn McEvoy

Mark explained he basically lives out of his truck and there was no home office, or even a home for that matter.

The agent laughed. "That was one of the problems we had with your return," he said. "Your expense claims in some categories were extremely high, as if you were living out of your truck...which we found highly improbable."

"But I do live out of my truck."

"Of course you do."

After a few more times back and forth the agent finally said, "Alright, Mr. Dalton why don't you just bring your records to my office? We'll have our meeting here." Mark agreed.

"Good. See you then, Mr. Dalton."

"Should I bring my chequebook?" Mark asked, but by then the man on the other end had hung up.

One more phone call to make.

He dialed up Bud.

"Hello?"

"Hi Bud it's me, Mark."

"Mark who?"

"A marked man," Mark said. "The government's got me in its sights and they're about to pull the trigger."

"What's going on?" Bud wanted to know. Mark explained – giving Bud plenty of time to laugh when he told him he hadn't opened the government's letters for months – then asked about records he had stored in Bud's back room. "They're still there, right?" Bud hesitated, then said: "They should be."

"What do you mean, 'Should be'?"

"Uh, I haven't been back there in a while."

"Yeah, but the stuff should be there, right?"

"We did some remodeling here a couple months ago. I just hope no one moved your stuff into another room or..."

"Or what?"

"Or...threw it out."

"You did not just say that!"

Bud began to explain but Mark cut him off.

"I'm on my way over," he said and hung up the phone.

Mark didn't break any speed limits getting to Bud's office, but he might have ran a few red lights...or at least amber lights on their way to being red.

By the time he got to Bud's, Bud was in the back room that normally stored Mark's tax records. There were boxes all over the place, but none of them were open and tax records – Mark's or anyone else's – were nowhere to be seen.

"You don't have a clue where they are, do you?" Mark said, his voice as flat as a road-ravaged retreat.

"They have to be here somewhere."

"You've lost them, haven't you?" Mark was surprised at how flat and defeated his voice sounded.

Bud kept digging through the scattered papers. "They're not lost until I stop looking for them." Mark sat down on a couple of piled boxes and said, "Twenty grand... and that's just for starters. They're still looking into my GST filings. You know how much GST I get back each month on my truck payments?"

"I've got an idea."

"Well times that by 12 and then by five..."

"Don't worry. I know your records are here and I'm not going to stop looking until I find them." But Mark wasn't listening any more. "Maybe if I go somewhere far away for a while...like South America. You got any loads coming up to Brazil, or maybe Argentina."

"I'm still looking," Bud said. □

– Mark Dalton returns next month in the conclusion of Taxes can be so taxing.

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



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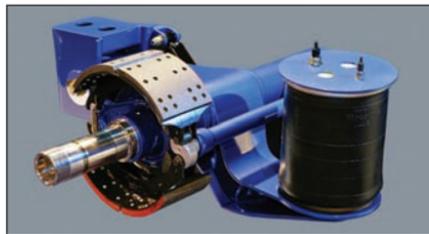
NEW PRODUCTS



Indel B North America has released its second-generation high-output **battery-powered no-idle system**, dubbed the Sleeping Well Arctic Plus. The company claims there are more than 30 upgrades to the new system. Less electrical components result in a 30% reduction in power consumption, resulting in longer run time for overnight driver comfort, the company announced. Also new is a driver display with on-board diagnostics and a remote control. The new unit is smaller and more compact for easier installation on most truck sleeper units. For info, visit www.sleepingwell-ac.com.

Kingtec Canada has come out with a new line of **diesel-powered refrigeration units** for 18- to 30-ft. straight trucks. The newest Reefervan/Reeftruck units are powered by Kubota engines producing 18,000-30,000 BTUs of cooling power. They'll be on display at Truck World this month. Suitable applications include small urban delivery vans and larger commercial cube vans as well as larger straight trucks and mid-sized trailers and containers. For more information, call 905-362-2112.

Ontario-based Ingersoll Axles has introduced a new **suspension**



line for the heavy-duty trucking industry. The Ingersoll Suspension System (ISS) has been designed for durability, strength and customization, the company announced, with the result being a suspension designed for the trailer it's intended for. Features include: an optimum I-beam trailing beam design, a fully-wrapped axle connection, industry-standard parts and strong customer support, the company announced. Ingersoll traditionally offered only axles, and now boasts of a one-stop shop for anyone wishing to purchase an Ingersoll axle along with one of its 15 new suspension designs. For info, visit www.ingersollaxles.com or call 800-663-AXLES.

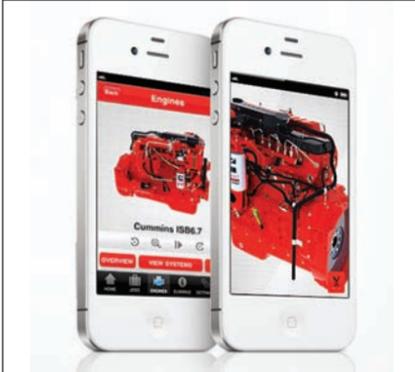
Reyco Granning has added to its line of fixed axle air-ride **trailer suspensions** with the introduction of its new RideMaster family. The RideMaster family allows customers to spec' suspensions for any load from 20,000- to 30,000-lbs, the company announced. They're designed for heavy-duty, fixed-axle applications where durability and long service life are key, the company announced. For details, visit www.reycogranning.com.



Aerofficient has come out with a new **slider fairing for trailers**, which the company says expands or contracts when the trailer's axles are moved, increasing fuel savings by 80% compared to fixed trailer fairings. The new system eliminates the gap between the trailing edge of the fairing and the front tire when a trailer's tandems are set rearward of their maximum forward position, the company explains. The Aerofficient Slider is affixed to the trailer's sliding axles and moves with the axles. No driver involvement is required to adjust the fairing, according to the company. For more information, visit www.aerofficient.com.



Yokohama has debuted a **new drive tire**, the 709ZL, available in 295/75R22.5 and 11R22.5 sizes. The tire incorporates Yokohama's Zenvironment technology, combining the latest improvements in casing design, rubber compounding and tread design, the company announced. The tire was showcased at the Mid-America Trucking Show and will be rolled out later this year. For more info, visit www.yokohamatire.com.



Cummins has developed a **3D engine app** for smartphones that allows users to navigate through engine sub-systems, zoom in and rotate around popular Cummins engines. The app also provides career opportunities for its US operations, but Canadian job postings aren't presently included. Cummins says the virtual engine is the first of its kind. You can download it via the Apple App Store and Android Marketplace or at <http://cumminscaresapp.com>.

ALK Technologies has introduced a new version of its **CoPilot Truck truck-specific GPS navigation app** for professional drivers. The new version brings updated truck-specific, turn-by-turn guidance and routing technology to iPhones, iPads, Android-powered devices as well as laptops and Windows Mobile rugged devices, the company announced. For details, visit www.copilotlive.com/truck. □

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UNIT 8984 - 2003 REMTEC 57,000L, 6 comp't, TC-406, petro quad, all options, A/R, alum. wheels, new B-620 and safety.



UNIT K358 - 1998 J&I 2600 cu.ft. Vac/Pneumatic, always in plastics service, two rear fill lines, ready to work.



UNIT 9052 - 2002 FREIGHTLINER ACTERRA water truck, 3126 Cat., 9 spd., 16/40 axles, A/R, Budds, Hutchinson 16,000L 2 comp't natural alum. tank w/pump, super clean, under 400K, excellent construction site truck, new safety, in Oakville. **Call**

TSQ

BRADFORD, Ont. – In the old days of long-haul trucking – some would say the “good” old days – solitude was part of the job description, with only the camaraderie of fellow CB radio users to keep drivers company until the next truck stop pay phone. Cell phones changed all that, and with smartphones and in-cab laptops fast becoming the norm, on-road Internet access is allowing truckers to stay connected like never before.

With news, weather and road reports available at the touch of a button, not to mention the ability to keep in touch with family and friends via outlets like e-mail, Facebook and Skype, the Internet is helping to reshape and modernize the job of professional driver in new and interesting ways. To find out how drivers are making use of the technology on the road – if at all – we went to the Husky Truck Stop in Bradford, Ont.

Stephen Taylor, an owner/operator with Earl Hardy Trucking out of Woodstock, Ont., uses his smartphone



Truck Stop Question

ADAM LEDLOW

How do you use the Internet when you're on the road?



Stephen Taylor

to access the latest news and weather, but admits he's more likely to use the phone for calling dispatch than surfing the Net.

“I just use the phone part of it. I have an American plan so it's a lot cheaper to use it for now. I guess if you're sit-

ting still and you have time to type (I would use the Internet more),” he says.



Rob Archibald

Rob Archibald, a recently graduated driver from Barrie, Ont., says that, once hired, he'll likely only use the In-

ternet for GPS while on the road and for entertainment in the evenings, but says he doesn't find the value in social media platforms like Facebook and Twitter.

“I don't even touch that stuff,” he says. “I don't need to tell people every five minutes that I'm blowing my nose or that I'm reading such-and-such book. It's just not me.”



Kurt Ackerman

Kurt Ackerman, a driver with Barrie, Ont.-based Classic Towing, says he uses the Internet for maps on the road and occasionally calls for a tow truck are e-mailed or texted to drivers' phones. Ackerman also uses Facebook, not just to keep in touch with family, but also to connect with other tow truck drivers.

“I belong to a towing and recovery group (on Facebook) and we are forever messaging each other – different techniques and incidents and different stuff we tow, sending each other pictures.”

Ackerman also notes that some companies are using the Internet as a selling point to get new drivers, advertising that drivers can receive e-mails in their trucks from family.



John Peters

John Peters, a driver with Neil Transport out of Winnipeg, Man., doesn't use the Internet at all on the road – though he says he'd like to.

“I would love to have a laptop in my truck, but I find it too expensive, so I keep it simple,” he says. “When I'm home, my wife always tells me that I am on the computer way too much. Because I surf right before I leave the house, I look over my trip – where I am going what I am doing. If I was able to have something like that in the truck – if the company would help pay for it – I would use it, absolutely.”

Gerry Costigan, a driver with South Simcoe Freight out of Bradford, Ont., says he doesn't use the Internet, period – whether at home or on the road.

“Fifty years old, I've never touched a mouse,” he says. “I have a wind-up alarm clock. I've got a cell phone, but I don't even know how to text. It's a choice I've made.” □

– Do you have a topic idea for the Truck Stop Question? Contact Adam Ledlow on Twitter at twitter.com/adamledlow or by e-mail at adam@transportationmedia.ca and we may feature your question in an upcoming issue of Truck News.

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