

TRUCK NEWS

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 Shell has good news to share about the upcoming PC-11 heavy-duty engine oil category.

Phase 2 of GHG regs won't come cheap

But you'll get the \$10-12K cost increase back through fuel savings, regulators say

By James Menzies
 WASHINGTON, D.C.

The long-awaited proposal for Phase 2 of the joint NHTSA/EPA greenhouse gas/fuel economy standards for heavy trucks was unveiled in late June, and will pursue an ambitious target of improving fuel economy by 24% by 2027 compared to 2018 model year trucks.

The new standards will reduce CO2 emissions by about a billion metric tons and slash fuel costs by US\$170 billion over the lifetime of the vehicles sold under the program. The fuel saved will be equal to a year's worth of OPEC imports to the US, according to Janet McCabe, EPA's acting associate administrator, who spoke on a conference call.

The bad news is, Class 8 trucks are expected to climb in cost by US\$10-12,000 under the Phase 2 rules, which will affect model years 2021 to 2027 vehicles. However, officials insisted

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Chris Iveson's approach to maintenance is simple: Treat drivers like they're your customers.

'Drivers are our customers'

Fleet Maintenance Manager of the Year's unique perspective on the role of the maintenance department

By James Menzies

CAMBRIDGE, ONTARIO

Running a fleet maintenance department can be a thankless job. Many fleets look at maintenance as a non-revenue-generating - albeit necessary - expense, while drivers often think the department is out to get them with every breakdown.

However, Chris Iveson, the 2015 Canadian Fleet Maintenance Manager of the Year, has fostered a strong relationship with drivers at Challenger Motor Freight, by looking at them as his department's customers.

"Our customer in maintenance is the driver," Iveson told *Truck News* during a lengthy interview at Challenger's shop after winning the award. "If our mechanics take good care of the equipment, that in turn will allow our customer - which is the driver - to go out and service our customer. We understand the driver is our customer, so we have things like surveys. Every time a truck comes into the shop, we put a five-question survey into the truck. We have the driver rate his experience - how he felt the service was - and then we rate ourselves. We measure ourselves against it. It becomes one of our KPIs that we look at on a weekly basis. That's big for us. I don't walk across the parking lot, ever, without having a conversation with a

driver. We make sure that we're fully engaged. We put on barbecues for them that are maintenance-sponsored barbecues and we let them know we're here to support them."

Iveson was selected as the Canadian Fleet Maintenance Manager of the Year, an award sponsored by Volvo, which aims to recognize an exceptional fleet maintenance manager. They're graded on "the scheduled maintenance program of the company, the quality and frequency of training programs, the major accomplishments and innovations of the individual and the nominee's contribution to the industry and community in general."

Iveson oversees more than 150 staff and 4,500 pieces of equipment across Challenger's network of four maintenance facilities.

He actively promotes the profession, which should come as no surprise given his own background.

"I had a fantastic high school auto shop teacher who I'm still in contact with today," Iveson recalled. "He got me really interested in the automotive business and fixing things."

Iveson's first job fixing trucks came soon after completing high school, completing an apprenticeship at Larry's

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Editorial Comment

JAMES MENZIES



Tribute to the truck driving champs

I'm writing this column with a mild sunburn on the back of my neck, a reminder of how I spent my weekend. I was out covering the Ontario Truck Driving Championships at the Flying J in London, Ont.

Most of this issue was already at the printer when the championships were held, so you'll have to visit Trucknews.com for my full report, or wait for the September issue of *Truck News*.

But for now – *Spoiler Alert! Spoiler Alert!* – I can reveal that Home Hardware shone at the competition and will be sending three of the five Team Ontario contenders to the Nationals in Regina this fall.

These guys took the competition seriously and spent hours practicing in the company's yard. Just a few nights before the provincials, Home Hardware drivers spent six hours practicing in the yard, navigating a makeshift obstacle course.

Joe Kuntz, grand champion and winner of the single-single division, said it took him about 50 attempts at

the tricky alley dock during practice before he felt comfortable. And he's a championship veteran – the only driver ever to have competed in the Central Ontario Regional Truck Driving Championships every year it's been held, a period spanning more than two decades.

There were many great performances out on the course over championship weekend. The skills on display were incredible. How about this: for the first time ever, three drivers aced the pre-trip inspection component of the event, achieving perfect scores. It doesn't get any better than perfect, and perfection is something you rarely see, even at this event.

Ontario isn't the only province, of course, to host driving championships. These events are held from coast to coast, with the top performers going on to represent their province at the Nationals.

It was nice to see drivers receive the recognition they deserve and to see them given a platform through which to demonstrate their skills.

Here's an interesting observation: the company that had the strongest showing at the Ontario championships was also recently named the safest large private fleet in Canada by the Private Motor Truck Council. Home Hardware won the award for the fifth time this year.

I don't think this is any coincidence. Fleets that support the driving championships and encourage and enable their drivers to participate, create and foster a safety culture within their organization. And drivers who take the competition seriously and invest the time in practicing and preparing, increase their chances of hoisting the large winner's trophy at the end of the day.

I look forward to seeing how Team Ontario – and all the other provincial



teams – fare at the Nationals in Regina Sept. 10-12.

One thing is for certain: There'll be winners, sure, but there won't be any losers. 🚛

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The view with Lou

LOU SMYRLIS



Brand yourself

You've likely been hearing a lot about branding of late. Columnist and former partner of MSM Transportation Mike McCarron has written about it as has *www.trucknews.com* blogger Carolina Billings, a partner with NLI Label. Branding was also a big piece of the conversation at the recent 17th annual Transcore Link Conference in Brampton.

Your brand, in the words of Billings, is "the essence of your enterprise. It is your best face to the world. It is your name equity and your reputation."

It is not just your latest marketing campaign, but rather "the result of each and every contact people have with you, every promise kept and every expectation that has been met or surpassed."

Or to put it more simply, as did Sue Douglas, president of SDC Manager Solutions, at the Transcore conference: It's just who you are, it's what you do and how you act. And by the way, Douglas, whose company provides HR consulting and internal branding, sees no difference between personal and professional brand. They should be the same and they should be consistent all the time, she believes.

So why should you care about your company's and your own personal brand? Why not dismiss branding as simply the latest business buzzword. We certainly have gone through a heck of a lot of them over the past 25 years – when we weren't striving for excellence or best of breed, we were re-engineering (spent almost an en-

tire year I would like to forget on that one) or engaging in co-opetition (never did figure that one out). What's different about this latest buzzword?

What's different is that it speaks to the core of how your enterprise and you, yourself, are perceived by the people you deal with on a daily basis. And how those people – whether they be customers, suppliers or staff – perceive you and your enterprise determines to a great extent your success. Whether you will spend the majority of your time paddling with the current or against it.

McCarron believes that trucking as an industry is behind the times when it comes to understanding the importance of branding and I agree with him. For-hire trucking in Canada is an industry of about 10,000 mainly

small and mid-sized enterprises routinely complaining they can't get the rates from customers they need, can't attract the personnel they want, and can't get the government attention they deserve.

Why does an industry as large and as crucial to the functioning of the Canadian economy get treated the way it does?

Could it have something to do with the way it is perceived? Could it be many of us, in the rush to just get the day's business done, have been neglecting to take the time to properly manage how people perceive we get the job done and explain the value we create?

I think so.

And I encourage you to read more about "branding" in our publications and on Trucknews.com 🚛

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).

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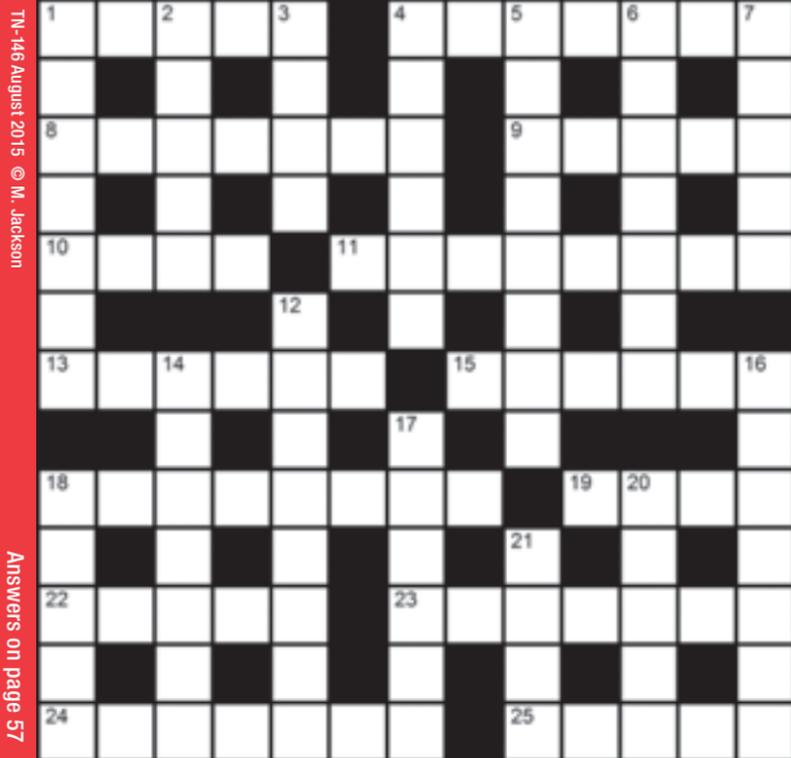
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US regs call for big-time fuel savings by 2027

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that by 2027, the cost increase will be recouped within two years of operation, thanks to reduced fuel consumption.

"Once upon a time, to be pro-environment you had to be anti-big-vehicles. This rule will change that," said US Transportation Secretary Anthony Foxx.

"In fact, these efficiency standards are good for the environment – and the economy. When trucks use less fuel, shipping costs go down. It's good news all around, especially for anyone with an online shopping habit."

The good news is that the Phase 2 rules won't take effect until 2021 model year trucks are introduced, giving OEMs more time than expected to develop viable methods of reaching the new standard. Phase 1 rules cover model years 2014 to 2018 trucks and were mostly met using off-the-shelf technologies already widely in use.

As expected, trailers will be covered by the regulations for the first time. EPA's trailer rules will begin to take effect as early as the model year 2018 while the NHTSA regs focusing on fuel economy will take effect in 2021, with credits awarded for voluntary participation before then.

Separate standards have been proposed for engines and trucks, to the dismay of some OEMs such as Volvo and Daimler, which had been pushing for a single vehicle standard they say would better reward integration.

"In principle, the Volvo Group maintains that a separate engine standard is inconsistent with the Group's interest in minimizing the complete, real world environmental impacts of its products," Volvo said in a release. "A separate engine standard is at odds with the reduction of NOx, due to the natural trade-off between NOx and CO2 emissions from the engine. It also limits manufacturers' flexibility to meet the regulated targets for each individual customer in a way that suits their specific needs, and it incentivizes optimization for engine test cell requirements versus real world efficiencies."

The Phase 2 proposal does not endorse specific technologies, but instead sets performance objectives which truck, engine and trailer manufacturers can meet however they choose.

Vehicles affected will include: semi-trucks; trailers pulled by semi-trucks; heavy-duty pick-up trucks and vans; and vocational vehicles.

EPA's McCabe said regulators are expecting a US\$230-billion net benefit to the US economy, with the trucking industry shelling out about \$25 billion in additional acquisition costs over the lifetime of the vehicles sold under the program.

This is assuming all fuel savings are passed on to consumers, who in that case would stand to save about \$150 a year per household due to lower shipping costs, according to NHTSA's Mark Rosekind.

McCabe said more than 300 meetings were conducted with industry stakeholders and that "the proposed standards are grounded in rigorous technical data and analysis."

The projected fuel savings would

translate to a 50-90% improvement in freight efficiency by 2027 compared to a 2018 model year baseline.

Once the Phase 2 proposal is published in the *Federal Register*, there will be a 60-day comment period. NHTSA and the EPA say they'll also be hosting public hearings to solicit input.

Some organizations weren't waiting to voice their opinions. The American Trucking Associations said it supports the new standard and noted 14 of 15 'guiding principles' tabled by the association appear to have been adopted.

"Fuel is an enormous expense for our industry – and carbon emissions carry an enormous cost for our planet," said ATA president and CEO Bill Graves. "That's why our industry sup-

ported the Obama Administration's historic first round of greenhouse gas and fuel efficiency standards for medium and large trucks and why we support the aims of this second round of standards."

Cummins, which advocated separate standards for trucks and engines – and got its wish – lauded the proposal.

"Cummins welcomes the proposal with its goals to improve fuel efficiency and reduce GHG emissions, creating a win-win for both customers and the environment," said Dave Crompton, vice-president and president, Engine Business, Cummins. "We are pleased that the new proposal builds upon the Phase 1 framework that aligns technological advances and industry success."

However, the National Automobile Dealers Association (NADA) and American Truck Dealers (ATD) objected to the proposal; specifically to the cost increases they will entail.

"Affordable transportation is the bedrock of the American economy,

and adding – by the Administration's own estimate – an average of just under \$12,000 to the cost of a new truck through mandates based on potentially untested technologies is a great risk to a still-fragile economy," the organizations said in a statement.

"Recent history has shown that mandates with underestimated compliance costs result in substantially higher prices for commercial vehicles, and force fleet owners and operators to seek out less expensive and less fuel-efficient alternatives in the marketplace. The costs could even drive small fleets and owner/operators out of business, costing jobs and only further impeding economic growth. While supportive of affordable fuel economy improvements, ATD is closely reviewing the proposal and the many potential impacts it will have on truck dealerships and their customers."

The complete proposal – all 1,329 pages of it – can be found at www.epa.gov/otaq/climate/regs-heavy-duty.htm. ●

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US truck tonnage posts small gain in May: ATA

ARLINGTON, VIRGINIA

US for-hire truck tonnage gained 1.1% in May, following a revised loss of 1.4% in April. The American Trucking Associations (ATA) reported tonnage was up 1.8% compared to May 2014, marking the smallest year-over-year gain since February 2013. Year-to-date through May, tonnage is up 3.7% compared to the same period last year.

"The good news is that truck tonnage increased in May," said ATA chief economist Bob Costello. "But tonnage is certainly not strong at the moment as factory output is soft and there is an inventory reduction occurring throughout the supply chain."

Costello noted that truck tonnage is off 2.7% from its high in January.

"I believe the inventory correction should end this summer and truck freight, helped by better personal consumption, will accelerate," he said, "which is good because I think it is unlikely factory output will boost truck tonnage much until later this year or next year." ●

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Trucking conditions weaken, but capacity crisis looms

BLOOMINGTON, INDIANA

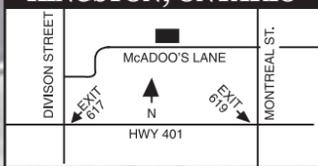
Trucking conditions in the US softened in April, reflecting some weakness in the sector, according to FTR's latest Trucking Conditions Index.

The April reading fell 9% from the previous month. FTR says the weakening was primarily due to the suspension of the hours-of-service rules, which resulted in more available capacity and less pressure on rates.

The future outlook shows an increasingly positive environment for truckers, because of expectations of a tightening market as additional regulatory drag appears, leading to a "likely" capacity crisis in 2017, FTR reports.

"While still at a reasonably strong level the TCI is indicating a moderating environment for carriers," said Jonathan Starks, FTR's director of transportation analysis. "Rate increases have pulled back over the last couple of months and, although still positive, will lessen year-over-year gains later in the year. Economic indicators still show a slow growth environment for both the economy and for freight. Load board data from Truckstop.com continues to show a return to normal activity following last year's tight conditions. Shippers' desires to secure capacity should keep contract rates growing, but both contract and spot rates are susceptible to big drops if the economy is unable to accelerate after the weak start to 2015." ●

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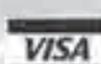
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Record crowds attend Atlantic Truck Show

MONCTON, NEW BRUNSWICK

The Atlantic Truck Show saw record numbers June 5-6 as 12,660 attendees visited Moncton Coliseum.

"Friday was all business, with qualified buyers walking the show floor and exhibitors reporting strong sales activity," said national show manager Mark Cusack. "On Saturday, the aisles and

outdoor exhibits were jam-packed, with people networking, buying and selling, checking out the big rigs, and getting up close and personal with a real life Hollywood celebrity – the Western Star Optimus Prime Truck, sponsored by the Maritime Western Star Dealers – a real crowd

pleaser!" The biennial Show & Shine also raised money during the event. To vote for their favourite truck, visitors had to make a donation to the Children's Wish Foundation. The 2015 Show & Shine winner was Mario Gallant, a company driver with Atlantic Pacific Transport. ●



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Bringing in new blood

David Morneau is eager to address trucking's manpower crisis

By Carroll McCormick

MONTREAL, QUEBEC

David Morneau is rev'd up and ready to drop the clutch in the search for answers to the crisis that refuses to die: how to attract more people to Quebec's trucking industry.

A fourth-generation member of family-owned Groupe Morneau, he lays out the problem in unambiguous terms. "There is a problem. It is not just a driver problem. It is hard to find people to fill all the positions in the transportation industry. It is for every sector. Mechanics, IT, customer service, you name it."

Appointed this June as Chairman of the Board of the Fondation pour la formation en transport routier (Foundation for training in road transport) and as president of the Workforce Committee of the Quebec Trucking Association (QTA), Morneau is enthusiastic about helping to avoid a workforce crash that could come in as little as five years.

"I have the knowledge of what is going on in the training in the industry. I understand the needs across Quebec. I've worked in all the different departments of my company and worked with other companies in the

industry," Morneau says.

The shout has been out forever, it seems, that a crippling driver shortage is lurking around the next bend, but a 2013 report by the Conference Board of Canada (CBC) removes all doubt, according to Morneau.

"This was the first time we got statistics from the Conference Board of Canada. The lack of statistics was a big problem. Now we have the statistics."

The numbers vary, depending on industry productivity and when older drivers decide to turn in their keys. The CBC estimates that the shortage by 2020 could range from 16,600 driv-

"It is not just a driver problem. It is hard to find people to fill all the positions in the transportation industry."

David Morneau, Fondation pour la formation en transport routier

ers Canada-wide, with 3,600 of them in Quebec, to over 33,000 drivers, with 6,900 empty seats in Quebec.

Granted, the Conference Board report is based on 2006 Census and Statistics Canada Labour Force Survey data, but if this problem ever got

licked since 2006, no one is making any confessions. Keep an eye out for new numbers as Camo-route launches a study later this year of what the industry needs for drivers, etc., in the different sectors.

Meanwhile, Morneau will be digging into his personal tool chest of trucking savoir-faire to help light some fires under the collective bottoms of the industry, government and schools.

Long before he got his Class 1 licence, he worked as a young teenager with the moving division Demanagement Morneau.

"I was on the road with Quebec drivers all summer long," Morneau recalls.

In 2004 he graduated from the CE-GEP Garneau in Quebec in logistics and transportation studies and in 2008 from the Université du Québec, a Montreal School of Management with certificates in administration, administration road transport as well as a certificate in business law from



David Morneau hopes to help the Quebec trucking industry resolve the shortage of qualified drivers.

patch, special projects, IT, customer service and human resources. He drove trucks for a half-year before becoming terminal manager at Morneau Eskimo, the company's refrigerated food division. He became business manager there in 2012, his current day job, but he won't hesitate to steer a truckload of goods around the city if needed.

The Foundation and the Working Group work in concert. The Foundation is about money. It helps fund students still in school and graduates; ie., drivers from the two provincial driving schools, CEGEP students, university students, younger and older people. It also gives money for new program development.

The Working Committee is about operations. It fosters communication between all sectors of training, which is a topic about which Morneau wants tougher questions to be asked and more pressure to be applied.

One of the goals of the Working Group is to ask government to review the entrance requirements for getting into the transport programs. Some requirements, Morneau believes, such as very high math skills, are not properly matched to the jobs and are unjustifiable roadblocks.

Morneau wants to investigate the seeming lack of interest in the field; ie., how can it be that one CEGEP transportation program he knows of didn't have a single applicant last year? He wants everyone rowing in the same direction, toward the same goal.

"My first meeting as president is on Sept. 22. My goal is to put every type of training in the transportation industry on the table and have everyone working in concert. It is sad for the industry if the organizations are not working together," Morneau says.

The Foundation and Working Group meet a half-dozen times a year. Six people are common to the Foundation Board and the Working Group. After the Foundation meets for two hours, the rest of the Working Group joins them for another hour of talks. Both groups also meet shortly before the QTA's annual Congress and, Morneau observes, interest in their goings on is growing.

"Now, when the board is sitting with the (QTA), more people want to hear where we are on projects. The transportation companies know what is going on (shortages). They want to solve the problem," he says.

"I have a really nice team. We are involved. We want to do things. We are competitors but we are all in the same industry." ●

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Want to fire a driver over an inappropriate tweet?

Not so fast, employment lawyer warns at PMTC conference

By James Menzies

KING CITY, ONTARIO

Despite a high-profile case in which Hydro One recently fired an employee for making belligerent, embarrassing comments on live TV, trucking companies may want to think twice before firing employees for off-duty conduct. That warning came from Chris Andree, a partner with Gowling Lafleur, Henderson LLP, during a legal update delivered to attendees at the Private Motor Truck Council's annual

meeting in mid-June.

Employees can be "disciplined" for a single instance of inappropriate off-duty conduct, Andree said, but that doesn't mean they can be dismissed.

"There's a vast difference between *business* just cause, and *legal* just cause," he warned.

If it's a single incident, the courts are more likely to side with the employee, especially if it was a long-term employee with no pattern of such behaviour.

"Basically, they measure the misconduct against (the employee's) body of work to this point," Andree explained.

"If they are a five-year, otherwise satisfactory performer with no other issues in their disciplinary file and they behave in a way that's unflattering to your organization, it probably doesn't constitute just cause. An action by a three-year employee can lead to just cause but the same conduct by a 33-year employee may not. It's not just the conduct, it's the conduct versus their body of work."

This has become a major issue in all industries with the emergence of social media, with which employees can quickly damage their employer's brand or business relationships with a single tweet or Facebook post to a potentially broad audience.

"In the last five years, social media has had a tremendous impact on the consequence of off-duty conduct," Andree noted.

He pointed out employees do owe their employer a "duty of loyalty and fidelity, even when not at work."

But, "The under-30s will have no concept of that," Andree said. Young employees particularly need to be reminded of this duty, Andree said, so that a nexus is established between off-duty conduct and the workplace.

Independent vs dependent contractors

Andree also spoke about continuing confusion over the status of "independent contractors," but not before thanking the trucking industry for continuing to use so many independent contractors and giving employment lawyers an abundance of business.

"The fact you call someone an independent contractor and they say 'Yes, I am' and they file their tax returns as self-employed," does not make them independent contractors, Andree warned. "It has far more to do with the substance of the relationship."

Usually if there's any ambiguity, the courts and tribunals will deem the contractor an employee, or a "dependent contractor," which has major implications for the employer.

"The level of control is the fundamental issue," he explained. "Do you control this individual the same way you control your employees?"

In one recent case, a husband-wife team who were former employees became independent contractors in 1987. A written agreement with the company indicated they were to devote their full time and attention to that company, however they did begin generating up to a third of their revenue from

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other sources. Still, when the company closed shop, the husband and wife were deemed to be dependent contractors and they were awarded 26 months' pay in lieu of notice.

One way companies can protect themselves against this is to insist their independent contractors incorporate their businesses, Andree suggested.

"If you do nothing else with these independent contractors, please make sure they are incorporated," he implored. "From the employer's perspective, it's very important they be incorporated."

The Stronger Workplaces for a Stronger Economy Act

Andree also gave a timely update on the *Stronger Workplaces for a Stronger Economy, 2014 Act*, which became law in Ontario May 20. This regulation requires all provincially regulated employers to give their employees a one-page handout by June 19 – did you get yours? – outlining their rights under the Employment Standards Act. New employees going forward will have to be presented with the document within 30 days of their hiring.

"Every employee in Ontario, by the end of the day tomorrow, is to have received this document," Andree said on June 18. "It says, 'Here are all the reasons you should be dissatisfied with your employer.'"

Among the things it highlights are how overtime pay should be calculated, something that could prove problematic for trucking companies, Andree warned.

"This is creating much anxiety among employers that are not calculating overtime right," he said.

Employers will also have to be able to prove that employees were given the document. Andree recommended including it in written employment agreements, which he said should exist for every employee in the company.

Temporary help agency changes

Another new change coming in November will affect carriers using driver services agencies. Under the new regulations, employers will be on the hook if the temporary help agency doesn't pass on wages to the worker.

This means using a reputable, well established staffing agency is crucial, Andree warned, otherwise if the agency runs off with the money the client will have to pay twice.

Also, the company using temporary workers will need to keep track of the hours worked by each of the temporary workers; they can no longer rely on the agency alone to do this. Those records will have to be retained for three years.

Drug and alcohol testing

As always, the subject of drug and alcohol testing was on the minds of managers. Andree reminded attendees that in Canada, addiction is considered a disability and not cause for termination.

Even if a driver is unable to enter the US as part of their employment agreement due to a drug test failure, the employer will have to find alternative work for them, if such work exists within the company.

"Here in Canada, we're really big on ensuring accommodation occurs," he explained. "No one is entitled to be barred from the workplace unless you can show you can't accommodate whatever the disability is."

This is especially true for provincially regulated carriers in Ontario.

"Don't assume that just because the job description says they're required to go to the US as part of their job that that

means there's no duty to accommodate them," Andree said.

Another issue is that there's currently only one test available that can detect drug impairment at the time the test was taken, and results take several days to obtain. This means while it's easy to determine on-the-job impairment from alcohol using a breathalyzer, employers currently have no way to prove a driver was impaired by drugs while at work.

"We only care about impairment on the job, not lifestyle choices, at least in Canada," Andree pointed out.

Random drug testing is only permitted for safety-sensitive workplaces, and that doesn't include trucking, he said. Some sectors, such as the oil and gas industry, have made pre-employment and random drug testing standard by working it into collective bargaining agreements with unions.

"Employers said 'We don't care what the law is, this is what we're going to do,' and the unions conceded that point," he explained. ●

Ontario now recognizes military-issued driver's licences

TORONTO, ONTARIO

Beginning this month, the province of Ontario will recognize Department of National Defence (DND) 404 driver's permits, allowing such licence-holders to more easily transition into the private sector and commercial driving jobs.

Manitoba and Quebec already recognize the DHD 404 permit for licence equivalency. Ontario conducted an extensive review of DND licensing standards and found the military training and testing requirements meet or exceed Ontario's standards.

This means, a driver who was qualified to operate heavy-duty vehicles in the military will have that licence recognized by Ontario. Knowledge and road tests will be waived, but the licence-holder will still have to pass a vision test, meet medical standards, satisfy identification requirements and pay a fee.

"Ontario is proud to support the brave men and women who dedicate themselves to serving and protecting our country. We're honoured to stand with organizations like Helmets to Hardhats and help serving members and veterans transition to civilian life and employment," announced Steven Del Duca, Minister of Transportation.

The Ontario trucking industry welcomed the development.

"The Ontario Trucking Association (OTA) has always had a strong relationship with the Canadian military. Today's announcement by Ontario's Minister of Transportation Steven Del Duca represents an innovative way to integrate military personnel into the trucking industry as they transition into civilian life," said David Bradley, OTA CEO. ●

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The classics rock in Clifford

By James Menzies

CLIFFORD, ONTARIO

About 275 classic trucks rolled into Clifford, Ont.'s Rotary Park over the July 3-4 weekend and if they could talk, oh, the stories they could tell.



Steve Constantin brought his 1980 International Transtar to the Clifford Truck Show, marking its truck show debut.

It was the sixth annual truck show hosted by the Great Lakes Truck Club and it brought together truck enthusi-

asts from all over Ontario and beyond. It was the biggest turnout yet for the event, easily surpassing last year's dis-

play of 210 classic rigs, according to club president Chris Hall.

New this year was the International Harvester Corral, which housed a collection of classic Internationals, including several from Erb Transport and renowned collector George Tackaberry.

There was also a strong contingent of cabovers, something Hall said has become an emerging trend.

"There's been a huge resurgence in the old trucks, and it's really nice to see the younger generation getting into the older trucks," Hall said. "Especially the cabovers. Cabovers in Ontario are making quite the comeback."

One thing you won't see at the Clifford Truck Show are modern slippery trucks.

"We don't push aero trucks," Hall said. "Anyone that comes out, you have to have an interest in trucking, and you need exposed air cleaners and exposed stacks to get through the gate here."

Visitors, however, could walk the show for a mere \$5 and hundreds did so over the weekend. To show a truck cost just \$25.

There are no awards. No Best in Show. No cash prizes. No winners and losers. However, I just couldn't help myself - I had to pick a favourite and highlight it here.

The truck that caught my eye more than any other this year was Steve Constantin's meticulously restored 1980 International Transtar.

I asked the Hamilton native to describe his truck for me. Here is his story, in his own words:

I bought this truck from Nebraska in 2007 and I've been working on it since. It's basically done now, from top to bottom, inside and out. It was in reasonable shape when I got it. It has been totally gutted and put back together, but it was in good shape. That's why I got it from Nebraska - no rust.

It's got a Big Cam 1 400 Cummins, which I wanted, totally rebuilt. Eaton 13 overdrive transmission, totally rebuilt. Dana rear ends. It had 4.44s in it but I put in 3.73s. Basically, the interior is brand new.

The biggest thing was, in 1979-1980, the axle was forward 3.5 inches. From '78 back they had it set back. I have a truck like that but I don't like it so much. The 1980 is what I wanted because of the forward axle on it.

The thing runs beautifully - it's just a great, beautiful truck.

Why International? I grew up basically right around the corner from the International Harvester truck garage in Hamilton on Burlington St. and started hanging around there at 10 years old. I got a part-time job washing the Scouts on the used truck lot and the mechanics let me hang around the shop at nighttime.

The name on the back of the truck is 'Duke,' because there was a mechanic there, John van Goethem, who is service manager of Altruck in Hamilton now and he helped me out. That was his nickname, Duke.

The trailer is brand new. It's a 1979, but it has never been used. I bought it four years ago in Virginia. I bought it off a coal miner's son.

His father made a lot of money and had a big collection in a warehouse of cars, antique furniture - and he had this trailer with a Kenworth cabover hooked up to it. The father passed away and everything got auctioned off. As soon as I saw it posted, I wired the son the money the next day. ●

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Taking on the champs

Competing in the Central Ontario Regional Truck Driving Championships was a humbling experience for this scribe

By Harry Rudolfs

CAMBRIDGE, ONTARIO

I could see the staged units from the 401: two sets of gleaming new B-trains donated by Home Hardware, a couple of Con-Way's single-axles and pups, various Erb and Linamar trucks as well as some of Tri County Training's 53-foot trailers spread across a few acres of parking lot at Conestoga College's Cambridge campus.

June is truck driving championships month across the country and the Central Ontario Truck Driving Championship (COTDC) is one of two regional competitions in this province (the other took place in Toronto the week before).

This was the COTDC's 30th anniversary and 33 contestants were competing in four classes, including several perennial champions along with one recent national champion. Contestant Clary Ward of Con-Way Freight in Hamilton won the single-single national title in Abbotsford, B.C. in 2013. His company appreciated his efforts and bought him a brand new Ford pick-up truck. How's that for incentive and support?

Registration began at 7 a.m. on an overcast Saturday, and the competitors and judges were milling about when I arrived. Setting up a championship like this involves dozens of volunteers and these are dedicated individuals who have a strong bond to the trucking industry (including one retired MTO officer).

Jim Fell, a retiree from JMF Consulting, has volunteer-judged at 29 consecutive COTDC competitions. "I remember the first ones were held at the Kitchener Auditorium," he said. "The course might have been a little easier in those days, but the drivers were every bit as good."

It was shaping up to be an interesting competition. A couple of Challenger guys who specialize in oversize loads, specifically windmill towers, had decided to try their hand in the tandem-tandem class. (John Weston of Challenger finished in second place and his colleague Jason Gray took sixth).

Jeff Lambkin of Erb Transport comes every year and competes in the single-

tandem category. He has finished second and third several times.

"This is my ninth year," he said. "Sometimes things go your way, other times you might have a bad day."

Course marshal Tom Boehler arrived just before 8 a.m. and began rolling around the obstacle drums.

"We've tightened it up a bit. It was a bit too easy last year."

Boehler is director of safety and compliance for Erb Transport, a major sponsor of this event, but he's also instrumental in organizing the event year after year.

"We try to make this a day for the drivers," Boehler said during his opening remarks to the assembled contestants. "This is not a day for recruiting. Let us know if anyone approaches you."

The competition involves a course with eight obstacles as well as a written test of 50 questions and a pre-trip inspection where the drivers search for planted defects. Each of the 10 events has a maximum possible score of 50 points and points are deducted as obstacles are touched or knocked over. These drivers are top performers, among the best in the industry, and winner of the tandem class, Shawn Matheson representing Home Hardware, scored 465 points out of a possible 500. By comparison, I finished 11th out of 14 contestants with 244 points.

The companies that get involved in these championships go out of their way to make this a family event: kids, dogs and cheering sections arrived as the drivers were completing their written test. FedEx, Kriska, Home Hardware and Erb family members were putting up awnings as the drivers took to the course.

The B-trains were on the tarmac first, followed by the single-axle and pup, and then the heavily contested tandem-tandem class. The COTDC draws contestants from west of the GTA along the 401 corridor to Windsor and the supporters are all stalwart sponsors: Home Hardware, GayLea Foods, Kriska, Erb, Linamar, FedEx, Challenger, JBT, Country Transport and I've probably missed a few.

I was entered on behalf of *Truck News*



To earn full marks here, the driver must serpentine his way through the barrels without scraping or knocking them over.

but I'd been thinking about this competition for some time. In fact, I'd booked on as a "city float" for Purolator the last few weeks, squeezing into and out of some tight spots with a 53-ft. trailer, and driving exactly the same tractor as the new Volvos donated by Expressway Trucks.

A Kriska driver told me he was doing something similar to get ready.

"I stole a tractor and was practicing backing into docks in our yard. The security guard couldn't figure out what I was doing," he said.

Truckers are proud of their craft and a competition involving my peers is exciting to me. A couple of FedEx guys were in my division and I wanted to do as well as them. But I had a very serious problem: delusional confidence. Right off the bat, I misjudged the right-hand turn around a parked car and swung too wide with my button hook, contacting a barrel. So zero points for that one. But I managed to line up for the offset alleys and thought I'd gotten through clean but somehow lost four points – it must have been a miniscule nudge.

Somewhat frustrated, I floated through the serpentine section and nailed another barrel, probably because I was going too quickly and had forgotten about the 14,000 lbs of dead weight in the nose of the Tri-County trailer, which might have affected the turning radius. A volunteer-judge was running over to move the drum, but I figured I might as well save him the effort and just knock it out of the way – sorry, Expressway. After flipping the trailer around 180 degrees to set it up for the

alley stop, I notice the cameraman for Trucker Television out of the corner of my mirror picking up his tripod and hustling out of the way. Was I really that scary?

Mine was definitely the quickest time, except there wasn't any time limit. Only one point for the alley stop, but I did make it into a very tight dock that's set up 70 feet from a pretend glass wall. The trick is to grab as much room beside the dock with the tractor and get the trailer started into the dock space before cutting the tractor hard to avoid the wall.

I aced the diminishing walls section, which narrows from six inches clearance to two inches, but then I missed the bull's eye on the next spot and ran over the stop line in the last section, scoring zero on both manoeuvres, so that was my day.

So this has turned into a confessional, and I admit to driving like a jerk on the course. Most embarrassing I was even cautioned by the course marshal to keep it in second gear, flawed individual that I am. But setting my performance aside, this was a terrific competition with a very high skill level. Former national champ Clary Ward of Con-Way came in second in the single-pup category won by Joe Kuntz of Home Hardware. Another Con-Way driver Rick Dobie came in third with FedEx's Martin Brodie from London, Ont., finishing fourth.

Andrew Demerchant of Kitchener representing Flanagan Foods took first in the single-tandem class, and Wayne Burnett from Home Hardware took the regional title in the B-train division. Home Hardware drivers always

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do well at these events and true to form they went home with the team trophy, and their driver, Shawn Matheson, was named grand champion.

The first four drivers from each division advance to the 69th annual Ontario Truck Driving Championships which will be held in London this year July 10-12. The winners from that competition go on to compete in the national championships, which are being held in Regina, Sask., Sept. 10-13.

Some employers are apparently slow to get involved with the truck driving championships, but the COTDC is a bargain with a \$60 entry fee that includes an on-site barbecue and two tickets to the awards banquet. Even if your company isn't interested in participating, drivers can still enter on their own.

As Dobie, a driver for Con-Way added, "It raises the profile of our job and how we interact with the public."

But the truly unique thing about the Ontario championships is the spirit of volunteerism that runs through the organization. While other provincial championships rely on help from their respective industry associations, the two regional championships in Ontario are entirely put together by volunteer boards. Even bigger events are planned for next year. According to Ontario Truck Driving Championships president Ewen Steele, 2016 is the 70th anniversary of the Ontario competition, and it's going to be a pretty big deal.

"The plan is to run the 70th anniversary of the OTDC in Kingston, Ont., and to host the Nationals in Brantford, Ont., in September 2016."

I'm hoping they could get the championships televised eventually. Like many people I enjoy watching lumberjack competitions, Canada's Worst Driver, poker or darts on television, so why not Canada's best truck driver? These are really interesting individuals with impeccable skills. It would make at least as interesting viewing as any of those other pseudo-reality shows. Better even, but there will have to be a time limit. ●

The results:

Grand Champion: Shawn Matheson, Home Hardware Stores.

Safety Award: Bryon Winfield, Home Hardware

Rookie Award: Andrew Demerchant, Flanagan Food Service

Team Award: Home Hardware (Shawn Matheson, Wayne Burnett and Joe Kuntz).

Straight truck: Stew Jutzi, Erb Transport.

Single-single: Joe Kuntz, Home Hardware; Clary Ward, Con-Way Freight Canada; Rick Dobie, Con-Way Freight Canada; Marty Brodie, FedEx.

Single-tandem: Andrew Demerchant, Flanagan Foods Service; Willie Wolfe, Home Hardware; Bryon Winfield, Home Hardware; Vince Angel, FedEx.

Tandem-tandem: Shawn Matheson, Home Hardware; John Weston, Challenger Motor Freight; Brian Whynott, FedEx; Ryan Tremblay, Kriska.

B-Train: Wayne Burnett, Home Hardware; Darryl Smith, Home Hardware; David Chambers, Country Transport; Gregory Hecktus, Flanagan Foods Service. ●



A competitor moves carefully through the obstacles to earn full points during the Central Ontario Truck Driving Championships that took place in Cambridge this past June.



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Private fleets share tips on how to recruit and retain drivers

At one time insulated from the effects of the driver shortage, private fleets are now coming to terms with a growing problem

By James Menzies

KING CITY, ONTARIO

Success is difficult to measure and that's especially true when it comes to driver retention in an industry as diverse as trucking. While one private fleet, Praxair, may look to its roster of 30-year employees as a sign the company is doing things right, another such as Patene Building Supplies may consider it an accomplishment when a driver stays on for five years.

"If we get an employee for five years, that's a bonus for us," Shari Lagala, health, safety and training manager for Patene, said candidly when speaking on a driver recruitment and retention panel at the recent Private Motor Truck Council of Canada annual conference. "We beat them up. Our guys are hauling drywall into basements, up stairs. It's not a lifetime commitment for our drivers. Injuries can be high. It's finding those employees that will fit and understand the type of work it is. They don't get into trucks and drive, they get into trucks and handbomb once they get to the site."

Fleet representatives speaking at the PMTC conference agreed an effective driver retention program begins with recruitment. Hiring drivers who are the right fit for the realities of that specific job and being up-front with them early about what the job entails will minimize the likelihood of unpleasant surprises.

For a company that has seasonal peaks and valleys, like Patene, that means telling new hires their earning potential will fluctuate throughout the year.

"Promote the job as it is," Lagala advised. "Be candid and provide as much information as you can. Give them a clear view."

John Harrison, general manager with Huron Services Group, agreed with the importance of telling new hires up-front what they're in for.

"We don't talk about the best-case scenario," he said. "Here's what our drivers typically make. Here's what your T4 is going to read. We lay it on the line for them. Income decisions should be based on fleet averages. It's really important to be realistic about what they're going to experience and that they know the downside."

Praxair has implemented a thorough pre-employment screening process with the goal of reducing turnover and ensuring its safety record is maintained.

"There are certain types of characteristics that are the ideal make-up of what we're looking for in a candidate, and we stick to our guns," said Jim Dimech, associate director of transportation with Praxair Canada. "We spend a great deal of time understanding the ideal make-up of that driver. Once you get that right driver, the chances of keeping that driver are increased significantly."

Dimech said Praxair has a three-pronged approach to limiting turnover, which revolves around: recruitment; engagement; and respect. It seems to be working, with the company enjoying a turnover rate of less

than 2% over the past couple years and hanging on to many 30-year-plus driving veterans.

Most of Praxair's recruitment occurs by word of mouth. The Human Resources department screens applicants to ensure they have the skills required for the job before they're passed along to the Transport Department for further evaluation.

From there, terminal managers and supervisors get involved in the interview process.

Safety is emphasized all along and drivers will only be considered if it's clear safety pervades his or her atti-

tude and translates into their driving behaviour, Dimech explained.

A new hire is put through an extensive on-boarding process. They're introduced to all the key people they need to know within the organization so if they have a question, they know where to go to get it answered. This includes logistics planners, dispatch, payroll, etc.

"Leaving a driver on an island is the worst thing you can do," Dimech explained. "Make sure they're engaged right from the beginning to ensure they know who the right people (to go to) are."

The company has been modifying its work schedules for drivers to provide a better work-life balance. Many of them now work four days on/four days off. Reset periods of 72-96 hours are usually given between driving stints.

It's also important to treat driv-

ers with respect, Dimech added. At Praxair, processes exist so that drivers can have their ideas heard.

"Treat drivers as more than just a person holding the steering wheel," he said. "Drivers have one of the hardest jobs at Praxair. They're valued from top to bottom."

Dimech said many drivers leave their company because they don't feel respected. As a result, Praxair trains its managers and supervisors on leadership skills and focuses on team-building and coaching.

One of the greatest examples of this resulted from driver feedback that indicated they weren't feeling respected by the logistics department and vice-versa.

"We set up a series of town hall meetings where we had the chance for drivers to talk about their issues with the logistics department and vice-versa," Dimech recalled. "The output was

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great. We developed a Planner/Driver Engagement Code with working conditions for planners and drivers on how they engage with each other. What planners wanted and what drivers wanted was pretty much the same – they wanted to be respected, their ideas heard and when possible, followed up on.”

A new logistics system was implemented, which eliminated unproductive run-outs and achieved productivity gains. Almost immediately after the town hall meetings, relations between drivers and logistics managers improved, Dimech said.

“It was all just a matter of putting down simple rules on how we interact with each other,” he said, noting the company followed it up with a record-low year for preventable accidents.

“We’d be remiss to say this program wasn’t a contributing factor,” he said.

Dave MacDonald, president of Revolution Staffing, pointed out fleets should also pay close attention to who they’re putting in charge of recruiting.

Too often, he said, the people who occupy these important positions aren’t the best suited for the responsibilities they entail.

“They’re often process-oriented,” he said. “You want someone who’s relationship-oriented, who wants to be engaged with people – not so given to process that they forget the relationship. You need somebody in recruiting that loves people.”

Most drivers, said MacDonald, want to work for people they trust and who treat them as equals. They want to work for companies that value their input and listen to them, and who solicit their feedback. And they want independence.

But at the end of the day, a simple thank-you can help too, added Lagala, who says she makes a point of thanking each employee when she hands them their pay stub.

“A simple thank you goes a long way and sometimes that’s all they’re looking for,” she said. “Happy people are productive people.”

PMTC announces bursary for young leaders taking CITT training courses

KING CITY, ONTARIO

At its annual conference in King City, Ont., the Private Motor Truck Council of Canada (PMTC) announced that it is rolling out a new bursary for young leaders.

The PMTC said there will be two recipients of the young leaders award to help pay for two of the four courses needed to complete the PMTC Logistics Management Graduate Program from the CITT program of study.

“This bursary will represent over \$1,300 value for each recipient, which will be funded by the PMTC,” said Mike Millian, president, PMTC.

“When (the) program is completed, it will arm the new emerg-

ing leader with the skills they need to successfully climb the ranks in his or her company and become a successful leader in their organization.”

If all four courses are completed successfully, the student will receive a certificate issued by the PMTC.

“In addition to earning a certificate issued by Canada’s leading association for private fleets, recipients can also use their credits towards earning CITT’s CCLP designation,” he added.

Applications for the bursary program will be accepted beginning on Feb. 1.

You can find more information at www.pmtc.ca.

Top Fleet Employers named

OTTAWA, ONTARIO

Trucking HR Canada has announced the winners of its second annual Top Fleet Employers program, recognizing 22 carriers that offer the best workplaces in Canada’s trucking industry.

Participating fleets were rated on: compensation, employee recognition, lifestyle, employee engagement, wellness, professional development and recruitment/retention.

Organizers say they also looked at carriers’ involvement in charitable or environmental initiatives, since both are particularly valued by Generation Y employees.

Winners include:

- Atlantica Diversified Transportation Systems, New Brunswick;
- Bison Transport, Manitoba;
- Challenger Motor Freight, Ontario;
- DJ Knoll Transport, Saskatchewan;
- Drive Logistics, Ontario;
- Edge Transportation, Saskatchewan;
- Erb Transport, Ontario;
- Home Hardware Stores, Ontario;
- J&R Hall Transport, Ontario;
- JG Drapeau, Ontario;
- Kindersley Transport, Saskatchewan;
- Kriska Transportation, Ontario;
- Liberty Linehaul, Ontario;
- Linamar Transportation, Ontario;
- Logikor, Ontario;
- MacKinnon Transport, Ontario;
- Meyers Transport, Ontario;
- Ryder Canada, Supply Chain Solutions, Ontario;
- SLH Transport, Ontario;
- The Brick, Ontario;
- Transpro Freight Systems, Ontario;
- Triton Transport, B.C.

“These 22 fleets demonstrate a broad array of industry best practices,” says Tamara Miller, Trucking HR Canada’s director, programs and services. “Their employees clearly understand performance expectations. Unique initiatives ranged from regular Multicultural Days honouring a fleet’s diverse workforce, to charitable programs that actively engaged employees.”

In just its second year, the program has grown from last year when only 10 were recognized.

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The distracted driving dilemma

It's not only cell phones that contribute to distracted driving

By Sonia Straface

KING CITY, ONTARIO

The audience was alert and focused during the distracted driving seminar at the Private Motor Truck Council of Canada's (PMTC's) annual conference in June.

Jamie Trull, health and safety program developer at the Infrastructure Health and Safety Association was the speaker.

He discussed all aspects of distracted driving – what it is, how hazardous it is, and how to prevent it – because of the recent legislation that was passed earlier this month that increased penalties for drivers who text or use a handheld phone

while on the road.

“Under the new legislation fines for distracted driving will increase from the range of \$60 to \$500 to between \$300 to \$1,000, plus three demerit points,” said Trull.

Trull added that because of the new legislation, he and his team are developing a distracted driving training program that will be available later this year.

As explained by Trull, distracted driving is more than just using your phone while driving; it's driving while engaged in other activities that take the driver's attention away from the road, like eating, changing the radio station or reaching for something

in your vehicle.

“Distracted driving has become a main source for roadway fatalities, injuries, and collisions in Ontario,” he added. “The last stat I found said that motor vehicle accidents are the number one cause of fatalities in the workplace in Ontario. There is a definite need for training for everyone behind the wheel for any type of machinery.”

The three main causes of why we become distracted while driving, according to Trull, are sensory overload (also known as multi-tasking), inattentive blindness and our short attention spans.

“When you try and multi-task while

you're driving, it impacts your ability to drive safely,” Trull said. “The more you put on your plate, the less efficient you're going to be.”

Multi-tasking can be anything from quickly checking your e-mail at a stop sign or eating a piece of fruit while driving.

Inattentive blindness is when you are focused on a collision on the road or let a bad day at work to cause you to daydream.

“If we're focused on one specific task, like a tough day at work and all

If you're talking on the phone, you increase your risk of being in a collision by 1.3 times, expert says

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you can think about is that meeting, and all of a sudden, shoot...(you) miss (your) exit,” he said. “You weren't focused on driving. When we focus intently on one task, we often fail to see other things in plain sight. It becomes a hazard when the driver is focusing on an object, person or event that is not relevant to their driving performance.”

And because of all the electronics in our lives, Trull said research shows that our attention span has dwindled from 12 seconds in 2000, to eight seconds in 2013.

This opens up a whole new opportunity to why so many drivers are reaching for their phones when they should be focused on the road, said Trull.

“If you're talking on the phone, you increase your risk of being in a collision by 1.3 times,” he said, adding that reading increases your chances three-fold while reaching for an object makes you nine times more likely to get into an accident.

“And texting makes you 23 times more likely to get into a collision,” he said.

And though sending one text message may seem harmless to some, Trull warned attendees of the impact.

“On average when we're sending or receiving a text our eyes are off the road for four seconds,” he said.

To some that may not seem like a long time, so Trull asked if anyone in the audience would be willing to drive down Ontario's Hwy. 401 blindfolded for four seconds. Not surprisingly, he heard crickets.

“On main highways you would travel the distance of a football field (in four seconds) blindfolded,” he said. “You're missing signs, vehicles, cyclists, pedestrians, just to look at that text that can wait.”

To prevent distracted driving Trull said it is important for fleet owners to have a company policy for cell phone use while driving.

He noted one fleet he knows of tells its drivers their cell phone can only be kept in the back of the vehicle so it is out of reach of the driver and it is out of sight. Other fleets ban cell phone use while driving altogether.

He added other ways to prevent distracted driving include concentrating on your time management skills, so grooming (brushing your teeth, shaving, etc.) and eating doesn't have to be done in the vehicle. ●



Best-dressed fleets awarded

KING CITY, ONTARIO

The flashiest Canadian fleets were recognized in mid-June as part of the Private Motor Truck Council's long-running Vehicle Graphics Design competition.

The contest, co-sponsored by 3M Canada, is open to Canadian private and for-hire fleets and both were represented among the winners.

In all, there were six categories judged: Tractor-Trailer; Straight Truck; Special Events/Promotion; Light-Duty Commercial Truck; Human Interest; and Identity Fleet Graphics.

"This national event brings entries from across the country and is a clear indication of how much pride companies take in promoting their products and services through engaging vehicle graphics," said Mike Millian, PMTC president. "We congratulate all the award winners and thank all those that participated."

This year's winners were:

- Tractor Trailer Combination: Speedy Transport & Voortman Cookies
- Straight Truck: Chenail & DEC Express
- Special Events/Promotion: Loblaws & Mercedes-Benz Canada
- Light-Duty Commercial Truck: Urban Garden & Maxim Truck and Trailer
- Identity Fleet Graphics: Cascades & Burnac Produce
- Human Interest: Warren Gibson & Transbo

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Recruiting technicians a constant struggle

Attracting new talent requires frequent outreach and industry advocacy: Iveson

Continued from page 1

Western Star in Stoney Creek, Ont.

"I worked my way through my apprenticeship and once I got my licence, I very quickly got into management. I became a service manager probably two years after I had my licence and shortly after that I bought my first service station. I had bays and fixed cars and had mechanics working for me," Iveson recalled.

Meanwhile, his father was a truck driver and so it often fell on the younger Iveson to repair his truck on evenings and weekends. Iveson had mixed results as business owner, and eventually joined Challenger in 2008,

but while he never became a service station tycoon, the experience of running his own business is invaluable today.

"I'm known as the guy who spends every dollar as if it was his own," Iveson said. "In fleet maintenance, that's very important."

Managing a fleet as diverse and geographically scattered as Challenger's isn't easy.

The company operates across North America with multiple divisions hauling everything from wind turbines to trash, to general freight and now even gravel.

"I would say the most difficult part about maintaining this fleet is deal-

ing with the issues that happen out on the road," Iveson said. "We do everything we possibly can to mitigate that from happening, but when it does happen it's very challenging. When we get into Western Canada,

with extended wait times. Frankly, we often have to get the OEMs involved to help us expedite repairs when we're out there."

The inconsistent service levels Challenger has experienced make it

"I'm known as the guy who spends every dollar as if it was his own. In fleet maintenance, that's very important."

Chris Iveson, Challenger Motor Freight

it's very difficult to find (service) locations. Challenger has a great presence here in Ontario, but we're not so well known in the Calgary area, Winnipeg, Edmonton, so we don't get quite the swing with the dealers. We end up

all the more important to do as much preventive maintenance as possible at its own facilities.

"Having four shops strategically located across the country...we are able to look after most of the fleet at home," Iveson explained. "We probably do about 20% of our work outsourced or on the road."

Speaking of home, Challenger's Cambridge shop is treated as such. It's about 10 years old now but looks newer. It's brightly lit, clean-swept and obsessive compulsively organized.

This is something Iveson clearly takes pride in as he gives me a tour, pointing out how each tool has a clearly labeled spot where it's been strategically housed to reduce the time technicians spend trying to find things.

Iveson interacts easily with technicians and says he tries to spend at least two hours per shift on the shop floor so he's attuned to issues his staff is dealing with.

Finding and keeping technicians is a struggle, Iveson admits, but his tireless advocacy and outreach with local schools has resulted in a steady supply of apprentices. He has found success in attracting experienced technicians by reaching out via social media.

"Here in Cambridge, I can tell you every single mechanic that I've hired has been through social media," Iveson said. "Apprentices are not such a problem for me to get because I put a great deal of effort into building relationships with apprentices. I work very closely with Conestoga College and I sit on a couple advisory boards."

Iveson has discovered that bringing trucks and equipment to local schools - or inviting students to visit Challenger's shop - has resonated with budding technicians and often sparks an interest in pursuing a career there.

"For a lot of people who want to get into this trade, it's visual," Iveson explained. "I try to always make sure there's something there they can see that's cool. For example, at Conestoga College on a number of occasions I've taken over a 50-wheel Schnabel trailer with three motors on it and independent steering and all that kind of stuff, just to show them this trade is not about boxes on wheels anymore. I make the point of letting them know the 'grease monkey' is done. I let them know half my staff don't even get dirty in a day - they're basically standing at a PC all day, reading engine codes and diagnosing what's happening. For the guys that are grunts - there's always grunts out there too, that want a career - we have that for them, too. I make sure they know there's something for everybody."

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Challenger's spec'ing process has become more driver-oriented, with drivers invited to try trucks from the various OEMs.

Once he's drawn in aspiring young technicians, Iveson said it's equally important to keep them engaged. Doing so requires a softer touch than in the past.

"Years ago, when I was an apprentice, you learned by fear," he said. "If you did something wrong, the mechanic that was teaching you would probably hit you or something. It was barbaric. Today, it's a little bit different. Gen Y's difficult to deal with, it really is. I'm lucky in that I have a couple of sons that are in that age group, so I'm fairly intimate with their needs and wants. A lot of the kids that are on the floor, I kind of put a fatherly face on when I'm dealing with them. I talk to them with respect and I continue pushing them in the direction of success. They are different. They want to walk around and have a cell phone strapped to their waist and they want to spend their lunch hours texting or going on Facebook or whatever it is they want to do, and we have to build that in. We have to make sure that as they change, we also change and adapt."

The ability to change and adapt has become an essential skill for technicians, as the pace of technological change has accelerated.

Trucks have never been so complex and in recent years new technologies have brought with them myriad challenges in the shop. Iveson, however, relishes the challenges new technology has spawned.

"I'm very excited about it," he said. "It's not frightening at all. It's so impressive. At Challenger, we're very much early adopters of technology. By the end of this year, more than 50% of our trucks will have collision mitigation systems on them, which is pretty much unheard of right now."

Iveson also welcomes the new generation remote diagnostic capabilities, which can help him monitor the health of the fleet from anywhere.

"Let me go back a couple of years to when we switched over to EPA10 engines and the Check Engine light

was not something we could have a piece of tape over anymore," he recalled. "When the Check Engine light came on, you *will* shut down. Hav-

ing remote diagnostics then was extremely helpful because it was like a spy in the cab for us. We were able to tell the drivers through satellite 'We know your Check Engine light is on, we need you to get to this dealer so we can get your truck looked at.' It was extremely helpful then. Now, a couple years later, the drivers are very familiar with it. If the Check Engine light is on they know they won't be sitting on the side of the road in Wawa. A lot of the codes that come through are not shutdown codes, but it allows us to set up maintenance as they come back into the shop so we can put notes on trucks and then address the issues. It's almost as good as oil sampling; it gives you that head's up of things that are going to happen."

Iveson is acutely aware that keeping trucks operational not only improves the company's productivity, but also helps it keep drivers satisfied. This is also why he involves drivers in the spec'ing process when new trucks are being ordered.

"We've really evolved our process, and look at the truck spec' we bring in as a tool for retention of our drivers," Iveson said.

"This year, we actually brought trucks in from all the different OEMs and we had drivers go through the trucks and rate them and let us know what they liked about them, what they didn't like about them. We also put a spec' committee together. We had people from warranty, from parts, mechanics off the shop floor, operational people - lots of different people have a vested interest in the truck and we actually went through

the spec' line by line. It was very driver-driven this year."

The new procedure has also resulted in a different mix of trucks coming into the fleet.

Challenger has recently placed orders for more than 100 Volvos with bigger bunks than was previously spec'd, 187 Freightliner Cascadias, 20 Kenworths and, for the first time, 80 Peterbilts.

Some of those selections were clearly made with driver feedback in mind.

So with drivers being included in the spec'ing process - and treated to maintenance-sponsored barbecues - does that mean they give back to the maintenance department by taking greater care of their vehicles?

"There are two different types of drivers out there today," Iveson said. "There's the old-school truck drivers who are very appreciative of things like that but there are also a lot of drivers out there who feel the truck is their office and they pay a lease for that office and when it's broken, they expect the landlord to fix it. We have a fantastic rapport with our drivers. Most of them support us to the nth degree. They understand sometimes our crystal ball does break, but we're always putting our best foot forward and we always try to make sure that the piece of equipment they need to make their living is up and running as quickly as possible for them." ●

To watch video segments of our interview with Maintenance Manager of the Year Chris Iveson, visit Trucknews.com/videos



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Don't monkey around with your health

If your sweet tooth has you rummaging around your cab for a sweet snack, choose a banana and help your health a bunch. They are easy to take on trips and their protective skin, which retains the integrity of the fruit, makes them very appealing.

Bananas are grown in more than 107 countries and are popular around the world. In North America, people eat more bananas than apples and or-

anges combined. But, are they good for you?

Bananas provide a variety of vitamins and minerals to help maintain your health. One medium banana offers 110 calories, 30 grams of carbohydrates and one gram of protein with no fat, cholesterol or sodium. In addition, a banana delivers 0.5 mgs of Vitamin B6, 0.3 mgs of manganese, nine mgs of Vitamin C, 450 mgs of potassium, three grams of fibre, 34 mgs

of magnesium, and many more nutrients.

Bananas can help lower your risk of asthma, cancer, high blood pressure, heart disease, constipation and macular degeneration. By increasing calcium absorption, bananas also help build strong bones. If you are trying to quit smoking, bananas' high levels of B-vitamins along with potassium and magnesium can reduce withdrawal symptoms.

However, if you are taking Beta-blockers for heart disease or your kidneys are not functioning well, limit the number of bananas you eat since bananas' high potassium content may exacerbate these conditions.

Bananas are good for circulation. The iron, fibre, potassium, Vitamin C and B6 content in bananas all support a healthy heart and blood supply. According to the director of the Hypertension Institute at St. Thomas Hospital in Tennessee, an increase in potassium intake along with a decrease in sodium intake is the most important dietary change that a person can make to reduce their risk of cardiovascular disease and stroke.

In a recent study, people who consumed 4,069 mgs of potassium per day had a 49% lower risk of death from ischemic heart disease than people who only consumed about 1,000 mgs per day. Unfortunately,

fewer than 2% of North Americans reach the adult daily requirement of 4,700 mgs of potassium per day. Do you?

Bananas also help respiration. According to the Imperial College of London, children who eat one banana per day have a 34% lower chance of developing asthma.

Bananas also aid digestion. Their fibre promotes regularity, yet they also help the body recover from diarrhea.

As a good source of Vitamin C with high fibre content, bananas fight free radicals and reduce your risk of colorectal cancer. Because bananas are rich in pectin, they aid digestion and may gently chelate toxins and heavy metals from your body. The digestive enzymes they produce help your bowels absorb nutrients.

As a natural antacid, bananas can soothe a stressed digestive tract, relieving acid reflux, GERD and heartburn. As the only fruit which can be eaten raw to relieve stomach ulcers, bananas coat the stomach lining to protect against corrosive acids.

Bananas are also useful for fighting depression. Their high levels of tryptophan, which your body converts into serotonin, can help boost your memory and mood, and fight SAD (Seasonal Affective Disorder).

The high levels of Vitamin B6 protect you against Type II diabetes, help maintain a healthy weight, help your body produce healthy white blood cells, strengthen your nervous system, and help reduce fluid retention.

Bananas are beneficial before and after a workout.

Two bananas can provide the energy you need for a strenuous workout. As well, their potassium will protect against muscle cramps during and after the workout.

Fortunately, bananas are available everywhere and are easy to store. Unlike other fruits, bananas continue to ripen after they are picked.

Ideally, bananas should be stored at room temperature.

However, you can speed their ripening process naturally by storing them in warmer temperatures in a brown paper bag.

To slow their ripening process, put them in the fridge. Although the outer peel will darken, the inner fruit will retain its integrity longer.

It has been recently discovered that as bananas ripen, their nutritional properties change. Enzymes break down starches into sugars, making the fruit sweeter and easier to digest. These riper bananas contain more antioxidants than less ripe ones.

A banana having a peel with dark spots produces tumor necrosis factors (TNF), a substance that combats cancer and other abnormal cells and the darker the banana peel, the stronger the TNF.

Therefore, a fully ripened banana is eight times more effective in boosting your immune system than a green one.

Eat bananas fresh. Use them mashed to replace oil when baking cookies, cakes and/or muffins. Freeze them now for future baking or smoothies. Instead of sugar, top off your morning cereal/oatmeal with banana slices. Adding ripe bananas to your diet is easy. No need to monkey around with your health. 🍌

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



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Powerful sedatives and other medications are usually used to control the muscle spasm. Unfortunately, tetanus infections usually require a lengthy and intensive treatment period.

In developed countries, tetanus is prevented through immunization. The tetanus vaccine is usually administered to children during routine childhood vaccinations. It is recommended that adults get a tetanus booster shot every 10 years.

Doctors usually suggest that you make sure your tetanus immunity is up to date if you are planning on travelling to a developing country where tetanus is more prevalent.

If you have any questions or concerns regarding tetanus or vaccinations, it is best to consult with your family doctor. Until next month, drive safely. ●

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

Protect yourself against tetanus

Tetanus is caused by a bacteria that affects the nervous system. This serious bacterial infection leads to painful muscle cramping most noticeable in the neck and jaw.

This is the reason that a tetanus infection is sometimes referred to as "lockjaw." In serious or untreated cause of tetanus, the bacteria can affect the muscles of respiration which can become life-threatening.

The good news is that in developed countries such as Canada, cases of tetanus infections are fairly rare. It is estimated that there are approximately one million cases worldwide each year.

The bacteria that causes tetanus is mainly found in animal feces, soil and dust. Most commonly, the bacteria enters the body through a deep flesh wound. Once in the body the bacteria produce a toxin that affects nerves which in turn causes muscle stiffness and spasm.

The signs and symptoms of tetanus usually appear within weeks of when the bacteria first entered the body. The average incubation period is seven or eight days. Common symptoms of tetanus include spasms and stiffness in your jaw, neck and abdominal muscles, difficulty swallowing, fever, sweating and rapid heart rate.

It is important to see your doctor if you sustain a deep or dirty wound and haven't had a tetanus booster shot within the past five years.

Puncture wounds such as stepping on a rusty nail are the most common way of contracting a tetanus infection. Gunshot wounds, severe burns and surgical wounds may also increase your risk of tetanus.

If you have a minor wound, there are a few simple steps to take in order to minimize your chance of getting tetanus.

Firstly, keep the wound clean. Rinse the wound thoroughly with clean running water and clean the surrounding area with soap. Next, apply a thin layer of antibiotic cream or ointment if it is available.

This help discourage and bacteria from growing. Also, covering the wound will help to keep it clean and keep debris out. Apply a new dressing at least once a day or if it gets dirty or wet.

There is no cure for tetanus. The goal of treatment is to manage the signs and symptoms until the effects of the toxin subside. Once diagnosed with tetanus, your doctor may give you a tetanus antitoxin to help neutralize the toxin. Antibiotics may also be prescribed to fight the tetanus bacteria.

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Challenge helps participants shed weight

By Sonia Straface

TORONTO, ONTARIO

Success with Healthy Trucker's Healthy Fleet Challenge doesn't just come in form of being on the top of the online leaderboard. Success can be measured with the inches shed and pounds lost at the end of the competition. That is, of course, what the challenge was meant to do – get people up and moving to become healthier.

TST Solutions L.P.'s nine-person team saw results both on the leaderboard and on the scale. The team claimed first place for the last leg of the race in May and came second overall in the five-month

Challenge. Not bad considering TST was late to the Healthy Fleet party and started the challenge in late January, when the competition had already begun.

But the company says its greatest success with the competition wasn't beating the other fleets that signed up, but losing the extra weight they had been carrying around. Combined, Paul Bomben and Reg Peters of TST Overland lost 75 lbs over the course of the five-month challenge. Both Bomben, 55, and Peters, 60, say the weight they shed couldn't have been dropped without the challenge and what it did to their company.

"I think Paul and I both agree that

though we had planned on losing some weight before we even started the challenge, certainly we couldn't have done it without the Fitbit and without the challenge and the camaraderie it brought to our company," said Peters, the vice-president of corporate accounts at TST.

Bomben, the vice-president of operations at TST said the challenge acted as motivation since the members in the TST team (comprised of executives within the company) were a naturally competitive bunch.

"Because it was a competition, and we've got a pretty aggressive group to begin with, when we didn't do all that well in January our goal was to make up for it during the rest of the competition," he said. "There was a little jawing back and forth between team members and threatening back and forth to kick those at the bottom of the leaderboard off of the team. So that got everyone going and walking more."

Bomben and Peters both admitted that during the challenge they changed their eating habits as well, which helped contribute to their weight loss success.

"It was a combination of both (eating better and exercising more) but certainly, the thing with the Fitbit and the challenge is that you've got a constant reminder," said Bomben. "If you're going to sit there and watch TV, you may as well go for a walk."

Peters agreed, saying his older dog even got too tired on the long walks Peters started taking when he began the challenge. "I have an older dog and now I have to take him for a short walk around the block and then take him home and then I go for my hour-long walk," he said.

Bomben added that the challenge changed the dynamic of the company.

He said he had noticed little changes around the office that were the result of the Healthy Fleet Challenge.

"Around here, we've got an elevator in the building and none of us take the elevator anymore," he said. "People are going out for walks at lunch, which no one did before. And it's funny, we find ourselves, if we do go out for lunch, we're not parking at the nearest spot, we park further away to get our steps in."

The challenge even changed the mindset of the company's senior staff that all want a piece of the healthy pie, so to speak, said Bomben and Peters.

"We've recently finished a couple of general managers' meetings and we introduced the idea of the Fitbit and we've got a number of them who already have gone to get their own Fitbits and they've started walking more," Bomben said.

"It's almost like the football pool, everyone wants in. Now even if you get someone on the phone, instead of talking about the game on the weekend, it's 'Oh I got my steps in and this is what I did.' And even around the office, people are saying, 'Hey you look like you've lost a lot of weight, how did you do it?'"

Bomben said the challenge has engrained healthy habits to everyone at TST and he says he believes it will continue even though the Healthy Fleet Challenge is over (for now).

"One thing having a five-month challenge, it really becomes part of your lifestyle now," said Bomben.

Peters added now that the competition is over, there is still some jawing back and forth between employees at TST who aren't walking as much in these summer months.

"Let's put it this way, we're all waiting for the next challenge," he added. ●



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Jimmy Zborowsky
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1985 Peterbilt 359 wins Shell SuperRigs competition

SELMA, TEXAS

This year's Shell SuperRigs competition attracted some of the most beautiful trucks from across the US and Canada, but at the end of the day, judges and visitors alike agreed on the winning entry.

Kiegan Nelson of Richfield, Wis. captured Best of Show and the People's Choice award for his 1985 Peterbilt 359 and 2014 Mac trailer. He won \$10,000 from Shell Rotella and \$5,000 from Mac trailers.

"It was an amazing experience to compete against all these trucks and to come out on top is a great feeling," said Nelson. "There were a lot of cool trucks here and to take home the top title is incredibly surreal."

Best of Show runner-up went to Phil Miller of Amargosa Valley, Nev. He also took top prize in the Best Engine category with his 2010 Pete 389. Best of Show second runner-up went to Marciano Esparza Sandoval of Salinas, Calif. and his 1991 Peterbilt 379.

In total, about \$25,000 in cash and prizes were awarded. This was the 33rd year for the Shell SuperRigs competition, which travels throughout the US and awards owners of the nicest working trucks in the industry. There's a separate category for show trucks, but they don't qualify for perhaps the most prestigious honour of all, being included in the Shell SuperRigs calendar. Twelve trucks were chosen for the calendar at the San Antonio-area event.

Other first place winners also included: Bobby Delon of Von Army, Texas in the Tractor/Trailer Division for his 2004 Peterbilt 379; Billy Griffin of Irving, Texas in the Tractor Division with a 2011 Peterbilt 389; Daniel and Phyllis Snow of Harrison, Ark. won in the Classic Division with their 1996 Freightliner Classic XL. The Most Hardworking Trucker award went to Paul Rissler, of California, Mo. who drives a 1996 Peterbilt 379.

Truck News attended the first day of SuperRigs and found a lone Canadian entry, though word was more were on the

way. Drivers can arrive at the competition and submit their truck for judging at any time over the course of the event. Jade Transport, a regular at this show, had one truck entered, even though it meant travelling all the way from Winnipeg, Man. Judging such high-calibre trucks is no easy matter. Longtime judge Jami Jones explained some of the things they're looking for.

"You talk about SuperRigs, these are your top-shelf trucks, so it's almost impossible to find the flaws," she said. "If they painted the frame, is it all the way through? Is it consistent? Do they have the stripes matching? The lights, are they symmetrical? Whatever their theme is, did they follow it through from start to finish? That's probably the biggest key to it, in addition to just keeping it up. These



The winning Peterbilt 359 owned by Kiegan Nelson of Richfield, Wis.

are working trucks, so you can tell the guys who bring it off the road and clean it on a daily basis."

The competition now uses an electronic database as well to ensure the trucks entered are working trucks. Judges can use an app to check on the mileage from year to year if the truck has been entered in the past and they can also run DOT numbers to ensure the truck is still licensed to haul freight.

Putting on the SuperRigs is an enormous undertaking, and is Shell's way of giving back to the professional drivers who make the industry tick. It is held in a different location each year and organizers have taken steps in recent years to make it a public spectacle that draws interest from the local communities. Activities such as free concerts, a light show, truck parade, etc. are held to bring a festival atmosphere to the show. ●

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Shell remains bullish on LNG as a transportation fuel

Company claims its LNG fuelling stations in Alberta still viable, despite lack of 15L engine

By James Menzies

SAN ANTONIO, TEXAS

Despite declining diesel prices and the lack of a 15-litre natural gas engine in the North American market, Shell remains bullish on the potential for liquefied natural gas (LNG) to be used as a transportation fuel.

Speaking at Shell's 2015 Global Media Event at the Southwest Research Institute in San Antonio, Texas, vice-president of Shell Americas, Colin Abraham, said LNG is "widely available, abundant and affordable."

He noted there are 230 years' worth of known gas deposits based on current consumption rates.

"Gas is going to be a part of the energy mix into the future," Abraham predicted. He sees it growing as a transport fuel for road and ocean transport.

Shell built its first North American LNG fuelling station in Calgary in 2013, before Westport killed its 15-litre LNG engine and Cummins announced it was putting development of its own 15L on hold.

Asked by *Truck News* if that facility is still viable without a 15L LNG engine available in the marketplace, Scott Hartman, downstream LNG application specialist, insisted it is.

"The station is viable," he said. "We'd have liked to have Westport trucks still being manufactured the last couple years. But there's a new Cummins Westport engine, the ISX12 G, there's a Volvo engine offering in Europe that's similar to the Westport system that'll be released in the next two years, so there are plenty of other OEMs now realizing the natural gas area is an attractive area to build their products. We will continue to build that (fuelling) network. It's not ideal, but others are stepping into that space."

Globally, China leads the charge in adopting natural gas-fuelled vehicles. It is the largest and fastest-growing market for natural gas-powered commercial trucks, representing more than 300,000 vehicles.

Abraham said Chinese engine manufacturer Weichai has already expressed interest in bringing its 13L natural gas engine to North America.

"The number of (natural gas-powered) vehicles has been growing by 20% every year," said Abraham, noting there are 22 million vehicles in the world fuelled by natural gas.

Shell is a proponent of LNG over compressed natural gas (CNG) because of its purity.

"LNG is a highly purified product," Hartman explained. "When you reduce natural gas into a liquid, you purify it. We see very high purities of LNG entering the engine. CNG is a product that passes up and down the pipeline and needs additives for safety. Those are sulfur-based products and when that gets into the engine it can cause deposits on injectors and poison catalysts, so LNG has the benefit of being a much cleaner fuel... We believe LNG will meet one fifth of the global gas demand by 2020," he predicted.

Shell is currently developing a new

engine oil for use in natural gas engines.

Conventional oils aren't compatible with natural gas.

More detergents are required to achieve extended oil drain intervals, so the new oil will provide a higher total base number (TBN) and less sulfated ash, according to Sueng-Min Yeo, project leader, heavy-duty oils.

Both a low- and high-ash product will be offered, depending on the priorities of the customer. Shell Rotella T3 NG and Rotella T5 NG will be introduced in North America in the third quarter of this year. ●

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Over the Road

AL GOODHALL



Canada's HoS rules are just plain better

Most of us who drive long-haul have to deal with two competing hours-of-service rules. For the past several years I have split my time fairly evenly between the Canadian and American jurisdictions.

My opinion on the two different sets of rules, based on my experience, is that Canadian rules are pretty good but American rules are pretty awful.

For those of us who spend 60-70 hours in the driver's seat every week, dealing with fatigue is not rocket science.

The ability to be able to plan your time forward over a period of three to five days, the flexibility to deal with unplanned delays, the ability to start and finish your day at about the same time each day, and the ability to rest each day in a safe haven are the key ingredients to successfully coping with fatigue.

The focus of dealing with fatigue is on the driver most of the time but the driver is completely dependent on the actions of shippers, receivers, dispatch and enforcement in order to get the rest he or she needs to remain productive and healthy.

The general consensus among sleep researchers is that most adults require seven to eight hours of sleep per day.

But it is not uncommon to find people that require only five to six hours of sleep and others that require eight to nine.

Sleep research has shown that one of the key elements to preventing fatigue is to have a structured 24-hour cycle that allows you the ability to sleep at the same time each day to obtain that sleep.

The Canadian rules accomplish this by allowing the driver to stick to a 24-hour clock with fewer obstacles and greater flexibility.

By providing a 16-hour window each day in which you can take two hours of off-duty time in periods of 30 minutes or more, you are provided with a good deal of flexibility.

Allowing up to 13 hours of driving time gives a driver some flexibility over the course of a three- to five-day planning period to meet tight deadlines that are often imposed upon the driver by forces beyond his control.

All in all I have found this to be a good system of time management for myself.

If I stay in Canada I don't incur sleep debt on a daily basis and I'm able to eat regularly and get some daily exercise.

When you add electronic logging to this mix, many drivers who drive exclusively in Canada are finding they are provided with a system that is protecting their right to regular rest while protecting their ability to earn a decent living.

In comparison, the US system is horrendous.

It gives you a 14-hour working window with a forced 10-hour rest period.

For me, a driver who has consistently slept for about six hours per day for most of my adult life, that 10-hour rest period is incredibly burdensome.

It forces me to cram all my personal

off-duty time into one period and all my work time into another.

By allowing two hours less per day of driving time, it encourages clock-watching and racing in order to meet my delivery obligations each day.

This is both a stress- and fatigue-inducer.

If you do want to take advantage of the eight and two split to make maximum use of your time, you will find yourself driving for extended periods so as not to waste your driving time.

If you use this split method for more than two days it disturbs your 24-hour shift cycle and upsets your circadian rhythm, thereby inciting more fatigue.

US legislators should be looking to

the rules north of the border for solutions.

Unfortunately, the driver's needs are lost in all the noise created by lobby groups for every special interest that can't see past their own needs.

For the past few months I have been sharing my thoughts on how technology is affecting drivers' performance.

Our passion and experience, which has served this industry so well over the years, now often plays second fiddle to software solutions that reduce performance to a set of numbers that do not reflect the potential negative impacts on a driver's quality of life in the seat.

I think the Canadian hours-of-service rules combined with e-logs are an example of how technology can provide a measure of improved safety while protecting a driver's quality of life.

It's a combination that provides a level of accountability to all parties, based on sleep science research.

Drivers can continue to earn a decent living employing the current pay per mile model and carriers continue to benefit from the productivity this model provides them.

We don't have a perfect system - there is room for improvement - but it's working well because the drivers' needs are front and centre.

That's what we need from technology. 🚛

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 @Al_Goodhall.

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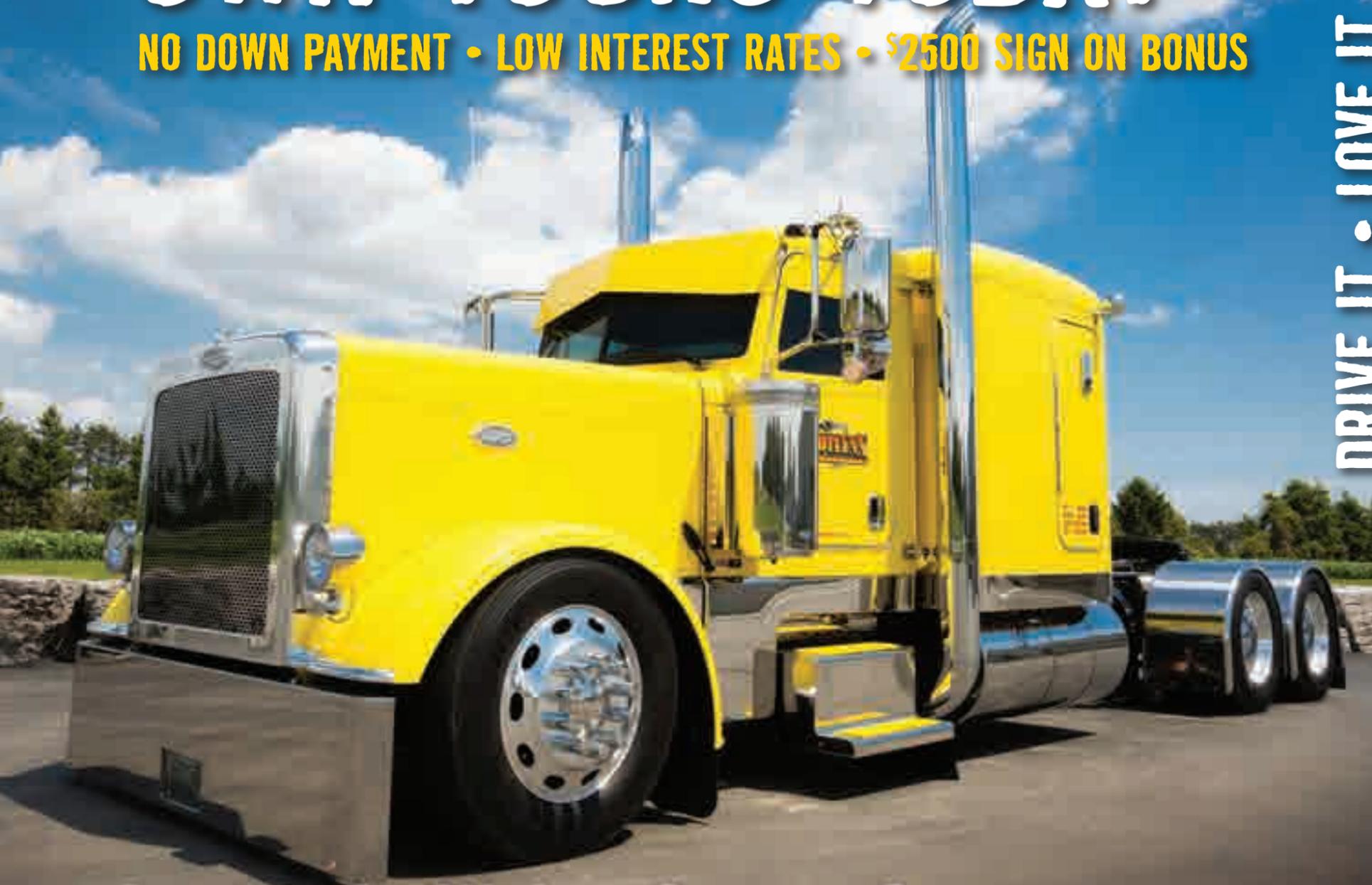
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You say tomato I say tomahto

MARK LEE



Tackling a rather weighty issue

There's still no generator in my life, which hasn't been a problem as the nights have been cool enough to sleep without the need for any extra cooling than that provided by cranking the windows down a few inches and opening the bunk vents.

The lack of an APU has, however, highlighted another factor in the ongoing, will I say, saga - that of weight.

A friend recently had a world of drama at a pick-up when they loaded him too heavy. They were jumping up and down insisting that he take the full consignment. My friend point blank refused, as he should have. Now my friend has an almost dedicated LTL run down to Florida and his back-haul is usually under 20,000 lbs, so weight is not usually a problem for him. But this trip was different and he was sent to load 45,000 lbs.

He has a big bunk condo and he also has an APU and a moose bumper, which I consider to be essential for his run between Western Canada and Florida.

He can scale empty at 35,000 lbs if he manages his fuel levels before loading and that is a reasonable TARE weight for a highway tractor and a 53-ft. van trailer, especially when you take into account the extra TARE weight of a modern day Canadian truck and trailer that can run to all 48 states.

A new tractor unit will have the added weight of the emission control system, a tank of DEF, larger radiator and intercooler to counteract the higher temperatures caused by EGR.

They will also, for the most part, have aerodynamic side skirts and cab fairings.

Add to this the aerodynamic devices needed to make the trailer compliant in all 48 states and you're talking about quite a bit of extra weight compared to a new truck and trailer just 10 years ago.

Yet shippers are not taking any of this into account. It should have been dealt with a long time ago by the carriers. Legislative and economical requirements have increased the TARE weight of trucks and shippers have to accept this; if they want to move the maximum amount of freight than they need to pay a premium for tractor-trailers made of lighter and more expensive materials.

Expecting the carriers to lighten their equipment by not installing aerodynamic devices or not running modern high-efficiency tractor units with the associated emissions paraphernalia attached is not possible any more.

Of course this opens up another debate regarding the choice between a new truck or an older pre-emissions truck, but that is not an option for anyone but owner/operators and smaller fleets. They should be the exception to the rule, not the standard by which we are all judged.

This situation did factor into my own choice of tractor unit.

I went for the slightly shorter, slightly narrower version of my friend's truck.

It would've been nice to have the larger cab, but I want to be as versa-

tile as possible, so I decided to make do with a smaller refrigerator and slightly less storage space. It hasn't been a problem, even on this trip which has kept me out for eight days so far.

I still have five freshly washed and ironed shirts hanging in my wardrobe (thanks to my wife, bless her) although when you consider that I had a flat-top Pete before this truck, anything larger than a sardine can has more room!

So, back to the APU saga. Yes, I would love to have one. Yes, I still think that they make sense economically.

But the disparity between the dollars is giving me a bad case of sticker

shock. No matter how much I think it makes sense, paying a four grand premium because of the exchange rate is something I just cannot bring myself to do.

I may have to get technical and improvise my own version of an APU. Many of you have contacted me through the magazine with tips and hints to stay warm or cool and for that I'm extremely grateful.

A couple of APU sales representatives were also in touch. It was reassuring to discover that they read my pearls of wisdom and to see that they are proactive in finding new customers and keeping up to date on what's happening in our industry.

I'm not as concerned about the po-

tential for upsetting the often all too fragile emissions control systems on my truck as the manufacturer has recently extended both the service intervals and the DPF cleaning schedule for my engine model.

This gives me faith that the engine is burning cleanly as the DPF system has proven to be able to cope with the soot from the exhaust and that little or no soot is escaping past the rings into my crankcase and the oil contained within.

It also saves me a few bucks in maintaining my vehicle and allows me to spend more time on the road, much to the dismay of my wife who now has less opportunities to hand me my honey-do list. That's what I call a win-win situation. ●

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.



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More truck parking coming to B.C.'s Lower Mainland

First of two government-funded truck parking lots was announced by the province in July

DELTA, B.C.

The province of B.C. is building a truck parking lot in Delta, which will accommodate up to 40 tractor-trailers and provide washroom facilities.

The parking lot was announced by Transportation and Infrastructure Minister Todd Stone.

"Operating a commercial vehicle is demanding work, and truck drivers need safe, convenient places to park overnight," said Stone. "The addition of new truck parking facilities in the Lower Mainland is just one of a number of commitments our government has made in B.C. on the Move to address efficiency and safety improvements for the trucking industry."

The parking facility will be located on provincial land on Nordel Way at Hwy. 91. Work there will begin this fall with construction set to begin next spring.

"When heavy trucks have no safe, convenient place to park, they end up on our residential streets or on agricultural land," said Surrey-Fleetwood MLA and Minister of Education Peter Fassbender. "The addition of this facility will remove some trucks from Sur-

rey streets and improve conditions for commercial drivers."

The province said this is the first of two new truck parking facilities that will be built in the Lower Mainland.

The B.C. Trucking Association (BCTA) welcomed the announcement.

"B.C.'s road system is the workplace of commercial vehicle operators," said Louise Yako, BCTA president and CEO. "It's extremely important to provide them with access to parking facilities that accommodate their vehicles and their needs. BCTA welcomes the Ministry's investment in this new facility and its foresight in including truck parking generally as a priority in its new Provincial Trucking Strategy."

She hopes the addition of better parking facilities will help the industry attract more drivers.

"The trucking industry is facing a projected shortage of 2,200 to 4,500 drivers in B.C. by 2020," she said. "To attract new recruits to truck driving, we need to be thinking beyond compensation and scheduling. What is their day going to be like? Taking the guesswork out of something as simple as where to park will help." ●

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Industry
Issues

DAVID BRADLEY



Trucking is in for a busy fall season

When you read this, it will likely be at the height of summer. While fall may seem a ways off yet, we already know it promises to be a busy and extremely important one for the Canadian trucking industry.

On Oct. 19, a federal election will take place.

I have no crystal ball on what the outcome of the vote will be. Things will be different – a new mandate, a new cabinet – regardless of who wins.

There will be a whole new crop of MPs that will need to be educated about the industry.

And, they will need to get up to speed fast because there are a number of major trucking-related issues that need to be dealt with. In particular, there are two issues likely to dominate the agenda – introduction of a national electronic logging device (ELD) standard and a Canadian response to the Phase 2 fuel efficiency/GHG reduction standards for heavy trucks.

Back in March, Canada's transport minister, Lisa Raitt, announced her commitment to introducing a universal ELD mandate in Canada. She even mused about perhaps doing so even before the Americans.

That is not likely – at the time of writing it was presumed the US Federal Motor Carrier Safety Administration was poised to introduce its final rule.

However, regardless of which party forms the next Canadian government or who the next minister of transport is, I have little doubt that an ELD mandate will be embraced.

There is still a lot of work to do at both the federal and the provincial levels. Canada will have to play catch-up.

In mid-June, the US Environmental Protection Agency and the National Highway Traffic Safety Administration issued a joint legislative proposal to phase in more stringent GHG reduction standards for heavy- and medium-duty trucks over the 2021-2027 period. The rulemaking, which is 1,300-plus pages long, includes separate standards for engines and vehicles. A trailer regulation – the first of its kind – would kick in on Jan. 1, 2018, and become progressively more stringent in 2021, 2024 and then again in 2027.

Canada has already signaled its intention to follow the US lead. According to a Canada Gazette Part 1 Notice published earlier this year, Environment Canada says its approach will be

“Consistent with the approach taken with current regulations for GHG emissions from heavy-duty vehicles and engines...and would be aligned with those that the United States Environmental Protection Agency are currently developing.”

Our members are not opposed to fuel economy/GHG standards for heavy trucks.

Done right, it is in our industry's interest to enhance fuel efficiency. The Canadian trucking industry is known worldwide as a leader in fuel efficiency/GHG reduction. We also support regulatory harmonization or alignment with the United States – where it makes sense to do so.

However, CTA is very concerned that there could be significant difficulties

visited upon the Canadian trucking industry and the Canadian economy if Environment Canada does as it did in Phase 1 and simply adopts the US standards in Phase 2.

There could be serious implications for how Canadian fleets spec' their equipment. It could limit the types of equipment that can be sold legally in Canada after 2018, reducing carriers' ability to service the Canadian supply chain within existing business models. It could also result in technologies that are not real life tested to meet the needs of the Canadian market being pushed onto the industry.

In recent months, in preparing our

response to the Phase 2 regulations, CTA has been travelling across the country meeting with members of the provincial associations. One message has come through loud and clear – Canadian carriers already have concerns over the reliability of many existing equipment offerings and technologies and don't want the problem compounded further.

The heavy vehicle fleet serving the US economy is very different from that which serves the Canadian economy. While the US fleet is dominated by one configuration – the 80,000-lb tandem tractor-semitrailer combination – in Canada a vast array of much more productive, efficient and innovative axle configurations, trailer body

styles, and higher allowable weights are in operation – which are also better for the environment.

This did not factor into the EPA rule. Nor has the EPA given sufficient thought to winter conditions.

CTA is calling for a Made in Canada approach to Phase 2. It can be aligned with the US rule and may even be the same in many areas, but it must also reflect the complexities of the Canadian vehicle standards.

It is essential that the provinces are invited to participate in the regulatory development process – and that they come to the table – since they have jurisdiction over weights and dimensions standards in Canada. And, the industry deserves some sort of assurances with regard to reliability.

Enjoy the rest of the summer. It promises to be a busy fall. ●

David Bradley is CEO of the Canadian Trucking Alliance and the Ontario Trucking Association.



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Private Matters

MIKE MILLIAN



Safety came first at PMTC conference

The 2015 annual conference of the Private Motor Truck Council of Canada (PMTC) took place in June, and once again proved itself to be the single best educational and networking forum for the private trucking community. This year also saw the continued growth of this conference, as we set records for both registered attendees, as well as conference sponsors.

During this year's conference, the PMTC also announced a new Education Program, called the PMTC Logistics Management Certification Diploma, comprised of select courses from the CITT Program of study. In conjunction with this, PMTC also announced a Young Leaders Education Bursary, which will

provide, starting in 2016, two emerging Young Leaders with over \$1,300 in funding to use towards taking the CITT courses. (Visit our Web site at www.pmtc.ca for full details).

Also new this year, the PMTC presented its inaugural President's Award, and honoured Bruce Richards for his 21 years serving as the PMTC president. Bruce stepped aside in January. The PMTC is grateful for the places Bruce took the association.

For the educational portion, this year's seminars, all led by knowledgeable and professional speakers, continued the tradition of providing fast-paced, in-depth learning opportunities on timely and important topics for private carriers and their suppliers.

In addition to the seminars, the learn-

ing continued with receptions in our Exhibitors' Showcase. This showcase gives participants the opportunity to view and discuss products and services with suppliers.

PMTC members will agree that one of the most important benefits derived from their membership is the opportunity to learn and share information and ideas with other fleet operators. This conference provides these opportunities, as attendees are provided with three dedicated times for networking and camaraderie.

The private trucking community is a close-knit group, and this is one of the great benefits of being part of the PMTC; these companies freely share ideas and insight, whether in a formal setting, or informally after.

One of the most important features of the conference continues to be the celebration of excellence, both personal and corporate, in the world of private trucking.

The induction into the PMTC Hall of Fame for Professional Drivers, sponsored by Huron Services Group, is one such opportunity. The competition to be inducted is fierce as the number of inductees each year is limited. Limiting the number of inductees ensures that those who receive the honour are truly the best of the best. And given the number of exceptional drivers working for PMTC member fleets, those that are inducted are truly at the top of their game.

This year the committee selected three drivers for the Hall of Fame.

Maynard Wideman began driving for Home Hardware on March 7, 1978 and has maintained an accident-free driving record for the last 37 years, accumulating over four million kilometres during that span.

William Purvis has been employed with Huron Services group since 1987, and is assigned to TMH Logistics. Bill has been a professional driver for a total of 36 years, and has amassed over five million kilometres of accident-free driving during this time.

Bernie Casale began working with Cardinal Health Services 10 years ago, after gaining 23 years of safe driving experiences with other companies, for an incredible 33 years, and more than 1.5 million kilometres of safe driving.

Bob Boyich, vice-president of CPC Logistics, the parent corporation of Huron Services, who co-sponsors the Hall of Fame, put these driving records in context: he pointed out that together these drivers have made the equivalent of 25 trips to the moon or 250 trips around the earth, all without a preventable accident!

The Private Fleet Safety Awards, co-sponsored by MEE, a division of ISB Canada, recognizes excellent fleet performance over an extended period of time. Two PMTC fleets were recognized for their achievements in developing, implementing and maintaining stringent safety protocols that result in outstanding on-road safety records.

The 2015 awards were presented to John Deere, in the Medium Fleet Category (less than 75 power units), and Home Hardware in the Large Fleet Category (75 and over). John Deere has operated its private fleet in Canada for over 39 years. It consists of 53 power units and 145 trailers running 11 million kilometres per year. Its awe-inspiring CVOR violation rate of 0.5% is proof that their efforts towards safety pays off. Home Hardware has operated its private fleet in Canada for over 51 years. The fleet consists of 129 tractors, 510 trailers, and five straight trucks, and in the current year it operated more than 17.5 million kilometres.

Both of these award-winning fleets incorporate extensive pre-screening, background checks, personal interviews, and road tests into their hiring process. They also include in-house training, and mentoring programs, along with regularly scheduled safety meetings. Each has a written safety manual that is kept current. The PMTC's first statement in its goals and objectives, written in 1977 and still applicable today, is to "promote safety in private trucking," and both the Hall of Fame and the Private Fleet Safety awards exemplify our commitment to those goals. 🚛

Mike Millian is president of the Private Motor Truck Council of Canada, the only national association that represents the views and interests of the private fleet industry. He can be reached at trucks@pmtc.ca.

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Sutco celebrates 20 years of trucking

SALMO, BRITISH COLUMBIA

In early June, Sutco celebrated its 20th birthday in style.

The celebration took place at its head office in Salmo, B.C. where almost 300 people gathered to congratulate the company on its longevity and success over the years.

The day involved a BBQ and go-karts, sponsored by Kaltire, a bouncy castle for kids sponsored by Inland Kenworth, an excavator contest sponsored by Brandt Tractor and a rock'n'roll concert sponsored by Cookson Motors.

Sutco began back in 1995 when Chris

Sutherland, his father Robert Sutherland, and now wife, Melanie Sutherland, decided to join forces and start their own trucking company dedicated to the log hauling industry. They set up shop in a spare room of a mobile home. Within the first five years the company built its fleet up and had 12 trucks running for them.

And since then, business just kept on growing.

Today, Sutco consists of a fleet of 75 trucks and 137 trailers. To thank its staff, Sutco recognized its long-standing employees with gifts. Five-year staff got jackets, while staff who have been around for a decade received watches. 🎁



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Armbro Transport closes its doors

Company placed into receivership after 57 years in business

MISSISSAUGA, ONTARIO

After 57 years, Armbro Transport has permanently closed its doors, the company placed into receivership.

President Jim Davidson blamed market conditions and intense pressure on rates for the closure.

"It had been failing financially for some time," he told *Truck News*. "That would be the result of a number of things, at the top of the list, the marketplace itself. We needed an increase from our customers of 8-10% and you can't get it. It doesn't exist, because there's sufficient competition out there that won't allow it to happen and it has depressed our rates."

Davidson said there will be no attempt to restructure and revive the organization.

"It has been wound down and the equipment will be sold off," he said.

Many of the company's drivers are already working for other carriers, he added.

Davidson took over the company a year and a half ago with an eye towards reviving it from its already tenuous state.

"I took it over on the basis it needed to change significantly from the direction it was heading and I was hopeful I could make that work. In the end, it obviously didn't," he said. ●

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Andy Transport buys driving simulator

SALABERRY-DE-VALLEYFIELD, QUE.

Andy Transport announced it has acquired the DriveWise TransSimVS driving simulator to help develop its eco-driving best practices and enhance the company's safety.

The simulator has multiple visual scenes and road surfaces, along with moving and stationary objects. It is believed to be a powerful tool for driver training since instructors can customize the driving experience for each individual student.

"We say that we invest in a simulator or a tool, but in reality we invest in our people," said Ilie Crisan, Andy Transport's president.

"With the simulator we want to improve the effectiveness of our training programs so that it targets awareness, skills development and more importantly, long-term behavioural changes. At the end of day, we want to make sure that our drivers get home safely to their families and that we create a sustainable safety culture." ●

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President and CEO Kevin Berry (centre) cuts the ceremonial ribbon during the grand opening of Premier Bulk's new Gormley, Ont. terminal.

Premier Bulk opens new terminal

By Sonia Straface

GORMLEY, ONTARIO

Premier Bulk Systems celebrated its new terminal in Gormley, Ont. with a traditional grand opening June 25.

The event allowed attendees to tour the new facility, have a bite to eat and watch the traditional ribbon-cutting ceremony in the crisp new building.

The move to the new terminal, which is home to 30 staff and 60 drivers, was two years in the making, according to president and CEO of Premier Bulk Systems, Kevin Berry. Prior to moving to this location Premier Bulk was located in Richmond Hill, where its terminal was three times smaller than this new space.

"This new location is 24,000 sq.-ft. and is located on five acres of property," said Berry. Gormley was chosen as the new location for the company, simply because it made sense, according to the president.

"We chose Gormley because Premier Bulk is generally an east end company," said Berry, "as a lot of our customers are in the east end of Toronto. It's also close to home for me, and it was one of the only pieces of property that I could put together that had the current zoning for the maintenance facility and trucking terminal headquarters."

Berry added that the new, bigger building was built for expansion and that staff is excited about the move.

"The staff are absolutely thrilled with the new facility," he said. "The mechanics are over-the-top thrilled with their facility space - it's warm, it's well lit, and all of our other staff are extremely excited since everyone has private offices now, and it's really comfortable for them."

Berry added that the grand opening was a great success as they had a lot of customers and drivers supporting them - who he says are critical to the company's success.

"The turnout has been phenomenal," he said. "We're really excited. We've got a lot of customers, suppliers, and friends here tonight. All of our employees and a lot of our driving force are here too, who are one of the most important aspects of our business." ●



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Canada Cartage delivers water for charity

TORONTO, ONTARIO

Canada Cartage transported 300,000 bottles of water as part of Project Water in the last week of June.

The water was delivered from Nestle Canada to the Engage and Change parking lot for pick-up by front-line relief organizations. Since its launch, Project Water has distributed more than two million bottles of water.

"Over two million bottles of water have been distributed since the program began 16 years ago and Canada Cartage's annual participation is essential to the overall success of the program," says program founder Jody Steinhauer. "We are very grateful for

their continued support."

Canada Cartage employees Paul Hanson, Upkhar Dhaliwal, Tom Burley and Everol Daley delivered the water. The water will be used to serve front-line relief organizations who will aim to reduce the number of deaths in the Toronto area caused by dehydration.

More homeless people are at risk of dying from dehydration in the summer months than from exposure in the winter, the organization claims.

"We look forward to this event every year," says Hanson, operations manager for Canada Cartage. "We have the experience needed to help make this a successful event and we are very proud to be part of this initiative." ●

Schneider celebrates theft-free year

GREEN BAY, WISCONSIN

Schneider announced it reached a significant milestone in 2014. The company claims it had zero cargo thefts last year – a notable accomplishment considering it moved more than four million loads during the year. According to Schneider's vice-president of enterprise security, Brian Bobo, the company beat the cargo theft odds because of its holistic, layered approach to security.

"To be successful, we can't rely solely on doing one thing flawlessly," noted Bobo. "Yes, we have the right technologies in place, but it's just as important that our drivers and operations teams are consistently doing the right things."

He also emphasized the importance of educating drivers and owner/operators.

"We apply a three-prong approach: We address expectations during on-boarding, we regularly communicate the locations and types of thefts that are occurring and we incorporate cargo theft preventable measures into our quarterly training sessions."

CargoNet added that Schneider's year-over-year drop in thefts is a remarkable accomplishment. "Schneider has shown theft decline since the beginning of our relationship in 2011," said CargoNet's Anthony Canale, general manager. "Having no cargo thefts over the last year sets the benchmark for the rest of the industry to work toward." ●

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Tax
Talk

SCOTT TAYLOR



Service vehicles: Log it or lose it

I want to build on last month's column because I get so many questions about how to deduct expenses for the business use of your personal car, pickup, or van.

This is one of the most misunderstood types of claims I see, and it's an immediate red flag for an auditor. The issue isn't abuse (although it happens). It's documentation: The No. 1 reason "service vehicle" claims are denied is for failure to properly log business-related travel.

Whether you buy or lease, whether the car or truck belongs to your company or to you personally, CRA needs an accurate record of the total number of kilometres you drive in a year as well as the date, destination, purpose, and the distance in kilometres for each business-related trip.

Without it, every improperly documented kilometre will be calculated as personal travel and your service vehicle expense claims will be denied. Since CRA can audit three years at a time, you may lose three years of claims.

High stakes

You also risk losing GST/HST input tax credits on those expenses. This includes the GST/HST in your lease payments, purchase price, gas, repairs, etc., which can be refunded to you at the percentage of business use. You may have to pay back part of your GST/HST refunds.

If you're a sole proprietor buying a new service vehicle, you can claim 100% of the GST/HST immediately on your next return if you can show that the vehicle is used for business 90% of the time. If the business use is less than 90%, you have to calculate the GST/HST included in the depre-

Without a log to validate the business use of the vehicle, your corporation won't be able to deduct expenses, and you personally will pay more tax.

ciation of the vehicle each year and claim it back over time.

Don't count on that GST/HST being refunded on your service vehicle purchase unless you are prepared to prove 90% or more business use.

If you're an incorporated owner/operator whose company buys or leases the service vehicle, then a travel log is even more crucial. Like a sole proprietor, you too can lose the business expense claim and have to pay more tax (in your case, corporate tax). You also can lose the right to claim GST/HST and have to pay it back.

Taxable benefit

If your company leases or owns the vehicle, there's the added risk of hav-

ing a taxable benefit applied to your personal income.

CRA uses two factors to calculate the taxable value of the company car: a "stand by" charge plus an "operating expense benefit."

The standby charge represents the benefit the employee (that's you) enjoys when the automobile is available for his personal use.

If your company leases the vehicle, the standby charge is two-thirds of the cost of the lease.

If it owns the vehicle, the standby charge is 2% of the vehicle's cost to the company. If the cost of the vehicle is \$40,000, including taxes, the standby benefit is \$800 per month.

When an employer pays operating

expenses incurred for personal use (including gas and oil; maintenance and repairs; insurance; and licences), this also constitutes a taxable benefit to the employee.

Corporation owners can be hit with double taxation.

Without a log to validate the business use of the vehicle, your corporation won't be able to deduct expenses, and you personally will pay more tax because the taxable benefit of using the company car will be added as income on your T4.

Ask for help

The best evidence to support the business use of a personal vehicle is an accurate logbook.

Ask your accountant for a travel log template you can use to record the information CRA needs. This includes the date, the destination, the reason for the trip, and the distance covered for each trip.

After a full year of keeping a logbook, a three-month sample logbook can be used to extrapolate business use for the following years, provided the usage is within the same range (up to 10%) of the results of the base year.

Ask your accountant to help make sure you've hit that target.

It takes discipline, but the simple act of writing down your business trips is vital to making valid expense claims. ●

Scott Taylor is vice-president of TFS Group, providing accounting, bookkeeping, tax return preparation, and other business services for owner/operators. Learn more at www.tfsgroup.com or call 800-461-5970 to become a client.

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Check rides still have value after you hire

Experienced recruiters spend a lot of time and effort trying to ensure they hire the right people for the job. Candidates are screened based on qualifications and abstracts alike. There are reference checks and road tests. Then everything is followed up with formal on-boarding programs and company-specific training.

It explains why managers are so shocked when these same employees run into trouble.

Drivers with the most impeccable safety records can still become complacent and slip into bad habits, and some fleets may not even see the problems coming. Troublesome traf-

fic citations might not be referenced in a driver's file because they happened after an abstract was generated.

To compound matters, fleets that are growing through mergers and acquisitions may end up working with drivers who never faced the same rigorous checks and balances. And would long-term drivers pass the tougher screening processes that were introduced in later years? Maybe not.

It all makes the case for regularly scheduled driver reviews and check rides. One of the most powerful screening tools at a fleet's disposal comes in the form of an in-cab evaluation every one or two years – and

certainly in the wake of an incident like a collision.

There are plenty of things for an assessor to note during these sessions. Is the driver demonstrating a commitment to defensive driving? How are they dealing with coworkers and customers around the dock? The soft skills are just as important as the gearing and steering.

The reviews offer great opportunities to reinforce messages about issues such as following distances, maximum speeds, and how to identify potential threats up the road. Simply acknowledging the proper actions will help to stress that the rules are important to the organization. If someone has slipped into a bad habit,

the issue can be corrected.

The driver's file, meanwhile, could identify shortcomings that were noticed during the last review. Did the retraining on that matter stick? Or is the driver still struggling?

Some employees will require more attention than others. In addition to having a spotty motor vehicle record/abstract, struggling drivers might be prone to an unusually high number of hard-braking events or high speeds, both of which can be identified by studying engine data. Substantiated complaints by customers or other motorists may also point to underlying problems.

The best check rides also take a practical look at what drivers face every day. They review pre-trip inspections and coupling procedures, everyday routes, and interactions with everyone the driver encounters. The length of the review makes a difference as well. Most drivers will be nervous at the beginning of a trip, but should relax and fall into their typical patterns after a half hour or hour. One of the best ways to ease the tension is simply to talk about common interests, and make mental notes rather than staring at a clipboard. There's always time to write a few quick notes when the truck is stopped and the driver is not looking.

Of course, choosing the right assessor can be just as important as hiring a skilled driver. The best candidates for the job may not even be the employees with the most seniority. The people who are best equipped to conduct check rides tend to be knowledgeable about equipment, defensive driving techniques, and rules of the road. They're also friendly and relaxed. When errors need to be addressed, they can display a firm but helpful demeanor.

Some job-specific training can help prepare them for the role. Programs are available for driver evaluators, addressing topics such as adult learning methods, what to watch for during an in-cab evaluation, and the all-important people skills which apply to every job.

Communication skills will be just as important back in the fleet office, where they will need to convey findings and be able to comment on the broader picture. After all, some issues may have more to do with working conditions than a driver's skills at the wheel. For example, tight routes and cramped docks might require operation teams to adopt single trailers rather than long-spread tractors and multi-axle "Michigan" combinations.

It is not an approach to suddenly spring on employees.

The most effective evaluation programs are explained in advance, stressing that the steps are in place to help improve skills rather than to penalize anyone. The findings help to focus training and retraining courses of every type.

Best of all, they ensure that everyone remains prepared for the job at hand. ●

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This month's expert is David Goruk. David is a risk services specialist and has served the trucking industry for more than 25 years providing loss control and risk management services to the trucking industry. 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.nbins.com.

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Roadcheck results are meaningless

As I write this, it's exactly one week since the end of our annual North American June safety blitz, Roadcheck. I've yet to hear any results and I don't care, because frankly, they're irrelevant.

If you want an accurate, realistic viewpoint of the condition of the industry - and the people and equipment that form it - I think you need to look elsewhere.

I wasn't invited into a scale this spring. I drove past a few though, and wasn't at all surprised by what I saw. What I saw was predictable.

There's one statistic that we're never shown, and never will be, because I doubt it's even recorded. Likely some of you have seen the same thing; an apparent lack of vehicles from the large trucking companies being inspected at roadside.

They aren't completely ignored, but they sure won't be the first to be inspected. It would appear that the consensus among many enforcement officers is that the larger fleets will have newer and possibly better maintained equipment. I would dispute that. The maintenance standards often quoted by the service managers of large fleets makes me cringe. You go *how* long between maintenance inspections? Is my twice-monthly cycle excessive? This lack of inspection consistency is strike one for the accuracy of blitzes.

Strike two comes from the 'performance pressure' instilled in officers. I doubt their supervisors, or the general media, would be very pleased if they reported a blitz where very few vehicles or drivers failed.

As we know there are always a few - and thankfully they are few - who refuse to inspect any commercial vehicle without reporting some kind of fault, no matter how petty.

During a blitz, even the best, most professional officers could potentially be pressured into being guilty of this. The CVSA handbook offers far too many 'infractions' to utilize in the case there are no legitimate faults found, such as one I've recently been told of: if a tire in a dual wheel assembly is 15 lbs or greater different in pressure than the tire beside it, you're out of service.

Or, a gravel stone lying on the deck after jiggling out of the floorboard joints is 'insecure cargo.' You get the idea. I think that realistically, if an inspector has conducted a 'by the book' inspection, and found nothing, the truck should be free to go.

If the inspection requires two or three visits to the handbook, along with multiple repeat trips under the truck for another look, I think the process has lost its integrity. Last year, I read a *Truck News* interview with a fleet manager who felt that any new devices being tested needed to be done without the driver being aware of it. If the driver knew his stats were being watched, he would drive differently and skew the test results. I can't imagine the same thing doesn't happen with safety inspectors. They are, of course, human.

Strike three is for the number of drivers or owner/operators who use the three-day blitzes twice annually as a prime time to get major repairs or to take holidays. I think very few of these

people have equipment they're concerned won't pass inspection; they just don't need the aggravation of accumulating CVOR points for something as minor as the above-mentioned slack tire or gravel stone. The penalties and repercussions of any infraction are long reaching and potentially expensive.

The flip side to this is that the odds of being inspected are only microscopically higher during the blitz than any other time. But these blitzes are so over-advertised and trumped up, that some drivers spend three days in unnecessary fear, which leaves fewer trucks on the road that week - another statistic that is obviously never recorded.

Strike four is the potential unprofessional or inexperienced behaviour of

certain inspection officers. Although rare, it still exists.

A few years ago during a blitz, I was pulled into a Maryland scale, 20 minutes from my destination just a few minutes past midnight.

The young officer, just starting his shift, looked at my logbook, closed it, and told me to leave because "It's too early for the aggravation of trying to read a Canadian logbook."

Strike five is the theme of this spring's blitz. One of the target items was load securement. Several printed quotes from enforcement personnel told us that flatbedders should be expected to be targeted. Why? Kind of a lazy attitude, isn't it? Just because our freight is often exposed, doesn't mean we should be a bigger target.

Those of us who sling straps and chains daily are often horrified at some dry van loads. There seems to be a false feeling of security attained simply by swinging doors shut, even though the freight might be staying in place solely thanks to the forces of good luck and gravity. One sudden turn or stop, and everything moves, yet I rarely see van or reefer doors opened during safety inspections. This would give more realistic statistics with a side benefit of actually improving safety, wouldn't it?

During the Roadcheck week, I had a friend suggest a sensible alternative to blitzes. Are we all concerned with highway safety? Of course. So, let's change our current annual mandatory vehicle inspections to twice annually, and forget the blitzes. It's all in the name of safety, something no carrier is against, right? ●

Bill Cameron and his wife Nancy own and operate Parks Transportation, a flatdeck trucking company. Bill can be reached at williamcameron.bc@gmail.com.





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G.M. getting back into medium-duty truck business with Isuzu

DETROIT, MICHIGAN

Chevrolet announced recently it will re-enter the US medium-duty truck market through a partnership with Isuzu. GM exited this segment in 2009, terminating a partnership with Isuzu amid financial difficulties.

Six models will be offered in 2016: the Chevrolet 3500; 3500HD; 4500; 4500HD; 5500; and 5500HD. They're all based on the Isuzu N-Series, which GM will procure from Isuzu and distribute through Chevrolet dealers, according to an announcement.

"Bringing low cab forward trucks back to our portfolio strengthens Chevrolet's commitment to providing commercial customers with more choices and provides customers with a versatile lineup of trucks, vans and

crossovers," said Ed Peper, US vice-president of GM fleet and commercial sales. "This addition helps our dealers satisfy their commercial customers' needs all in one place."

The trucks will be offered in regular cab and crew cab body styles. A GM 6.0L V-8 gas engine and six-speed automatic transmission will be available, as well as Isuzu-sourced 3.0L and 5.2L turbo-diesel engines. These, along with the Isuzu-badged versions, will be the only low cab forward trucks available in North America with a gasoline engine.

According to the companies, the trucks will offer: excellent visibility and maneuverability; easy driver entry and exit; chassis lengths from 109- to 212-inches; compatibility with a wide range of body types; and an easy access engine compartment with 45-degree tilting cab. ●

This will be trailer industry's best year since late '90s: ACT

COLUMBUS, INDIANA

Trailer net orders were down 10% in May, however ACT Research remains confident the trailer market is in for a strong year.

"Freight volumes at advantageous rates will support fleets, and their investment plans will remain robust," said Frank Maly, director CV transportation analysis, ACT Research. "Our view that 2015 will be the best trailer market since the late 1990s remains unchanged."

Trailer orders in May totaled just over 16,000 units. However, demand remains high, ACT says.

"While recent order volumes have been low and y-o-y comparisons appear weak, this is not indicative of current customer demand," said Maly. "Instead, the combination of the huge surge of orders late last year and a shortage of available build slots this year continues to dampen additional fleet order placement." ●

Kenworth, Paccar offering \$3,000 rebate on new Icon 900

KIRKLAND, WASHINGTON

Kenworth and Paccar Financial are offering a \$3,000 rebate for qualifying US and Canadian fleets and owner/operators who purchase the new Kenworth Icon 900 truck by Dec. 31, 2015.

The truck - a customized limited edition first introduced at MATS - must be financed through Paccar.

"Since its introduction, the Icon 900 has generated a lot of interest from owner/operators seeking that traditional style truck, to large fleets looking for a driver's reward truck, and even some customers purchasing it as a collector's item," said Jason Skoog, Kenworth assistant general manager for sales and marketing. "Now, we're offering customers an extra incentive with excellent, competitive financing packages and services from Paccar Financial on their purchase of the Icon of the trucking industry."

It is available with a 72- or 86-inch sleeper and up to a 600-hp engine.

There is a maximum quantity of 20 units per customer. ●

Carrier Centers adds Isuzu trucks

LONDON, ONTARIO

Carrier Centers has added Isuzu Trucks to its lineup in London.

The partnership marks the first time since it was founded as an International dealer in 1960 that Carrier Centers has added another line. It will now be able to provide vans, crew cab and low-cab trucks in both gas and diesel configurations.

"Our new relationship with Isuzu allows us to fill a gap in our product offering, and provide our customers with additional truck options," said Carrier Centers president Rob Long. "Isuzu is internationally known for making dependable, durable vehicles, and we know they'll be a great addition to the products and services we currently offer in London." ●

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Shell provides optimistic PC-11 update

Backwards compatibility for PC-11B fuel economy oils has not been ruled out and potential fuel economy gains could be substantial

By James Menzies

SAN ANTONIO, TEXAS

The new PC-11 heavy-duty engine oil category being developed will offer fleets substantial fuel savings, but will it be backwards compatible?

That's the million dollar question that remains, about 18 months before the category is rolled out. And to Mike Hasinic, vice-president of maintenance support at Penske Truck Leasing, it's potentially the multi-million dollar question.

"I'm praying the OEMs come up with backwards compatibility, at least to 2007," he said during a presentation at Shell Lubricants' Global Media Event here in June. "We do a million PMs on our fleet per year and today we buy oil in bulk so we have 1,000-gallon lube cubes. We're planning on taking 1,000-gallon lube cubes now and coming up with two 500-gallon lube cubes; it will cost us millions of dollars."

The PC-11 engine oil category, scheduled for implementation in December 2016 or early 2017, features two sub-categories. PC-11A will be a straight replacement for today's CJ-4 heavy-duty engine oils. However, the PC-11B low-viscosity engine oil category will offer substantial fuel savings that fleets will want to take advantage of, and it's that category that may not be backwards compatible. If that's the case, fleets will have to decide whether to stock two oils or to forego the fuel economy benefits of the PC-11B oils.

While many oil companies have already declared that PC-11B will not be backwards compatible, Dan Arcy, global OEM technical manager with Shell, has taken a more optimistic view. The company has already conducted 25 million miles of testing with a PC-11B-type engine oil and has seen no issues on current-generation engines. Still, OEMs will need to be convinced.

"At this point, all the OEMs have not specifically said whether they're going to be backwards compatible or to what degree," Arcy explained. "That's something the OEMs are going to have to tell us, and at this time we don't have that information to share."

For its part, Volvo Group foresees being able to allow the PC-11B fuel-saving oils on Volvo and Mack engines dating back to 2007. It has conducted its own testing of the new oils and hasn't seen any impact on engine durability, while fuel economy has climbed from 6.62 mpg using a 15W-40 to 6.82 mpg using a PC-11B-type oil.

"Engine durability cannot be compromised," said Greg Shank, executive staff engineer with Volvo Group. "We're starting to get good data that says it won't be. We're hoping we can go back as far as EPA07...Our engine hardware hasn't changed a lot since 2007, so that's our goal, to get back to there. It's a big deal to our customers and it's a big deal for us and it could be a competitive advantage for us to go back as far as we can."

And while the PC-11 category is being developed in the US, Shank said the specifications Volvo is creating around it will be global.

"When we introduce our PC-11 specification, it will be a global spec', not a North American spec'," he said.

Arcy said the potential emissions

reductions that could result from the PC-11B category oil are enormous. He pointed out that if all on-highway trucks in the US and Canada could achieve a 1% fuel economy improvement, the CO2 reductions would be equal to removing 23,000 trucks from the road.

In addition to fuel savings, there are other benefits to the new category as well. Oxidation stability will improve significantly in anticipation of hotter-running engines. Aeration improvements and shear stability will also come from the new category. New

"I'm praying the OEMs come up with backwards compatibility, at least to 2007."

Mike Hasinic, Penske Truck Leasing

"Reducing that 1%, we can do that today," he said. "We have products that are available that can provide fuel economy benefits greater than 1%, but where we're going with PC-11 is even lower. We want higher numbers than that 1%."

tests are currently being developed to measure oxidation control, aeration and shear stability.

Fleets already running lower-viscosity engine oils, such as a 10W-30, will be able to get it as a PC-11A or

PC-11B category oil. Those in the latter category, however, will offer even greater fuel savings.

By the time the new category is finalized, the oils will no longer be referred to as PC-11. The PC stands for "proposed category" and they will no longer be proposals. It's expected the A category oil will be referred to as CK-4 and the fuel economy oil will be called FA-4. Developing the category will have taken about five years when all is said and done.

The new category was scheduled to be launched in early 2017 but truck OEMs are pressuring oil companies to move it forward to December 2016 so they can use the fuel savings as a means of complying with anticipated GHG Phase 2 fuel economy targets.

Arcy predicted this will be possible, but the decision still must be voted on and approved by stakeholders.

While the new oils will likely cost more, Penske's Hasinic said he's hoping it will also be possible to extend drain intervals to help mitigate any cost increase. ●



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Extensive field testing giving Shell confidence in PC-11 oil category

By James Menzies

SAN ANTONIO, TEXAS

The PC-11 engine oil category has yet to be fully developed, but Shell says it has run enough miles using prototype oils to gain confidence in its performance and fuel-saving potential.

The company has already run 22 million miles with PC-11-type oils and is using the oil in 14 engines that it has torn down and thoroughly inspected. The

longest-running of these was at nearly 800,000 miles when Shell disassembled it for visiting trade press editors during its Global Media Showcase in San Antonio, Texas in mid-June. Internal parts showed no signs of premature wear or inadequate protection.

"You can run all the engine tests you want in the lab, but the real proof of performance is how that oil is going to work in someone's engine in their various operating conditions and applications," explained Matt Urbanak, primary formula-

tor for Shell's Rotella T product line.

The engine disassembled in Texas belonged to a North Carolina fleet that accumulated about 250,000 miles per year in a team operation. It was a Detroit DD15 engine rated at 475 hp in a Freightliner Cascadia. The company was using extended 55,000-mile drain intervals and was achieving fuel economy of about 6.3 mpg. The engine was initially run on a CJ-4 oil blended down to a PC-11B viscosity. As the category was further developed, that oil was replaced with a true PC-11B prototype oil. Urbanak said the internal health of the engine after 800,000 miles is giving the company more confidence it will be able to achieve backwards compatibility with the new-generation oils. He also said Shell's extensive field testing is helping it gain a competitive advantage.

"It's our belief that the scope of our global field testing program is unparalleled in the industry," he said.

While oil analysis is useful for evaluating oil performance and condition, a complete teardown is required to fully understand how well the oil is protecting

the engine.

"Oil analysis does not give us a complete picture of how well an oil is protecting the engine," Urbanak said. "It's a nice tool but we can't see the cleanliness of what's inside the engine."

One of the greatest challenges facing oil companies is convincing fleets and owner/operators they can achieve fuel savings using a lower viscosity engine oil without compromising on wear protection. Today's engines are expected to last a million miles and "obviously the oil is a major contributor to that," said Dr. Keith Selby, global technical manager, heavy-duty engine oils with Shell.

It has also taken some work to convince customers of the fuel economy gains that can be had by switching to a lower viscosity engine oil. In Europe, 10W-30 and 5W-30 engine oils showed a 1.46% improvement in fuel economy compared to 15W-40s in real-world tests.

Closer to home, North American field trials with Penske and Schneider showed a 1.6% and 1.57% improvement respectively, when moving from 15W-40 to 10W-30 oils. ●

Shell looks to solve looming energy challenge

SAN ANTONIO, TEXAS

A surging world population and a global shift towards urban living will create unprecedented demand for energy by 2050, but where will that energy come from? Shell has given considerable attention to this issue, which it dubs the looming "energy challenge."

"Our world's energy demand is increasing," said Dr. Selda Gunsel, vice-president, global commercial technology with Shell Lubricants. She predicted energy demand will double, or even triple, by 2050, when the human population is expected to reach nine billion.

"As the population grows, the need for mobility grows," she said at Shell's Global Media Showcase. Today, about 50% of the world's population lives in cities. That's expected to climb to 75% by 2050, "which means more emissions and we can't afford more environmental stresses," Gunsel said. "We will need more energy, but we will also need clean energy."

It will also be necessary to use energy more efficiently, Gunsel added, and to use all energy sources available.

"We believe there is not a single solution to meet this energy challenge," she said. "Conventional fuels, alternative fuels, bio-fuel, solar, hydrogen – we need all those options to meet this huge challenge."

Shell isn't predicting fossil fuels will be replaced by alternative energy sources anytime soon. Gunsel said by 2050, two-thirds of the world's vehicles will still use current engine technologies and be powered by fossil fuels.

"Alternative technologies are being developed, but it takes several decades at least for any energy solution to make a material impact," Gunsel said. "It's really important for us to continue to improve the efficiency of our existing technologies."

This means continuously improving the lubricants used in the transportation industry. "Viscosity is key," Gunsel said. "In general, we want to reduce friction so we need to go to lower viscosity lubricants."

She said a 10% fuel economy improvement can be achieved by moving from a 15W-40 engine oil to a 0W-20, though that's a transition customers and OEMs will likely want to make incrementally. They're already factory filling with 5W-30 engine oils in many cases.

Dr. Jason Brown, global technology manager, heavy-duty engine oils with Shell, said there are five key market drivers today. They include: reduced emissions; extended service intervals; extended equipment life; increased power output; and improved fuel economy.

Shell officials indicated it's more important than ever for oil companies to work collaboratively with truck and engine manufacturers to co-design products that can achieve those objectives. ●

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Trailcon hosts grand opening for new Brampton facility

By Sonia Straface

BRAMPTON, ONTARIO

Trailcon Leasing opened its doors to media, customers, and guests June 12, to show off its brand new state-of-the-art Brampton, Ont. facility.

The new \$22-million, 30,000 sq.-ft. building is home to more than 100 office staff and technicians who work out of the company's head office and GTA service facility. It is more than three times the size of the company's old space, though that's not surprising when you take into account the company only had four employees at the time it first moved to Mississauga in 1996. Trailcon came to be back in 1992 when Al Boughton, its current president, was its sole employee. Today, it's a household name in the trucking industry's trailer rental, leasing, and maintenance division.

According to Boughton, Trailcon

moved from its building in Mississauga, Ont. after 19 years, to Brampton because the staff simply ran out of space because of the rapid growth the company has seen as of late. He says he expects the company to grow even more in the future, so the massive space they've built is one the company can grow into.

"It has been built with growth in mind; we've got spare offices and workstations we can use in the future," said Boughton. "We're in growth mode and that will certainly continue."

The company has grown its fleet from 2,000 units in 1996 to more than 6,500, which service for-hire carriers, private fleets and some of the largest grocery and retail chains in Canada.

Boughton added that Brampton, specifically, was the prime location for its new facility because of the highways surrounding it that made it accessible for all of its customers as well as the land the city had available to build on.



Media and guests were invited to tour Trailcon's new \$22-million, 30,000 sq.-ft. facility located in Brampton, Ont. during its grand opening in June.

The new facility isn't just a stunner on the outside. The inside is shiny and new and has plenty of artwork and cubicles for its administrative staff, who Boughton says have welcomed the move because of all the elbow room they have now.

Boughton added that he personally worked with the builders to ensure the building was designed with his employees and customers in mind.

"The way we designed the building is to have tons of light," he said. "And all the material, with the exception of the bamboo on the ceiling, is all Canadian. I insisted with our builder that we use Canadian products if we could. All of the workspaces as well; 80% of the materials used to build them are recycled. It's all smart lighting, too."

While designing the space, Boughton stressed the location of each department of Trailcon link to the next to make sense spatially.

"Everybody who needs to connect is next to each other or across from each other," he said of the cubicle and office layout. "This way everyone doesn't have a far distance to travel and can communicate. It was really important that we keep everyone where they should be."

The perks of the building expands to technicians and mechanics who can enjoy the new giant shed – a protected outdoor area where they can work on repairs without worry of the weather.

"It allows our mechanics to work protected from wind, rain, snow and sun because they all work outside 365 days a year," Boughton added. "We can put up to 41 trailers in here that can all be worked on at the same time. We had the same capacity at our old building, but we were falling all over each other there."

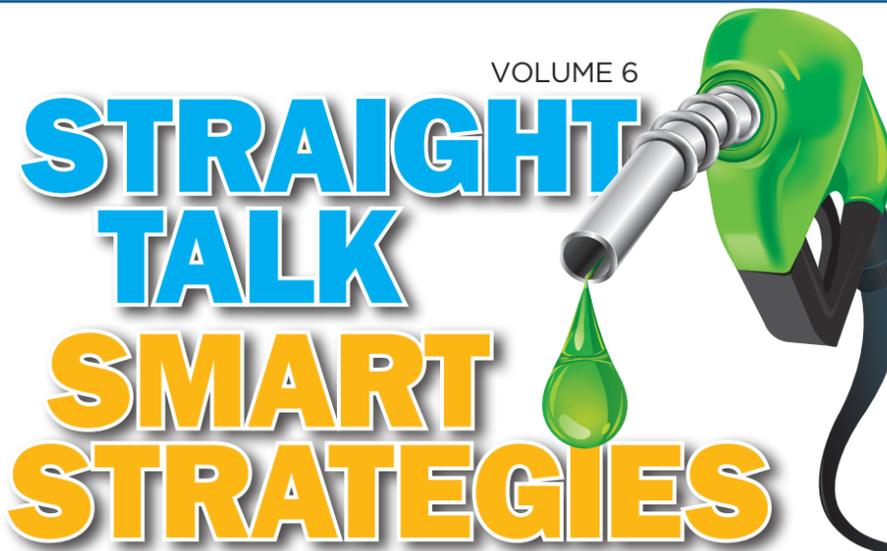
Here we have 15 acres to work with, the old facility had only 3.73 acres."

The new space also gave room to drivers, who Boughton said need more respect in the industry. During a tour of the new space, Boughton led media and guests to the drivers' lounge, which came equipped with chairs, a vending machine, a water machine, free coffee and a television. He told a story of a driver and owner he knew who wasn't allowed to use the washroom after dropping off a load at a customer's facility. He said Trailcon would be different and therefore designed a special room dedicated to drivers to show them how much they are appreciated.

"You can haul \$1 million worth of my product but you can't use my washroom – that's the manner in which many in this industry treat the drivers," he said. "So when we designed this building, I said we are going to treat the drivers with respect, like we did with our last place and we are going to have a room for them with a washroom, vending machines, and a television, so if there is a delay... there is a place for them to relax, have free coffee or water or use the washroom. They deserve respect because without them, nothing is moved."

In addition to the new Brampton location, Trailcon has facilities in Cornwall, Edmonton, and Calgary, though Boughton told industry media that the company would be opening two more facilities in the next few years. Though he didn't say exactly where the new facilities would be, he hinted at the Lower Mainland area in B.C. as well as Montreal, Que.

The new Brampton facility is located at 15 Spar Drive, Brampton, Ont. ●



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Breadner Trailers opens new location in Ottawa

OTTAWA, ONTARIO

The father and son duo of Breadner Trailers announced recently they have opened a new location in Ontario.

The new facility is set up in Ottawa, Ont., which vice-president, Bob Breadner Jr. says is a strategic move.

"We are pleased to announce that Breadner Trailers is opening a new location in Ottawa, Ont.," he said. "This strategic location gives us the opportunity to hone in on a lot of untouched territory."

Breadner Jr. also revealed that Bill Yorke would be heading the division in Ottawa. Before accepting the position as president for the Ottawa location, Yorke was the president of Truro, N.S.-based Northeast Truck and Trailer. The new location is set at 3375 Hawthorne Road in Ottawa, but a new location is to be set in the near future.

Earlier this year, the Breadners announced the company was rebranding from Trailers Canada to Breadner Trailers. According to Breadner Jr., business is going well and they are very excited about the recent expansion across the province. ●

Produced by the editors of Truck News,
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Canadians win Mack technician competition

PRINCE GEORGE, B.C.

A Canadian team took home the gold in the final round of the inaugural Mack Masters Competition held recently in Allentown, Penn.

The winner of the intense, hands-on final challenge was team Babine PG from Babine Truck & Equipment of Prince George, British Columbia. Members of the team included: Matthew Giesbrecht, Tyler Kronebusch, Clarence Oosterhoff and Dan Orser.

The Mack Masters Competition, which started in September 2014, tests participants' knowledge of Mack service procedures and systems with questions and tasks that require the teams to work together to solve problems.

"Mack Masters is all about recognizing our outstanding technicians who demonstrate the skills, collaboration and problem solving needed to service

today's sophisticated trucks and maximize uptime for our customers," said Stephen Roy, president of Mack Trucks North America. "Each team proved to be a strong competitor in a very close competition. But, at the end of the day, the team from Babine Truck & Equipment came out on top, and we couldn't be more proud to recognize their commitment to service excellence with the inaugural championship."

The final round saw teams rotate between five stations each with a unique set of service challenges - like installing a complete engine harness and troubleshooting a truck with multiple service codes. A panel of Mack experts at each challenge evaluated and ranked the teams' performance to determine the champion.

The inaugural competition saw almost 1,000 participants making up 263 teams from 171 locations throughout the Mack dealer network. •



Trailer Wizards hosted a customer appreciation day in Mississauga in June.

Trailer Wizards thanks customers

By Sonia Straface

MISSISSAUGA, ONTARIO

Trailer Wizards hosted its annual customer appreciation day in Mississauga June 25, where attendees got to mingle with staff, win prizes, and enjoy a catered lunch. Trailer Wizards representatives were pleased with the turnout of the event and were especially happy the rain held off for the day. This past year, Trailer Wizards was recognized as one of Canada's Best Managed Companies, and so the event was really used to draw attention to the customers and staff that make the company stand out within the industry and within Canada.

"To our customers, we certainly appreciate the business that you've given us and we look forward to doing a lot more with you in the future," said Mike Cicireto, vice-president for the Ontario region

at Trailer Wizards.

Anne McKee, Trailer Wizards' executive vice-president added that customer feedback really helped the company move forward.

"I just want to thank you all for our contributions for us being named Canada's Best Managed Company this year," she said. "We couldn't have done it without you because it was your feedback, both positive and negative that made us stronger."

She also took the time to give a shout out to the technicians at Trailer Wizards, who she said work hard every day to maximum its customers' uptime and keep business running smooth.

"They are the backbone of this company," she added. "They keep your fleets on the road and you're not earning money if your fleet isn't rolling and these are the guys that keep the fleet on the road. They really are excellent at what they do." •



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Bayview Kenworth opens new location

BATHURST, NEW BRUNSWICK

Bayview Kenworth announced recently that it has purchased an existing independent parts and service dealership in Bathurst, N.B. and has converted it into a new Kenworth dealership. The new dealership is 13,000 sq.-ft. and features six service bays.

It sits on six acres at 2015 Industrial Drive accessible from New Brunswick Routes 8 and 11.

"When this dealership became available, I knew it was a great opportunity to open a new Kenworth location and take advantage of the talents and knowledge of employees who have built a trusted local business," said Mike Nagle, dealer principal of Bayview Kenworth. "We've recently completed some renovations and also added parts and service technicians. By acquiring this (Bathurst) dealership, Bayview Kenworth can quickly establish a Kenworth presence in a part of the province where there has been that need for many years. I'm also pleased to be able to keep good people working in the place they call home."

The parts and service department will be run by Randy Couture and Kevin Ferron.

"By providing staff at the Bathurst store new equipment and a renovated facility, they can offer a higher level of service to local mining and logging companies, plus commercial fishing operators, peat moss manufacturers, contractors, pick-up and delivery couriers and food haulers," Nagle said. ●

Cervus opens new Peterbilt dealership in Windsor

WINDSOR, ONTARIO

Cervus Equipment has opened a new Peterbilt dealership in Windsor.

The dealership opened its doors in mid-June and is situated eight kilometres away from the Windsor-Detroit border crossing.

It features a 10,000 sq.-ft. full-service dealership with eight service bays and a display area.

"We are extremely excited about this new addition to the Cervus family of dealerships," says John Higgins, vice-president of transportation at Cervus Equipment. "This new location will enable us to tap into a market we were not capitalizing on before. It will also allow us to better serve our customers who frequent the busy border city between Canada and the United States." ●

International offering telematics hardware, two years' data at no charge

LISLE, ILLINOIS

International has announced it's offering a telematics credit on new trucks purchased through the International dealer network.

It will offer approved, integrated telematics system hardware and a two-year data plan from one of several providers as standard and at no cost to customers. Hardware through other telematics service providers will be partially covered.

The program went into place July 1 and is a way for International to get more customers using its OnCommand Connection remote diagnostics platform.

"The commitment to invest in the telematics and remote diagnostics bundle represents our continued commitment to increase our customers' uptime and lower their operating costs - today," said Jeff Sass, Navistar senior

vice-president, North America Truck Sales and Marketing. "We feel it is our responsibility to make OnCommand Connection and remote diagnostics available to everyone, so we took the initiative to offer a technology bundle with a portfolio of telematics providers our customers already know and trust."

OnCommand Connection provides fleet managers with vehicle health reports so they can identify potential problems remotely in real-time.

"This bundled approach removes the barriers to entry and gives non-telematics customers access to the power of OnCommand Connection," said Mike Cerilli, vice-president and general manager, Navistar Connected Vehicle Business. "We have customers across the US and Canada already experiencing the real-world benefits of OnCommand Connection and this bundle extends the offer to everyone." ●

Maxim laces up sneakers for charity

WINNIPEG, MANITOBA

Maxim Truck & Trailer raised close to \$70,000 last month when it participated in the Challenge for Life event in Winnipeg. The event consisted of a 20-kilometre walk that promotes healthy living while raising funds and awareness for CancerCare Manitoba.

The Maxim team consisting of eight individuals including president Doug Harvey raised approximately \$67,523 for the charity. The company also donated the use of 10 delivery trucks and had almost 30 employees volunteer for the event. ●

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Voice of the O/O

JOANNE RITCHIE



Who's watching who's watching you?

I wish this tale was just the product of someone's over-active imagination, but sadly, it's true. Names have been changed to protect everyone involved, because there's more than a little blame to be laid on several heads.

Here's the gist of it: a 38-year veteran driver, Mr. Smith, very nearly had

his reputation ruined by a small fly-by-night carrier (Carrier A), who had fabricated a false and unflattering employment review.

Smith discovered the problem when he applied to a company where he had previously worked (Carrier B). Fortunately for Smith, Carrier B allowed him a chance to clear his name if he could prove the allegations were

false. Smith had been working in the oil patch, but decided to come back to Ontario when things slowed down. He posted his name on an electronic board for drivers looking for work, and was contacted by Carrier A. He sized up Carrier A saying, "He was a young person with a trucking background who was starting out on his own. He seemed to know the industry and have a good head for business."

The first trip took Smith to a US city where he was asked to pick up a load bound for another US city. Carrier A assured Smith that this particular move was legal, so he went ahead with it. En route, Smith had some mechanical trouble, and was promised it would be taken care of when he returned.

His second trip, in a different truck, turned out to be much like the first, but this time Smith refused to make

With his reputation cleared, Smith was hired and continues to work for Carrier B. He was lucky; a carrier that didn't know him might not have hired Smith, and he may never have known why.

There are a few questions that need to be asked here, and a few lessons to be learned.

First, why did Smith allow himself to work for a carrier that holds the law in such low esteem?

With a shortage of qualified drivers that's reaching GDP-limiting proportions, surely drivers like Smith with 38 years of experience and clean records (really) should have their pick of the available jobs.

Smith told me he should have known better, but he was anxious to get working. At the time, he didn't have ready access to a computer to check out the carrier, and he really wasn't certain how to go about doing a full and proper search of the carrier's record.

Another question that's front and centre is how do such carriers manage to stay in business? For all the bluster and bravado from FMCSA and various Canadian provinces, who claim to be coming down hard on these disreputable carriers, the bottom feeders seem to be doing a good job of staying under the radar. I'd call that a classic fail on enforcement's part.

Another question that really needs to be addressed is how do drivers deal with bogus employment reports? Canada has privacy laws in place to safeguard the collection and disclosing of personal information, but between federal and provincial statutes and the subtlety of legal definitions, we may not be as protected as we think we are.

There's a company based in Chestermere, Alta. called Professional Drivers Bureau (PDB) that claims to hold Canada's only national database of drivers. They maintain records for several hundred carriers and store over 310,000 driver profiles. For a small fee, drivers can ask for a report of the details on their file.

That company ran into legal problems in 2013, when it allegedly violated the province's privacy law by collecting and selling a truck driver's work history to prospective employers without the driver's consent. PDB was ordered by Alberta's privacy watchdog to expunge all the records it collected on that driver, who had complained about the firm's practices after being unable to secure new work.

So who knows? PDB may have files on you that you never consented to allow it to retain.

If you're not sure, I suggest that you check and if there is a file, at least make sure it's accurate. I'm not aware of any other Canadian company that does similar work.

Today there's no reason good drivers should have to resort to working for low-life carriers, and there's no reason you shouldn't be completely aware of every bit of information carriers, insurance companies, and others have on you.

Canada's privacy laws are in place to protect you. Take advantage of them before you're "unhired" again because of an inaccurate employment history. ●

Canada's privacy laws are in place to protect you. Take advantage of them before you're "unhired" again because of an inaccurate employment history.

the interstate movement. There were problems with the second truck as well, including brake issues, trailer problems, and cosmetic damage to the body. Back at the yard, the carrier promised to put the truck in the shop and have everything fixed, but when Smith showed up for the third load, he found the repairs hadn't been done.

Between the second and third trip, Smith had checked the carrier's CSA SMS scores and found they weren't that great, but decided he'd give it one more chance. But when he found the truck hadn't moved an inch since he dropped it, he walked away, concluding Carrier A wasn't the kind of outfit he wanted to be associated with.

Around the same time, Smith got a call from Carrier B, a large reputable outfit and a previous employer. Following the pre-employment formalities, Carrier B informed Smith he may not be hired because Carrier A had accused him of quitting without notice and for wrecking one trailer and damaging another.

Fortunately for Smith, Carrier B was skeptical, and gave him an opportunity to clear his name. Smith's investigation revealed that he hadn't even been listed on Carrier A's insurance policy, but the insurance company did confirm there were no damaged trailers recently reported by Carrier A.

Getting the information he needed from an insurance company, by the way, was a remarkable feat in itself.

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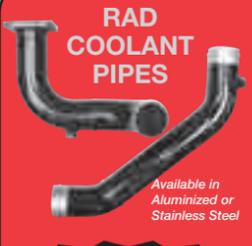

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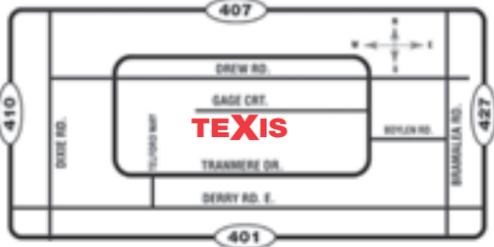


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By Edo van Belkom

THE STORY SO FAR

Mark gets a regular route from Edmonton to Yellowknife transporting supplies for the winter ice roads. Halfway through his first trip he gets sleepy and nearly drives off the road. When he takes a break and gets out of his truck, he's swarmed by insects. After jumping back into his truck, he is fighting off the bugs all the way to High Level.

Mark reaches Yellowknife and immediately hits his bunk in the yard in an attempt to get some much-needed sleep. However, Johnny Jones, a driver Mark had helped in the past recognizes Mother Load and refuses to go away until Mark lets him take him into town. Mark has a great time, but gets little sleep, making driving even more of a challenge...

Back in Edmonton, Mark checked into a hotel and wasted little time getting settled in. He bought a take-out meal from a Chinese restaurant next door then ate it dressed in his underwear and watching the Eskimos hand it to the Argonauts at Commonwealth Stadium. Feeling full, and a little bit sleepy, he took a long hot shower and was more than ready for bed even though it was just only just past nine in the evening. The bedsheets never felt as warm and comfortable and in moments he was out. But the respite was short-lived.

In his haste, Mark had neglected to shut off his cell phone, and now the device was ringing and ringing...as if someone on the other side of the world really wanted to sell him new windows, or someone on this side of it really needed to get in touch with him.

He reached over and took a look at who was calling. It was his mother.

"Hi mom," he said.

"How did you know it was me?"

"Technology, ma," he said. "It's come a long way since the phone was invented."

"You would think so, but I've been trying to call you for a while now and it kept telling me that your phone was unavailable. Have you been paying your bills?"

Mark recalled that there had been a number of missed calls, but he'd thought that had just been because he'd been out of the range of most providers. If it was important, he always said, they'd call back. "No, mom, I've been up north where there's no cell phone reception."

"Oh, okay."

"Is something wrong?"

"Not any more."

"What do you mean?"

"Well, your father was in the hospital with blood clots on his lungs."

"Geez, that sounds serious."

"It is, I mean it was. They say that one out of every five people die from it."

Mark could feel the blood drain from his face. "He's still alive though, right?"

"Yes, he was one of the luckier ones. He's been complaining of pain on his side for days but refused to go to the hospital. You know how he is..."



Miles to go before I sleep

Mark knew. He was a lot like his father in that regard, never admitting there was a problem until it was almost too late. "How'd you get him to go?"

"I called the doctor and told him what was going on. Doctor Katz called him back right away and ordered him to go to the hospital."

"So he's going to be alright?"

"He'll be on some medication for six months, then they are going to re-test him. The doctor at the hospital said he'll probably be on blood thinners for the rest of his life."

Mark breathed a sigh, but there was still an awful knot in his chest. "Do you want me to come down and be with you?"

"There's really no point," his mother said. "The worst is over and he's home from the hospital now. Worst thing is he's inside the house all the time now. Every time I turn around he's there. Maybe in a few weeks you can pass by and take him with you on a day trip or maybe a single overnight to Montreal or Chicago."

Mark's dad had been a trucker his whole life and was one of the reasons Mark took up the gig. "I'd like that."

"He would too," she laughed. "Hell, I wouldn't mind so much if he were out of the house for a couple of days."

They talked a while longer, and his mother told Mark what was going on with all the rest of the family, but all Mark could think of was his father nearly dying while he was about as far away from the man as you could be and still be in the same country. Thank God he didn't

die...that would have been one of the saddest and longest drives home in history. The conversation wound to a conclusion.

"So come by in a few weeks. He'll be finished feeling sorry for himself and be ready to get out of the house by then."

"I will."

"Okay, Mark. Drive safe, bye."

"Bye mom."

Mark hung up his phone, shut it off and tried to get back to sleep. But his mind wouldn't let him doze off. Instead, he lay in bed for the next few hours, twisting and turning in a fitful sort of state that was anything but peaceful.

The next day, like every day on the MacKenzie Highway, Mark felt fatigued. He hadn't been driving crazy long hours, had been perfect in terms of on- and off-duty hours in his log book, and he'd done his best to get the rest he needed, but none of it was working. Something - sometimes important, sometimes not - always seemed to intervene. But this wasn't the first time he'd had a stretch like this.

While his divorce was being finalized years ago he'd been a wreck, talking with lawyers and his ex-wife for hours on end. And when he hadn't been talking about getting divorced, he'd been thinking about it... ways that she was trying to screw him over, and ways that he could get back at her for trying to screw him over. It all led to little sleep and zero rest, something he was getting close to now.

Before you knew it, Mark thought, I'll be like that guy in front of me, unable to decide which he likes driving over better - the shoulder or the centerline.

And that's when it hit him. The driver in front of him, also hauling a step-deck loaded with bags of concrete, was falling asleep at the wheel. He was veering from side to side, then overcorrecting before settling down for a minute or two of straight driving. Mark got on the CB radio hoping to get the guy's attention. "Hey concrete-bagger heading north on the MacKenzie just north of Peace River, you got your ears on?"

No answer. Mark closed in tight and blasted his horn. Nothing. The truck just continued on following the straight line of the highway. Up ahead was a sweeping left-hand turn. Mark blasted the horn again, but the truck in front of him just kept on driving straight, slowly drifting to the right, then going right off the road and down into the ditch, coming up again - still upright - on the flat ground on the side of the highway.

Mark immediately geared down and pulled over.

Mother Load seemed to take forever to stop. Mark jumped out and ran back down the highway and off the road. He climbed up the side of the cab and opened the door. The driver was slumped over the wheel, asleep but looking very much as if he were dead.

"Hey buddy, wake up!"

Mark slapped a gentle hand against the man's face - once, twice, three times. Finally, the driver's eyes fluttered open. "What happened?"

- Mark Dalton returns next month in the conclusion of *Miles to go before I sleep*.

Illustration by Glenn McEvoy



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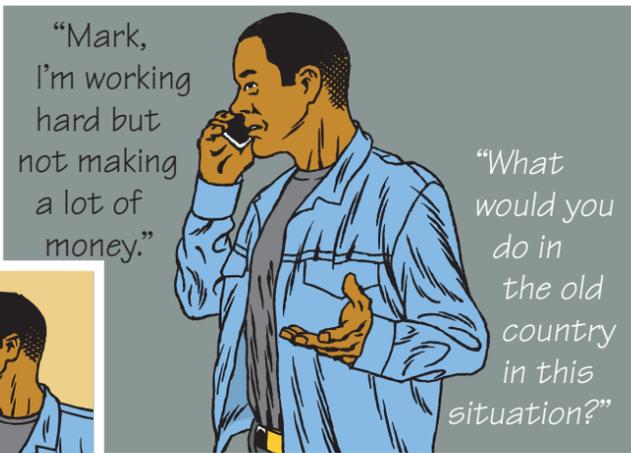


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The Adventures of NEWLAND TRANSPORT

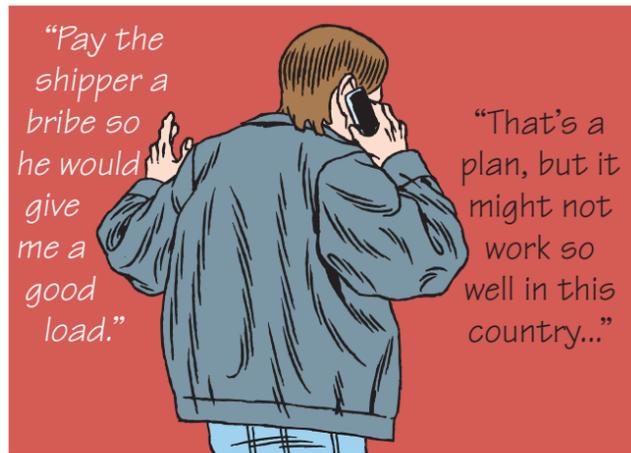
By Edo Van Belkom

Vic is becoming discouraged. He's doing everything right, keeping his nose clean, delivering everything on time, but he's still not making much more money than he was before. He is wondering if coming to this new company -- Newland Transport -- was a good idea. He wasn't at the point of quitting and going back to his old job yet, but he could use a little advice and he knew just the man to call.



"Mark, I'm working hard but not making a lot of money."

"What would you do in the old country in this situation?"



"Pay the shipper a bribe so he would give me a good load."

"That's a plan, but it might not work so well in this country..."



"...I think you should just show up for work every day, make your deliveries on time and treat everyone the way you'd like to be treated."

Vic takes Mark's advice to heart, but still feels his old country ways are worth a try. The next day he shows up with cups of Tim Horton's coffee and hands them out to the shipper, loader and anyone else he could find.

Over time, he gets slightly better loads and everyone knows his name. Things get better, but he still isn't making much more money.

Then one day weeks later, Vic is driving along a rural road north of Toronto and sees a fellow container driver pulled over onto the side of the road. There is a car parked on the shoulder in front of the truck and men are approaching the idling truck. Vic's first thought is to drive on by, but he remembers Mark said he should treat people well. If he were stuck, he'd want another driver to help, so...

"I bet he needs help?" Vic said aloud, pulling up alongside the truck and rolling down his window to offer assistance.

The men approaching the truck take a look at Vic, turn around, run to their car and drive away.

The next day Vic is a hero at the yard and everyone is bringing him coffee. The driver who'd nearly been hijacked the day before lets Vic take his load, a valuable shipment of computers to New Brunswick. Vic is grinning ear to ear. Maybe at last, he'll start making real money.



"Thank you. They were going to hijack my truck."

But halfway to his destination, while parked on the side of the highway, a car pulls up in front of him and several men in masks get out. They get Vic out of the cab and watch him while another truck pulls up behind Vic's truck and empties out his container.



They drive away and Vic is left stunned.



But after a few moments, he begins to laugh. This would have been the first load that paid some really good money.

Illustration by Glenn McEvoy



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Mike Ham tapped by Omnitracs to lead Canadian growth; Mike Sharpe takes ownership stake in Eastgate; And Manitoba's Driver of the Year named

Omnitracs has hired former Shaw Tracking v.p. **Mike Ham** to serve as general manager and vice-president of its Canadian division.

Ham brings to the position more than 20 years of experience in the wireless technology space. He will oversee the rollout and integration of Omnitracs' technologies in Canada, the company announced.

"With over two decades of experience - working with more than 700 customers first-hand - Ham thoroughly understands the challenges of the transportation industry and has been at the forefront of rapidly changing industry technologies," said David Post, president and COO of Omnitracs. "We're poised to expand throughout Canada and Ham has the experience needed to help us bring customers unmatched value by reducing operating costs and improving operational efficiencies."

Mike Sharpe has joined Eastgate Truck Centre as an ownership partner.

He has assumed the role of dealer principal at the Hamilton-based dealership. Sharpe has 20 years of experience in various sales, service and management positions within the industry.

Eastgate Truck Centre has been around since 1957 and offers full product lines through Western Star, Fuso and Isuzu trucks. You can reach

Sharpe at (905) 578-2000 or by e-mail at mike@eastgatetrucks.com.

The Manitoba Trucking Association together with Volvo Trucks Canada revealed **Murray Slack** of the TransX Group of Companies as the 2015 Manitoba Driver of the Year.

The award is presented every year and the winner chosen from the 10 Industry Excellence Award recipients from the previous year. The winner is picked based on commitment to the industry, safety, outstanding acts and customer service.

Slack has more than 35 years of driving experience, where he has accumulated more than four million accident-free miles.

He has received many safety awards over the years.

"Murray is a deck driver who is the epitome of dedication and loyalty," his employer said. "Even while battling cancer this past year he has come in and done runs when needed."

SAF-Holland has named **Mike Kamsickas** president of its powered vehicle systems business unit.

He replaces **Jack Gisinger**, who will be retiring at the end of the year.

In his new role, Kamsickas will be in charge of global operations, product engineering, PEM sales and strategic planning for SAF-Holland's powered vehicle systems business. ●



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Name of School _____ Air Brake Adjustment

Name of Course Completed _____ Over-Size Loads

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Air Brake (Drive)

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I am able and willing to cross the Canada/U.S. border to haul loads. Yes No

I am FAST approved (for expedited border crossing). Yes No

Would you like to be contacted by driver agencies? Yes No

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Hitting pay dirt

A Newfoundland auto hauler has developed a productivity-based pay structure that increased profitability while better compensating drivers

What do you do when drivers are leaving because of excessive wait times and what they feel is a mileage-based pay rate that doesn't compensate them fairly? If you're East Can Transport Services you go back to the drawing board and completely overhaul your pay package. The result, according to president Gerry Dowden, has benefited both drivers and the company itself. James Menzies caught up with Dowden to discuss the new pay package.

The debate between hourly or mileage-based pay is a hotly contested one, but often overlooks the vast gulf that exists between the two extremes. A hybrid approach that rewards drivers for their mileage but also compensates them for time lost for reasons beyond their control and rewards productivity is one that can bring satisfaction to both drivers, and fleet owners. Just ask Gerry Dowden.

The president of Newfoundland-based, 20-truck auto hauler East Can Transport Services, gave his company's compensation package an overhaul in an effort to reduce driver turnover. Drivers were experiencing long waits at the ferry terminals and many felt their mileage-based pay was insufficient, causing some to leave the company as a result. Back then, they were paid a mileage rate plus a fixed rate per vehicle transported.

"We had a mileage rate combined with a vehicle rate, but it didn't do anything for the drivers who were delayed waiting for the ferry, or waiting for a load," Dowden told *Truck News*, noting that drivers weren't compensated for ferry-related delays until they'd been sitting for 24 hours.

"That wasn't sufficient," Dowden acknowledged. "We changed that. We reduced the waiting time back down to 16 hours and after 16 hours, we pay them for a full shift of nine hours."

That was just one of many changes made after the company re-examined its compensation practices and transitioned to a "productivity-based" pay

structure. Dowden began the process with a series of driver interviews, conducted by a consultant to encourage drivers to be honest and forthcoming with their concerns.

"Not everything that came back from that survey was doable," Dowden said. "But some of the comments that we heard, and some of the suggestions that they made, were great."

One of the challenges facing East Can was keeping pace with demand during seasonal peaks. The company implemented a bonus system for drivers who attained certain mileage thresholds during busy times.

"In the spring and summer, there's a great opportunity for our drivers to make good money and be productive," said Dowden.

During the summer, drivers are asked to run 4,500 miles in a two-week pay period and if they do so, they are paid an additional three cents per mile for every mile accumulated during the period.

"It's a bit of an incentive for them to be a little bit more productive and it works for us as well, because the trucks are more productive," Dowden

"Our insurance premium has not only stabilized, but we will receive a premium rebate for our low loss ratio last year."

Gerry Dowden, president, East Can Transport Services

said. "Of course, this goal has to be attained within the legal parameters of the logbook and the driver's physical ability to produce."

The new pay package, which better compensates drivers for delays and rewards them with bonus pay for maximizing their miles (and even per diems for meal expenses), has nearly eliminated driver turnover, Dowden said, while improving productivity by 10%.

"We had a regular turnover of drivers in the past and it gets expensive to recruit and train drivers, especially



East Can Transport Services

in the auto carrier division," Dowden said. "The benefit for us is we're able to satisfy the drivers a little bit better, the ones we have are better trained, their longevity with us is better and we don't have to spend the time looking for new drivers and training them and so on."

And reducing turnover has also translated into fewer damaged cars, driving down claims by 50%. East Can has taken some of the savings and given it back to drivers who've gone claims-free.

"We've built in a claims-free incen-

tive structure, our claims have gone down."

The same logic has applied to injury prevention. Since it began paying drivers a bonus for staying accident- and injury-free, East Can has also seen injuries decrease.

"Our insurance premium has not only stabilized, but we will receive a premium rebate for our low loss ratio last year," Dowden said. "Our injury rate is almost eliminated resulting in rebates and a rate reduction with our local Workers' Compensation Commission."

It took about a year for the company to completely revamp its pay structure. Dowden admits it's a more complex system now and requires some hands-on management to oversee. Still, the overhaul has brought benefits to both the drivers and the company – proof that with some creativity and flexibility, a mutually beneficial driver compensation package can be arrived at.

"We have a business to run and it has to be profitable," Dowden reasoned. "The sky is not the limit when it comes down to drivers' pay. But within the design of our pay structure, the money we save/earn from reduced driver turnover, reduced damage claims, reduced accidents/injuries and stable rates from select customers is better used on this pay package and a live person to administer it. Most importantly, our drivers are happier and proud of their accomplishments." ●

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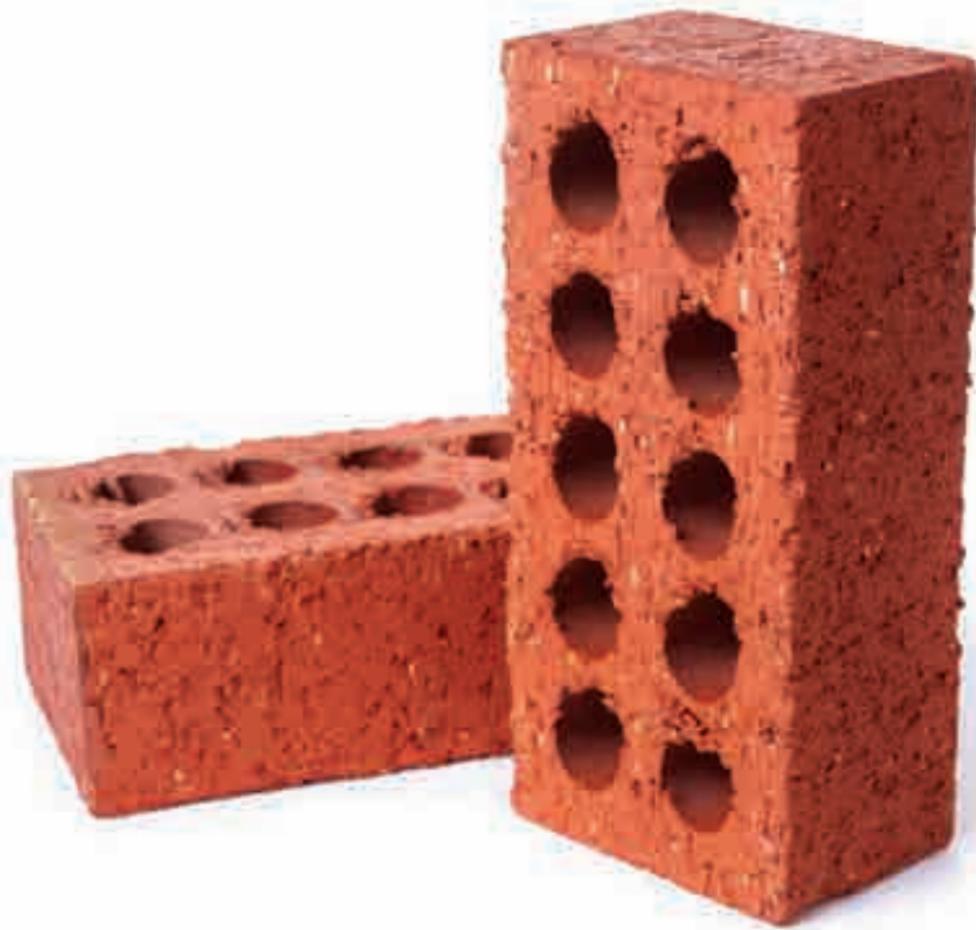


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