

TRUCK NEWS

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A better test?

Changes are in the works that could result in new drug testing methods for commercial drivers.

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Thinking of buying a medium-duty truck? We outline some of the major considerations.

Best practices from the best fleets

Secrets of Best Fleets to Drive For winners shared at TCA seminar

By **Sonia Straface**
LAS VEGAS, NEVADA

After naming the overall winners for the Best Fleets to Drive For in both the large and small carrier categories at the annual Truckload Carriers Association's (TCA) convention in March, co-founders of CarriersEdge, Jane Jazrawy and Mark Murrell revealed the best practices of those best fleets. The Best Fleets to Drive For Program recognizes the best for-hire carriers across the US and Canada based on a multitude of different criteria such as compensation, benefits, HR strategies, operations strategies, performance management, development and career path, and work-life balance.

"Essentially the program revolves around the driver's experience at the company," Murrell said, explaining that fleets must be nominated by one of their company drivers or owner/ops. "The Best Fleets isn't just about one (criteria), it isn't just a compensation survey or which company has the best safety programs... there's a lot more to it than that."

The purpose of the program is to get

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Mercedes trucks form a platoon during a recent demonstration in Germany.

Platooning potential

Daimler demonstrates world's first semi-autonomous truck platoon

By **James Menzies**

DUSSELDORF, GERMANY

In what was the first demonstration of its kind, Daimler on March 21 showcased a truck platoon featuring three semi-autonomously driven Mercedes-Benz trucks.

The demonstration was held on Autobahn A52 just outside Dusseldorf, and was part of a major global event held by Daimler Trucks that included more than 300 journalists from 36 countries. The theme of the event was connectivity and it built upon the company's Shaping Future Transportation mantra, which it established two years ago with the introduction of the Highway Pilot autonomous truck platform.

This year, Daimler is showcasing Highway Pilot Connect, which not only allows autonomous operation of the trucks but also allows them to connect through vehicle-to-vehicle communications in a platoon formation to save fuel. Tests have shown an aggregate fuel savings of 7% for the trucks in the platoon, ranging from 2% for the lead truck to 11% for the next and 9% for the trailing truck in a three-truck formation. Initiating the platoon was simple. The driver in the lead truck pushed a Highway Pilot Connect button on the dash, which sent the signal to nearby vehicles that it was ready to form the platoon.

Following drivers with Highway Pilot Connect did the

same and then fell into place. The trucks closed to within 15 metres of each other and Highway Pilot took control of acceleration, braking and steering. When a car squeezed in between the trucks, the following truck backed off and then re-established its following distance when the car left the lane.

Daimler officials explained that the system can react much faster than humans.

At 80 km/h, a human driver would take 1.4 seconds to react to an emergency situation and would require 30 metres to initiate stopping of the vehicle.

Highway Pilot can react within 0.1 seconds and apply the brakes within 2.2 metres of travel, according to Sven Ennerst, head of truck product engineering and global procurement.

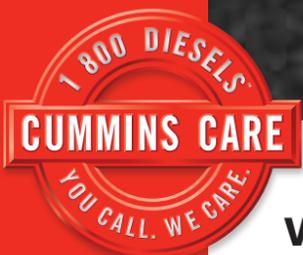
In addition to saving fuel, Daimler said platooning makes better use of limited road space. A three-truck platoon takes up just 80 metres instead of the 150 metres that would normally be occupied by three consecutive tractor-trailers.

Drivers must remain at the controls at all times and be prepared to take over when the Highway Pilot system loses sight of the lane markings or when a lane change is required.

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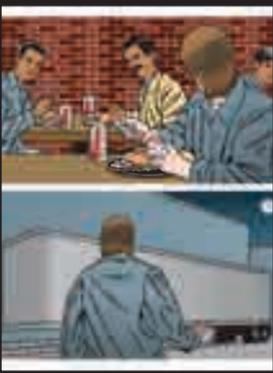
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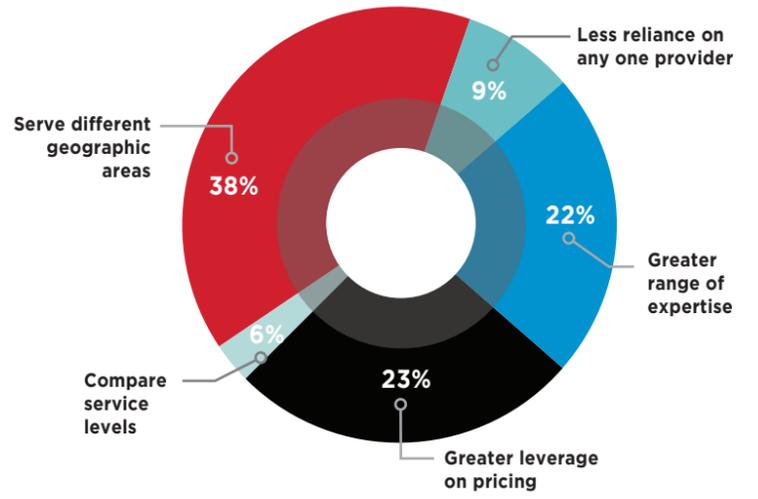
INSIDE OUTSOURCING: CHALLENGES TO TRUCKING

Our annual Third Party Logistics Survey clearly indicates Canadian shippers view outsourcing as a key part of their supply chain strategy (see the April issue). This is a benefit to trucking because outbound and inbound transportation are the two activities most likely to be outsourced but it also poses challenges when carriers have to work through a 3PL - or rather multiple 3PLs - in dealing with a shipper. Shippers cite several reasons for using multiple 3PLs. Another challenge for carriers is falling prey to a 3PL's performance issues with the shipper. Our research reveals some solid improvement in supply chain performance through outsourcing but also several shipper concerns with their 3PL relationships.

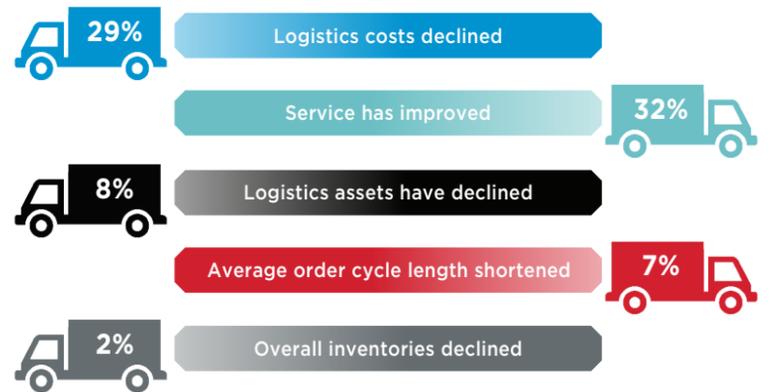
RATING OF TOP PROVIDERS (SCALE OF 1 TO 5)



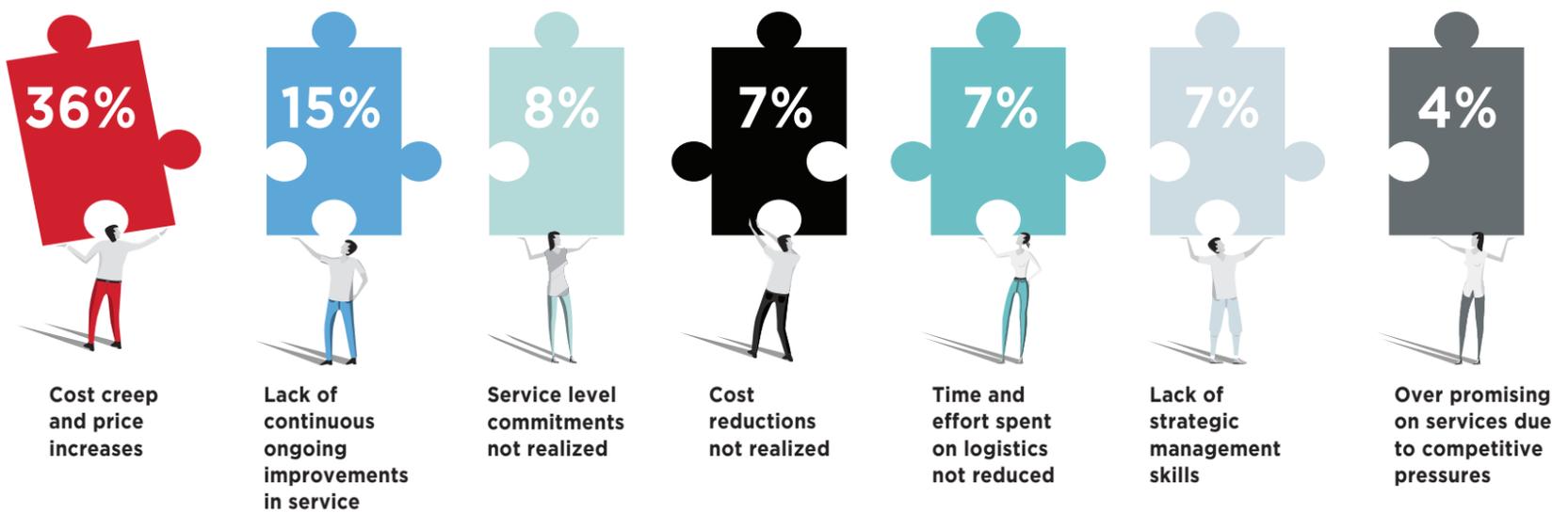
MAIN REASON FOR USING MULTIPLE 3PL PROVIDERS



MAIN WAY OUTSOURCING HAS IMPROVED LOGISTICS OPERATIONS



TOP CONCERN WITH 3PL RELATIONSHIPS



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Editorial Comment

JAMES MENZIES



A glimpse into the future of trucking

On an Autobahn highway in Germany, I had the opportunity to ride into the future. I was with Daimler Trucks, inside a Mercedes-Benz Actros equipped with the world's first semi-autonomous platooning system, Highway Pilot Connect.

Highway Pilot, unveiled to the world two years ago and then again in spectacular fashion to the North American trucking industry last year, is Daimler's autonomous driving platform. It allows, under certain conditions, the truck to drive itself while the operator can take his hands off the wheel, his foot off the pedal and do, well, just about anything other than drive, as long as he remains in the driver's seat ready to take back control when required.

Highway Pilot Connect takes it to a whole new level, enabling truck platooning and offering significant fuel savings, the more efficient use of limited road space and perhaps most importantly, improved safety. A demonstration of Highway Pilot Connect was the highlight of a two-day global press event hosted by Daimler, the central theme of which was

connectivity. Today's trucks have some 400 sensors on-board and the next step, claims Daimler, is to fully connect the truck with its surrounding environment. This means other vehicles, through vehicle-to-vehicle communications and also surrounding infrastructure, through vehicle-to-infrastructure communications. You can read more about the potential both of these advances bring to the industry in this issue.

Truck platooning is an interesting opportunity and one that's not entirely futuristic. Trucks travelling in a platoon formation will average fuel savings of 7%, ranging from 2% for the lead truck to 11% for the next in line and 9% for the tail truck. Travelling in a tightly packed formation reduces wind resistance and also makes better use of road space.

While Daimler's demonstration of a semi-autonomous truck platoon was a world-first, soon after, six European OEMs conducted a fascinating platooning demonstration featuring a dozen trucks that crossed Europe, beginning from three different locations and com-

ing together in Rotterdam, Netherlands. Scania, Volvo, Iveco, Daimler, MAN and VAF took part in the initiative, which was spearheaded by the Dutch Ministry of Infrastructure and the Environment along with the Directorate General Rijkswaterstaat, the Netherlands Vehicle Authority and the Conference of European Directors of Roads.

There's clearly an appetite among lawmakers in Europe to advance this technology. Here in North America, the future of platooning seems also to be advancing. Volvo has announced that later this year it will conduct on-road platoon testing with the University of California, Berkeley. This is being done separately from Volvo's partnership with Peloton Technology, which is also developing platooning technology.

Truck platooning, as has been demonstrated, is possible today. But as always the technology itself is advancing at a faster pace than the regulatory framework that our industry must operate



within is capable of changing. Will governments in the US and Canada be eager to embrace the opportunities truck platooning bring? Given the environmental impact truck platooning can have through reduced fuel consumption and emissions, the industry should be able to find some allies within government and the environmental movement. ●

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The view with Lou

LOU SMYRLIS



Spring into fitness with this challenge

With the return of longer days and warmer weather, it's usually not long before thoughts turn to barbecues, beer and lazy days in the summer sun doing pretty much nothing. While doing nothing once in a while can be a damn good way to recharge, doing too much "nothing" too often leads to "something" not so good: that spare tire around the belly far too many of us are sporting these days.

Nearly 40% of the people on this continent do no spare time physical activity at all. That figure is probably higher within the trucking industry, which requires long periods of sitting.

Heart disease is the leading killer of men and women in North America and being physically inactive boosts your chances of developing heart-related problems. Yet just 30 minutes a day of moderate-intensity physical activity can improve your health and decrease

your risk of heart disease.

May I suggest a different way to enjoy this spring and summer? Join me and hundreds from our industry as we take the 2016 Healthy Fleet Challenge to a fitter body and a healthier lifestyle. *Truck News* has worked with NAL Insurance for several years now to promote the Healthy Fleet Challenge and we are very excited to do so again - and field our own Newcom Trucking Group team - because we've seen this program deliver results.

Most participants in the Healthy Fleet Challenge choose to walk their way to fitness and walking is an easy way to work physical activity into your regular routine. It's something everyone can participate in and is that first critically important step towards a healthier lifestyle.

And this year's challenge, which like last year will feature three separate

month-long competitions starting in May, promises to be the most fun and exciting one yet.

Are you a bit old school and perhaps put off that in the past you needed to have one of the approved activity trackers (Fitbit, Withings or Garmin) to participate in the Healthy Fleet Challenge? No worries, we've got you covered. You can now use a paper calendar to manually track your activity by circling the number of minutes you were active for each day.

This also opens up the challenge to people who participate in activities that don't generate a lot of steps, such as biking, swimming, and weight lifting. There will be a copy of the calendar in this issue of *Truck News* (see page 7), so make sure to pick up your copy and fill it out! You can also e-mail info@healthyfleet.com and ask for the tracking calendar.

Another new aspect this year is prizes! In the past, participants have competed for bragging rights, but now anyone who shows consistent effort throughout the competition will be eligible to win prizes!

That's right, you don't have to be the top stepper, because everyone who does their best to move their bodies more is a winner. Here's what's up for grabs: Two Healthy Trucker Prize Packs, including a portable blender, a kettlebell, gym bag, T-shirt and more; Two Fitbit Alta step tracking devices; and the grand prize, a 47-inch flatscreen TV!

Looking to sign your company up? It's free, and you'll be joining over 700 participants in a fun and friendly competition!

Just e-mail info@healthyfleet.com with your company's high resolution logo to be set up and given further instructions. See you on the leaderboard! ●

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Titanium posts strong 2015

WOODBIDGE, ONTARIO

Titanium Transportation Group announced its earnings for 2015 Apr. 6, a year in which it doubled its size and substantially grew revenues. The company completed two acquisitions in 2015 – Muskoka Transport and ProNorth Transportation – increasing its customer base to more than 1,000 from about 600 and its truck count from 176 to 420. It also increased its staff and operator base from 239 to 535 while seeing driver turnover of just 9%, the company said.

Titanium saw revenues increase to \$110.2 million on the year, a 54% increase over full year 2014 results. EBITDA for the year rose to \$11.7 million, an 81% increase over 2014. Annual run rate total revenue and EBITDA of \$125 million and \$14.5 million respectively have been adjusted to reflect general economic conditions, the company announced. Titanium says its truck transportation revenue rose 66% to \$71.6 million in 2015 and EBITDA climbed 93% to \$8.9 million. Titanium says it increased EBITDA margins at Muskoka Transport to more than 12%, from 4%. The company says it also plans to continue growing and is targeting two acquisitions per year. It has \$27 million in undrawn credit facilities to finance acquisitions.

“We more than doubled our number of trucks and staff, and are now serving over 1,000 customers,” said CEO Ted Daniels. “Thanks to the hard work of the entire Titanium team, we remain well positioned to execute our consolidation strategy with a strong balance sheet and substantial undrawn credit facilities.”

Quebec allows trailer tails

QUEBEC CITY, QUEBEC

Quebec Transport Minister Jacques Daoust has signed a ministerial decree authorizing the use of full-sized trailer tails in Quebec effective Apr. 6. The notice was posted in the *Gazette Officielle du Quebec* on March 23.

This order is intended to be a transitional measure pending a modification of permanent regulations. The province says the transitional measures will help to maintain the competitiveness of the Quebec trucking industry while contributing to faster reduction of greenhouse gas emissions.

“These systems are installed at the

rear of the trailer and unfold when the vehicle is in motion,” says Normand Bourque, coordinator, technical and operational issues with the Quebec Trucking Association (ACQ). “They have the effect of reducing turbulence at the rear of the vehicle, hence the gain in energy efficiency. The amendment in question is intended to allow longer (trailer tails), for greater efficiency, and allows Quebec to harmonize the regulation with the Canadian standard loads and dimensions.”

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HEALTHY FLEET

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- MAY -

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Activity: 29 Circle # of minutes: 15 30 45 60	Activity: 30 Circle # of minutes: 15 30 45 60	Activity: 31 Circle # of minutes: 15 30 45 60	Full Name: _____ Email: _____		Company: _____ Age: _____ years old Weight lost in May: _____ Monthly goal for minutes: _____ min.		WEEK 5
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Carrier executives examine the best spec's for fuel economy

By Sonia Straface

LAS VEGAS, NEVADA

Saving money on fuel is on every fleet executive's mind, but which products give the best results?

That was the question presented to a panel at this year's Truckload Carriers Association (TCA) annual convention in Las Vegas. The panel included Royal Jones, CEO of Mesilla Valley Transportation, Mike Eggleton Sr., president of Raider Express, Brad Pinchuk, president and CEO of Hirschbach Motor Express, and Pat Leonard, director of operations at Prime Inc.

All of the panelists were progressive in that their fleets were all spec'ing their trucks and trailers well beyond the average carrier. Jones said his trucks are decked out with aerodynamic features as soon as they are purchased and panelists agreed that Mesilla Valley is a pioneer in fuel economy.

"We use 6x2s. We are now running Allison automatics," said Jones. "On trailers, we've put on the FlowBelow (wheel cover) system. We also run skirts, tails, and wide-base tires. We do a handful of things. When we get a truck we are always adding more to it to get a gallon here and a gallon there."

Pinchuk said that at Hirschbach, all trucks have automated transmissions. He, as well as Leonard and Eggleton, said he also uses skirts and tails and runs super-single tires.

Though to some more penny-pinching fleets, these spec's may seem expensive, Eggleton said that you don't

have to spend millions of dollars to get your fleet close to what you want for fuel economy.

His fleet is comprised of Freightliner Cascadias and Volvos and he said by simply ordering the Cascadia Evolution or Volvo XE powertrain package, that you'll get "in the ballpark of where you want to be."

If the panelists could only choose one fuel-saving product for the truck and one for the trailer, they all agreed that they would choose an automated transmission for the truck and a skirt for the trailer. Pinchuk said that automated transmissions would be his choice because of the difference it made with his drivers. Once the automated transmissions were implemented, he said it put his drivers on a more even keel.

"We used to see a massive variance between our worst performing drivers and our best performing drivers and the difference when we got the automated transmissions has really tightened that gap up," he said. "So we really see that as a great product for us."

Eggleton said that using automated transmissions is great for his fleet's recruiting and retention as well, because most millennials haven't learned how to drive standard cars, let alone trucks, and most are eager to start their driving career in an automatic. Though he said most of his veteran drivers were upset when they learned Raider Express was transitioning to automated transmissions, they came around rather quickly to the idea after they got into the truck.

"They didn't like it for two days and then they did not want back in their

10-speed," he said.

Eggleton added that driving a bit slower not only makes his fleet fuel-efficient, but also safer because drivers are not speeding.

"I fully believe that fuel economy and safety are intertwined," he said. "The slower that guy is going to go, the less trouble he's going to get himself into. As far as I'm concerned, let everybody pass you."

As well, he said skirts provide additional safety because the rig is more stable with them on.

"We get complaints now (from drivers) when they have to pull a naked trailer," he added.

The panelists agreed that to make fuel economy as important to their drivers as

it is to management, they offer incentive programs related to fuel mileage.

"The game at (Mesilla Valley Transportation) is he or she with the best fuel mileage for the year gets \$25,000," he said, adding that the driver's fleet manager also gets \$2,500.

In addition, Jones puts up a free car for the drivers with the best fuel economy each quarter. They have to have compliant logs and there is a minimum number of miles they have to run, as well as be accident-free to be eligible. And each driver can only win once.

Finally, when asked how they choose which spec's to adopt, all panelists agreed that they turn to the experts - their drivers - for their opinions on what they should put on the truck. ●

US truck tonnage hits all-time high in February

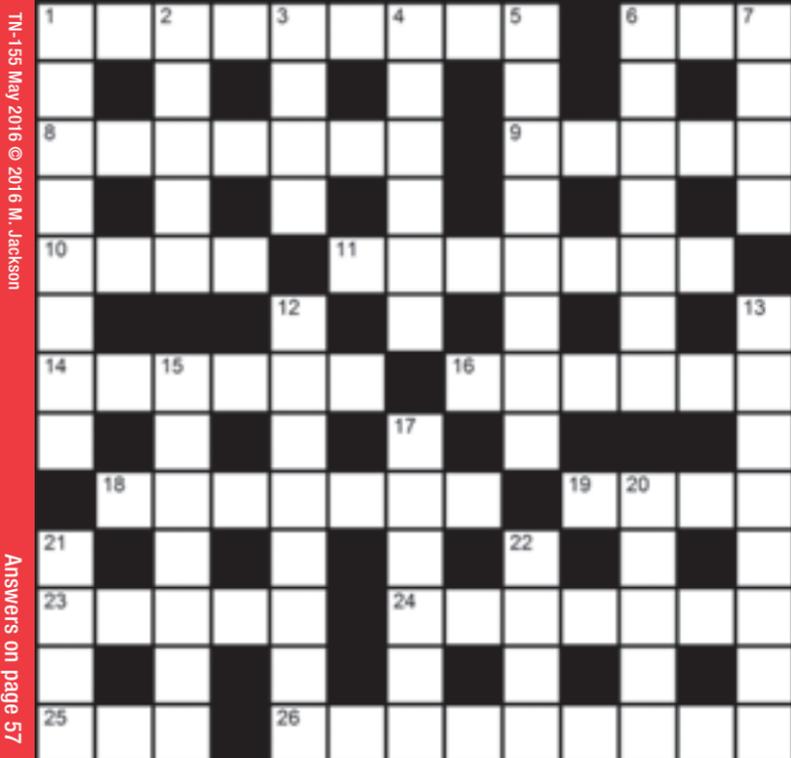
ARLINGTON, VIRGINIA

The American Trucking Associations' (ATA) seasonally-adjusted For-Hire Truck Tonnage Index hit an all-time high in February, jumping 7.2% after a revised 0.3% reduction the month prior. Compared with the year before, the index was up 8.6%, and the year-to-date comparison during the same period in 2015 shows tonnage was up 4.8%.

"While it is nice to see a strong February, I caution everyone not to read too much into it," said ATA chief economist Bob Costello. "The strength was mainly due to a weaker than average January, including bad winter storms, thus there was some catch-up going on in February. Normally, fleets report large declines to ATA in February tonnage, in the range of 5.4% to 6.7% over the last three years. So, the small increase this year yielded a big seasonally adjusted gain. If March is strong, then I'll get more excited. I'm still concerned about the elevated inventories throughout the supply chain. The Census Bureau reported that relative to sales, inventories rose again in January, which is troubling. We need those inventories reduced before trucking can count on more consistent, better freight volumes."

The February increase was the largest monthly move for the index since January 2013 and the biggest year-over-year increase since December 2013. ●

THIS MONTH'S CROSSWORD PUZZLE



TN-155 May 2016 © 2016 M. Jackson

Answers on page 57

Across

- 1 Government issued drivers' records
- 6 CT660 and CT680 vocational brand
- 8 Driver's assistant
- 9 Half of 0/0
- 10 Engage like gears
- 11 Irving facility in Pembroke, ON (3,4)
- 14 Rest area and roadside debris
- 16 NB-PEI link
- 18 Documents processed by Customs
- 19 Border agency, briefly (1,1,1,1)
- 23 Flowers on Alberta plates
- 24 Truck transmission brand
- 25 Second, short trailer
- 26 Tractor's diesel containers, often (4,5)

Down

- 1 Truck plant ____ line process
- 2 In-bond trailer fasteners
- 3 Lender reclaimed truck, briefly
- 4 A certain two-trailer combo (1,5)
- 5 Names on NASCAR race cars
- 6 GN Transport's Ontario HQ city
- 7 Canvas cargo cover, briefly
- 12 Clears the windshield, in a way
- 13 Changes tractor colour
- 15 Takes on fuel (5,2)
- 17 Diesel-fuel spec. ____ number
- 20 Late-'70s Chevy conventional
- 21 Trucker's journey
- 22 Tire trouble

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Canadian driver banned from US

FMCSA hands down stiff penalty for driver it says repeatedly ignored HoS rules, out-of-service orders

WASHINGTON, D.C.

An Ontario-based truck driver has earned the dubious distinction of being banned by the Federal Motor Carrier Safety Administration from operating in the US. Inderjit Singh Gill was declared an "imminent hazard to public safety," which prohibits him from operating any commercial vehicle in the US.

FMCSA said on four occasions over four days this March, Gill was ordered out-of-service by state roadside safety inspectors for falsifying records of duty status and egregiously violating hours-of-service rules. FMCSA says he continued operating with a willful disregard of HoS rules and even surreptitiously removed his truck from a storage facility where it had been towed. He was stopped by New York State Police in Clinton, N.Y. March 4 following complaints from citizens that he was driving his commercial truck in an erratic manner. He was found to be in violation of the 14-hour on-duty limit in the US.

He was later stopped by the Vermont Department of Motor Vehicles in South Burlington, Vermont, after ignoring his previous OOS order. Again, citizens alerted enforcement to his erratic driving, claiming he weaved across lanes and into the median. Gill was again ordered out-of-service and charged with multiple offenses. His truck was towed to a storage facility. Four hours later, FMCSA says Gill was captured on surveillance video leaving the storage facility with the truck - again in willful violation of previous out-of-service orders.

On March 8, during a safety inspection at the Massena, N.Y. port of entry, Gill was ordered out-of-service for falsifying logs. Again he ignored the rule and continued operating the truck, FMCSA claims. Four hours later he was stopped for speeding by New York State police - and again cited for falsifying his logs and placed out-of-service.

He has a court date for the Vermont charges on Apr. 25. But he won't be getting there by truck. FMCSA also says he may be subject to a civil penalty enforcement proceeding, brought on by the agency.

In its imminent out-of-service order, FMCSA says Gill's "...continued operation of a commercial motor vehicle substantially increases the likelihood of serious injury or death to you and/or to the motoring public."

Truck News asked the Ontario Ministry of Transportation, through senior media liaison officer Bob Nichols, whether Gill will be permitted to resume his trucking career in Ontario.

Nichols said the MTO is aware of this incident and will be looking into it, though it cannot issue a ban on operating a commercial vehicle as was done by the FMCSA.

"This driver is not currently under an out-of-service order in Ontario," Nichols said. "If the driver is found operating in excess of the hours-of-service limits, they would be subject to the applicable fines and out-of-service orders. It should be noted that while Ministry enforcement officers and police officers have the authority to issue an out-of-service order to a driver found driving in contravention of Ontario's hours-of-service rules, we do not have the ability to issue a ban on a driver's operation of commercial vehicles as was done in this case by the Fed-

eral Motor Carrier Safety Administration (FMCSA)."

Still, it looks like Gill will be facing some heightened scrutiny if and when he resumes driving commercial vehicles in Ontario. Nichols said the MTO has been in contact with the US Department of Transportation's New York Office "and is aware of the driver's actions in the US."

"Ministry enforcement officials have reviewed both the driver's and carrier's records in Ontario and while the carrier's safety record is satisfactory, the Ministry will conduct an in-depth investigation of this particular driver's record while driving for the company," Nichols added. "An in-depth compliance review of the commercial vehicle operator's records relating to this driver will be conducted." ●

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Ferry service leaves truckers high and dry

By **Sonia Straface**

YARMOUTH, NOVA SCOTIA

Truckers in Atlantic Canada are not pleased with the vessel Bay Ferries and the Nova Scotia government selected to run between Yarmouth N.S. and Portland, Maine as it will not accommodate commercial trucks.

In late March, it was announced that the new vessel is a former US navy ship called the *CAT*.

Though Mark MacDonald, Bay Ferries president, said the catamaran ferry can hold commercial trucks, it will not take them since city officials in Portland said they do not want more trucks on their streets, according to a *CBC* report.

With no trucks allowed on the new ferry, trucking companies that relied on the service from Nova Scotia to Maine will have to hire more drivers and adjust their operations, said Jean-Marc Picard, executive director for the Atlantic Provinces Trucking Association in an interview with *Truck News*.

"It's certainly disappointing," he said of the ferry announcement. "Because obviously this means there is one less option for carriers in the area. There are certain carriers that will be affected more than others because of the products they haul, like

seafood. So hopefully this won't put them out of certain markets in the US...Now carriers will have to plan accordingly to make sure they can still service that market going forward."

Picard added that the announcement was a surprise to the trucking industry.

In addition, it was announced around the same time that ferry services in the Maritimes were included in the federal budget with an infrastructure investment of \$51.9 million. This investment will help ferries operating between Wood Islands, P.E.I., and Caribou, N.S., and the CMTA ferry service from Souris, P.E.I., to Îles-de-la-Madeleine, Que. and Saint John, N.B., and Digby, N.S.

Truckers in the area have been frustrated with the ferry situation in Nova Scotia as far back as October 2015, when the province said it had chosen Bay Ferries as the candidate to operate the route. At that time, the government said the company had 45 days to choose a ship. The deadline came and went without a ship being named.

"It's not affecting me yet, but it will this summer," Brian Reynolds, owner of B. Reynolds Trucking in Port La Tour, N.S. said in an interview with *Truck News* in January. "There's two ways for us to go. One is the fer-

ry...the other is by road. If I have to go by road, it's going to affect me as a company because now I have to hire two drivers, there's going to be more

wear and tear on the vehicles, more fuel to buy... overall it's going to increase the costs for me to (run the business)." ●

Westcan driver helps save baby

MISSISSAUGA, ONTARIO

Westcan Bulk Transport recognized one of its drivers, Richard McLean, for what the company called an "act of heroism" after he attended to an unresponsive baby on Hwy. 401 near Mississauga, Ont. March 18.

In a March 28th Facebook post, Westcan indicated that McLean was travelling on Hwy. 401 when he heard over the radio that a baby in a nearby vehicle was unresponsive and that EMS and police were still on their way to the scene.

When McLean spotted the vehicle, he stopped and performed CPR on the baby resulting in the infant beginning to breathe once again, which was instrumental in the effort to save the child's life.

"We would like to recognize Richard for his act of heroism," Westcan's Facebook post said, "and being a true knight of the road." ●

OPP asks truckers for help in solving homicide investigation

ERIN, ONTARIO

Police are asking for help in identifying details involving a hitchhiker whose death is now being considered a homicide.

Frederick John Hatch, 65, was found deceased in a field near Erin, Ont., on Dec. 17, 2015. He was last seen in Nepean, Ont. on the afternoon of Dec. 16, 2015.

Police claim he lived a transient



Frederick John Hatch regularly hung around truck stops looking for rides, police say.

lifestyle, habitually hitchhiking throughout Canada and that he frequented truck stops asking for rides.

Hatch has been described as about five feet, six inches tall, heavy, and had a grey moustache with grey shoulder-length hair.

Police are urging anyone who may have seen Hatch to call them toll-free at 844-677-5010, or Crime Stoppers at 800-222-8477. ●

Dates set for Ontario regionals

Dates have been set for this year's Central Ontario and Toronto Regional Truck Driving Championships.

The Toronto Regionals have been slated for May 28 at the Powerade Centre in Brampton, Ont. while the Central Ontario Regionals are taking place on June 11 at Conestoga College's Cambridge campus. Winners from each of the truck categories will move on to the annual Ontario Truck Driving Championships, to be held on the third weekend of July. Winners of the provincial championships move on to the national championships. To register for the Toronto Regionals, go to www.facebook.com/toronto.rtdc or call 416-989-4394. To register for the Central Ontario Regionals visit www.cortdc.com or contact Don Danbrook at 519-745-1955 or drdanbrook@gmail.com. ●



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Study: Drivers with untreated OSA five times more likely to crash

GREEN BAY, WISCONSIN

A study involving Schneider's sleep apnea screening and treatment program has found it is delivering significant health and safety benefits for drivers. Schneider began screening drivers for obstructive sleep apnea in 2006, and claims to be the first large-scale employer to do so. It also monitored OSA treatment adherence as part of its program.

A study led by the University of

Minnesota, Morris, with contributions from the Harvard T.H. Chan School of Public Health and the Virginia Tech Transportation Institute has found that the program is having a dramatic and positive effect on road safety.

Its findings were just accepted for publication in the medical journal *Sleep*. The study involved more than 1,600 Schneider drivers with OSA and an equal number of control drivers with comparable job experience and

tenure. OSA patients were grouped by treatment adherence and objectively monitored.

Drivers received auto-adjusting positive airway pressure (APAP) treatment through a machine that could be used at home and in the truck sleeper berth.

The study found that the risk of serious, preventable crashes was five times higher among truck drivers with OSA who did not adhere to Schneider's sleep apnea treatment program, versus matched controls.

The crash rate of drivers with OSA who followed Schneider's treatment program was statistically similar to the control drivers without OSA.

"If we look at 1,000 truck drivers

each working for a year, the drivers with obstructive sleep apnea left untreated would have 70 preventable truck crashes, compared to 14 crashes experienced by both a control group and by drivers with sleep apnea who adhered to treatment," said Stephen Burks, lead author of the research article and professor of economics and management at the University of Minnesota, Morris.

Schneider currently requires all new drivers to be screened for sleep apnea. It works with drivers to be tested at clinics across North America. The cost of treatment for drivers with sleep apnea is covered through the company's health insurance program. ●

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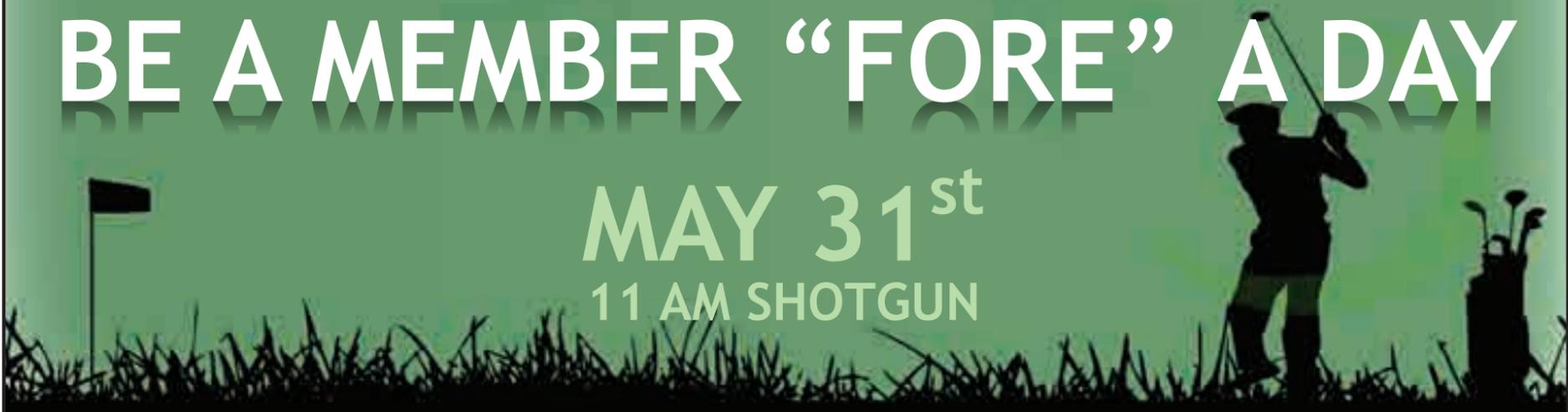
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OOIDA states case against mandatory use of ELDs

GRAIN VALLEY, MISSOURI

A US mandate requiring the use of electronic logging devices (ELDs) does not advance safety, is arbitrary and capricious and violates fourth amendment rights against unreasonable searches and seizures. That was the argument behind the Owner-Operator Independent Drivers Association's (OOIDA) appeal of the mandate, issued via a legal brief with the US Court of Appeals for the 7th Circuit.

"The agency provided no proof of their claims that this mandate would improve highway safety. They didn't even attempt to compare the safety records of trucking companies that use ELDs and those that do not," said Jim Johnston, OOIDA president and CEO. "There is simply no proof that the costs, burdens and privacy infringements associated with this mandate are justified."

"For most truckers, a truck is not just a vehicle but is also an office and a home away from home," Johnston continued. "This mandate means monitoring the movement and activities of real people for law enforcement purposes and is an outrageous intrusion of the privacy of professional truckers."

OOIDA gave other reasons to vacate the rule. It argued the mandate fails to comply with a congressional statute requiring ELDs to accurately and automatically record changes in drivers' duty status. And OOIDA also said ELDs can only track vehicle movement and must rely on drivers to manually input changes in duty status; therefore, OOIDA contends the mandated devices are no more reliable than paper logbooks for recording hours-of-service compliance.

OOIDA also argued that the Supreme Court has previously found that prolonged use of a warrantless GPS tracking device on a vehicle is considered a search within the meaning of the fourth amendment. Thus, says OOIDA, FMCSA's attempt to compel installation of ELDs without a warrant is an unconstitutional seizure. ●

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Daimler touts benefits of the connected truck

By James Menzies

DUSSELDORF, GERMANY

A truck that is always running, always full, never breaks down and can avoid traffic jams; that's Daimler's vision and it believes it can achieve such a truck through connectivity.

The company brought together more than 300 members of the media representing 36 countries in late March to discuss the future of trucking and connectivity. Recognizing that a truck today spends only one third of its time actually driving, Daimler committed to make its vehicles more connected. It will spend roughly half a billion Euros on connectivity by the year 2020.

All Daimler's trucks will be connected to the Internet, opening up new possibilities to improve productivity, according to Dr. Wolfgang Bernhard, head of Daimler Trucks globally.

"We are connecting the truck with the Internet, making him the main data node of the logistics network," he said. "It connects all those involved in goods: drivers, schedulers, fleet operators, workshops, manufacturers and insurance companies or authorities. They receive information in real-time, which was previously unavailable: about the condition of the tractor unit and semi-trailer, traffic and weather conditions, the parking availability at motorway service stations, rest areas and much more."

Daimler outlined several ways connectivity can change the industry, including through the use of semi-autonomous vehicles and truck platooning. The company demonstrated a three-truck platoon on an active German Autobahn, just outside Dusseldorf (*see cover story*).

But Daimler's vision is bigger than that. It wants the truck to become a decision-maker in transportation and logistics operations, choosing the best route based on traffic conditions, notifying the operator when a part is about to break and giving the driver the ability to focus on other things during monotonous driving conditions. This is necessary, said Bernhard, because global truck traffic is expected to triple by 2050.

"One thing's clear: the road network will not triple," he said. "And this is a huge challenge for everyone and everything involved with logistics."

Bernhard said the transportation and logistics network is connected by "sketchy" or non-existent data. This, said Bernhard, is why trucks spend about two-thirds of their time waiting, instead of actually delivering freight, or delivering partial loads. And it's also why drivers are stressed and often cannot find a safe place to park for their rest time.

"These are all very different problems, but they all have the same root cause," Bernhard said. "There is a lack of real-time information. A lack of real-time information regarding arrival time, cargo space, traffic flow,

rest areas – and I could go on and on... Fortunately, there's hope. Soon, these problems can be problems of the past. We now have the solution at hand: connectivity. The connected truck can provide the real-time information that is now lacking. That means the connected truck becomes the main data node of the logistics network."

How will this work in real-world terms? Bernhard described a scenario in which the truck sends its freight papers to its destination in advance, allowing drivers to immediately drop their load upon arrival.

The truck can notify the customer that its goods have been delivered without damage with a picture to prove it. The truck can transmit toll documents in advance.

The truck can tell the shop when it needs a part replaced or repaired, so that arrivals back at the shop are scheduled like a Formula 1 pit stop. The truck can even tell its owner when it has cargo capacity available so that it can be used to pick up nearby loads.

Bernhard said the connected truck will even be able to choose the best route based on real-time traffic conditions.

"Connected trucks really know which route to take," he said. "This, again, helps us to use our limited network of roads better."

The connected truck will also allow insurance companies to charge based on driver behaviour. Daimler also

plans to bring over-the-air engine programming to market, as early as 2017 in North America. It will be able to change horsepower parameters, for example, on the fly, so an operator in the mountains gets extra power to get up the hills or so speed limiter settings can be adjusted based on local regulations.

"Connectivity creates a whole new universe of applications," Bernhard said. "The examples are manifold, but the pattern is the same: Without the connected truck, information flows within the logistics network were sketchy and fragmented. With the connected truck, the main data node is established. The connected truck provides real-time information to all participants in the logistics network. It links the isolated nodes of the network. And even more, the connected truck turns the logistics network into an information power grid. So, if you asked me to be really bold – if you asked me to blueprint the ultimate connected truck, I'd say this: This truck will always be driving, it will always be fully loaded, never be stuck in a traffic jam, it will never fail and it will be piloted by a happy driver. There will be no paperwork, no accidents or breakdowns. Okay, I am well aware that we might never completely get there, but it's the direction we're taking."

To support this vision, Daimler established a new Digital Solutions and Services division, which will be based in Germany. ●

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Platoons can save fuel, make better use of roads

Continued from page 1

"We do platooning for three reasons," said Dr. Wolfgang Bernhard, head of Daimler Trucks globally. "It makes better use of the infrastructure, it reduces fuel consumption and greenhouse gas emissions and it increases safety."

It's not yet clear when North American jurisdictions will allow the system to be brought here.

In Germany, the government issued special permits allowing Daimler to demonstrate the system.

Certain safeguards were put into place. For example, the space between the trucks must expand to 50 metres where interchanges are present, to allow cars to access off-ramps or safely merge onto the highway. This is all done automatically by Highway Pilot Connect, using GPS mapping.

Following the initial demonstration, which was broadcast to media in

real-time using helicopters, Daimler allowed journalists to ride along in a platoon. The system was surprisingly simple to operate.

A dash-mounted tablet indicated the location of nearby platoon-enabled trucks. Drivers simply activated the Highway Pilot Connect button on their dash to form the platoon. Daimler engineers explained that the 15 metres between tractor-trailers still left enough space to safely brake, even if one of the trailing trucks in the platoon is more heavily loaded than the lead truck.

Lane changes must still be done manually.

Daimler announced at the event that it will be continuing its push to achieve greater connectivity with its trucks. It will be investing €500 million into connectivity by 2020, the company claims. It says 365,000 of its trucks are already connected via FleetBoard in Europe and Detroit Connect in North America. ●



Top: A driver enjoys hands-free semi-autonomous driving while in a platoon formation. Below: A car inserts itself into a truck platoon. The trailing truck will automatically decelerate to restore a safe distance.

New York City to Toronto in a connected truck

Daimler envisions how connectivity can eliminate inefficiencies on a typical run

DUSSELDORF, GERMANY

At a global press event March 21, Daimler Trucks demonstrated how connectivity will one day revolutionize a standard run between New York City and Toronto.

Connected trucks will be able to address the major impediments to productivity encountered today, including fully booked rest areas, traffic jams, inefficiencies at cargo terminals and border wait times, according to Dr. Peter Vaughan Schmidt, head of strategy with Daimler Trucks. Examining real-world operations, Daimler found the average truck spends just 35% of its time driving; the rest is spent parked (50%), waiting (9%), loading/unloading (5.5%) and parked for administration (1.5%).

"That is a problem and it is depressing the margins in this industry," Vaughan Schmidt said. "We took a look at the root causes of these problems. What we saw straightaway was there is very little transparency across the entire route."

Daimler envisions a fully connected logistics network, with trucks serving as mobile data nodes, constantly exchanging information with the infrastructure and vehicles that surround them.

"Our utmost aim here at Daimler is to bring together the data in the various areas, to install a holistic data exchange and in turn to develop new solutions for our customers along the logistics chain," Vaughan Schmidt explained.

"This will be done by intelligently networking all the participants along the chain through connectivity."

So how will this be done in practice? Using the New York City-to-Toronto run as an example, Daimler officials explained how connectivity will be able to improve efficiencies

from beginning to end.

Before departing New York, the driver will be able to do a pre-trip inspection that will be simplified thanks to the use of augmented reality and the transfer of digital documents that are shipped, in real-time, to the fleet's server.

"The benefit here is, it takes less time, there is no more paper and there's more legal certainty for the driver and the freight forwarder," explained Martin Zeilinger, head of advanced engineering with Daimler Trucks.

In the example, the truck was loaded to 60% of its capacity, but thanks to its real-time connectivity with on-line cargo exchanges (or load boards) it was able to find more freight nearby to improve capacity utilization. This also helps eliminate lost productivity when loads are cancelled on short notice.

"Connectivity with cargo exchanges will avoid an empty run, which leads to better capacity utilization and minimizes the number of empty runs, which are wholly inefficient," Zeilinger explained.

While in-transit, the truck will send data in the form of standardized data packages that can be routed to different target groups. Zeilinger said this will take the form of V2V (vehicle-to-vehicle) and V2I (vehicle-to-infrastructure) communications, whereby the truck is constantly communicating with nearby vehicles and infrastructure.

V2V communications will allow for truck platooning, in which several trucks form a tightly packed formation to improve fuel efficiency while occupying less road space. But V2V will also be possible between trucks and other types of vehicles to improve road safety. For example, Zeilinger explained, vehicles will know



Daimler imagined how connected trucks will be able to reinvent transportation by constantly communicating with surrounding vehicles and infrastructure. The hope is to eliminate unproductive miles.

when others ahead of them have activated their hazard lights, turned on their fog lights or windshield wipers or encountered black ice.

"That primarily means a lot more safety for all vehicles on the road, but it also means an improvement in traffic flow," Zeilinger pointed out.

V2I communications will allow the truck to talk to intelligent traffic management systems and even read road signage. Drivers will be aided on route selection by high-definition "live" maps that use V2V communications to warn of traffic congestion. The connected truck will even be able to find nearby available parking spaces when the driver is showing signs of fatigue or nearing the end of his allowable driving hours. Along the way, a connected truck will be able to manage all the toll systems it encounters, eliminating the need to carry multiple dash-mounted transponders.

Over-the-air engine programming will be available, so that a truck that's about to enter the mountains can request a temporary torque increase in certain gears, "torque on demand," so to speak, or can have the speed governor remotely increased or decreased based on local regulations.

Customs clearance will be expedited because documents will have been forwarded in advance of arrival. And when the truck arrives at the receiver, it will seamlessly be guided to a waiting bay for unloading.

This is Daimler's vision for the connected truck. And, officials added, drivers will be among the greatest benefactors. Drivers will experience less unproductive time en-route and will have access to a wide range of in-cab applications that will help them be more productive, access fitness services and stay connected with their families.

"The working environment will be made much more attractive," Zeilinger predicted.

But the benefits extend beyond the driver's seat and even beyond the trucking companies operating the vehicles, he added.

"I think everyone will benefit from this; the clients, drivers and society at large," he explained. "Connectivity means the truck is always on. Connected trucks will in the future communicate all the time with everything around them - with trucks, other vehicles, with online cargo exchanges, with navigation systems, with traffic lights - everything will be connected." ●

Where have all the technicians gone?

Industry has itself to blame for current technician shortage, TMC panelists say

By James Menzies

NASHVILLE, TENNESSEE

Panelists on a Technology & Maintenance Council session on the shortage of diesel technicians took an introspective look at the issue and laid the blame for the current shortage squarely at the industry's feet.

George Arrants of WheelTime said the industry has caused this shortage by failing to communicate to training institutions what is needed of graduating students and by doing too little to generate awareness and interest among prospective new talent. He noted the US, over the next few years, will experience its first shortage of human capital since WWII and it will be worse for employers seeking medium/heavy truck technicians because employers have not effectively engaged students and the institutions that train them.

"What education is teaching, and what we as an industry need, there's a disconnect," Arrants said. "That's our doing. Any of you who serve on the advisory committee (of local training schools), raise your hand. The rest of you are part of the problem. If you're not involved with your local schools, telling them what they need to do, you're part of the problem."

Arrants also said employers need to stop expecting recently graduated students to be productive on their first day on the job.

"You weren't productive on your first day, why do we expect them to be?" he asked. "We need to mentor this generation."

Panel moderator, Lou Stumpp of Navistar, said securing talent for the shop is like trying to land a sought-after free agent in sports.

The current generation is more likely to jump around between employers so more must be done to court and retain them.

Arrants added, "We created this generation, it's our fault. We've been giving them a trophy for last place since they were six years old when we should've been telling them to pick another sport...They are entitled.

We have to understand the way they think and engage them. They want a clean shop, they want a safe shop and they want to feel like part of a family. They want to feel needed."

Arrants added young technicians don't have a problem with the rules in the shop, they have an issue with the way those rules are enforced.

He said they need frequent encour-

"Schools make absence and tardiness acceptable. Ten per cent absent is 10% of the time something didn't get fixed."

George Arrants, WheelTime

agement and the occasional pat on the back.

Dave Williams, a retired Silver Spark Plug recipient who previously worked at Verizon, said the industry must do more to educate students and their parents about the opportunities that exist in the field. Kenneth Calhoun of Truck Centers of Arkansas, agreed, adding most of the people in the room at TMC started their careers on the shop floor.

"Today, you're the directors, VPs, presidents," he pointed out.

"We're a career that does not have a career ladder, we have a career lattice," added Arrants. "We're the best kept secret out there. People don't realize all the different things they can do with these foundational skills."

Williams understands the difficulty of finding technicians first-hand. The company he previously worked for outsourced all its maintenance operations and then decided to bring it back in-house, necessitating the hiring of 157 technicians. It was a daunting task.

"We quickly realized we are not going to find the complete mechanic out there, looking for a job," he said. The company found some success recruiting military veterans who are skilled, reliable and often willing to relocate if necessary.

Calhoun said his company employs

an in-house apprenticeship program to develop talent, but finding takers is difficult. Apprentices spend half their day in training and the other half working on the shop floor alongside a mentor.

"We started a new group four weeks ago, and three of those six seats are empty today because I didn't have the qualified applicants to plug into those spots," he said.

Stumpp attributed part of the problem to the demise of mom-and-pop service centers, where many mechanics used to cut their teeth.

Arrants said employers need to work with nationally accredited

complexity of the job.

"We have more technology on a truck than almost anything else that moves in our world," added Stumpp.

Once a technician is successfully recruited, Williams suggested encouraging leadership within those employees to keep them engaged.

"We encourage these technicians to run this like it's their own business," he said. "They have to prioritize their work, they order their own parts, they work with the drivers and associates to get their vehicles scheduled in for maintenance and we give them objectives."

Panelists and attendees also noted starting wages need to increase if the industry hopes to attract new technicians. Arrants said there has been progress in this area among dealers in the automotive industry.

"They are starting to adjust that starting wage," he said. "We have to look at everything we're investing in an individual who could be with us for a long time and part of that investment means ensuring they can at least live some kind of basic life with the salary we provide them. If not, they're going to go somewhere else. We need to look at that and we need to look at that hard."

There was also some discussion about the sizable investment a new technician must make in tools. While Arrants said tool suppliers heavily discount starter kits for students, it's still a \$3,500-\$4,000 investment. One attendee noted it's unheard of in Europe for a technician to pay for his own tools.

Arrants suggested buying tools for a new technician is likely cheaper than placing an ad for his or her replacement and he added if the shop owns the tools, a young tech is less likely to up and quit - taking his tools with him - when he's having a bad day.

One mother in the room also addressed the high cost of schooling as an issue. She encouraged her son to become a diesel technician but when he calculated the cost of schooling combined with the cost of purchasing tools, the recruitment ads running on a local radio station funded by the electrical union began to sound pretty appealing, she added, highlighting the fact it's not just the trucking industry that's stepping up its search for new talent. ●



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Changes coming soon to DoT drug testing rules

By Harry Rudolfs

Alcohol and drug testing for truck drivers operating into the US has been a reality for Canadian carriers for about two decades. But now the US DoT is tweaking its regulations for transport workers and these changes will no doubt impact Canadian truckers whose work takes them across the border. The good news is that, as of Jan. 1, the Federal Motor Carrier Safety Administration (FMCSA) has dropped its random drug testing rate to 25% from 50%. This comes as a result of low failure rates during the years 2011-13. The overall rate currently sits at about 0.5%. Alcohol breathalyzer testing was lowered from 25% to 10% several years ago because of similarly low failure rates.

More importantly though, Canadian carriers are waiting for the FMCSA to publish its final rule on implementing a "Clearing House" for commercial driver licence-holders who have failed or refused a drug test. US legislators have been concerned that drivers who have been terminated or flagged after positive test results have been, until now, able to move undetected from one carrier to another. The proposed Clearing House database would make it very difficult, if not impossible, for them to do so. Under the new rule, employers will be required to consult this database when hiring new drivers, upload names of failed drivers, and query the database once a year regarding the status of their current drivers.

Some privacy concerns have been addressed. For instance, when a driver's name appears on the list, he or she would be required to sign a consent form before details about test results, substance abuse treatment and follow-up tests could be released. But the situation is more problematic for Canadian carriers who have to play by US rules; human rights and disability issues are viewed much differently on this side of the border. At least one lawyer, Ronald Henry, thinks submitting names of Canadian drivers who test positive to a US database could open up a can of worms.

"There are humongous privacy issues here. Expect challenges," he suggests.

According to Dr. Barry Kurtzer, chief medical review officer for DriverCheck: "We did pose the question to FMCSA

quite some time ago as to whether or not Clearing House rules would apply to Canada, and whether FMCSA had made provisions for Canadian addresses, bilingualism, and privacy rules. Unfortunately, we never received answers to our questions. We'll know more about the impact on Canada once the FMCSA officially publishes its Clearing House rule."

Meanwhile, the US Department of Health and Human Services has recently published two notices of proposed rulemaking, which will affect the DoT drug testing regimen in the very near future. One of the rules will see more drugs added to the "panels," or categories of intoxicants. The FMCSA currently wants drivers to be screened for five types of narcotics, sometimes referred to as the NIDA 5. These are amphetamines, cocaine, marijuana, opiates and PCP. Prescription painkillers such as oxycodone and hydrocodone will soon be included in the panels. Oxycodone, a synthetic type of opiate popular among the illicit drug-taking fraternity has been added, as have amphetamine variants such as MDA and MDMA (better known as ecstasy).

The second initiative concerns the addition of oral fluid collection to the drug-testing menu. Up until now, urine analysis was the only accepted methodology for DoT random, pre-employment, reasonable cause and post-incident testing. But this new rule will allow for oral (saliva) testing as well. When the rule is published, employers could use either saliva or urine collection, or both. The saliva test is considered a better procedure for determining the "probability" of impairment. It can show the presence of a drug or a drug's metabolite in the subject's system for several hours after ingestion and depending on the amount of that substance, could inductively indicate whether or not the driver was "probably" impaired when reporting for work.

But hair follicle testing is gaining in popularity, particularly in the US where workplace drug testing is widespread. Strands of hair, an inch-and-a-half long, can provide the lab with a snapshot of drug use over a 90-day period. For that reason, some employers prefer this process for pre-employment testing, as it can provide a wider spectrum of the driver's drug-using lifestyle and poten-

tially risky behaviour.

Some hair follicle testing is being done in Canada, usually in pre-employment situations for truck and bus drivers, but the procedure is expensive and decried by civil libertarians. However, American Trucking Associations (ATA) president and CEO Bill Graves is a major proponent of the procedure and has been lobbying US legislators to have it included as part of DoT testing.

Hair testing is now undergoing its own detailed review by the US Department of Health and Human Services (HHS). But the HHS's proposed oral fluid protocols are currently much further along the development curve.

"We believe that oral fluid testing will be cleared for use in DoT programs sometime in 2016," says Kurtzer.

Police and regulating authorities both in Canada and the US are concerned

"We believe that oral fluid testing will be cleared for use in DoT programs sometime in 2016."

Barry Kurtzer, DriverCheck

with people driving while "high," particularly under the influence of THC (the psychoactive ingredient in marijuana). Recreational marijuana use is now permitted in some states and the number of medical marijuana users in Canada is expected to increase dramatically in the coming years.

While some 50,000 drunk driving charges are laid in Canada each year, only about 1,000 drug impaired charges are tallied. What is lacking is legislation and technology. There is presently no roadside test for drivers to determine the presence of drugs. The best way to determine drug impairment would be by administering a roadside blood test, but this is not practical.

Oral fluid collection seems to be the way forward at this time, either by means of a breath sample or a swab of saliva, and medical instrument suppliers are scrambling to fill that niche. Cannabix Technologies of Vancouver, B.C., founded by a retired RCMP officer, is developing a handheld breathalyzer-type device that captures mucus particles from the lungs and uses a newly developed type of spectroscopy to determine if there are cannabinoids pres-

ent. At the same time, a national forensics panel is currently evaluating three such devices.

Canadian regulators will also probably be looking to places like Australia, where various jurisdictions have been using roadside saliva test kits for years. Closer to home, states like Washington, Colorado and Montana have set an impairment limit of five nanograms of THC per microlitre of blood.

Most likely Canadian authorities will go with the five nanogram plasma baseline for THC, which is also consistent with the 2015 task force guidance of the American College of Occupational and Environmental Medicine.

The US DoT has banned the use of medical marijuana by commercial drivers, so a Canadian driver taking prescribed medical cannabis products may not drive on US roadways. But what if the trucker works domestically? Assuming your workplace has an iron-clad drug testing policy in effect and no one's rights or privacy have been violated, how can you determine if a THC user is unfit for work?

Unlike the universal baseline for alcohol impairment - .08 blood alcohol content (BAC) for motorists, .04 BAC for commercial truck drivers - measuring impairment while under the influence of THC is difficult. But Dr. Kurtzer cites one specific type of workplace oral fluid drug testing model that should stand up to scrutiny: "Where a screening test was positive at or above 1 ng/ml for oral fluid THC, and the subsequent confirmation test was positive at or above 10 ng/ml, then it was interpreted that the specimen donor 'likely' used marijuana within four hours prior to the test. And if that time window coincided with the work shift, then it was 'likely' that the worker was impaired on the job."

A positive test result is a major concern to both the driver and the carrier. In some cases, termination can be the end result, but it doesn't have to be so. In Canada, drug dependence is considered a disability, and if a driver fails a test and admits to having a substance abuse problem, he or she has to be accommodated. This is done through a Substance Abuse Professional (SAP) who recommends a course of treatment. Subsequent return-to-work and follow up testing will probably be required.

"US DoT drug testing was never designed to measure impairment, but to recognize risky behaviour and create a safe workplace," adds Kurtzer. "As long as illicit drugs are being abused, the worry is that they will end up in the workplace. It's not a witch hunt. Termination doesn't have to be the final result. We certainly see many, many happy outcomes." ●

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Jimmy Zborowsky
President

Bringing diversity to the workplace

TORONTO, ONTARIO

The workplace of tomorrow is one that is rapidly changing. Diversity within the workplace has become a hot button issue for many, as more women emerge from university and more businesses put a focus on hiring those with different backgrounds, marketing themselves as being an inclusive place to work.

At Trucking HR Canada's second annual Women with Drive Leadership Summit, a panel of diversity experts was asked to speak about this changing workplace environment and how businesses can and should strive to be inclusive all of minorities.

The panel included Jennifer Laidlaw, diversity inclusion with CIBC, Shannon MacDonald, chief inclusion officer with Deloitte and Kelley Platt, chief diversity officer of Daimler and president of Western Star Trucks.

Lou Smyrlis, editorial director of *Truck News* moderated the panel.

Defining diversity

To start, panelists were asked to define diversity. Platt explained that diversity is all about inclusion saying, "Diversity is including the right people in the workplace. It's really about respecting each individual in our organization...so whether you're sweeping the floor at a truck plant or answering the telephones or whether you're one of our senior sales and marketing people, your role is of value and you should be respected."

MacDonald went further to say that diversity is more than what people can see, such as gender, ethnic background and accessibility.

"On the surface, diversity is measured by what we can see. That's why I think gender gets a lot of attention...and visible ethnicities," she said. "But it's what is under the surface...it's the diversity of thought and the collaboration of ideas - that's true diversity."

She stressed that many HR teams think that bringing people of various ethnic backgrounds or more women into the workplace will automatically improve their diversity, but really they should be focusing on someone's diverse way of thinking to achieve their diversity goals.

Laidlaw built off of MacDonald's comments, saying that beyond embracing those different thinkers, a company needs to value that diversity.

"We want to get at those moments of truth," Laidlaw said. "We can tick off all those boxes and say, 'Yes, we have diversity'...but the question is, are we valuing that diversity or are we trying to take difference and turn it into sameness? Diversity on its own has limited value because you have to unlock that value."

To unlock the power of diversity, Laidlaw said those in leadership positions need to feel comfortable hiring people who may challenge them in the boardroom in order to leverage those different points of view. Otherwise, you risk devaluing the company's diversity.

Why aren't there more women in the boardroom?

Statistics show that while women comprise almost half of the Canadian workforce (47%), they hold only 29% of senior management roles. Which begs the question, why aren't more women in these positions of power?

Platt said (while admitting she may be generalizing) that she believes women don't know where to look for these positions or they believe they don't deserve them. She added that sometimes

it's a matter of women being outsiders in a boardroom full of men.

"I've seen that when applying for a job, generally, men, if they can do 10% of what's on the job description, they will put their name in the hat," she said. "Women, on the other hand, think they need to know 110% of what's required for that job because they don't ever want to make a mistake. So they keep themselves out of that role."

Platt said she experienced this firsthand when she was included in a meeting about hiring for a leadership position at a Daimler subsidiary. She worked for days with other senior managers thinking about who to hire, and while there were seven or eight men on the list, she got the call to lead the subsidiary even though she didn't apply.

"I didn't even think about it," she said. "I never thought about taking that role."

Thankfully, her boss was right in hiring her and she did remarkably well at the subsidiary, growing it from the third largest school bus manufacturer to the largest. MacDonald added that the disparity between women in the workforce and those in management roles has to do more with those people hiring for management positions.

"We have to train ourselves to look at those who might be a little different and will want to do things differently," she said. "When we drive a car, we've trained ourselves to look in our blind spot. And this is a huge blind spot. We have to ask ourselves, 'I have to hire someone for this team, have I thought of hiring someone different who wouldn't normally fill this role?'"

The panelists collectively agreed that in order to fix the disparity between men and women in the boardroom, leadership needs to make women feel more comfortable in the workplace.

Why should women be in the boardroom?

Men and women are so different, that it provides a great opportunity for diversity. The panelists said it's no secret that men and women think and react differently to certain situations and those conflicting perspectives should be celebrated rather than feared.

"We need both men and women at the table and we need them to be well-positioned and well-equipped to work well together to value the fact that, you may come at this differently and I may come at this differently, but if we come at this differently we are going to get a better outcome," said Laidlaw.

Beyond this, women also bring a certain personal touch to a business, added Platt.

"Women tend to think more about how you get results, not necessarily about what those results are," she said. "They also tend to provide more recognition. And they tend to notice the little things, such as whether somebody actually has a problem at home that needs to be addressed."

Finally, panelists said that the inclusion of women in the workforce will benefit men, not only from an economic standpoint - by making the business better and stronger - but from a lifestyle perspective.

MacDonald said that more businesses are seeing how female leaders are making it acceptable for men to admit they want to be home more often.

"If you're leaving to see a soccer game for your kid, say you're going to see a soccer game for your kid," she said. "Because people who are thinking of having children need to hear that it's okay." ●

Three ways to avoid violations during a roadside inspection

Know your truck and how to operate it, MTO officer advises during PMTC seminar

By Sonia Straface

GUELPH, ONTARIO

In 2015, the Commercial Vehicle Safety Alliance revealed that out-of-service rates found during the annual International Roadcheck were the lowest on record.

At an educational seminar hosted by the Private Motor Truck Council of Canada (PMTCC) on March 29 at the Tim Horton's Distribution Centre in Guelph, Ont., Kerri Wirachowski of the MTO spoke to attendees about the record-breaking 2015 Roadcheck results and what fleets and drivers can do to avoid getting ticketed during inspections.

"It's great to know where you were at Roadcheck and what violations and out-of-service conditions we're finding roadside, but I'd much rather tell you how to get rid of them than tell you what we found," she said.

There are many ways to avoid what Wirachowski called "simple violations" and she offered advice on how to make 2016 another record year for Roadcheck.

Check your attitude

The interview of the driver is of the utmost importance, Wirachowski said, and it's one of the first steps in the inspection process.

"When I'm interviewing a driver and all of his stuff is in a row, the inspection tends to go well...but when I'm asking him where he's coming from and where he's going and he doesn't want to tell me anything, things go sideways," she said.

She stressed that drivers who are honest and don't give an attitude to officers often do better during a roadside inspection because it makes the process smoother.

As soon as the driver hints that he or she is not going to be cooperative in the inspection, Wirachowski said it sets the tone for how the rest of the (now) lengthy inspection will go.

Be organized

Though it may seem like an easy task, being unorganized is one of the main reasons why violations are issued, according to Wirachowski.

She said when an officer asks for documents like insurance cards and CVOR certificates, it's important that the driver presents them in an organized binder complete with all the documentation required.

Often, Wirachowski says, drivers are fumbling looking for things like insurance cards, which slows down the entire process or results in a violation if documents can't be found.

"There's always hundreds (of insurance cards) in the truck," she said. "Make sure all the expired stuff is coming out when the valid stuff is going in."

In addition, it's important to ensure that the operator name is the same on all documents (logbook, CVOR, insurance card), Wirachowski said.

"What we're seeing more of, is the operator name is similar, but they're all slightly different on each document... and then we're on the side of the road trying to figure out which name is the legal entity," she said. "If you just surrender a CVOR and it doesn't match the trip inspection and the logbook, now the driver has a problem. Make sure everything matches."

She also warned about presenting faded trailer registrations. A rule to remember is: if it's not legible, it is a chargeable offence.

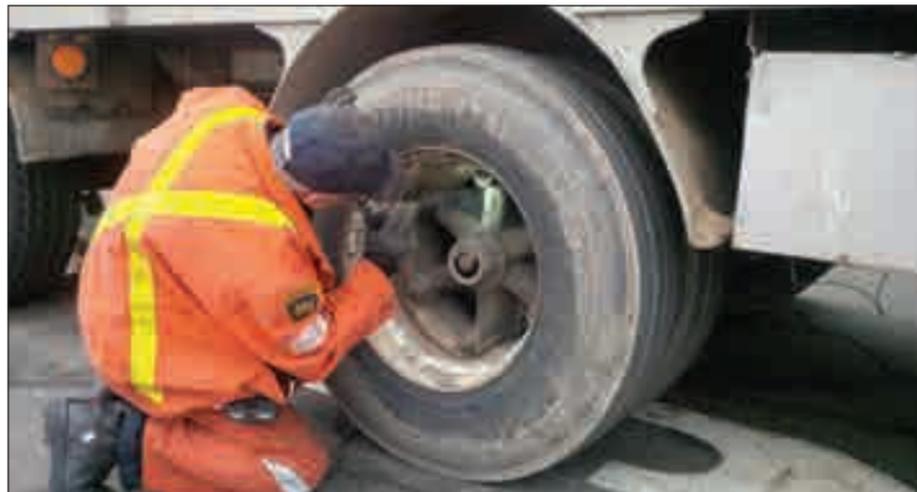
"As much as I hate to say it, people do get charged for that," she said. "If you've got a trailer registration in the tube and moisture gets in and it's falling apart, that's a chargeable offence because the officer can't read it." Overall, drivers who know where to find the needed documentation and present it to inspectors in a neat, organized binder often do well in an inspection.

Get technical

Knowing the truck you're driving is paramount during an inspection, added Wirachowski.

"Make sure your drivers are familiar with the truck," she said. "When I'm standing there with a driver and he's telling me he did his pre-trip today and he doesn't know how to hit the lights or doesn't know where the horn is or he doesn't know how to pop the hood...I'm thinking how good of a trip inspection did he do? Trust me, that is a signal to me that he doesn't know that truck at all."

She said signs like not knowing how to open the truck's hood are common when drivers are slipseating. Educating drivers to know how each and every truck they are driving works will help your fleet avoid charges, she added.



Being cooperative and organized during a roadside inspection will help avoid violations, according to MTO officers.

As well, with more fleets adopting ELDs comes a whole new set of problems. Wirachowski stressed that drivers should know how to use their ELD system once your fleet decides to adopt it.

"Ensure drivers know how to use the EOBR," she added. "That is a big one. If I ask a driver to show me yesterday's log and he doesn't know how to scroll back to yesterday, now we've got a problem."

She added that when purchasing EOBRs, it's important to keep in mind that it should be able to be examined outside of the vehicle (some have longer cords or the screen becomes detachable).

"If we can't see it, we can't read it. And we're not going to get in the cab and sit next to the driver to read his ELD," she said.

Wirachowski said keeping the above

tips in mind will help create another successful Roadcheck in 2016.

"In 2015, in Ontario, there was an 85% pass rate. The country as a whole was 81.4%. That's higher than ever. Normally it's a 21% failure rate and we were just shy of 15% in 2015," she said. "And I will admit that Roadcheck is probably the most advertised three days of truck inspections on the planet, so if you don't have your truck fixed before Roadcheck, you're living under a rock. I hear that Roadcheck is a waste of time often because the industry knows it's coming...but my argument back is who cares how we get in compliance? At least at one point in the year, carriers will look at their trucks hard because they are scared of Roadcheck. It's better to look at the trucks hard once a year, than never at all." ●



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TMTA names first female president

WATERLOO, ONTARIO

The Transportation Maintenance & Technology Association (TMTA) has installed its first-ever female president, Brenda Alderson.

Alderson will lead the Waterloo chapter, after accepting the reins from outgoing president Jake Francis at the group's monthly meeting last week. She is the first female president of any of the group's chapters. TMTA also operates chapters in Windsor-Chatham, Sudbury and London, Ont., bringing together professionals in the truck maintenance field for networking and educational events. Alderson has worked for Erb Transport for 18 years and currently serves in a fleet maintenance support capacity.

Her job involves everything from managing parts inventory, auditing work orders, office administration in the shop and managing breakdowns. As president of TMTA, Alderson told *Truck News* one of her priorities will be to engage the membership and get them more involved.

"For non-profit organizations that are volunteer-run, it's very, very hard to get people to come out and take part," she explained. "Nobody minds coming to have a meal and learn something but when it actually comes to doing an extra meeting or maybe a little extra work during the month, it becomes another issue. I'm a firm believer that everybody should take their turn at the helm and put in a little extra work and find out exactly just what the association is all about. That's why I came onto the board, just to give

back to the organization."

Alderson will serve a two-year term as president. The TMTA's Waterloo chapter is vibrant, boasting about 200 members with a regular monthly turnout of about 100 for the networking dinners. Alderson said she is particularly encouraged by the growing number of women who attend.

"When I first came here in 2008 there were very few women," she said. "Now, you will regularly see six to 12 women here every month."

Alderson said there are many benefits to membership in TMTA, which she hopes to promote to bring in new members.

"When I first came, I came because I wanted to know more about the issues in trucking," she explained. "I wanted to learn more about the workings of the truck and also my boss works very long hours and is unable to come, so it was a way for me to get the knowledge, do the networking and be able to take it back to my company. Those are all good reasons to join."

Alderson also wants to promote opportunities in the industry to women.

"I would highly recommend it," she said of a career in the trucking industry, noting there are many opportunities in the shop beyond turning wrenches, including becoming a parts manager.

"It's probably going to be a whole lot easier now to get into the industry (as a woman) than it was 18 years ago," she said, "because there is less skepticism that you can do it."

For more about TMTA's Waterloo region, visit www.TMTA.co.

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Over the Road

AL GOODHALL



Being generous with your time can pay off

“I’m glad it’s you making the delivery today, most drivers don’t offer much assistance,” Clare said with a smile.

That quote comes from a receiver I’ve come to know very well over the past several years.

He owns a small retail furniture business in southern Manitoba. I always call ahead when I deliver to him so he can arrange for help to unload his shipment.

On this day, he was short on staff leaving the two of us to get the job done. It wasn’t much of an inconvenience because it was a light shipment.

Besides, over the years our relationship developed based on generosity and gratitude.

I gave generously of my time and labour and he was grateful.

In the days prior to the opening of our Winnipeg terminal, his shipment was usually the last of the day on my wagon. He would accept delivery late into the evening, being very generous with his time. In these instances it was my turn to be grateful. He respected my time and effort.

Over the 17 years I have been driving, customer service is rarely, if ever, talked about within the driving ranks.

Yet how we relate to shippers and receivers has a direct impact on our

time and our trip plan.

I don’t ever recall sitting in a safety meeting and having a discussion about our customers and how the drivers’ one-on-one relationship with them impacts the drivers’ daily life and in turn, the fortunes of the company. I’ve always found this odd.

I’m paid by the mile and by the drop. Why aren’t we talking about how to make good use of my time? That time is totally dependent on the relationship I have with shippers and receivers. Shouldn’t we be talking about those relationships and how to leverage them?

I think this topic is the Achilles heel of the trucking industry. Why? Because developing people skills and

the productive professional relationships that go along with them is incredibly difficult in an environment where drivers’ performance cannot be observed and coached. We have to face the fact that in the past, people skills were developed organically across the trucking industry by smaller, often family-run trucking companies. Successful customer service skills were not taught but were demonstrated to new drivers by experienced drivers and the founders of the company.

Customer service wasn’t called customer service in this environment but was probably known as showing respect, hard work, commitment, generosity, etc.

These positive work attributes are known to most drivers in the industry as old-school values.

These are the foundational values that build strong interpersonal relationships with shippers and receivers – customers – and lead to higher productivity for the individual driver.

It seems that the expectation of many drivers today is that their responsibility ends when they bump the dock.

This attitude is reinforced by many large companies that recruit drivers with the tag line: No touch freight.

All you have to do is drive – your responsibility ends there. But this reinforces the short-term view of return on investment.

Personal relationships and the benefits that come along with them are not short term projects. The payoff is in the long-term.

Where I work, we deal with floor loads of commercial furniture shipped to dealers across Canada. Often I will have to deliver a load of 300-400 pieces of furniture to a single stop. On occasion, there is only one individual receiver plus myself to unload the freight. Usually there is more manpower than that, but sometimes not. Do I sit in the cab all day and wait or do I invest some unpaid time and assist?

Many drivers will not expend the effort because they are not being financially compensated for the work.

I won’t disagree with that position. But what I will say is that, because I deal with these individual receivers on an ongoing basis a situation such as this presents a golden opportunity to be generous with my time and effort and earn their gratitude in return.

That gratitude and respect we have the opportunity to earn in these situations pays off in spades down the road.

When the opportunity arises for that shipper or receiver to repay the gratitude you earned with a generous act of their own, they will, making your life easier by valuing your time as something important. That, friends, is money in the bank.

But the real value I find in taking the time to invest and build relationships with people I may only see two or three times a year comes in the greeting I receive when I walk through the door.

More often than not I am greeted with a smile by people that are genuinely glad to see me.

That is priceless. 🍷

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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You say tomato I say tomahto

MARK LEE



Fighting the electrical gremlins

The electrical gremlins must read this column. Just as last month's issue hit the shelves they struck me not once, but twice.

I had just managed no extricate myself from under my truck, which is no easy task given my circumference and the side skirts on my truck, after trying to locate an electrical issue when my phone started to ring. It was my driver and he had just stopped to get fuel. When he went to start the truck after fuelling, it wouldn't go.

I called my local service agent for the second time that day. My priority was getting my second truck running. My driver is pretty good with wrenches, so I was confident he could try a few things out without making things worse. The guy from the service agent is an encyclopaedia of knowledge and he gave me three items to look at. I passed this on to my driver and waited for him to call back.

The call came and it was bad news. The truck still wouldn't start, so now I had to call the manufacturer's breakdown service and let them do their thing. After speaking to the lady there it was recommended that I use the on-site repair facility at the truck stop. My man was at the Flying J in South Beloit, Ill. I passed this on to Paul, my driver, and he wandered over. He walked back to the truck accompanied by a technician who spent about an hour rolling around under the truck trying to get it going. Unfortunately he could not.

The next call I got was from the lady at the truck stop repair shop. She had phoned around to get me the best price for a tow into their shop but I was alarmed to find out it would cost me US\$575, which at the current exchange rate feels like about \$600,000 Canadian!

She recommended that I use the tow truck to drag the truck to the local dealer as the tow price is a flat rate for a call-out and a tow within a certain distance. The dealer was only 15 miles down the road, so it would work out cheaper as they could fix it on-site. She also told me there would be no charge for the assistance they had given me so far, which was very nice of them. I told Paul to go to the store and buy her a box of chocolates and grab a case of fizzy adult beverages for the guys who had looked at my truck to thank them for being so helpful.

By this time I had phoned the manufacturer's breakdown service again and within a couple of minutes the local dealer called me. He was sending a tow company to either start the truck or tow it into their shop. Fifteen minutes later my driver called to say that the \$600,000 tow truck had arrived. A minute later he called back to tell me that the tow truck operator had crawled underneath and had, with the help of a six-inch piece of wire, managed to get my truck running!

Now I could get back to sorting my own problem. It was one of those little things that will drive you crazy. I was losing power from my batteries; sometimes the low-voltage alarm would trigger soon after shutting off the truck, at other times it would run

the bunk heater all night and everything would be fine the next morning.

When I picked up the truck in December the batteries were shot, so I replaced them all and the dealer picked up the bill. The previous week I had put the truck in the shop at my carrier to try to figure out what was going on. They found a battery that was completely dead and I had replaced that, but the problem persisted. I was starting to think something goofy was going on and I had a drain somewhere that had caused the original batteries to fail.

During the night the alarm had gone off and I jumped out of bed and fired up the engine, but the volt meter was going crazy, jumping from 12.2 volts to 14.9 volts and I was concerned

that it may lead to further problems if it started overloading any of the sensors. The consensus was that it was either a bad ground or the isolator switch on top of the battery box was failing. I found all the grounds and piggybacked them with my booster cables. It didn't help, so it was looking as though it was the isolator or some form of witchcraft.

In the meantime Paul called. He was ready to get rolling again. The shop had checked and cleaned the starter solenoid and relay terminals and everything was good. The bill came to US\$188, so I couldn't complain about that.

I haven't had the bill for the call-out from the towing company yet

though, so there's still time for some sticker shock. The guy turned up in a half-million-dollar tow truck, so I'm not expecting the company to offer discounted rates.

After becoming claustrophobic under my truck I decided on three things. I needed to: lose weight; get some blocks to drive up on if I need to get under my truck; and to leave my truck's problem to the professionals. The third option was the most successful so far. I called into the manufacturer's facility on the way home and they ran a check on every single electrical circuit on my truck. Everything was 100%, so they fitted a new isolator switch and it solved my problem. The only downside was that it cost over \$500 to fix. Electricists! 🚫

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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Coming to terms with reality

When I first started in business, I had big dreams and plans. A younger mind full of ambition can dream up some big ideas, which don't seem as far-fetched then as they do later in life. A dispatcher with a larger trucking company was under the impression I was content to be a single truck, independent operator, which he mentioned when we hired our first owner/operator less than a year after opening the doors. The conversation went something like this:

"Growing, huh?"

"Plan on buying out Laidlaw before I turn 50. Before I retire, I'm gonna buy out Schneider."

He laughed. I didn't. Okay, my plans weren't quite that extreme or grandiose, but at that time, I had a lot of ambition.

Low expectations, I believe, produce low results. Aim high. Even if you don't reach your goals, you'll at least achieve a higher level of success. However, 17 years later, I don't reach quite so far up the ladder. After a heavy investment in a company expansion in a transportation sector that we had insufficient experience in and getting locked into a restrictive service contract, followed by a recession, the company isn't much larger than it was after our second year.

I thought I understood that with the age of 50 in the rearview mirror, the growth plans should be scaled down and future expectations adjusted accordingly; a little less lofty. In January, I was educated even further.

Mike McCarron, a well-known former trucking company owner turned merger and acquisitions guru, wrote a column in a sister publication that hit me right between the eyes with what should have been an obvious, hard reality. Without reprinting his column, I'll summarize that he discussed the combination of baby-boomers becoming entrepreneurs and greatly increasing the number of business owners with the fact that our generation lives much longer. The 'Coles Notes' version of the article was that if you are still the owner of a small trucking company, one not apt to grow much further, any plans you may have had to sell out and retire may be unsuccessful.

I hate how accurate this theory is.

To add my spin, if you haven't grown your company to a sizeable entity yet, you're unlikely to do so in the near future. If you have only a few units, you are only likely to sell out if you have some specific, high-paying specialty, or another small operator wants to grow and you are the biggest obstruction to that growth. That's a very small demographic that may wish to buy you out. If you don't fit one of those categories, the most obvious alternative is to work until you've had enough and sell off your equipment, which is a very depressing, anti-climactic end to a lifetime career.

I guess I've realized this fact for a while; it's just surprising how seeing some of your own suspicions in print, expressed clearly in somebody else's words, makes them even more real.

Acceptance of obvious truths makes it easier to deal with them realistically.

You can ignore Mike's theory at your peril. My conclusion is that I need to stay the current course, working smarter instead of harder and finding savings where possible and sensible, because as everyone knows, how much you earn is only as important as how much you keep.

I'll also continue to insist on freight rates that allow us, and our owner/operators, to earn what we're worth for as long as it remains practical to stay in business. Growth plans are still probably above reality but I realize, more importantly accept, that our four-acre yard will never be completely full of trucks. I don't have to be happy about it, but accepting reality makes realistic planning easier.

Too many people treat this industry like a lifetime commitment; a permanent obligation, rather than as a profession and career, subject to change when necessary. We've all seen trucking company owners stubbornly stay with their original business model, refusing to adjust company size or the type of service they offer, until they slowly work themselves out of existence.

Yet others will give up at the first sign of the need to change. Look at how many are planning to sell out and shut the doors when ELDs become mandatory.

There needs to be a sensible middle ground, and I can finally admit that middle ground can still be a comfort-

able place to stand, as long as your outlook is realistic.

I'm reminded of a story about the legendary NASCAR team owner, Junior Johnson, upon his retirement announcement.

The story goes that Johnson was having breakfast with a friend, who was trying to talk him out of retiring by telling him he was more than just involved in the sport, he was committed. Johnson reportedly answered by pointing to his breakfast plate and said: "See those eggs? Those chickens were *involved*. See the bacon? That pig was *committed*."

He had a good, sensible business outlook. I may be heavily involved in this industry, but I'm not committed. Call me a chicken if you like; I'm just not a pig. ●

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

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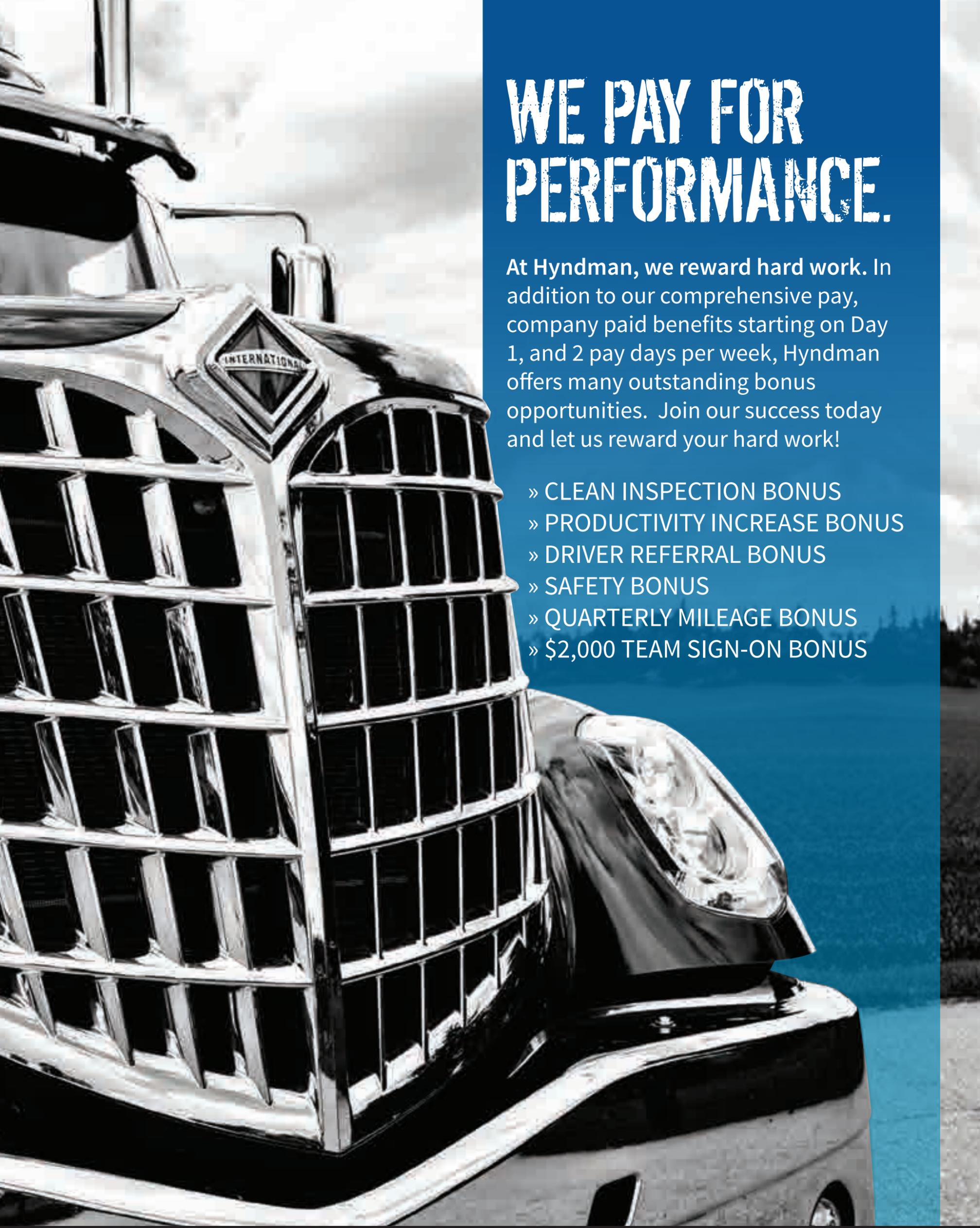
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Mack appoints new v.p.; Isuzu's Canadian boss gets a promotion; Tremcar names project manager; and CTA elects new chairman.

Jonathan M. Randall has been named senior vice-president of North American sales for Mack Trucks, as of April 11. Reporting to Mack president Dennis Slagle, Randall brings 23 years of experience in the heavy-duty commercial vehicle business to the role.

Randall holds a bachelor's degree from Colorado State University and has held several senior commercial positions with original equipment manufacturers prior to this new appointment with Mack Trucks.

Shaun Skinner, president of Isuzu Commercial Truck of Canada, has been named president of Isuzu Commercial Truck of America. The new appointment took effect Apr. 1. In addition to being president of Isuzu Commercial Truck of Canada, Skinner was also executive vice-president and general manager of Isuzu Commercial Truck of America. Skinner has been with Isuzu since 1987 and with its commercial vehicle division since 2002.

"I'm thrilled to have the opportunity to work more closely with our dealers and our customers as we come off a record sales year and as we look forward to launching the exciting new FTR next year," Skinner said.

Isuzu sold 20,725 trucks in the North American market in 2015, marking a new record for the company.

Tremcar has appointed **Harold Feagan** as its new project manager for

Vacuum and Propane Truckmount / Bobtail & Trailer for Tremcar USA.

He will work to develop vacuum and propane units for the company. Feagan worked as an engineer for Acro Trailers the last five years developing vacuum and dump units. He also worked as a mechanical engineer for Reyco Granning Suspensions.

He has a degree in engineering physics and a master's degree in business administration from Missouri State University.

Gene Orlick, owner and president of Orlicks Inc. in Calgary, Alta., has been named chairman of the Canadian Trucking Alliance (CTA).

Announced March 23 during the CTA's annual general meeting, Orlick will serve a two-year term as chairman of the federation of the country's trucking associations, which represents more than 4,500 trucking companies nationwide.

Other CTA executive committee members include: first vice-chairman: **Scott Smith**, president, J.D. Smith and Sons Ltd., Vaughan, Ont.; second vice-chairman: **Ed Malysa**, president and COO, Trimac Transportation Services, Calgary, Alta.; treasurer **Gord Peddle**, president, Atlantica Diversified Transportation Systems, Mount Pearl, Nfld.; and secretary **Dan Duckering**, president and CEO, Duckering's Transport Ltd., Edmonton, Alta. ●

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Tax Talk

SCOTT TAYLOR



Tax-free bonus? That's bogus

“Hi, Scott. How can I get the year-end tax-free bonus from my company?
Please call me back.”

That in essence was the message a client left on my voicemail last month. At first I had a flash of anger that someone would believe such a thing is possible. Then once I calmed down I actually started to laugh.

We were in tax season after all, so being stretched to the limit can cause me to have some strange and dramatic reactions to situations.

Seriously, though, it's nothing to laugh about. This client has enough CRA debt to float a boat. Tax-free

bonus? Right.

I first met this guy last spring as he was becoming an owner/operator. He asked for help incorporating and also wanted to talk about accounting services. Ultimately to save some money he decided to do a pay-as-you-go plan and have his wife do the accounting; he said they'd call us when they had questions, and we would file their T4s and corporate and personal tax returns.

I sent the owner/operator an e-mail last fall to check in and received no response. Then in late February came a flurry of messages from his wife. Things weren't going well. The truck was gone and the husband was back driving for someone else as an employee.

They had not made any payroll remittances for their wages from the company during the previous year. The wife had done all the calculations in her accounting spreadsheets but they never wrote the cheques.

Because the owner/operator dealt with customers directly, he had to charge GST/HST on his services. The wife followed my advice and had set up a separate account to keep all the HST in but they drained it to pay for a new pick-up truck after the old one broke down.

I have spent a few hours helping this couple gather up the info they need to file their business and personal returns. We also brainstormed ways to lessen the damage from what they owe CRA. We were making prog-

ress.

Now the owner/operator is calling about a "buddy" who says he doesn't show any wages all year long and instead takes his compensation as a tax-free year-end bonus from his corporation. He and his wife want to do this, too.

I spend a good part of my day educating clients about how to manage their business, and there's no better feeling than seeing them succeed. But every now and then you meet people who have their head in the clouds or up their...

Anyway, I called him back.

The client relayed what his buddy told him and thankfully ended it with the phrase, "but that doesn't make sense."

Of course it doesn't. Do you really believe that CRA would let self-employed businesspeople take tens of thousands of dollars as a tax-free bonus? Don't you think if it was possible that everyone would know and everyone would do it?

Prior to 2009 an employer could give up to \$500 to employees as in cash or gifts as a bonus or award - ie. your corporation to you, the employee. Since 2010, cash and near-cash gifts or awards are always a taxable benefit for the employee.

A near-cash item is one that functions as cash, like a gift certificate or gift card.

If the gifts or awards are non-cash items like tickets to an event they may be non-taxable but there are conditions. A gift has to be for a special occasion such as a religious holiday, birthday, wedding, or the birth of a child.

An award has to be for an employment-related accomplishment like outstanding service.

Generally, a valid, non-taxable

If it sounds too good to be true, CRA has probably closed that loophole.

award has clearly defined criteria, a nomination and evaluation process, and a limited number of recipients.

At the very bottom CRA throws in this sentence: "The gifts and awards policy does not apply to cash and near-cash items or to gifts or awards given to non-arm's length employees, such as your relatives, shareholders, or people related to them."

So no, you can't take a tax-free year-end bonus from your company. This is Canada, not Panama.

There are so many misconceptions out there on the owner/operator grapevine, and they crop up around tax time when people are feeling stressed and over their head.

My owner/operator client and his wife have made some costly mistakes along the way but they also learned a lesson: if it sounds too good to be true, CRA has probably closed that loophole. Call for help and get your facts straight instead. ●



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Forty for 40

Truck dealer sheds 40lbs to win 40-truck deal

By Derek Clouthier

BRANTFORD, ONTARIO

It's not every day someone lays down a challenge that if you can drop 40 pounds, they'll buy 40 of your trucks. But looking at the big picture, losing 40 pounds was about much more than winning a bet for Rob Long.

Long owns six truck sales businesses in the Brantford, Ont. area, but it was only after a trip out west that the reality of his health began to weigh him down. Visiting B.C., Calgary and Red Deer, Alta., Saskatchewan and Winnipeg, Man. with his son in September of 2015, Long returned home weighing in at 278 lbs.

"By the time I got back, I did 10 days and 11,000 kilometres of driving and put on about 15 to 18 lbs," Long said. "We were eating and drinking and sitting a lot."

That was when he knew he had to make a change.

"I had never tried to lose weight before in my life," Long said. "I never dieted, I never exercised, really, so I started and said that I could do this on my own."

Cutting down on the amount of food he consumed, saying no to appetizers and drinking more water, Long managed to shed 28 lbs by Nov. 5, 2015; two months after returning from his Western Canadian road trip. But despite that success, a friend of Long's wasn't impressed.

"When are you going to lose some weight?" Dan Einwechter, owner of Challenger Motor Freight, bluntly asked Long while at an Ontario Trucking Association convention in Toronto.

Long said Einwechter, who also used to pack on extra weight before making the effort to get healthier some years ago, told him that someone his size should only tip the scale at around 210 pounds. It was then that Einwechter threw down the gauntlet and challenged Long that if he lost another 40 lbs in the next four months, he would buy 40 of his trucks.

"It gave him one more thing to strive for," Einwechter said. "I helped Rob get ready."

"I was never really thinking of doing that when I started doing all of this," Long said of losing an additional 40 lbs, to the 28 he had already dropped, but he agreed nevertheless.

Einwechter later joked that he never specified how quickly he'd purchase these trucks from Long, saying it could be one truck per year for the next 40 years, or perhaps he was simply referring to toy trucks.

Long lost four to five pounds during the month of November, but couldn't manage to continue losing weight during the holidays in December.

After New Year's, Long said he had only lost about seven pounds, and he needed to shed another 33 in the next couple of months if he was to win the challenge.

Eating meal replacements for breakfast and lunch, working out hard for around five hours a day, utilizing FireFit challenge trainers and boxing with his son, Long was getting closer to his goal, but still had a ways to go.

"Dan called me one day and asked me how I was doing," Long explained. "I said I was getting close and had about 20 pounds to go, and he said, 'You're never going to do it,' and he sent me \$100 worth of food that day."

Einwechter had bought Long two pizzas, a Boston Brute sandwich with fries and two desserts from Boston Pizza days before his deadline to lose weight and sent the food to Long's office.

Then there was a business trip to California's Napa Valley, where Long put on a couple of pounds, setting him back. He had three weeks left in the challenge, he weighed 222 pounds and needed to get to 210.

"I had to really work at it the last two weeks," said Long. "I was in a sauna every day, I was working out four to five hours a day, wearing a garbage bag...just doing everything I could."

In five days, Long lost 11 pounds.

Two days before the deadline, Long weighed 211.4 pounds and managed to drop down to 210, 24 hours prior to his goal, winning the challenge, but more importantly, changing his lifestyle.

"As you get older, with the lifestyle we live and what we do, you have to do something...it catches up with you pretty quick," Long said. "I've been in this industry my whole life. I've grown up

where you eat breakfast, lunch and dinner out and you're always eating with somebody. You eat dinner late at night; it's a very sociable industry. That adds to putting the weight on."

Eighteen years ago, Einwechter also realized the benefits of exercise and being able to better handle stress.

"It's good for anybody," he said. "If you're exercising it means you're not sitting in a bar or eating something you shouldn't be."

Einwechter said he encourages an active lifestyle with his employees through initiatives like Fitbit challenges.

"It's not just truck drivers, it's really part of our whole industry," Long added. "It's hard to go out with someone and say, 'You want to do a truck deal?' and eat a salad."

Einwechter said that for drivers it can be more difficult to stay active, but there's always time to do something to get the blood pumping.

"It's all what we make of it," he said, adding that drivers can walk around their truck, take a hike, a bike ride or go for a walk. "Ninety-seven per cent of the time, people have the time to do it."

Long said that losing the weight was difficult, as he is not shy to admit that he is a food junkie, who enjoys eating good food and being sociable.

"Socializing even became harder," Long said, with people constantly calling him wanting to go out for food and drinks when he was trying to lose weight.

But Long has kept active and has enjoyed maintaining good health.

"I'm still going to the gym," he said, "and I've always wanted to box, I want to stay with the boxing."

Since losing the weight, Long said he has gone from being a size XXXL to an XL.

"So it's cost me a whole new wardrobe," he joked.

Long is also surprised by how much attention he has received since taking on the challenge.

He said he believes Einwechter will live up to his end of the bargain, but he certainly isn't worried about it, as the challenge was more about him implementing a change in what was an unhealthy daily routine.

"It certainly took over my life for the last two months." ●

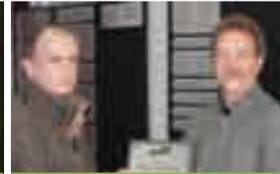


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Preventive Maintenance

KAREN BOWEN



Pump iron to prevent anemia

Do you wake up still feeling really tired and weak even after a good night's sleep? Do you often get infections? Do your feet and hands always feel cold? Does your skin look pale? Are your nails becoming brittle? Do you suffer from restless legs syndrome? If so, you may have anemia, a condition affecting your red blood cells.

Anemia occurs when your blood isn't able to carry enough oxygen to properly feed your tissues and organs. Your red blood cells contain hemoglobin, the component that binds the oxygen you inhale to transport it throughout your body via your circulatory system. If you have too little or ineffective hemoglo-

bin, your cell tissue becomes oxygen-starved, which reduces its ability to function and repair itself.

Although there are many types of anemia, two common types are iron-deficiency anemia and vitamin-deficiency anemia.

Iron-deficiency anemia is caused by a lack of the mineral iron, which your bone marrow needs to make hemoglobin. This lack of iron prevents your marrow from producing the quantity of quality hemoglobin required by your red blood cells to carry an adequate supply of oxygen.

Although iron-deficiency anemia can be the result of a variety of factors, one common cause is excessive and/or chronic blood loss from gastrointestinal

conditions like ulcers and gastritis (inflammation of the stomach), which can be triggered by frequently using nonsteroidal anti-inflammatory drugs, such as aspirin or ibuprofen. Other possible causes are hemorrhoids, cancer in the digestive system, frequent blood donation, heavy menstruation and/or surgery.

Iron-deficiency anemia can also develop due to a low-iron diet. Build and maintain your iron reserves to avoid this condition by regularly eating a variety of iron-rich foods, such as: red meat, poultry, pork, seafood, beans, peas, iron-fortified breads, cereals and pastas, and dried fruit, like raisins and apricots, and dark green leafy vegetables, like spinach. Vegans or vegetarians should increase their consumption

of the non-meat, iron-rich options, such as leafy green vegetables and iron-fortified foods.

Since Vitamin C also helps your body absorb iron, be sure to regularly include oranges, grapefruit, tangerines, strawberries, kiwi, melons, tomatoes, broccoli, leafy greens and peppers in your meals. Even when including enough iron in your diet, other factors may impact your body's ability to retain and utilize this iron. Endurance training, certain drugs, caffeinated drinks, foods, and digestive conditions such as surgical removal of the stomach, small intestine, inflammatory bowel disease or Crohn's disease may all impede iron absorption.

If your diet lacks appropriate amounts of Vitamin B12 and folate, you may develop another common type of anemia, vitamin-deficiency anemia, since these two nutrients are necessary for red blood cell production. Vitamin-deficiency anemia may be caused by an inadequate intake of Vitamin B12 due to little or no meat in your diet; inadequate intake of folate due to overcooking or eating too few vegetables; pernicious anemia due to poor Vitamin B12 absorption because of an intestinal parasite infection, Crohn's disease, and or surgical removal of your stomach or intestine; intestinal disease, such as celiac disease and tropical sprue; megaloblastic anemia due to a lack of Vitamin B12 and/or folate; alcohol abuse; and/or certain medications.

Fortunately, mild anemia rarely leads to complications. However, if anemia progresses to become severe, serious health conditions may develop, such as an irregular or rapid heart beat (to compensate for the low oxygen ratio in your blood), leading to an enlarged heart or heart failure, and/or increased susceptibility to severe infections.

So, if you experience the following symptoms of advanced anemia: chest pain, shortness of breath, headache, dizziness, inflamed or sore tongue, and cravings for unusual, non-nutritive substances like dirt, ice or starch, schedule an appointment to have blood work done for anemia. Iron-deficiency anemia is best diagnosed and treated by a doctor.

If your doctor recommends an iron supplement once the underlying cause of your anemia is determined, be sure to follow the recommended dosage. Ingesting too much iron may lead to liver damage and other serious complications. When taking iron supplements, it is best to take tablets on an empty stomach for best absorption. If necessary to avoid nausea, iron tablets may be taken with meals. Taking them with orange juice or a Vitamin C supplement will also improve absorption. However, avoid taking iron at the same time as antacids. Because antacids interfere with your body's ability to absorb iron, take iron two hours before or four hours after an antacid. On the down side, iron supplements may cause constipation, so a stool softener may be necessary to maintain regular bowel movements.

Iron-deficiency anemia and vitamin-deficiency anemia usually respond well to treatment. Remember though, advanced anemia happens over time, so it will take time to build up your body's iron reserves again. A year of supplementation may even be necessary.

It's just another way that pumping iron can help build your body. ●

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

Back behind the wheel

DR. CHRIS SINGH



Protect your knees

The knee is one of the most important and complex joints in the body. In addition to being a major weight-bearing joint, it also plays a vital role in locomotion.

Due to this, there are many different conditions or injuries that can cause knee pain. One such cause is called patellofemoral pain syndrome.

With this syndrome, the patient experiences mild to severe knee pain located around or underneath the kneecap. It is often seen in patients that participate in sports that require running and jumping. Professional truck drivers are also at greater risk due to the repetitive nature of operating the clutch and accelerator pedals.

The most common symptom associated with patellofemoral pain syndrome is dull, aching pain in the front of the knee. The pain is usually increased by walking up or down stairs or by kneeling or squatting. Sitting with bent knees for long periods of time may also aggravate the pain.

The exact cause of patellofemoral pain syndrome is still unknown. However, it has been associated with overuse or repetitive stress on the knee joint, which in turn causes irritation under the kneecap. Activities or sports that involve a lot of running or jumping such as soccer or volleyball may increase the risk of developing this pain syndrome. Another possible cause is muscle imbalances or weakness around the knee or hip joint. These muscle deficiencies can cause improper alignment of the kneecap, thus causing irritation. Finally, trauma to the kneecap such as fractures or dislocation have been linked to patellofemoral pain syndrome.

The sedentary nature of professional truck driving often leads to muscle weakness and imbalance in the lower limbs. To add to this, drivers must repetitively depress the clutch and accelerator pedals as part of their job. Due to these two factors, truck drivers are at a greater risk of developing patellofemoral pain syndrome.

Interestingly, patellofemoral pain syndrome usually affects adolescents and young adults. This is due to the increased activity level of this age group. Also, women are twice as likely to experience this syndrome. It is speculated this is due to the wider pelvis of females, increasing the angle at which the knee joint meets.

Patellofemoral pain syndrome is usually diagnosed after taking a detailed medical history and by performing a physical examination. In order to rule out other potential causes of knee pain, your health care professional may recommend imaging tests such as X-rays, a CT scan or MRI.

Once the diagnosis of patellofemoral pain syndrome has been reached, your

doctor will develop a specific treatment plan. Treatment often begins with simple home remedies such as rest and applying ice. Avoiding activities that aggravate the pain will also be recommended.

Over-the-counter medications such as acetaminophen and ibuprofen may be used to control pain as needed. If it is determined that muscle weakness and/or imbalances are the cause, physical therapy may be recommended. The goal of physical therapy is to strengthen and stabilize the muscles surrounding the knee joint. Specialized braces or taping may be utilized to support and align the kneecap.

If conservative treatments are unsuccessful, your doctor may suggest surgery to correct the problem. Arthroscopic surgery involves inserting a thin instrument into the knee to remove fragments of damaged cartilage. In the most severe cases, surgical realignment of the kneecap may be necessary.

As I always say, prevention is the best treatment. Keeping the muscles in the legs strong and flexible is by far the most important preventive measure.

This can be accomplished by participating in a regular exercise and stretching routine. Also, as much as possible, avoid repetitive movements of the knee joint.

Keep these simple tips in mind and you will be well on your way to healthy and pain-free knees. Until next month, drive safely. 🚛

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

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Private Matters

MIKE MILLIAN



Meeting with Canada's Transport Minister

Recently, the Private Motor Truck Council of Canada (PMTC) was granted an in-person meeting with the office of the Federal Transport Minister in Ottawa. PMTC chairman Dennis Shantz, who is also fleet services manager for Home Hardware Stores and I, met with senior officials from the office of Marc Garneau.

The meeting was used as an opportunity, among other things, to formally introduce the PMTC to the relatively newly elected and appointed members of the Transport Minister's office. We took this opportunity to ensure the Minister's office was aware of what we considered some of the hot topics today, and the stance of the PMTC and its

members on those issues.

Weights & dimensions

While we acknowledge the great work that has been done over the years by the Vehicle Weights and Dimensions working group through the CCMTA, which has made great strides in improving uniformity between the provinces and territories, much work still needs to be done. We are still waiting for uniformity in weight allowances for wide-base single tires right across the land. In some jurisdictions weight penalties are still applied which, in many cases, eliminates a fleet from being able to spec' this option for cross-country travel.

Trailer tails are currently only allowed in two provinces. Tails and wide-base

single tires are proven to increase fuel economy, which in turn reduces GHGs. We must allow fleets to take advantage of these options.

Six-by-two axles are also a hot topic and are handled differently in every jurisdiction, it seems. We are pleased that Transport Canada's ecoTechnology for Vehicles Group has been assigned to study the benefits and issues this technology brings and to make recommendations after all studies are conducted. This is also a known fuel-saving technology, and as such we need to ensure the option is fully studied so a decision can be made as to what will be allowed on our highways and at what weights.

Another issue that we believe needs to be addressed is a long-term plan for a national long combination vehicle (LCV)

standard. LCVs provide huge benefits as far as reducing fuel usage per trailer and in turn, GHG reductions. They also help in reducing congestion on our roadways and can help to tackle the expected driver shortage.

GHG regs

The US EPA is in the final stages of its consultations to set a final standard that will meet GHG emissions targets outlined by Congress. Transport Canada recently held its first consultation meeting with stakeholders in Toronto (PMTC is a stakeholder in this group).

The standards start in 2018 for trailers and 2021 for heavy-duty trucks, with further targets for 2024 and 2027. While we understand that Canadian standards will need to closely align with the US standards, we can't stress enough that it cannot simply be a cookie-cutter approach. In Canada, we have increased weights and vehicle lengths when compared to the US's 80,000-lb tandem-tandem national configuration.

We also have more extremes in weather and geography. As a result, Canadian fleets must have more options available to them when spec'ing vehicles in order to deal with these factors. We also must ensure the technologies that are needed to meet the proposed standards are ready for prime time. The industry simply can't afford to deal with the unreliability that came with previous rounds of emission reduction technologies.

National highway funding

The PMTC believes the federal government needs to play a larger role in the design, funding, standards and implementation of a larger strategic plan that serves the best interests of the entire country, not just those of an individual jurisdiction. The lack of an ongoing funding model for our Trans-Canada routes can, more times than not, lead to a disjointed system that lacks uniformity. The provinces and feds must work more closely together and come up with an ongoing funding system.

MELT & skills trade designation

We brought the Minister's office up to speed on the progress made on Mandatory Entry-Level Training (MELT) in Ontario and in the US. We encouraged Transport Canada to get involved and work with all Canadian jurisdictions to institute MELT standards for commercial drivers across the land. We also raised the issue of the unskilled trade designation reducing funding opportunities and making it harder for the industry to attract new drivers to the industry. We encouraged the feds to change this designation to skilled.

ELDs & ESC

The PMTC has long been in support of the electronic logging device mandate, and was pleased with the feds' recent announcement of future implementation. We encouraged Transport Canada to continue to work with the provinces and territories to have this mandate implemented. We also need to ensure the technical standards closely align with the standards that are expected to come into effect in the US in December 2017. The PMTC also congratulated the Minister's office on its announced mandate of electronic stability control systems, and encouraged them to have this occur as soon as the next model year. 🚛

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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.

Volvo enhances I-Shift with crawler gears, GPS

HAGERSTOWN, MARYLAND

Volvo's I-Shift transmission now comes with crawler gears, the company revealed in late March to a group of trucking journalists at its Hagerstown, Md. assembly plant. The new I-Shift with crawler gears automated manual transmission was designed for applications where low speeds and maneuverability are key - like concrete mixers and dump trucks. It ensures startability in heavy-haul applications and allows up to a 220,000-lb GCW.

This enhancement to the I-Shift allows Volvo to "bring fuel efficiency to the heavy-haul market," according to Wade Long, the company's director of product marketing.

"We are very excited to attack the vocational market because that market is important to us," he added.

The new I-Shift with crawler gears will be available in two versions: 14 forward gears, including one low crawler (19.38 ratio) and one ultra-low crawler (32.04 ratio) with an overall ratio of 41.08; and with 13 forward gears, including one low crawler (17.54 ratio) with an overall ratio of 22.34. Both versions will be available as an overdrive configuration in the Volvo VHD, VNX, VNM, and VNL and can be spec'd with Volvo D11, D13 and D16 engines.

"With its unique blend of the best at-

tributes of manual and automated manual transmissions, the Volvo I-Shift with crawler gears demonstrates our innovative approach to meeting our customers' needs," said Goran Nyberg, president of Volvo Trucks North America. "The added capabilities of the new transmissions will give our customers a tremendous advantage in driver productivity, whether at the job site or on the highway."

The I-Shift was also upgraded with new hardware components for better performance, and new software enhancements, including its new I-See predictive cruise control feature.

I-See works together with I-Shift to learn and memorize the topography of the road and stores that information for use the next time the driver travels on that same route. I-See can store 4,500 different hills in its memory.

"We don't need a constant GPS signal," said Long. "So once the truck recognizes the road...the transmission can see ahead and speed up before a hill automatically."

I-See's electronics are constantly monitoring road grades, speed and weight to help maintain the most efficient gear possible, Volvo added.

Eight out of 10 Volvo vehicles sold today, according to John Moore, the company's product marketing manager, powertrain, have the I-Shift transmission. ●

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Volvo reveals new engine lineup for 2017

Fuel economy improvements of 2.2-6.5% are coming, Volvo claims

By **Sonia Straface**

HAGERSTOWN, MARYLAND

Volvo is promising customers will achieve greater fuel economy in 2017, thanks to a new line of redesigned engines.

At its Hagerstown, Md. assembly plant, Volvo Trucks North America unveiled to a group of trucking industry journalists its new 2017 engines, including improvements to its D11 and D13 engines as well as its new Volvo D13 engine with turbo-compounding.

The enhancements to its most fuel-efficient engines (the 11-litre D11 and 13-litre D13) take fuel economy to a new level, according to Volvo. The new and improved engines will deliver between 2.2% and 6.5% better fuel efficiency in

comparison to its previous generation (2014) models.

"Volvo's 2017 lineup of engines is the most fuel-efficient we've ever offered in North America," said Goran Nyberg, president of Volvo Trucks North America. The new D11 engine provides a 2.2% fuel economy improvement versus the 2014 model thanks to a variety of enhancements like a new common rail fuel system, a new wave piston that forces oxygen and fuel to mix together to burn cleaner, a two-piece valve cover and a camshaft that reduces weight by 27 lbs.

The new wave piston, which was named for its unique grooves that cause the oxygen and fuel to better mix, turned a lot of heads during its initial testing, said Wade Long, director of

product marketing for Volvo.

"This new wave piston helps increase our compression ratio on our D13 engine from 16:1 to 17:1...and the higher the compression, the better the fuel efficiency," he explained. "The bumps in there...what that is doing is forcing the oxygen and fuel to mix together and burn more efficiently. And it's burning so efficiently that when we were testing these...the engineers thought that the monitoring equipment was faulty, because it wasn't registering soot...then they found out there's nothing wrong with the (testing) equipment, it was just burning that clean (with the wave piston)."

As for the new common rail fuel system, Long said that it not only improves

fuel efficiency, but driver productivity.

"We're very excited about this...because what we discovered is how quiet these engines are," he said. "I think the drivers are going to appreciate these new engines. We are bringing not only fuel efficiency, but driver productivity to customers."

Long added that the new D11 offers up to 425 hp and 1,550 lb.-ft. of torque, an increase of 20 hp.

Production for the new D11 engine will begin in January 2017 and Volvo said it is ideal for regional, LTL and pickup-and-delivery applications. The D11

"We are bringing not only fuel efficiency, but driver productivity to customers."

Wade Long, Volvo Trucks



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As for the improved D13 engine, Long said it now provides a 2.5% fuel economy improvement over its predecessor, thanks to the same common rail fuel system, wave piston and camshaft as the 2017 D11.

Volvo said it added 100 lb.-ft. of torque to the 455 hp, increasing torque output to 1,850 lb.-ft.

Production for this D13 begins in October 2016 and it will be available in Volvo VN, VHD and VAH models.

What Volvo was most excited to unveil to media was the new D13 with turbo-compounding, which it said provides a 6.5% fuel efficiency improvement over the 2014 D13 engine.

Turbo-compounding is a technology that recovers waste exhaust heat, converts it to useable energy and transfers it back into the engine in the form of 50 additional horsepower. Turbo-compounding will give a 3% fuel efficiency increase over the 2017 D13.

"What I like to say about turbo-compounding is that it brings back drivability to the truck," Long said.

The D13 with turbo-compounding can be spec'd with Volvo's XE powertrain package. It is available on an XE driveline with a 2.47 rear axle ratio. As well, the engine enhancements that were introduced in the 2017 D13 engine were also included in the D13 with turbo-compounding.

"Turbo-compounding is better for highway applications and cruising speeds," said Long. "So we will be targeting that for our customers. The D13 2017 is best for a mixture of pickup-and-delivery and line-haul applications."

Production for the D13 with turbo-compounding is set to start in mid-2017.

There are no major updates to the D16 engine when compared to the 2014 model, however production for the new D16 begins in January 2017.

In addition, Volvo revealed its new one-box exhaust aftertreatment system, which combines the diesel particulate filter (DPF) with the selective catalytic reduction (SCR) and diesel exhaust fluid doser into one single unit.

The new design improves efficiency and is 17 lbs lighter than the two-box unit. It also provides customers with additional frame rail space.

The one-box system will be standard on D11- and D13-equipped powertrains. The two-box solution will remain on the D16. ●

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Wabash shows off first-of-its-kind composite reefer trailer

By James Menzies

NASHVILLE, TENNESSEE

Wabash National showcased for the first time a prototype composite refrigerated trailer that it says will be as light as a dry van. And that's counting the refrigeration unit.

Shown for the first time at this year's Technology & Maintenance Council meetings, the composite trailer is said to offer 25% greater thermal efficiency than today's reefers with a box that's 20% lighter. Robert Lane, director, product and business development, told *Truck News* that the trailer will be 1,500-2,000 lbs lighter than today's refrigerated trailers yet it will also boast a 24,000-lb floor rating. This will provide refrigerated carriers with a versatile trailer that can double as a dry van when necessary.

"The goal was to get a fully-loaded refrigerated trailer - including the refrigeration unit - that weighs less than today's dry van," Lane said.

He added the company also doubled puncture resistance so customers will be able to "get loads that are a little bit more abusive than you can typically haul in a standard refrigerated trailer."

The weight savings were achieved by removing metal from the walls and floors. The box is a one-piece composite structure made of glass, resin and foam. "There is no metal anywhere in the structure itself," Lane said of the box. The rails are still made of metal.

Even the coupler and the rails are bonded to the trailer without fasteners.

The composite trailer - still un-

named - follows the introduction of two composite bodies developed by Wabash. They are closer to full production than the trailer.

"We will be selling bodies this year with the technology," Lane said, noting one body has been in the field for eight months undergoing testing.

It will be late 2017 or early 2018 before the trailer enters mass production. Fleets are lined up to begin testing the trailer later this year.

Lane said it's too early to discuss pricing, but Wabash realizes it needs to be cost-competitive.

"We have to stay in the range of where we are in the industry," Lane said. "The problem with composites has always been the cost. One of our goals was to maintain cost competitiveness and we are able to achieve it with this technology. I won't say it will be the same cost to customers (as current models) but it will be reasonable,

given the value we bring."

BASF said it also played a role in developing the trailer, by identifying the appropriate mix of materials to form the composite.

"The global cold chain market is growing in excess of 15% annually. Building off Wabash National's vision, BASF identified the best material combination to allow Wabash National to disruptively innovate in this growing space," said Jim Reddy, new market development manager for the Performance Materials Division at BASF. "With fuel economy and environmental forces continuing to grow, it was important that we work together to create a lighter and corrosion-free trailer."

"The growth in cold chain infrastructure and the significant investment being made in home food delivery services presented an emerging market opportunity," added Brent Ye-



A reefer trailer using the same composite materials as this body is under development from Wabash.

agy, group president of Commercial Trailer Products at Wabash National. "Our close connection with BASF and their material expertise made this concept trailer possible. We believe it could revolutionize the cold chain transportation industry." ●

Daimler builds on partnership with Zonar

DUSSELDORF, GERMANY

Daimler Trucks North America (DTNA) and telematics company Zonar are building on their partnership and will be able to offer over-the-air engine programming beginning next year.

The companies made the announcement at a global media event in Germany.

"If you had to take your mobile device to the store for a few days while it got a software update, you wouldn't be too happy," said Matthew Pfaffenbach, head of telematics with DTNA.

Parameters such as speed limiter settings will be programmable remotely without taking the truck into the shop. This will allow fleets to take measures such as reducing the top speed allowed when fuel prices increase.

Daimler has taken a minority ownership stake in Zonar. The two companies together developed DTNA's Virtual Technician remote diagnostics platform. Pfaffenbach said Virtual Technician typically provides fleet owners with advice on how to respond to a fault code within 20 minutes of the code appearing. About 20% of all fault codes recorded by Virtual Technician can be addressed by the driver without taking the truck off the road, he added. ●

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Winning the battle against corrosion

TMC produces book chock-full of tips for combating corrosion

By James Menzies

NASHVILLE, TENNESSEE

You can't stop corrosion, but you can slow it down. That was the message at a recent Technology & Maintenance Council (TMC) discussion. And assembled at TMC to share tips on slowing the spread of corrosion was a decent-sized army of maintenance managers and other corrosion experts who wage war against corrosion

every day. They presented an updated TMC manual that is chock full of best practices and tips on how to prevent the spread of corrosion. The 104-page manual can be ordered from ATA Business Solutions.

Roy Gambrell, a now retired "corrosion guru," said it was only in recent years that the trucking industry began understanding the high cost corrosion was inflicting on the industry as municipalities began using increasingly corrosive road de-icing agents. It was

TMC itself that began putting some real-world numbers to the problem.

Gambrell and others at TMC assigned replacement costs to the various components they were regularly replacing due to corrosion. For example, the replacement cost of a radiator was about \$1,400 (all figures US), an air-conditioning condenser will run you \$350, a fuel tank \$750 and brake shoes and drums about \$700.

The cost to the industry at large to replace wiring would run somewhere between \$1.8 billion and \$15 billion over the life of the full population of Class 8 trucks at that time. Replacing brake shoes and drums was another \$3.6-billion expense industry-wide. Gambrell concluded in a four-year period, each Class 8 truck would need its wiring and two sets of brake shoes and drums replaced, as well as lights, a mirror bracket, a fuel tank and radiator. The total cost to industry? About \$2.4 billion to \$4 billion annually, Gambrell noted.

This doesn't even include the cost of road calls, which add another \$9 million per year to the tally.

"The more we talked about it, the more attention it got," Gambrell recalled. "We realized we have a really big issue out there. We found out every component on the vehicle, from the front of the truck to the rear of the trailer, was being attacked."

As TMC began to sound the alarm about the cost of corrosion, manufacturers and suppliers began coming to the market with improved, more corrosion-resistant products. The manual was released in 2012 after two years of development.

"It's a living document. We will add to it each year," Gambrell said.

Kevin Willis, fleet associate leader with Pepsi, said the manual was extremely useful when his company decided to implement a Lean Six Sigma project to reduce corrosion on its 38,000 assets in the US and Canada. Pepsi analyzed some 78,000 work orders to determine how much corrosion was costing the fleet. It traced about 25% of those work orders back

to corrosion.

Tractor floors were rusting through and liftgates were needing replacement at a cost of about \$20,000. Fuel tanks were being replaced in two to four years. Corrosion was forming its way up the wires, breaking through at other locations and causing downtime.

A study out of Canada, in which two pieces of metal were bolted to the front bumper of a truck - one was treated with corrosion inhibitor and the other was not - caught Willis's attention.

"The piece that had inhibitor did not have much rust on it but the one that didn't was rusted away," he said.

Pepsi has been using inhibitors in Canada for 10 years and it figures it saved about \$5,000 per trailer as a result. Pepsi rolled out a corrosion prevention strategy throughout North America last year. It included washing equipment regularly and applying inhibitors annually. It sourced an outside vendor to apply the inhibitor at a cost of about \$125 to \$150 per vehicle, which was built into Pepsi's annual maintenance budget.

"We put in a scheduled job once a year to apply the inhibitors onto our trucks," Willis explained. "We are seeing \$125 to \$150 per occurrence which is not a lot of money when you think about what it costs to replace floors and liftgates."

The project team that led the Lean Six Sigma initiative thinks Pepsi will save about \$500 per tractor in cost avoidance each year.

It's too soon to report on results of the project, Willis said, as this is the first full year it's been implemented.

Todd Cotier, director of maintenance with Hartt Transportation Systems, is also a big believer in inhibitors. The fleet orders new equipment that's been sprayed at the OEM modification center and then re-applies the inhibitor every year. Asked if the inhibitor causes serviceability issues with wiring harnesses, Cotier said it hasn't been an issue.

Fleets on the panel also said corrosion of air tanks can be reduced significantly by servicing air dryers annually and spec'ing aluminum tanks. Pepsi services its air dryers at 70,000-mile intervals, Willis added, as moisture inside the air tanks is the main cause of corrosion. ●

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Corrosion is a growing problem in the trucking industry, thanks to the widespread use of de-icing agents on roads.

Verduyn Tarps turns 30, expands

GARY, INDIANA

This May not only marks the 30th birthday of Verduyn Tarps, but also the grand opening of its third North American location. The new Verduyn Tarps location is set on more than seven acres of land and has three drive-through bays and a 4,800 sq.-ft. retail store. The location is part of the company's latest expansion of its manufacturing and retail operation.

"Our new Gary location makes servicing our customers faster and more convenient," said founder and president of Verduyn Tarps, Lloyd Verduyn. "Whether they are looking to quickly pick up cargo equipment from our retail store, are in need of a repair to get them back on the road, or are looking to make their job easier and safer by having an Eagle Smart Tarp Retractable Tarp system installed, drivers can visit our Gary location for a one-stop shopping experience. Our three drive-through bays, dedicated entry and exit gates, and an expansive yard make visits to Verduyn Tarps stress-free." ●

Peterbilt expands Denton plant

DENTON, TEXAS

Peterbilt recently broke ground on a 102,000 sq.-ft. expansion to its heavy-duty truck manufacturing facility in Denton, Texas. The new building will provide more room for production and testing.

"This expansion is Peterbilt's largest facility investment since the construction of the Denton plant and it will make a significant impact on our operational efficiencies," said Darrin Siver, Peterbilt general manager and Pac-car vice-president. "This expansion ensures Peterbilt's ability to continue to provide customers with the industry's top performing, highest quality trucks well into the future."

The expansion is expected to be up and running by January 2017. ●

Tallman Ottawa West moves

CARP, ONTARIO

Tallman Truck Centre Ottawa West has moved after five years at 101 Alti Place to a new home at 145 Walgreen Road in Carp, Ont. Tallman said Ottawa West will continue to offer truck and trailer sales and service, on-road parts sales and parts delivery. The new dealership is located just west of Kanata and is situated near the junction of Hwys. 417 and 7.

Tallman said it will be hosting a grand re-opening of the Ottawa West facility this summer. ●

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Tallman named International Dealer of the Year

MISSISSAUGA, ONTARIO

Ontario's Tallman Truck Centre was named International Truck's North American Dealer of the Year.

"This award is a great honour for everyone at Tallman Truck Centre because it recognizes all the hard work and professionalism we bring to our customers," said Kevin Tallman, president of Tallman Truck Centre. "I accept the North American Truck Dealer of the Year award on behalf of our incredibly talented team of truck professionals - and our loyal customers at each of our locations."

Awards were handed out during International Truck's annual meeting in Schaumburg, Ill.

"These North American Dealer of the Year awards are given to the very best of an elite group of International dealers," said Bill Kozek, president, truck and parts at International. "These awards recognize those dealers that not only have exceeded sales performance goals but also have best demonstrated a commitment to providing industry-leading uptime to their customers."

Tallman invested more than \$25 million into its facilities in 2015, significantly improving its customer service speed in its shops. ●

Altruck launches wheel safety campaign

BURLINGTON, ONTARIO

Altruck announced the launch of a new dedication to wheel safety on March 17 with its Wheel Check Safety and Awareness Campaign. The campaign is set to run from March 21-Oct. 31 and Altruck says during that period it will: Promote the use of Wheel-Check loose wheel nut indicators; educate staff on wheel safety; donate \$1 for each package sold to Trucks for Change Network; and invite customers to partner with it in supporting Trucks for Change.

"Truck wheels come off for several reasons but loose lug nuts, cracked wheels and worn or damaged bearings are the most common causes," said Altruck in a release. "Improved wheel care and maintaining proper wheel nut torque can help reduce the number of accidents. The new commercial vehicles are advanced and safer than ever before. It is our mission, at Altruck to work with our staff and our customers to continue to create safer roads for the public, our customers, the truck drivers and the environment."

According to Altruck, Wheel-Check is a loose wheel nut indicator that helps identify a loose wheel nut with just a visual inspection. The loose wheel nut indicators are placed in a pattern on the wheel nuts after a thorough service. If the indicators come out of sequence then it means a wheel nut has become loose. Drivers can catch this when doing a circle check.

"We hope this campaign will draw attention to this issue and help prevent future accidents," Altruck added. ●

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Six considerations for medium-duty truck buyers

Medium-duty truck operators are a diverse lot. Many are not primarily truck people, but small business operators who need a truck as a work tool. Whatever the application, there is no shortage of options in the medium-duty segment.

Here are six things to consider when choosing a medium-duty truck:

Leasing increasing

More medium-duty truck buyers are now leasing their vehicles, for a variety of reasons. In fact, for Hino, 2015 represented the first year the leasing market overtook general freight as its top segment. About 36% of Hino trucks sold were into the leasing segment, with general freight falling to about 33%, according to Eric Smith, vice-president of sales with Hino Motors Canada.

"We're seeing growing acceptance towards full-maintenance leases, where it's very convenient for customers to not have to worry about their vehicle," Smith said. "Everything is taken care of for them, they just have to supply fuel and a driver and it's a real convenience."

Robert Ricciuti, sales manager at Isuzu dealer Durham Truck & Equipment in Ajax, Ont. said leasing is also attractive to small business owner who may not have the capital to fund new vehicle purchases.

"Some small companies would just rather make a payment as opposed to purchasing them outright," Ricciuti said.

Leasing, according to Mark Carlson, account manager with International dealer Maxim Truck and Trailer in Winnipeg, Man., added leasing trucks allows customers to focus on their core business, which in the medium-duty segment often isn't trucking.

"Leasing is becoming more popular as companies want to do what they do best and want the truck OEM to do what they claim to do best," Carlson said. "They know their business and we know trucks. Also, full-service leasing is becoming more popular as companies want fixed costs on the transportation and maintenance part of their operations."

Spec' the right truck

Whether leasing or buying, medium-duty truck operators need to choose the right truck – and right-sized truck – for their application.

"They have to have a vehicle that's sized right for their requirement and configured properly to meet their needs and to be efficient," said Smith. "You don't need a truck that's oversized, and an undersized truck is not going to fulfill their needs."

Choosing the wrong truck for the applications is one of the most common mistakes medium-duty truck operators make, according to Maxim's Carlson.

"Not understanding the application and/or upfit," he said as he rhymed off



Medium-duty truck buyers have many options to choose from. Select a truck with the right size, powertrain and driver amenities.

common spec'ing mistakes. "Chassis misapplied as far as on- and off-road applications. Underspec'ing the truck. Overspec'ing the truck. Buying vehicles under 26,000 lbs. Spec'ing air brakes and then realizing the driver does not have the proper endorsement."

Fuel for thought

Medium-duty trucks can be had with a variety of fuel sources, including diesel, gasoline and even alternative fuels such as natural gas. Consider which one will provide the simplicity and

cost of operation that best serves your needs.

"One of the biggest questions to ask yourself right off the bat is, do you need a diesel truck or do you need a gas truck?" asked Ricciuti, noting Isuzu sells both. He said diesel-powered trucks require expensive and heavy aftertreatment systems.

But Carlson said the in-line six diesel engine is still king among medium-duty buyers.

Cabover or conventional?

The cab design is another consider-

ation, especially when operating in urban areas. Cabovers are popular in regions such as Quebec but the conventional cab is the more popular choice further west, said Hino's Smith.

Cabovers afford excellent maneuverability and the ability to park in tight spaces. But Smith said Hino is experiencing greater growth among its conventional truck line.

"Our medium-duty truck (conventional) sales in 2015 were up 28%," he said. "Our cabover engine sales were also up, but not quite at the same pace. We have seen tremendous growth in Ontario and B.C. with our MDT line."

Consider the driver

At the end of the day, you want a truck the driver is comfortable in and happy to operate. Good ergonomics should be a priority. Automatic transmissions, air suspensions, air-conditioned cabs and tilt/telescoping steering wheels are a few spec's that contribute to driver comfort.

"Customers want the truck to be driver-friendly," said Carlson. He also said hydraulic brakes are preferred so the average Class 5-licensed driver can operate the truck without an air brake endorsement.

"It has to have a comfortable cab; something that is going to win over the appeal of the drivers," said Smith.

How's the support?

Choose a truck that's supported by a reputable dealer with convenient service locations, sales reps advise.

"Having service locations where the customers want them is really critical," Smith said.

Ricciuti suggested also asking about and comparing warranties. Is roadside service included? How about oil changes for the first couple years? ●

Does telematics have a place in a MD fleet?

The use of telematics has exploded among Class 8 truck fleets, but does it also have a role to play within medium-duty fleets? A panel discussion at the Green Truck Summit in Indianapolis, Ind. this spring examined telematics and its potential in work truck fleets.

Brian Johnson, fleet maintenance manager for Alabama Power Company, said there are two types of goals a company should have when utilizing telematics: people management and fleet management.

He then said there were two parameters a company must look at when using telematics – driver behaviour and vehicle health.

"From a fleet maintenance perspective," Johnson said of vehicle health, "this is the data we're looking for."

But driver behaviour is closely linked to vehicle health, and this is where the idea of telematics can get a bit sticky for some.

In addition to standard GPS data, such as location and direction, the parameters of driver behaviour through the use of telematics can determine real-time, accurate information on whether an employee is speeding, accelerating rapidly, abrasively braking, running the engine at high rpm, or idling unnecessarily.

All these behaviours lead to higher fuel and maintenance costs, affecting a business' bottom line and having a negative impact on the environment – but through a proper training program, can be avoided.

Johnson said telematics can also help a company manage its fleet with insight into unit utilization, duty cycles and maintenance intervals, and better allow managers to implement a calendar-based maintenance philosophy.

Greg Treinen, sales and marketing manager of telematics for

Detroit Connect, Daimler Trucks North America, said the main focus for him when it comes to telematics is the information coming off the trucks.

Since 2011, Daimler Trucks has offered three products using telematics hardware by Zonar, including the Zonar Ground Traffic Control and the Zonar 2020 Mobile Communications tablet.

They also offer the Detroit Connect Virtual Technician to remotely monitor fault codes and advise operators on the best course of action.

"It's giving you that fleet health performance," Treinen said, adding Virtual Technician prevents wasted, superfluous shop visits.

Reducing idle time is currently one of the largest fuel-savings features of telematics.

Johnson went so far as to say his company would remotely shut down a truck when they discover it has been immobile and idling for too long.

As for the privacy issue, Tim Taylor, chief client success officer with Telogis, a cloud-based connected intelligence software company, said that telematics cuts out the 'he said/she said' factor, and "holds people accountable for the job that they are paid to do, and do properly."

Taylor said Telogis' telematics products have not only resulted in less idle time, better driving habits and shorter routes for truckers, but they have also ventured into the world of 'gamification', which pits drivers against each other in a friendly competition to see who can rack up the highest score, something Taylor said they enjoy.

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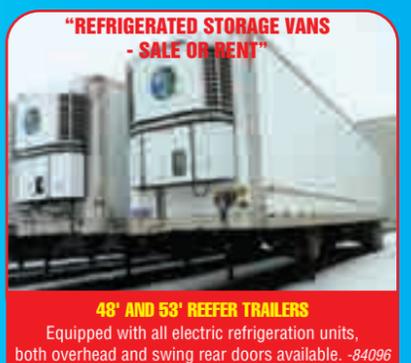
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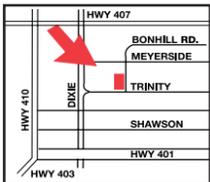


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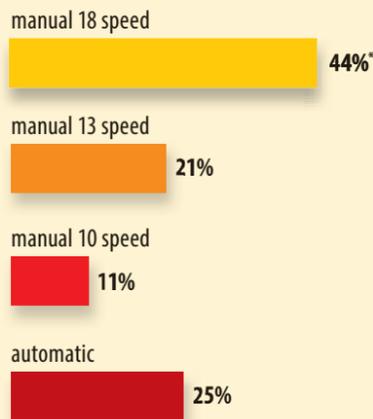
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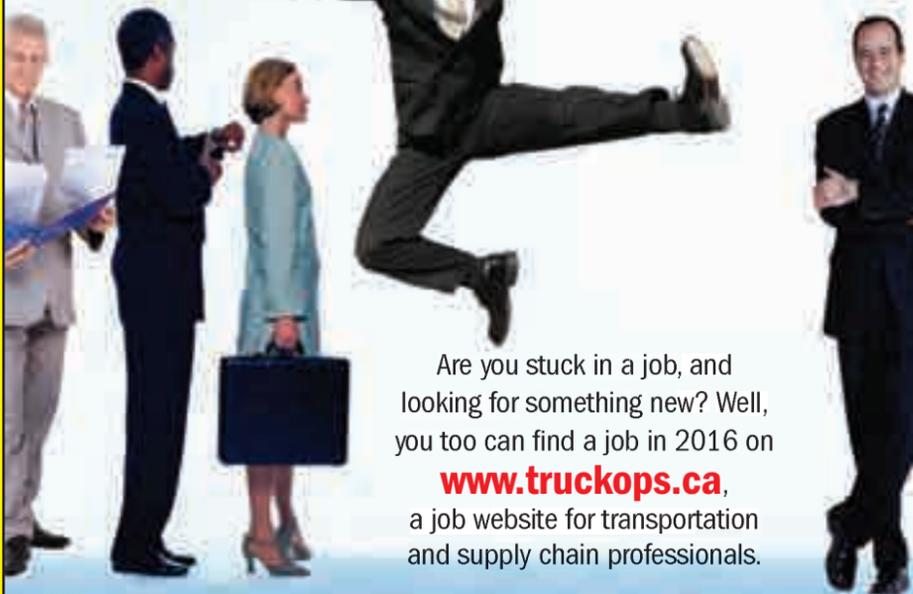


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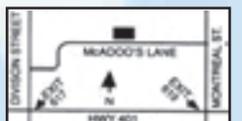
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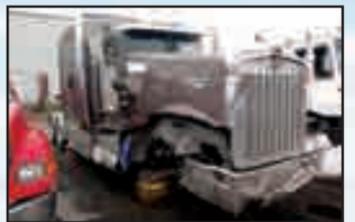
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CAT 240v 3 PHASE 100 AMP GENERATOR
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 MACK AC485, 18 SPD; 463 EATONS, HEND., 746,000K, 22.5, 4:11, RUNS GOOD NEEDS SOME BODY TLC, STOCK #220-20 -101578



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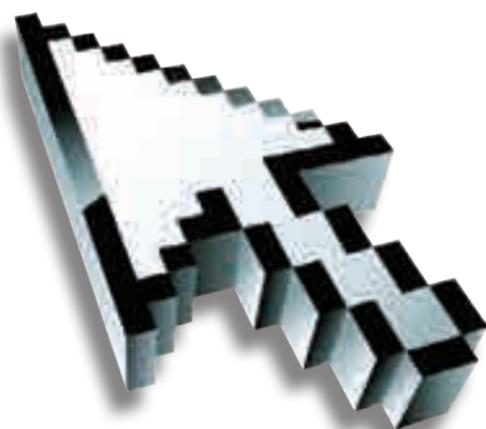
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Worried about bad driving and our training standards

Dear Editor:

I just completed a driving trip across the southern states eating up nearly 10,000 kilometres.

I can't say enough how shocked I was with the poor quality of commercial transport driving I observed during this trip!

Unfortunately, I have also observed the same poor driving habits here in Canada. I guess I must be too "old school."

When I first arrived in Canada in 1966 I quickly learned from my friends that truck drivers were the cream of the crop and commanded much respect from the general public at large.

Indeed, I found that typically tractor-trailer commercial drivers signaled when changing lanes, kept mostly to the "driving lane" and would flash other overtaking trucks and cars to signal it was safe to pull in. This courtesy was also picked up by the driving public at large, who would also flash truck drivers when it was safe to pull in front of them.

Today, no such courtesies exist in the commercial driving community in general!

I observed frequent lane changing without signal, many abruptly on congested freeways, riding on the bumper of cars in the outside passing lanes, no reducing of speed in bad weather.

One transport in pouring rain, jackknifed in front of me on a blind curve taking out another tractor backing up traffic for hours. Improper use of lanes, speeding - I recorded average speeds in the US between 75 and 80 mph. One tractor-trailer was travelling at over 100 mph! (I have the photographic proof).

Matters were compounded in the US with shredded tires littering the highways.

I will say this doesn't appear to be the case in Canada where our maintenance programs and DoT roadside policing is much stricter.

I realize the driving public has a lot to do with this, however; transport accidents have larger consequences and the industry's commercial drivers should be leaders, not contributors to the decrease in driving habits.

There's something very wrong with our commercial driver certification, training programs and hiring practices to allow such poor drivers on our highways.

Having been involved in commercial driver training and now as a certified motor vehicle instructor and examiner, I know there are some excellent schools out there but I fear now in the minority. ●

Alan Masters
Via e-mail

Why we support ELDs

Dear Editor:

Lou, our driver Gerald Janosik just gave me the March 2016 edition of *Truck News* so I could read your column on electronic logging devices (ELDs). Yes, Gerald is passionate about his career as a professional tank truck driver and his career at Gorski Bulk Transport.

He uses technology to help him be the professional tank truck driver that he is; we are very happy that he is part of Team GBT.

Change has always been hard in our industry, whether it was deregulation, an insurance crisis, changes in safety or changes in the regulations of our industry.

There are so many details that every person in transportation must be aware of, it does not surprise me that it is hard for our industry to make changes.

For me, change is an exciting part of our industry, especially when you see the big picture. Trucks are safer today, we have a highly trained professional driving force that gets the freight delivered every day even though we have more vehicles operating on already congested highways.

Helping to make our industry safer and advancing the professionalism of our driving team are important parts of our team at Gorski Bulk Transport.

ELDs are part of our industry's future; I'm glad we made the change five years ago.

Lou, keep writing the way you see things in transportation.

When you get it right I hope a few people take the time to say thank you. ●

Ted Gorski Jr.
President, Gorski Bulk Transport

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How to be a Best Fleet to Drive For

Continued from page 1

these best practices out in the open so more fleets can follow in the footsteps of successful carriers to retain and recruit more drivers. This year the program received 115 nominees. Out of the 115, CarriersEdge chose 63 finalists and narrowed that down to the Top 20 Best Fleets To Drive for in early January. At the TCA convention it named Bison Transport and FTC Transportation overall winners.

Compensation

As far as compensation goes, Murrell said that Best Fleet nominees have been paying company drivers 5% more (\$56,330 in 2016 vs \$56,000 in 2015) while the drivers are travelling 1.61% fewer miles.

"That's going in the right direction," Murrell said. "In the past few years we've seen a really nice trend in company driver pay."

However, owner/operators are a different story. According to the data collected by CarriersEdge this year from Best Fleets nominees, owner/ops are being paid 14.16% less than last year, while running 1.16% more miles.

Murrell explained that while the cost of fuel could be to blame for the drop in revenue, looking back on the data, he believes owner/operators have just had a couple of good years.

Another trend that CarriersEdge found is the emergence of guaranteed pay.

"Last year out of all of our fleets we looked at, only four had some sort of guaranteed pay for their drivers," Murrell said. "And in some cases, it was a guaranteed number of miles, whether you ran them or not, some cases it was a weekly minimum...it has quadrupled this year with 20% of nominees having some kind of guaranteed pay for drivers."

CarriersEdge also said that it noticed more nominees are moving towards experience-based pay.

Communication

"This whole program is about communication," said Jazrawy. "It's about how you communicate as a company and how you communicate with your drivers."

She explained that communication is more than just saying you have an open door policy. The best fleets are the ones who communicate with drivers and have a connection the drivers can actually feel.

She went on to say the Best Fleets to Drive For stand out from the rest because they take communication to the next level. For example, Kriska and Erb hold

"town hall meetings," which Jazrawy said really resonates with drivers.

"I think why it's so popular with the drivers is the top executives and owner of the company is present at the meetings," she said. "That makes a huge difference for drivers because they don't just want to be talking with their dispatchers, they want to hear from the owners."

Jazrawy said a common theme found in the driver surveys they conduct is that drivers want to feel from the company that their opinion and voice matters and is actually heard.

Retention and recruitment

According to results from CarriersEdge's latest survey from this year's round of nominees, 50% of the Best Fleets are promoting new entrants.

"It has become a really important trend we're seeing in terms of driver retention strategies," she said. "Because drivers aren't coming in up to snuff, fleets are now trying to create them."

Bison Transport is doing both complete and modified entry-level programs, Jazrawy added.

She said when Best Fleets first started

asking nominees about entry-level programs a few years ago, many were concerned about the potential for high turnover rates, however as the programs are maturing, fleets are realizing this is not the case.

Jazrawy said CarriersEdge has also noticed that husband-wife teams are becoming increasingly popular.

"We're finding it's a great way to bring more women into the industry and fleets that are doing this say it's both a good retention tool (for the husbands who keep their job because their wife gets to stay on the road with him) and recruiting tool (for the women who are getting into the industry thanks to their husbands)," she said. ●

A look inside four of the Best Fleets to Drive For

Mark Murrell and Jane Jazrawy ended their session at TCA by letting the audience take a closer look at four fleets in this year's Top 20.

The first fleet profiled was Landstar.

Landstar, based in Jacksonville, Fla., only employs owner/operators and is the largest fleet in this year's Top 20 with close to 9,000 drivers contracted to it.

"Most of the time with contractor fleets, we hear companies can't do anything for owner/operators because they want to be left alone," she said.

However, Landstar does a lot for its contractors. It offers ongoing training, which is uncommon for contractor-only fleets. Not only do the drivers appreciate the training, but Landstar is seeing its safety record improve.

As well, Landstar does a monthly conference call with its contractors to touch base on any concerns or issues they may have. The conference calls are normally safety-themed.

"They are the first company we've seen that has really embraced the conference call and it's really working out well for them," Jazrawy said.

In addition, Landstar provides its owner/ops with hospitality rooms at events like the Mid-America Trucking Show, complete with a place to rest and food to eat.

"What's nice about that is, Landstar is going to their contractors. They don't wait for their contractors to go to them," said Jazrawy.

Next, Murrell profiled the smallest fleet on the Top 20 list and this year's Best Overall Fleet to Drive For in the small carrier division, FTC Transportation.

FTC has only 36 company drivers.

"Typically when we see a fleet with 36 drivers, they don't have a lot of programs because they're busy just building the business," he said.

However, this is not the case for FTC, as it has a slew of programs for its drivers.

Murrell said FTC has a generous set of time-off policies. It provides drivers with 11 paid stat holidays per year, plus drivers start with 10 days paid vacation in their first year. That number goes up to 30 days depending on tenure levels.

"That's a lot of time off for drivers to have a life outside of the company," said Murrell.

In addition, the company also doles out a ton of awards to its drivers.

"Every company has awards for its drivers, but these guys do an annual driver of the year, they recognize the second and third runners-up, they recognize the mentor of the year, best fuel performance of the year, most miles driven safely in the year and any million milers," he said. "So there's eight different awards a driver might get in the year and there's only 36 drivers, so that's great odds that you're going to be recognized."

FTC also has impressive facilities complete with laundry services, showers, fitness centres and pick-up trucks available for drivers to use while on their downtime.

Bison Transport was the next fleet profiled. It has 1,166 company drivers and 594 owner/operators.

One of its more notable programs is its "job to fit lifestyle" initiative, through which drivers can choose to work anywhere from one to 25 days in the month.

"So there is a lot of flexibility there, which drivers like," Jazrawy said.

It also offers proactive driver retention and works hard to keep the drivers it has.

Bison also has a right to decide program, which teaches drivers that they have the right to decide when they should get off the road if things look unsafe.

"Bison has shown its drivers a number of videos with different situations where drivers are allowed to be the deciding factor of if they should get off the road," she said. "This is great because it shows drivers exactly what they can do, so they don't have to guess when they're put in that situation."

Bison also has a large focus on driver wellness and has the Fit System installed in its trucks.

The last company profiled was Melton Truck Lines based in Tulsa, Okl.

Melton has 1,034 company drivers and one owner/op.

"They have a lot of cool things that they're doing," said Murrell. "One thing is drivers who want to move into a new position off the road can audit that position before they apply for it...and that really makes a big difference."

Melton holds daily safety meetings with its drivers and has exceptional terminal facilities. Its newest building has a health clinic, dental clinic, a gym with access to personal trainers and nutrition experts and even a fishing pond for drivers.

"So with all of that, it's not surprising that out of all the drivers surveyed (at Melton) 90% said that they would likely recommend the company to others," said Murrell. ●

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By Edo van Belkom

THE STORY SO FAR

Bud convinces Mark to go undercover at a trucking firm to see if he can help stop cargo thefts from the company.

Mark is hired by Chenai Trucking and shows up to take on his first load for the company.

He makes it known he's in need of money and is soon approached by a driver with instructions on how and where to leave his truck so it can be stolen...

The next day Mark was at the Chenai offices for a morning appointment with Sunny to inform him of what had happened and to figure out a plan on how to catch these thieves and put an end to the thefts to the company's cargo.

"So they basically want me to park my truck in a spot that's out of the way, but still easily accessible, and then go for a nice long dinner so they can steal either the truck or the contents of the trailer."

"Did you get a name?"

"He said it was Suki."

Sunny laughed.

"What's so funny?"

"Is Suki short for Suhkjit or Suhkwinder?"

"How the hell should I know?"

"We have four Suhkjits and three Suhkwinders driving for our company. And everyone who works here has a cousin or two with one or both of those names."

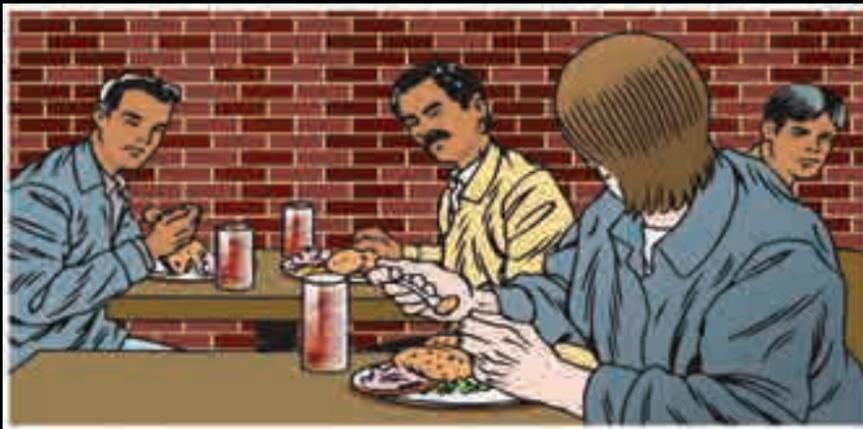
"If that was his real name," Mark said.

"Exactly," Sunny said. But then his face brightened. "But at least we know what their plan is. We'll install a GPS on the truck so we'll be able to know where it is at all times. It will give the police some information they can really use. Hopefully we'll catch the whole truck theft ring, not just the guys who are stealing the cargo."

"Sounds great," Mark said. He had a good feeling about this whole operation. The time and place where the truck would be stolen was pretty straightforward and once the truck was taken it would be a fairly simple matter of the police catching up to the thieves and making the arrests.

A couple of hours later Mark drove to a warehouse in the west end of Toronto and picked up a trailer filled with electronics. It was all high-end stuff and the value of the entire load was well over \$100,000 retail.

As Mark connected Mother Load to the trailer he thought about why the thieves had targeted this load specifically. First of all it had a lot of value. There was no way they could get full retail for the merchandise, but even if they got half the wholesale value they'd still be in line to make an easy \$25,000 by dumping the goods at liquidation stores and weekend flea market vendors. That was a lot of money for very little work, especially when you consider that even if someone was caught stealing the cargo, they would only be charged with Theft Over \$5,000 which carried very light jail terms when compared to comparable crimes like robberies.



Dalton Undercover

Once Mark had the trailer hooked up and ready to go, he did one last walk around to make sure everything was secure. He was still making a delivery after all and Mark had a reputation for delivering the goods on time and in good condition. Why should this load be any different?

They wanted Mark to leave the truck parked in a dark corner of a yard on Dixie Road north of Britannia in Mississauga. The yard itself was like a half-dozen other yards along Dixie with a dirt/gravel surface that was full of craters and divots and was only serving as a truck yard until the owner could sell it off to someone with the money to development it into rows of industrial units or a warehouse.

When Mark had the truck parked, he used his cell phone to check the location of the restaurant they'd told him to have dinner at. Tandoori Sweets was an Indian restaurant less than a half kilometre from the yard. It was a short walk out to Dixie Road and then just a couple of minutes north to a restaurant set in an industrial unit on the east side of the street.

The smell of curry and masala that hit Mark when he entered suggested he was in for a real gastronomic treat. Mark didn't know what anything on the menu was, but he avoided any embarrassment by ordering a "Number 2" and hoping for the best. He wasn't disappointed as everything was just right, spicy but not too hot, and the portion just the right size to feel he was getting his money's worth.

As he dug in, Mark took a look around the restau-

rant. It was obviously a favourite spot for truck drivers in this part of the city as each table seemed to be taken up by men who spent much of their working lives sitting behind the wheel of a truck. They also appeared to be keeping a close eye on Mark. Obviously, he stood out in this crowd, but it was more than that. All during his meal, Mark couldn't help but think that at least one or more of these men were in on the theft tonight and keeping an eye on him to make sure he stayed away from his truck for the proper length of time.

When Mark finished eating, he checked his watch. He'd already been there for the required amount of time, but he decided to stay for another ten minutes just to be sure.

Finally, he left the restaurant and headed back toward the truck yard.

Minutes later he was in the yard. As he neared the dark corner where his truck had been parked an uneasy feeling began to creep into his stomach...a feeling that had nothing to do with the spicy dinner he'd just enjoyed.

Then, when he was close enough for it all to fall into place, Mark's jaw dropped and his stomach suddenly felt as if it had been kicked by a black belt.

The trailer was still in place, untouched. However, Mother Load was gone.

As Mark stood there, trying to figure out how this whole thing had gone so wrong, a silver four-door car - an unmarked police car - pulled into the lot

and came to a stop by his side.

The driver's side window rolled down and the police officer behind the wheel said, "Hey, what's going on?"

"That's what I'd like to know," Mark said, barely able to keep the anger from his voice. "My truck just got stolen. Where the hell were you guys?"

"We were just getting something to eat," said the cop behind the wheel. "From what we were told, the truck wouldn't be stolen for at least another half hour."

Mark couldn't help but laugh under his breath. Whoever the thieves were, they'd played both him and the police. No wonder they haven't been caught yet.

Along with the two police officers, Mark walked around to the back of the trailer to check the load. Surprisingly, the seal was still on the trailer, whole. He decided to open the trailer to see what was inside.

After breaking the seal, Mark unlocked one of the big barn doors and slowly pulled it open.

Inside, there was nothing.

The trailer was empty.

That meant that whoever was supposed to steal the trailer knew it was empty and took Mother Load instead. Obviously, this was more of an inside job than anyone thought. ●

- Mark Dalton returns next month in the conclusion of Dalton Undercover.

Illustration by Glenn McEvoy



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Tires & Wheels

Pirelli revealed it plans to serve the commercial truck and bus markets in both Canada and US through a new entity, TP Commercial Solutions LLC. The company says the drive into the US and Canadian markets for commercial **truck tires** and fleet management solutions is part of its aggressive global growth strategy.

Right now, Pirelli says the new project is in a pilot phase where it has 40 fleets participating in the testing and development of the new commercial truck tires. Clif Armstrong was selected to manage the project as president of TP Commercial Solutions LLC. He brings more than 20 years of commercial experience to this project including senior roles within Continental Tire's truck tire division.



Trucks

Mitsubishi Fuso Truck of America has unveiled the Canter E-cell, a **fully electric, battery-powered, medium-duty cabover work truck**.

Announced during the Work Truck Show in Indianapolis March 2, the vehicle was tested for more than 500,000 kms in Portugal, where Fuso said it was well received by drivers.

The truck runs for approximately 100 kms on a full charge carrying a 4,400-lb payload. It has 150 hp and 479 lb.-ft. of torque, a maximum payload of 6,470 lbs, front axle capacity of 4,805 lbs and rear axle capacity of 8,425 lbs. The Canter E-cell is said to save 64% in operating costs compared to an equivalent diesel-powered vehicle performing the same service, depending on geographic conditions. The battery can be charged two different ways; either by AC adaptor, which can be found in most households and takes around seven hours for a full charge, or by DC adaptor, which are the charging stations intended specifically for electric vehicles and takes less than an hour to fully reboot.

Fuso indicated the vehicle produces zero emissions from the tailpipe, or 37% less CO₂ than comparable diesel-powered trucks when accounting for the emissions generated by the power plants needed to power the Canter E-cell truck.

Great Dane showed for the first time

at the Technology & Maintenance Council meetings a new **Sahara dry freight truck body**.

It's available in both a composite and sheet-and-post design in sizes ranging from 16 to 26 feet. The new body was developed with Great Dane subsidiary Johnson Truck Bodies.

Eduardo Navarro, director of business development, says the body has a unique mounting system that doesn't require u-bolts, reducing maintenance requirements.

"It's attached right to the rail so it allows for a lower center of gravity," Navarro said. The body is available with a variety of floor systems and features all LED lighting, as well as Grote's LongLife sealed harness, which comes with a 10-year warranty.

The body is available on trucks ranging from Class 5 to 8.

Ryder System revealed it is offering customers in the US and Canada three new **pre-owned vehicles** categories to choose from; Ryder Certified, Ryder Verified, and Ryder Re-classified. Ryder Certified allows customer to choose from the highest-quality pre-owned vehicles that have been maintained solely by Ryder. Ryder Verified enables customers to build their fleet with a road-ready, fully DoT-compliant vehicle at a cost that works for them. Ryder Re-classified offers "as-is," damaged, and scrap vehicles for customers interested in a fixer-upper option.



Components

Mack Trucks announced the release of its new **mDrive HD 13- and 14-speed models** during the Work Truck Show in Indianapolis March 2. The new offerings enhance the company's mDrive HD automated manual transmission line, with the 13-speed option providing a low reduction gear ratio for easier starting on steep grades or when hauling a heavy load. The 14-speed is only available in an overdrive configuration and gives drivers a second ultra-low-speed gear for curb pouring applications or low-speed, heavy-hauling manoeuvring.

Key features include: multi-speed reverse gear ratios, updated PTO design and controls, extended front section for low reduction forward and multi-speed reverse gears, new shift fork and increased brake friction torque.

The new mDrive HD 13- and 14-speeds will be available on Mack's

Pinnacle, Granite and Titan trucks, with Pinnacle continuing to offer the 12-speed direct and OD. Mack also announced the release of ClearTech One, its single package exhaust after-treatment system. Mack says ClearTech One is more compact than a two-component system, and saves 17 lbs and 11 inches of frame space.

Cummins announced new **engines** at the Work Truck Show March 1, led by the new 2017 B6.7 diesel engine. Cummins also unveiled the B6.7's sister engine, the 2017 L9, with ratings from 260 hp to 380 hp and 720 lb.-ft. to 1,250 lb.-ft., and the 2017 single-module aftertreatment, which brings a notable reduction in size.

The B6.7 engine offers a 200-325 hp, 520-750 lb.-ft. ratings range and up to 7% better fuel economy, the company says.

The single-module aftertreatment combines a diesel oxidation catalyst, a diesel particulate filter and selective catalytic reduction systems into a single canister. Cummins said each of the new products would come with Connected Diagnostics, which would be able to send a report to the driver's cell phone on the health of the engine, offering peace-of-mind and "the largest and most capable support network in North America."

Haldex has announced it will be offering its new **ModulT air disc brake** to the North American market. The disc brake has been sold in Europe for years and has undergone three years of extensive testing in Canada, Jeff Stokes, global product manager, disc brakes with Haldex, said during a press conference at the Technology & Maintenance Council meetings.

The ModulT will initially be offered for trailers with 22.5-inch wheels. Additional sizes for trucks and trailers will be introduced here later. The disc brake weighs just 70 lbs including pads, the company says. It features a wide single-piston mechanism which Stokes said equals the performance of twin-piston mechanisms. The bellows seal is inverted, offering greater protection from heat, stones and other debris.

A floating lightweight caliper slides on two sealed stainless steel slide pins. Stokes said pads can be changed out in less than a minute without tools, thanks to a unique boltless brake pad retainer.

The ModulT has been in production there since April 2011 and the millionth such brake will soon be produced. The first model to be released here is the DBT22LT trailer brake.

Additional models to be introduced later include the DBT19LT, the DBT19 and the DBT22MD, fitting a variety of truck and trailer applications.



Software

CarriersEdge is now offering its **online training courses**, all part of its Defensive Driving suite, in Punjabi.

"This is a milestone in online training for the Canadian transportation industry," said Jane Jazrawy, CEO of CarriersEdge. "Punjabi has been one of the most requested languages from fleets across the country, so we're very excited to have these titles available to our customers."

The courses are endorsed by insurers and associations across Canada and cover the basics of defensive driving, speed and space management, changing lanes and passing, navigating intersections, handling turns and curves, backing techniques and dealing with adverse conditions.

CarriersEdge offers more than 65 various training modules in English and French, and over the next year, the most popular of those courses will be translated to Punjabi, with current subscription customers automatically receiving the new, translated courses.

BlackBerry unveiled its new end-to-end **asset tracking system** for trucking companies and private fleet operators during a March 31 announcement at the Mid-America Trucking Show.

The system, called BlackBerry Radar, provides customers with the ability to optimize utilization of their trailers and shipping containers, improve on-time delivery, reduce theft and generate more revenue from each trailer without having to invest in additional IT infrastructure.

BlackBerry Radar features a self-powered tracking device, an 'Internet of Things' (IoT) platform with cloud-based applications, world-class security and visual reports for location and status updates of assets.

BlackBerry said its new product solves the problem of complex user interfaces and infrequent data updates when companies strive to boost their productivity and efficiency.

BlackBerry Radar is currently being used in a customer pilot program and is scheduled for release this summer. ●

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The Adventures of NEWLAND TRANSPORT

By Edo Van Belkom

At the Queenston-Lewiston bridge, Vic finds a short line of trucks waiting to get into the country. Car traffic is also light and he thinks he'll be over the border in no time and home in just a few more hours.

Vic pulls up and hands over his papers to the CBSA officer manning the booth. The officer looks at all of Vic's paperwork and seems to be going through the motions as if everything is routine. But at one point, the officer types something into the computer and a moment later he freezes and his eyes light up like he's just discovered something very, very important.



"What is your name, sir?"

"Vic."

"Your full name?"

Vic gives the man his name.

A few moments pass as the CBSA officer frantically types on his keyboard while glancing often at Vic's identification. Then he says, "Full over into secondary, please."

"Is there something wrong?"

He points. "Park your truck in that open spot over there."



After an adventurous trip down into the southern United States where he was taken into police custody and almost arrested for being from somewhere else, Vic is on his way back home to Canada. He's managed to get a load of fruit headed for the Ontario Food Terminal and is happy with his luck at getting a good load going north. He's also glad that his episode in the United States is over and is excited about returning to his home country.

It does as he's told, unsure why there might be a problem and sure that it's nothing more than a mix-up. After all, the paperwork was fine and he's crossed the border dozens, perhaps even hundreds of times before.

Minutes later, four CBSA officers emerge from the main building and are walking out to his truck. As they near, one of them pulls out his gun and points it in Vic's direction. Vic is more confused than ever.

"What is the problem, officer?"

"Both hands out the window," one of the officers shouts. "Climb down slow and easy."

Over the years, especially back home, Vic has seen what police and border guards can do to a person who causes problems, so he is very careful to get out of his truck slowly and not make any sudden movements.

Outside of his truck, he is searched and taken away in handcuffs.



"Did I take a wrong turn somewhere?" Vic asks as he's sat down in a small room with no windows. "Am I not at the Canadian border?"

"We're the ones asking the questions, buddy," one of the officers says.



Illustration by Glenn McEroy



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Westcan buys Wheeler Transport

EDMONTON, ALBERTA

Westcan Bulk Transport announced it has completed the acquisition of Coquitlam, B.C. company Wheeler Transport.

Wheeler specializes in the transportation of fuel and asphalt, and was in business for over six decades.

Westcan said the purchase was part of the company's long-term growth strategy to expand into new markets, grow its customer base and add value to its current customers.

Westcan will add more than 60 employees to its roster, including 49 professional drivers, two owner/operators, five shop staff and 11 office staff.

Headquartered in Edmonton, Alta., Westcan is one of the largest niche bulk commodity haulers in Western Canada, servicing all of Alberta, B.C., Saskatchewan, Ontario and the Western Arctic. ●

VersaCold buys another trucking company

VANCOUVER, B.C.

VersaCold Logistics Services announced recently that it plans to acquire Coastal Pacific Xpress (CPX), B.C.'s largest refrigerated carrier.

VersaCold did not disclose the financial details of the agreement, but said that it plans to allow CPX to continue operating as an independent entity under the VersaCold North America Transportation Solutions banner.

VersaCold acquired assets of Gary Heer Transport and launched its newest subsidiary, VersaCold North

America Transportation Solutions Limited, just one month earlier.

VersaCold called the latest acquisition "a major step" towards being number one in Canada.

"We have always held CPX in high regard for its reliable service and deep commitment to its customers," said Douglas Harrison, president and CEO of VersaCold.

Scott McIntosh, president of CPX, added, "We are proud and excited to join VersaCold and to be a key part of the company's expansion into cross-border transportation services." ●

TST Overland Express wins award

MISSISSAUGA, ONTARIO

TST Overland Express has been named Carrier of the Year by Penske Logistics and Dana.

The award recognizes Penske's third-party logistics carrier excelling in operational performance. TST Overland won based on its exceptional overall service, on-time delivery and communication timeliness with Dana Holding Corporation.

"We're pleased to present this award to TST Overland Express, who exemplify the high standards needed to bring exceptional value to our supply chain," said Zack Mazingo, senior global logistics manager at Dana Holding Corporation.

Receiving the award on behalf of TST Overland was Wayne Gruszka, vice-president of sales, marketing and customer service.

"We work hard to maintain our industry leadership position in the ways that matter most to our customers," said Rob O'Reilly, president, TST Overland Express. "By leveraging new technologies and processes that enhance customer experience, TST is committed to continuous improvement. To receive this recognition from another industry leader is very gratifying. I congratulate our employees for their commitment to excellence and thank them for their continued outstanding efforts." ●

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WORK EXPERIENCE:

Last Employer _____
 Start/End Date _____ City _____ Prov/State _____
 Contact Person _____ Tel _____

CERTIFICATION / TRAINING: Can you lift 50lbs? Yes No Doubles/Triples
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Logikor puts safety above all else

When it comes to safety, Logikor of Cambridge, Ont. believes it's one of the best in Canada. Sonia Straface caught up with the company's quality and compliance manager, Rick Morgan, to talk about how Logikor exceeds regular safety measures.

For Logikor, being a safety-first fleet isn't just a logical approach, it's the reason for its existence and success.

Logikor came to be in 2005 and started as a transportation solution business. While it outsources the majority of its transportation opportunities (working with customers and carriers to match needs and strengths), it has its own small fleet that has caught the attention of Trucking HR Canada and customers alike who would credit the fleet as being one that is worth a second glance on the roads.

For two years running, Logikor has been named a winner of Trucking HR Canada's Top Fleet Employers program, which rates fleets across the country on compensation, employee recognition, lifestyle, employee engagement, wellness, professional development and recruitment/retention.

Currently Logikor's modest fleet of 10 trucks hauls automotive parts and components for the national defense industry both domestically and cross-border.

Today, it employs 15 drivers and has 27 trailers.

"Everything we do is scheduled and dedicated," said Logikor's quality and compliance manager, Rick Morgan. "And it's all no-touch freight."

So how has such a small fleet turned the heads of some very influential members of the trucking community?

According to Morgan, it's thanks in part to its unique management style and safety-first approach.

"I've been in the business for 30-some years," he said. "I've worked for many trucking companies. And (here at Logikor) we've really turned the entire HR management process away from a more traditional style of management in that...in a lot of other companies where I've worked, some of the transgressions we've worked with here would have resulted in a team member being let go. We don't do that. You really have to step a long way outside of the boundaries to be let go here. And for the most part that would be you show-

ing that you are unwilling to work with us to correct the behaviour or activity that we've identified."

Morgan says that if a driver is having a problem, instead of canning them on the spot, the company takes pride in re-educating and retraining them, to show them they are still valued as an integral part of the Logikor team. This logic has also helped the company maintain such a low turnover rate.

"The approach that we put in place here when it comes to drivers is really much more one of educating or training or working with them and developing them as a team member and understanding what their challenges are and working through it and supporting them when they're facing those issues," he said. "It shows them that we value them as a team member."

Morgan went on to explain that this approach is especially true when they hire drivers who have worked for carriers that think it's okay to bend the rules when it comes to hours-of-service. He said that there is a misconception in the industry that delivering a load when it's convenient for the company – even if it means going over the allowed hours – is fine. But if the driver decides to push through and deliver the load when it's convenient for the driver (maybe the delivery is close to home), they are punished.

"From the perspective of what that tells the driver, it's the same with anyone, you can't tell me to break the rules when it's convenient for you and punish me when it's convenient for me. We don't do that here," said Morgan. "I've had a couple of (drivers) who I've had to bring in and talk to because when they first join us, they're used to making that judgment call whether they should operate a truck with a given condition, as the misunderstanding is, that delivering the freight is more important than complying with the rules. And our position is safety comes before any other consideration."

Morgan said this mentality of Logikor has set in with the drivers and has helped with retention because drivers know they can do things by the book, they're not expected to break any rules and they know when they go over the scales, they have nothing to fear.

"Safety is right in our vision and mission, safety goes before anything else at Logikor," Morgan said.

The company has an intense training program and interview process before a



Logikor staff

new hire is put on the road. New Logikor drivers won't be in the truck alone until they complete four days of required training. All new drivers have to complete and pass a road test with a third-party instructor.

New drivers then spend another day with Morgan going over the expectations when it comes to paperwork and customer service.

Then, the driver has to go out with a Logikor driver and shadow him/her for the day. Most times, they go to the customer they'll be visiting every day as part of their dedicated route, and meet the customer in person.

"When you're on a dedicated route, like our drivers are, you're going to the same shipper over and over, you are the company," Morgan said. "So customer service is very important in what we do."

Logikor has also invested in an annual driver meeting and annual ride-alongs with a third-party instructor who provides safety tips and feedback on performance.

All these safety measures have definitely paid off for the fleet, said Morgan.

"We've actually gone...and I'm touching wood as I say this...we're now entering our third year with not one single highway vehicle collision," he said. "And that's including the last two winters driving from Toronto to London."

Logikor's biggest strength, according to Morgan, is its approach to its customers. It doesn't just view the relationships as business transaction, Morgan explained, rather it views them as partners.

"We really strive to establish partnerships where we are an extension of what it is that they (customers) do," he said.

"And those are the most successful relationships that we have. Our customers tell us how much they appreciate things all the time."

A recent example of how Logikor has the whole shipper-carrier relationship down pat is how it dealt with the recent Nipigon River Bridge disaster.

"The bridge is very important to us because certain defense products... aren't allowed to cross international lines unless there's licences," he said.

"So when we heard about that Nipigon bridge on the weekend, we told our customers right away. So at 5 a.m. our first defense customer had a notification from us saying, 'Hey just so you know we've got a situation, we don't know what's going on there.' By 10 a.m., conversations had been going on between us and the customer, and we knew the status of every shipment that was en-route to them...the customer had reached out to the appropriate bodies and 24 hours later, we were ready to roll in case that bridge was shut down. We tend not to wait for our customers to come to us, we're very proactive in identifying what's going to impact them. We try to address and find solutions to problems that are going to affect them, too."

As far as the future goes, Morgan said the business is always looking for growth opportunities and that he believes "we can bring our customers enormous value in the supply chain." ●

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