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truckwest.ca



Making a career change to trucking 16 years ago, Laurie and Kelly Gordon haven't looked back.



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On the road to a new career

The Gordons now campaign for others to follow suit after entering trucking as a second career

By Derek Clouthier

MUNDARE, Alta. – Kelly and Laurie Gordon did it 16 years ago, and they say you can do it too.

The couple, who live on an acreage east of Edmonton, made the decision to become full-time truck drivers when they were unhappy with the direction their careers were taking them and decided to steer a different way.

And since that day in 1999, neither has looked back.

Despite his love of driving and the trucking community, Kelly said he is concerned with how the industry attracts new drivers, and believes that for the right type of person, trucking could be the perfect fit.

“Because of what’s going on in the economy, in Alberta in particular with a lot of people out of work,” he said, “I thought it was important to give insight into the fact that this can be done.”

Kelly studied journalism at the British Columbia Institute of Technology and worked in media relations for Edmonton Police Services

and Edmonton airports. Like most parents, Kelly’s wanted him to go to post-secondary school and as he put it, ‘be somebody.’

Kelly grew up in Kitimat, B.C., where he drove in a logging truck for the first time and fell in love.

“I’d drive by trucks and look at them and wonder what it’s like to be in there,” he said.

When Kelly met Laurie, the couple had a tradition where every now and then each took a turn purchasing something ‘extravagant’ for themselves, and being his turn, Kelly made the choice in 1999 that they get their Class 1 licences.

“It wasn’t to make a career of it, it was just something to do that I had always wanted to do as a kid, and I just wanted to see if I could get it,” Kelly said. “I never thought I’d get the licence.”

The rest is history.

Now the couple, who drive for Canada Cartage Systems, hopes the next crop of drivers is eagerly waiting on the horizon, but Kelly is concerned with how the industry is

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On a personal mission

Former RCMP officer who lost two brothers now advocates for driver safety

By Derek Clouthier

LLOYDMINSTER, Alta. – Grant Aune witnessed his fair share of deaths and injuries while working for the RCMP investigating traffic collisions in B.C.’s Lower Mainland, but none more difficult than the loss of not one, but two of his brothers to a highway collision.

“The first 25 years of my professional career was purely reactive,” Aune said, explaining that as an RCMP collision reconstructionist he was only able to attend road collisions after they occurred. “I never had an opportunity in that 25 years in the Mounted Police to do what I’m doing this morning, and that’s to talk to people and pass on information actively to hopefully prevent you from ever being involved in an incident.”

Aune is now the owner of Advantage Fleet Services, which provides proactive risk management and loss prevention to companies in various business sectors in Canada and the US for areas such as, but not limited to, driver assessments, training, commercial vehicle incident investigation and collision reconstruction.

Presenting to attendees of the Alberta Motor Transport Association’s (AMTA) 2016 Lloydminster Safety Conference and Trade Show Jan. 27, Aune touched upon several ‘shocking’ statistics about incidents on North American highways and posed six challenges to not only those who make their living behind the wheel, but everyone with a driver’s licence.

“What’s happening on our highways and byways is an epidemic,” Aune said. “The statistics are alarming.”

Some of those statistics are getting better, at least when it comes to the number of traffic-related fatalities on Canadian roads, but Aune cautioned not to be too optimistic about the numbers.

“I’m here to tell you that it’s not because we’re better drivers. It has

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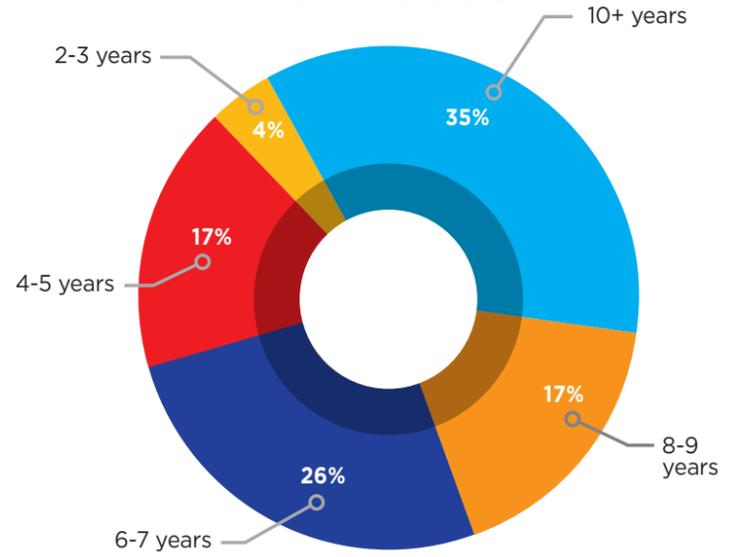


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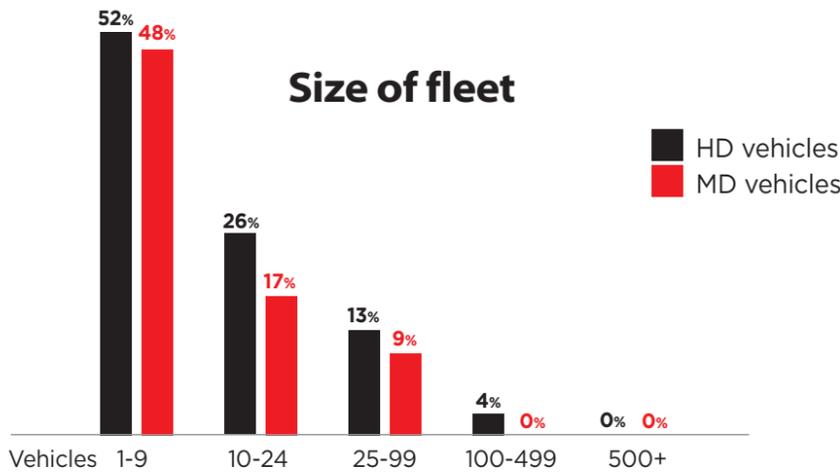
Understanding Trucking's SILENT GIANT

Private trucking is a large and vital part of Western Canada's trucking industry. Information on this sector is hard to come by, however, our annual Equipment Buying Trends Survey sheds light on its practices and purchasing intentions. Private fleets engage in shorter hauls with more than a third of their activities being of a regional/local nature while a fifth are involved in construction and forestry. They are also primarily small operations with the majority running fewer than 10 vehicles. More than a third of the heavy duty vehicles in the private fleet are more than 10 years old but almost three quarters of private carriers have plans to replace at least 10% of their heavy duty trucks this year.

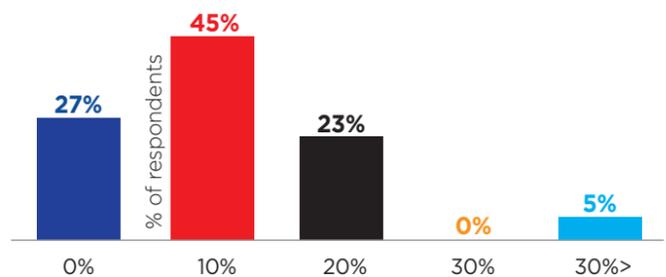
Current trade-in cycle for HR trucks



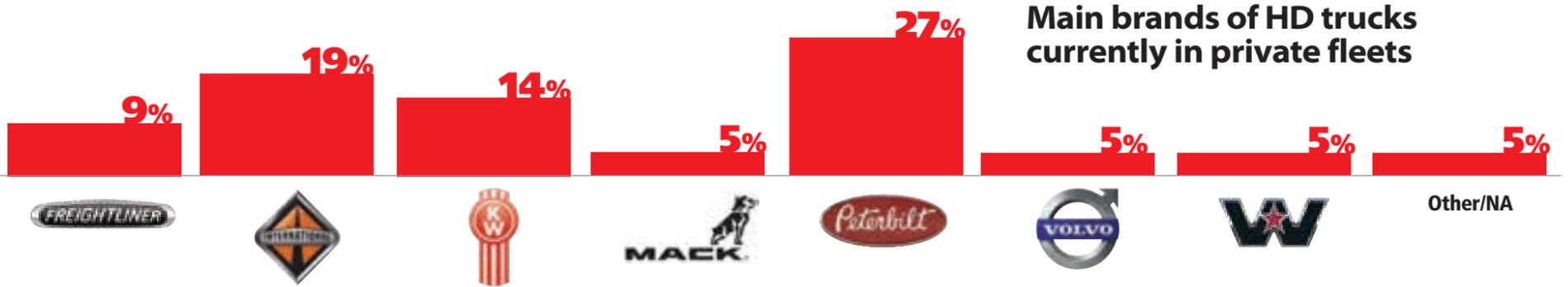
Size of fleet



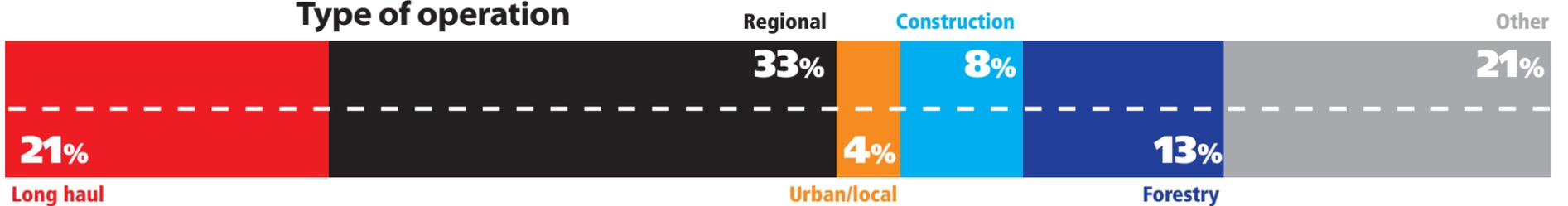
Percentage of heavy duty fleet expect to replace in 2016



Main brands of HD trucks currently in private fleets



Type of operation



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*SAE J1321 Fuel Consumption Tests. Actual results will vary depending upon vehicle type, load and other driving conditions.



Hoping for everyone to step up, then reality sinks in

When it comes to safe driving habits, there are so many factors that come into play, and how these dynamics are regulated can have both positive and negative outcomes.

The Alberta Motor Transport Association (AMTA) held the first of several planned safety conferences in Lloydminster Jan. 27, and it was an eye-opening event, particularly after hearing the inaugural presentation from Grant Aune, who, after losing two of his brothers to vehicle collisions, it is understandable why he speaks so passionately about the importance of being safe while behind the wheel.

To sum up a lengthy and detailed presentation, Aune's basic message was that 'good drivers just drive,' meaning if you're a good driver, you don't let anything distract you from your primary task at hand...driving. As highlighted during the presentation, it is not simply cellphones that cause distractions, but everything that takes your mind off driving.

Drinking a beverage, eating a bag of chips or a chocolate bar, listening to music or the news, talking to your passenger(s), reading a billboard advertisement...the list is endless.

So, even though the message is a good one, is it logical to think that driv-

Editorial Comment

Derek Clouthier



ers could keep their mind 100% focused at all times?

The simple and honest answer is no. It's what I like to call the 'world peace' aspiration...we'd all love for it to happen, but it never will.

Like Aune rightly pointed out, regulations like Alberta's distracted driving law are not completely working. He said it's not about the 'hand held' aspect of the device, but the driver's focus being drawn to something other than driving.

Aune went so far as to say that many people are simply hiding their cellphones on their laps, making the situation worse, as they are now looking down and not at the road at all, when prior to the law, drivers did not have to hide their phones for fear of repercussions, so they kept them up at eye level, which partially kept their vision where it should be.

But nitpicking this issue does no good. Besides, if people followed the current law, we wouldn't have the distracted driving problem that we do. What then are some more realistic steps drivers

and companies that deal with drivers can do to ensure road safety?

In the trucking industry, companies could go all in and forbid the use of cellphones while driving. With a zero-tolerance policy, companies could mandate immediate dismissal for rule-breakers.

With the use of electronic logging devices, coupled with the relative ease seeing when a cellphone has been used, it wouldn't be difficult to manage this. Some feel stiffer penalties would help deter people from using their cellphones while driving; true for some, but it would not eradicate the epidemic...laws can only do so much, which brings me to the theme of another conference presenter, Spencer Beach - attitude.

You can't regulate attitudes and behaviours, which means it is impossible to ensure every driver is not being distracted, particularly your non-professional driver, which make up the majority of motorists. Technology is a wonderful thing, but, to sound like an old fogey, it's also dangerous.

Not in the sci-fi movie sense, where robots take over the world, but that it



has become such a distraction to our everyday lives. Whether we are enjoying a sunny day, out for a family meal, watching our kids in the school play or driving down the highway, our faces are buried in our devices, and before we know it, we've missed what's truly important. **TW**

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OOIDA's foolish stance on ELDs

Five years ago, when the issue of mandating electronic logging devices first started to heat up, I commented in this space that I found the "consistent and loud opposition coming from the Owner-Operator Independent Drivers Association (OOIDA) puzzling, if not irresponsible."

The US Federal Motor Carrier Administration (FMCSA) has now issued its long-awaited final rule on ELDs, making them mandatory for truckers in the US as of December 2017.

It comes as no surprise that OOIDA remains vehemently opposed. Reading through OOIDA's defense of its position on ELDs, I'm no longer puzzled. I think I understand what drives OOIDA logic - and I use that term very loosely - on this issue. And I consider their position even more irresponsible than I did five years ago. OOIDA had previously scuttled FMCSA's plan to mandate ELDs with a legal challenge that

The view with Lou

Lou Smyrlis



argued ELDs could be used by shippers and carriers to harass drivers into using up all their legally available driving time, even when tired. Bit of a stretch, I thought, but OK, let's make sure drivers don't get abused by unscrupulous carriers and shippers.

This time, a few weeks before publishing its final rule on ELDs, FMCSA passed a law that prohibits the coercion of drivers by motor carriers, shippers and receivers. It even went so far as to build into the final rule safeguards to prevent driver harassment, including the requirement for a mute button on the device that can help prevent a driver from being disturbed by

dispatch while in the sleeper berth.

What's left for OOIDA to oppose? Nothing, if you're willing to take a logical approach to the situation. But that's clearly not OOIDA's plan. From what I can see, there are two reasons OOIDA remains opposed to this legislation.

First, because it is legislation supported by the American Trucking Associations, a carrier association. And in OOIDA's "us versus them" view of things, legislation supported by carriers can't be good for O/Os. The second reason is that OOIDA would rather keep hiding our industry's dirtiest secret - the fact that paper logs are easy to falsify and often are - than do anything about it.

Right now the fallout from inefficiencies caused by delays, paperwork errors and other issues all too often get pushed down to the driver. Drivers, faced with the possibility of losing income or running out of hours before getting home as a result of these inefficiencies, feel compelled to cheat the logbook. Yes, that puts some money in

drivers' pockets. Yes, it gets them home more often. But it also keeps our broken system of HoS broken forever.

If it was much harder to cheat the system, as would be the case with ELDs, carriers would have to deal with the inefficiencies in their operations. They would have to confront shipper practices that delay drivers and they would have the data at hand to prove it. This will not be easy. It will require change. But in the end, OOIDA's own members stand to benefit. So why isn't OOIDA in favour of ELDs? Jim Johnston, OOIDA president and CEO, describes the ELD rule as "absolutely the most outrageous intrusion into the rights of professional truckers imaginable." I think OOIDA's opposition shows "absolutely the most outrageous abandonment of the rights of professional truckers imaginable." **TW**

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Orlick family carries on Alberta trucking pioneer's legacy

By Derek Clouthier

CALGARY, Alta. – Gene Orlick remembers that his father was a powerful man. More than 50 years after launching the family business, Orlick Transport, Max Orlick died at his B.C. home Jan. 17.

“He was quite influential in his day,” Gene said of his father. “A lot of pioneers were like that.”

Max followed in his brother Tom's tire tracks, who began his trucking career in 1948 with a body job tanker truck running oil from Leduc, home of Leduc No. 1, the first major crude oil discovery in Western Canada, which kicked off the boom of petroleum exploration in the region.

Max started driving for the agriculture industry in the Edmonton area until his brother asked that the two join forces.

“When the new days came around – when I came around – we moved to Calgary and opened up a branch,” Gene said. “My dad was involved in the growth of that company.”

Max, along with his brother, started Orlick Transport in 1965.

Gene recalls with striking clarity how he and his family were always involved in the day-to-day business, learning the company from the ground up.

“(My dad) was always the powerful guy with the drivers and with the customers,” he said. “Everybody

liked him, everybody wanted to be around him. He was a very powerful influence on everybody in a positive way.”

As Max grew the Orlick business, recessions, like the one Alberta is experiencing now, were not a foreign concept.

“Orlick Transport always grew in the recessions. They always bought trucks in the recession,” Gene said. “They just had this way of not sitting back and saying, ‘Oh well, poor us.’ They just got focused and dealt with customers that needed service and developed that ‘service is our product’ kind of motto...that’s what I use today.

It’s made me, going through this 2016 recessionary time, focus every day on the 50-60 employees we have...those families we are responsible for. You need to make sure they have a paycheque every two weeks.”

Gene has kept the business, now called Orlicks Inc., a family affair, with his wife and two daughters helping manage the day-to-day operations.

“It’s kind of throwing me back to the old days watching dad do it,” Gene said of the pride he feels when he sees his family taking the helm.

Gene’s daughters are the third generation in the Orlick family business. The new Orlicks Inc. is quite different than the original, as Gene and his wife, Nancy, started the compa-



Gene, left, and Geoff Orlick's, right, father, Max, who was a pioneer in the trucking industry, passed away Jan. 17 at his home in B.C.

ny with two trucks and have ‘enjoyed the goodwill from the old Orlick Transport’, Gene admitted.

But goodwill is not the only thing Gene learned from his father.

“He taught me a lot of right from wrong,” he said. “I saw how people surrounded him, and I think I’ve got that skill set now.”

Though communication and people skills was passed down from his father, Gene absorbed the financial side of things from his uncle Tom, who taught him not how to ask for money, but how to manage his business more efficiently.

“People aren’t going to look after you, you have to look after yourself,” Gene said. “I found that was another

family lesson that is important because there is no charity...we all worked for whatever we got.”

Despite bearing a new name, the family business remains true to its roots, having learned the lessons passed down from its late pioneer, even bringing back its retro logo, which is found on the Orlick trucks today.

“That’s come full circle and it’s kind of neat,” Gene said. “I saw a driver yesterday who came by to say condolences for dad, and he said the new trucks were awesome and it brought back memories.”

Perhaps the best way to honour someone who is gone is not to change what isn’t broken. **TW**



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Freightliner declares Edmonton a hardest working city

EDMONTON, Alta. – Edmonton has been declared by Freightliner to be one of North America's hardest working cities.

It joins New York City, Charlotte, N.C. and Seattle-Tacoma as the 2016 recipients. The Hardest Working Cities program from Freightliner honours cities that spearhead community growth and innovation.

"As the leading vocational truck manufacturer, we created the Freightliner Hardest Working Cities program because it's clear that vibrant local economies count on severe duty trucks, and the men and women who operate them, for essential jobs, such as building highways, delivering construction materials, plowing snow and hauling refuse. Hard work matters and it should be celebrated," said Allan Haggai, marketing communications manager, Freightliner Trucks.

"We think it's important to acknowledge cities and workers using products like ours to positively impact their communities."

So far, Toronto, Ont. is the only

other Canadian city to make the list. Freightliner hosts a celebration in the winning cities, inviting elected officials and business leaders to accept the award. It also visits city work sites and delivers gifts and food. So far, Freightliner has visited 12 work sites and thanked about 800 workers.

"This is not only a great occasion for the Freightliner Trucks family to celebrate what our company stands for, but a chance to honour those who work hard, while building strong communities," said Mary Aufdemberg, director of product marketing, Freightliner Trucks. "Whether you are operating a truck, maintaining it, or building it, our industry is an amazing place to develop a career." **TW**

Banner year for 18 Wheels of Christmas campaign

CALGARY, Alta. – Records were broken in the 2015 installment of the 18 Wheels of Christmas campaign, with the Calgary food bank receiving more than 35,000 pounds of food and over \$16,000 in donations, and the Edmonton food bank getting 92,377 pounds of food and just shy of \$10,000 in funds.

"With the downturn in the economy, access to food banks across the country has increased with the majority of users being young families," said 18 Wheels of Christmas organizers in a letter to 2015 campaign supporters.

"A special thank you to Shannon and Mike with the AMTA (Alberta Motor Transport Association). Without the enthusiasm, time and ideas of all these people we could not have made the impact we did this year."

The 18 Wheels of Christmas initiative is coordinated by Rosenau Transport and supported by the AMTA, and challenges Western Canadian transportation companies to collect and donate food for food banks in Alberta, Saskatchewan and B.C.

Other food bank locations to receive donations included Grande Prairie, Alta., Saskatoon, Sask., Lloydminster, Alta., Dawson Creek, B.C., and Medicine Hat, Alta, which received 35 boxes of food, 150 hampers and \$13,000 in cash. **TW**

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B.C. container haulers sue province over back pay

VANCOUVER, B.C. – Ten Port Metro Vancouver trucking companies have filed suit against the payment of retroactive wages to drivers in the sector, bringing the Office of the British Columbia Container Trucking Commissioner and B.C. government to court.

Unifor, the union representing the employees, said the pay is owed to the drivers, that the suit ‘has no merit’ and that the companies’ actions could threaten stability at Port Metro Vancouver.

Unifor is urging customers to continue conducting business at the port with companies that accept the new minimum rates established by the government.

“Last month at the bargaining table, we achieved long-term labour peace at the port, but these compa-

nies would rather drag us back into a bitter fight over wages,” said Jerry Dias, Unifor’s national president. “There is a wage floor that applies equally to all companies, but this lawsuit seeks to take money out of truckers’ pockets. It’s pure greed.”

The companies filing the suit include:

- Aheer Transportation
- Bestlink Transport
- Burton Delivery Service
- Gantry Trucking
- Gur-Ish Trucking
- Indian River Transport
- Roadstar Transport
- Sunlover Holding
- Triangle Transportation, and
- T.S.D. Holding Inc.

“Undercutting in this sector has al-

ways been a problem and now we see clearly which truck company owners want to continue to drive wages down. Shippers now need to play their part toward stability by refusing to do business with these companies who refuse to treat their drivers fairly,” said Gavin McGarrigle, Unifor’s B.C. area director.

“The provincial government needs to mount a vigorous defense of its own legislation to make sure that truckers receive the full payment of all wages owed.”

The back-and-forth between Port Metro Vancouver companies and employees has been ongoing since 2014 and stems from the contention that drivers were not being paid what they should have been by the respective companies that employed them.

In late November following an au-

dit of several of the port’s container trucking businesses, the Office of the British Columbia Container Trucking Commissioner ruled that the companies were not paying drivers the retroactive rates that was agreed upon in March 2014. **TW**

BCTA recommends 10-lane bridge, tolls to province

LANGLEY, B.C. – The British Columbia Trucking Association (BCTA) announced its support for the province’s proposed improvements to replace the George Massey Tunnel with a 10-lane bridge, as well as placing a toll on all Metro Vancouver bridge crossings and increasing the vertical clearance of overpasses to a minimum of 5.5 metres.

The BCTA’s Lower Mainland Transportation Issues Committee submitted its recommendations to the provincial government following a consultation process that ended Jan. 28.

The 10-lane bridge that would replace the George Massey Tunnel would see five lanes in each direction, an HOV/transit lane and separate lane for trucks and other slow-moving vehicles to help navigate the grade of the bridge.

The George Massey Tunnel Replacement Project aims to improve the capacity of Highway 99, which the BCTA says is an important goods movement corridor in the area.

With the potential move toward tolling all bridge crossings in the region, the BCTA said it would like to see a consistent vehicle classification system in place for tolling purposes.

The BCTA’s recommendations for the project were as follows:

- Build a 10-lane bridge in order to avoid congestion on opening day, and ensure the bridge can accommodate growth in traffic volume and goods movement throughout its life cycle;
- Toll all bridge crossings in Metro Vancouver to avoid significant traffic diversion to free alternative routes and as a move towards a mobility pricing scheme for transportation infrastructure;
- Use TransLink’s vehicle classifications (currently in place for the Golden Ears Bridge) for tolling purposes for the GMT replacement bridge and all other tolled crossings in the Lower Mainland;
- Institute a Traffic Advisory Committee similar to the one used successfully for the Port Mann/Highway 1 Improvement Project, including representatives from BCTA, in order to guide traffic management during construction of the new bridge;
- Include penalty clauses for congestion in the construction contract to assist with traffic management planning; and
- Increase vertical clearance of overpasses to a minimum of 5.5 metres to accommodate oversize loads and project cargo. **TW**

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Social media: Tips for translating social into sales

There is a great deal of hype surrounding digital engagement, but at the end of the day it's just another form of media to be employed to advance your business goals. But

too many organizations wade into digital media with no plan or goal in mind for what they hope to achieve.

The key to using social media for business success comes down to making sure your digital communication activity aligns with your business goals and your communication plan. What is really needed is an understanding of the message you want to get out, what your communication objectives are and who the audience is.

Should your business participate in social media? Social media engagement, because of its interactive capacity, provides businesses with an unprecedented opportunity to facilitate and participate in two-way dialogue. Social media is not a magic solution to a company's communications challenges, but an additional (and often more immediate) way to reach customers, and everyone else your organization has a connection with or wants to connect with.

On the other hand, social media can also help misinformation and rumors spread easily, increase workload and stress for those inside the organization tasked with participating and discourage face-to-face interaction. Here are a few tips to help manage your social media presence:

Pick social media spokespersons and platform

Every business should designate specific individuals to participate in social media on behalf of the organization. Make sure you provide employees with social media training. Don't pick people just because they are frequent users of social media. Consumption does not make a person a skillful or strategic communicator. A badly handled post or Tweet can go viral in seconds, and undoing the damage can be next to impossible.

Timing

Social media profiles should contain a disclaimer with information about the hours when responses can be expected and the kind of dialogue/behaviour expected. When is the best time to post? Aside from "regularly," and "respond in a timely fashion when required," the best time to post is when you have something useful to share. Use social media posts to encourage visits back to your online newsletter, Web site and so on.

General conduct on social media

Ensure your content is interesting, timely and sensitive to user needs. Simple questions and concerns can easily be addressed through social media; others in the user community will appreciate your good customer service and also benefit from your answer. Exchanges that require private information or that cannot be answered easily online should be taken out of social media and

Communicating strategically

Rebecka Freels



into more traditional channels, such as e-mail, phone or in-person meetings when appropriate.

Adding value

Quality is more important than quantity. If you need to resort to fluff (Throwback Thursday, Friday Funny sort of stuff), are you really advancing your business goals? Social media is a great way to share information others have created: look for posts to share or Retweet to show you agree or endorse another organization's position. Be careful to only align yourself with third parties that actually resonant with your business goals and objectives. Try not to send followers to links on other organizations' Web sites.

Dealing with negative comments

Remember that social media is an engagement tool: you should get replies, reaction and response. You can't control those, but you CAN control how

your company reacts, and how you respond reveals your organization's true character. Do not let a negative question or comment sit unanswered for longer than a few hours during work hours.

Responding to a comment

Comments on social media mean your audience is engaging with you, which is what you want. Before you respond, do these things:

* Do you have the facts right? If you aren't an authority on a subject, send someone to the expert rather than responding yourself.

* Is the answer something the general public should be able to see? If there's any reason the answer should not be shared publicly, respond by asking the poster for their contact info so you can respond directly. This shows the rest of your followers that you've responded, but doesn't risk any private information.

* Does the response advance your organization's communication goal?

Tools for listening

Monitoring tools are constantly being developed that allow better and bet-

ter ways to follow conversations, track mentions and stay on top of topics in your industry.

Measurement

Counting followers and likes is the first and easiest way to measure the impact of social media. But don't be fooled – neither of these actually confirms the quality of the audience you are reaching. Real measurement requires that you use metrics that evaluate whether you are creating action through social media (sales) and what the long-term impact is on audience behaviour (influence).

Create a social media policy

We've all heard stories of employees posting inappropriate content on Facebook and Twitter then getting marched to the door. This calls for a crystal clear set of rules and guidelines to help employees understand the appropriate use of social media. The policy should include: the importance of identifying themselves as being affiliated with your company; that sharing confidential company information is always forbidden; and whether engaging online during work hours is permitted. **TW**

Rebecka Freels, former CTA and OTA communications director, operates a Calgary-based marketing, communications and events practice with clients in the transportation industry. She can be reached at Rebecka@beyondwordscommunications.com

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Just the ticket: How to manage receipts

So you spent the last month ripping your house apart and running your hands under the bunk mattress for any shred of paper that might justify a tax deduction.

If there's one thing you can do every day to put yourself in the best possible position to take advantage of potential claims, it's to be diligent about collecting receipts and other source documents. Source documents, according to Canada Revenue Agency, represent "proof of transactions": sales invoices, purchase receipts, contracts, bank de-

Tax Talk

Scott Taylor



posit slips, bank statements and cancelled cheques.

They also include cash register slips, credit card receipts, purchase orders, work orders, delivery slips, emails and general correspondence in support of the transaction.

It's worth it to get organized. A receipt

can be just a wadded up piece of paper or it can save you hard-earned money. Let's say you buy a pen for a buck. Pretty cheap, right? Without the receipt, you won't be entitled to a refund on the GST/HST that you paid. Right there, that's seven to 15 cents. You also can't claim the pen as an expense against your gross income, so you'll pay income tax on that dollar you paid for the pen.

If your net income is around \$40,000 that means 30 cents income tax and five cents in CPP. So now that cheap pen cost you \$1.42 to \$1.50 with all the taxes. That receipt is a valuable little ticket.

A better way

Think about it. How many times have you pulled cash out of your pocket and not kept the receipt? How many times have you bought personal and business items together and put the receipt in your personal records and not your business books? How many times have you used your personal credit card because your business card wasn't handy and not charged your company back appropriately? Why do you put yourself through this stress every year?

There is a better way.

Talk to your accountant about a system to organize receipts where you do most of your day-to-day business: in the cab.

We give our clients accordion-style file folders marked with categories like meals and showers, fuel, etc. Four times a year, they put the whole folder – with the receipts inside – into a big envelope and courier it to us (we pay the freight).

This gives them a place to file receipts as they come in and makes it easier for us to prepare their GST/HST returns (most file quarterly). Better still, together we get a clearer picture of their finances every quarter of the business year and not just the year-end.

Quarterly review

A quarterly review can highlight gaps in information. I can't tell you how many times a client has found a major repair receipt under a truck seat after a review of the last three months' financial statements clearly showed that a big expense item was missing.

This probably would have been overlooked with only an annual review.

Many clients come to us only at tax time.

They want us to look over their returns for nuts-and-bolts expense claims like fuel and insurance, but also to provide input on other items that can potentially reduce the amount of tax they owe.

Some ask for help with trucking-specific issues because someone else has given them bad advice or service.

For clients that we've worked with all year long, there's a plan in place, whether it's income splitting with family; taking all interest and fee charges from all loans, mortgages and lines of credit; expensing medical premiums; properly deducting a new service vehicle lease or loan; re-financing their truck; or discussing the big engine job they had done in May and the rental they used for a week while the truck was in the shop.

They see the benefit of having an accountant that knows trucking. For example, meal claims continue to baffle the inexperienced. When new clients bring me their previous years' returns, the most common mistakes involve mishandled meal claims.

Incorporated, sole proprietor, employee – they all have trouble understanding what to claim and how to back it up.

March shouldn't be the one time of year you scramble for receipts or your accountant's phone number.

Talk to your accountant about a tax plan you can use every day, starting with a way to maintain financial records you can review quarterly. **TW**

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

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Wood carvings keep retired trucker busy

By Derek Clouthier

VIBANK, Sask. – A workingman needs something to keep himself busy after retirement, and for former truck driver and mechanic Brian Scammell, that hobby began and continues thanks to the encouragement of his family.

“My dad was a carpenter, so I started back when I was old enough to carry a hammer,” said Scammell.

In a 16x30-foot workshop about 50 kms outside Regina in Vibank, Sask., Scammell began carving wooden models of everything from trucks, trains and cars, to chairs, wishing wells and piggybanks nearly a decade ago, and it’s only grown since then.

“Ten years ago, my daughter wanted some stuff made for her, and that’s when I started making some stuff, like that little pull train,” Scammell said, “and it kind of just progressed from there.”

Then Scammell had a request for something he was quite familiar with.

“I had a guy come and ask if I could make him a Peterbilt with a flatbed trailer,” he said, “and I didn’t see why not.”

Scammell uses various types of wood for his carvings, from pine, poplar, cedar and maple, and takes pictures of the trucks he wants to carve as a starting point of reference.

“I’ve made a lot of those 1/20 scale trucks for kids,” he said. “The big trucks are 1/16 scale for the adult kids.”

Scammell’s wife then paints and stains the finished product, “Until,” he joked, “her garden starts up in the spring.”

Scammell started in the trucking industry when he was 16 years old, hauling gravel in Hamilton, Ont. before his family moved to

North Bay, Ont.

He moved out west in the early ‘80s to work for Trimac Transportation, spending the majority of his career in the shop fixing trucks.

Though he said one of the things he misses most about trucking was “going up and down the road seeing different things every day,” Scammell does not miss the many times he found himself laying in the snow bank fixing a broken down semi.

As for his carvings, Scammell said he now wants to get more into making semi-trucks.

“I’ve got plans here now for a gravel trailer, a tanker, and continue on from there,” he said. **TW**



Brian Scammell has created wood carvings since long before retirement.

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No regrets for couple who took to trucking

Continued from page 1

attracting these new drivers.

"This industry can be its own worst enemy when it tries to recruit," he said, "and trying to pull this industry together into one unified voice is just about impossible."

Kelly said he was listening to a trucking radio station and was taken aback by the negative issues being discussed on the show, which he feels would do nothing but drive potential drivers away.

"To me, that is not representative of the industry," he said, "and I think there's a lot more positive things to be said about it."

Kelly said that when it comes to trying to attract the next generation of drivers, pop culture and the media tends to promote the industry with stereotypical images of what a truck driver is, and fails to appeal to the diverse range of people who may be looking at driving as a career.

"It you're going to attract the next generation of drivers you've got to show more sides to the industry," Kelly explained, "and that it can be hip, and that young people can find this very attractive."

Kelly also said he often hears of complaints that drivers 'can't get enough miles, they're mistreated by dispatchers and they can't make money.'

"We've been doing this 16 years," he said, "and we've never experienced any of that, none of it. In fact, we are making the most money we've ever been making in our lives. I don't know where that is coming from. I just tend to believe that that's not as prominent you might think it is if you listen to certain radio shows or read certain magazines."

Kelly does admit that there's one sacrifice every driver must make.

"If you're looking for the stereotypical lifestyle," he said, "if you want to be nine-to-five and you want to go and drink beer and play darts with your friends on Tuesday nights and play hockey on Thursday, that's likely not going to happen. If you want to see North America, and really get a lot of perspective on what Canada and the US is all about, really see nature at her best and worst and get yourself tested, this is a great place to do it."

Kelly said his and Laurie's integration into the world of trucking went fairly smoothly, and that anyone with good people and listening skills could thrive in the industry.

"We're very atypical truck drivers, Laurie and I. We don't look like truck drivers, we don't have typical truck driving backgrounds," Kelly said. "We're a couple of white-collared people who just wanted to spend the best time of every day together instead of being apart and coming home and giving each other what we had left, which seemed kind of pointless to be married if we were going to do that. You meet such a diverse, interesting group of people out here. There are people out here who have PhDs, who are journalists...they are from every walk of life...lots of retired law enforcement officers. There's an undercurrent of drivers in this industry who

are very atypical, you just don't get to hear about them very often."

one looking to get into the trucking industry should first get properly trained.

"Don't learn from your boyfriend or husband, go to a great school," Laurie advised. "I can't say that enough. Spend the money and get the proper training."

Kelly said anyone with a penchant for shop and engines, operating a truck is a great place to be.

And Laurie, who was a server at Chateau Lacombe's La Ronde restaurant in Edmonton prior to getting behind

the wheel, said women have nothing to fear.

"It is definitely a male-dominated profession, probably with 90% men," she said.

"Driving is driving, it doesn't really matter how big you are or if you're female or male. It's nothing to be afraid of, really, driving isn't really that hard. It takes a bit of practice and you're going to be really good at some things and not so good at others, and you're going to have good days and bad days. It's pretty scary at first... it's pretty intimidating, but it's just like anything."

"This industry can appeal to anybody and it doesn't matter what walk of life you come from," added Kelly. "Why not go and try it? What do you have to lose?" **TW**

'This industry can appeal to anybody and it doesn't matter what walk of life you come from.'

Kelly Gordon

Other than the obvious - loving to drive - Kelly and Laurie said any-

teau Lacombe's La Ronde restaurant in Edmonton prior to getting behind

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Driven to educate drivers

Continued from page 1

nothing to do with better drivers," he said. "(It's) technology. Technology is happening fast. It's not going to be long until you push a button in your car and it will take you to work."

Garnering his statistics from Transportation Canada, Aune pointed out that over a 20-year period, traffic fatalities have dropped, falling to just under 2,000 in 2013, but that the number of crashes have continued to climb.

"Technology is what has reduced fatalities," Aune said. "Collisions are actually going the other way...we have more collisions. All we are doing statistically is we are converting fatalities to serious injury (and) serious injury to injury...we are not reducing the amount of crashes."

Overall, 57,171 people have died in vehicle-related incidents in Canada over the last 20 years.

Some of the technological advancements Aune highlighted were ABS brakes, crumple zones, airbags, traction control, side curtains, lane departure warnings, front and rear radar and cameras. These technologies have also helped to reduce the number of serious injuries resulting from traffic collisions – in 2013, there were approximately 10,000, and over the course of two decades there have been 303,049 in Canada.

All traffic-related injuries in Canada over the last 20 years bring that number to over four million. So what causes all of these incidents? According to Aune, 97% of the time it's the driver.

"Of the crashes I have investigated, 99.99% someone was to blame," he said.

Aune said traffic collisions all happen the same way, and it starts with the startled driver not looking in the right place at the right time, resulting in a loss of control.

And once there is a loss of control, Aune said all that is left is luck.

Get informed

Aune said drivers must be informed about what can happen if they become a startled driver, both statistically and legally.

He spoke about 'standard of care,' a Canadian law that came into effect in 1967 the means drivers are liable for their actions, and that those who driver for a living, either part- or full-time, must be kept to a higher standard of care, or they can be sued for their actions, much like in the US with its 'vehicular homicide' legislation.

Change your attitude

'It will never happen to me.'

"It can in a heartbeat," said Aune, "and it will take your heartbeat away."

Aune said that most of the people in the room, particularly the men, were not as good a driver as they thought they were, and they must continue to learn every day.

"It's only a matter of time until it happens to you."

Eliminate 'accident' from your vocabulary

Reiterating his point, Aune said crashes are almost always the fault of the driver and that the 'accident' is what happens after the preventable action of the driver.

"The driver is responsible for the tool of his trade," Aune stressed, saying that

when there is a mechanical failure, it is the driver's job to ensure it is fixed and cannot simply place blame on the vehicle for the incident.

Slow down

"Speed kills," said Aune, adding that speed was a factor in every collision he has investigated. He added that it is not only fast drivers who cause hazardous situations, but also slow drivers.

On a road with a posted speed limit of 100 km/h, those travelling at 70 km/h are just as much of an issue as the ones going 140 km/h.

"Everything about speed is a negative," said Aune. "It disadvantages you in every way."

Aune said that in the transportation world, a driver's efficiency is going to effect their productivity, so keeping fuel costs low and putting less wear and tear

on the vehicle was all a positive.

Driving is an art, not an act

Aune admits that it is not difficult to drive; what's hard is to focus on that drive. To see if you can focus on your drive, Aune said to try two things: see how long you can go without touching your brakes; and, fill a cup nearly to the top with water and see how long you can go without spilling it.

Wear your seatbelt

More than 50% of the fatalities Aune has investigated involved someone not wearing their seatbelt.

"It's not about you," Aune said, "it's about your family."

Aune said drivers and trucking companies must turn compliance and spin it into a best practice and make it a positive. He also said that most of the stories drivers hear about how someone survived an accident because they were not wearing their seatbelt are

'bullshit,' and that the odds are always in the favour of those wearing a belt.

"My sole goal of the day today is to have you walk out that door thinking about what you've heard," said Aune. "Driving is a mindset, the problem is that we turn it into a concept and what happens is that driving becomes second or third nature...we start thinking about everything else but driving."

With vehicle crashes costing the province of Alberta about \$3 billion a year, Aune said that distracted driving has become a huge problem, and that as of 2013, every province and state in the US reported it being the main cause of collisions, for the first time ahead of alcohol. He said trucking company managers must 'walk the talk' when it comes to safe driving habits, and "If it's not important to you, then why should it be important to them?"

"Good drivers just drive." **TW**

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Safer workplaces save employers money

By Derek Clouthier

LLOYDMINSTER, Alta. – Regardless of how many safety measures a company or individual employee takes, injuries on the workplace are inevitable – and this is why the Workers' Compensation Board (WCB) exists.

Companies in the trucking industry by law must be registered with the WCB, and considering, as WCB modified work account manager Deborah Nilsen pointed out, that the general trucking sector had the second highest claims costs for workplace accidents, behind only construction, it's vital that employees are properly attended to when injured.

"In the perfect world, there is no WCB needed," Nilsen told attendees of the Alberta Motor Transport Association's (AMTA) 2016 Lloydminster Safety Conference and Trade Show. "Things do

happen, people do get injured."

Nilsen said that when employees do get injured, an early and safe return to the workplace is 'instrumental.'

"You have to take charge of this," she said, highlighting the fact that the WCB is an insurance company, and like any insurer, the more a company uses or submits a claim with them, the higher premiums that company will end up paying, as liability increases.

Nilsen advised that when a company does need to submit a claim for an injured worker, it is important that the company manage the situation properly to lower the claim's costs, which have a direct effect on premiums.

Nilsen said it was 'frustrating' when companies do not properly follow safety measures, as it simply ends up having a effect on the business' premiums, causing them to rise.

Based on \$100 of insurable earnings, the average premium costs with the WCB is \$1.01. Those in the general trucking business pay \$3.58, and specialized trucking forks over \$2.43. The highest premiums were \$5.75 and the lowest came in at 14 cents.

"This is all in your hands," Nilsen said, asking managers to look at their claim's costs and implement proper safety programs to help minimize workplace injuries and costs. She added that the range in cost one company can pay for its yearly premiums to another is \$343,000.

Nilsen's presentation also stressed the importance of getting injured employees back to work in one capacity or another, saying 'time was of the essence.'

"We need to keep the worker feeling like a worker," she explained, saying that it's not laziness that leads an injured employee to sit around and do nothing, it's

a mindset. Nilsen said providing modified work duties to an injured worker can have several advantages, including boosting the moral of the employee and, for the company, getting at least some level of productivity out of the injured worker.

"It's so much more productive to have people going back to work than being at home in that downward spiral," Nilsen said. Reducing disability days and getting an injured employee back to work with modified duties must meet certain criteria, which include meeting the worker's restrictions, engaging them in the workforce, promoting gradual restoration back to regular duties, work must be meaningful and productive and it must not create financial hardship for the employee. Nilsen admitted that there was a lot of gray area when it comes to a WCB claim and hat situations are not always clear or black and white.

"Things can change quickly with regards to a claim," she said. "We are seeing with the economic downturn, there are a lot of interesting claims coming in."

The WCB always gives workers the 'benefit of the doubt' when it comes to claims, which is why Nilsen said it was so important for companies to ensure they submit all the information about an incident they possibly can.

Companies and employees can appeal a claim for up to one year after a decision has been made. Employers pay 100% of the premium costs for WCB, and workers give up their right to sue in the event of an injury. The WCB is not-for-profit and also a no-fault insurer. It represents an estimated 161,000 companies, covering over two million workers. Each province has its own WCB, as it is not a national entity. **TW**

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Medical marijuana seminar coming to Alberta

WETASKIWIN, Alta. – The Private Motor Truck Council of Canada (PMTCC) will be hosting the third of its regional seminars on Canada's medical marijuana industry in Wetaskiwin, Alta. May 3.

The PMTC said the seminar would be delivered by occupational health field physician Dr. Barry Kurtzer and is aimed at helping employers address the increasingly complex workplace problems created by the country's evolving medical marijuana industry.

"The PMTC continues to expand its educational and networking offerings," said Mike Millian, PMTC president. "This seminar was previously held in Nova Scotia and Ontario, and we want to ensure the valuable information that is presented at this seminar is made available to our members in as many regions of this great country as possible. Non-members are encouraged to register as well."

The seminar, which will run from 1-3:30 p.m., will cover how medical marijuana regulatory changes could impact the transportation industry; medical qualification to drive issues; health benefits and risks of using medical marijuana; and the game plan for employers. Contact Vanessa Cox at info@pmtc.ca or call 905-827-0587 to register for the seminar. Cost is \$25 for PMTC and DriverCheck members, \$100 for non-members. **TW**

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Workplace safety starts with attitude and behaviour

By Derek Clouthier

LLOYDMINSTER, Alta. – There are certainly different degrees to which a person can get hurt while on the workplace – anything from a cut on the finger, a knock to the head, to something far more serious and life-threatening.

The Alberta Motor Transport Association (AMTA) addressed workplace safety with its first of several planned events, the 2016 Lloydminster Safety Conference and Trade Show Jan. 27, and if the personal story of keynote speaker Spencer Beach was intended to pull at a person's heartstrings, while shining a powerful light on what can happen if safety is not taken seriously, it achieved its goal.

Beach's story is one that depicts with graphic detail the events that turned the one-time flooring service worker into an advocate for workplace safety, not through more government regulation, but a change in attitude and behaviour in employees and company management.

"After getting hurt, I did something unique that most injured workers don't: I became passionate about safety and I became fully educated," Beach told AMTA conference attendees. "And when I was in the education process, I thought, 'Why am I even here?' They know everything, and yet people continue to get hurt at phenomenal rates. We know what it takes to keep people safe, so where I decided to focus is in the behaviours that people bring to the workplace."

Beach said he estimates that there are somewhere in the area of 200,000 workplace injuries every year in Alberta, and despite the fact that there have been no new laws added to health and safety in a number of years, people continue to get hurt.

"That tells me that everything we need to know about health and safety already exists," Beach said, "so why is it that so many people continue to get hurt? The answer to that is quite simple: it's behaviours."

Bill C-45 was the last health and safety law to be added, and part of the reason it was passed in 2004 was because of Beach's accident.

The bill states: "Every one who undertakes, or has the authority, to direct how another person does work or performs a task is under a legal duty to take reasonable steps to pre-

'Ultimately, what we're trying to achieve is getting people home each and every day.'

Spencer Beach

vent bodily harm to that person, or any other person, arising from that work or task."

"Basically, what that law says," Beach added, "is that management needs to be held accountable that they make every reasonable step to provide a safe place."

Beach, however, said that getting people to change their attitudes toward workplace safety can be a challenge.

"I can tell you that 10 years ago, I didn't really know that much about safety either. I was that kind of guy who would have fought it if I had to," he said. "Ultimately, what we're trying to achieve is getting people home

each and every day...that's all we're trying to do."

Beach's story began April 24, 2003. As a service worker for an Edmonton flooring company, Beach overlooked 14 crews, fixing mistakes any made.

"About the only difference between me and the rest of you is that I didn't have a safety system to follow," Beach said. "I don't think there's any one of you who can say you don't have a safety system at work."

On his last inspection of the day, Beach was faced with having to remove all of the linoleum flooring because the wrong colour had been installed.

Beach's boss told him of an old method that would help make his job easier and quicker, which involved using a chemical, dumping it on the floor a few litres at a time and letting it soak in for a couple minutes. The chemical

would react with the glue and the linoleum would come up much like a 'wet Band-Aid.'

The only issue was the fumes.

Beach said he did what he was taught, and turned the home's thermostat down to its lowest setting – 16 degrees Celsius – to rid an ignition source, and ensured there was ventilation.

Near the end of the work day, around 4 p.m., Beach was nearly done, and the last worker assisting Beach left the house, closing the door behind him.

"I heard a loud whistle, and then 'bang!'" Beach said. "A fire ignited out of nowhere and engulfed my entire

body. The fire was so thick, I couldn't see through it, as the flames danced all around me. It was everywhere... floor to ceiling, wall to wall, and I was in the middle of it."

What Beach had not realized was that the day's high temperature was 19 degrees Celsius, but had fallen below 16 degrees, causing the furnace to kick in for the first time unexpectedly.

Beach struggled for several minutes to open any door, but all the air was sucked back into the house to feed the fire, and they were stuck shut.

At one point, Beach curled into a ball and gave up.

"I'm told this fire reached 1,500 degrees Celsius instantly because of the chemical I was working with," Beach explained. "To put that in perspective, the average house burns at about 700 degree Celsius, and they cremate bodies at 1,500 degrees, so I hope you can understand when I say that all my energy was drained in less than 20 seconds."

Eventually Beach said he found strength for one last burst and was finally able to open a door to the garage, but when he leapt out of the house, he landed in the pile of linoleum flooring where it was being disposed, starting a second fire in the garage.

"At this point, I thought nothing else could possibly happen to me," he said, "and I could see sunshine."

Beach then ran out of the garage outside, collapsing on his back, with everything going black.

Laying in a coma with 90% of his body burned and his wife four months pregnant, Beach was given a 5% chance of survival.

"The doctors literally gave me the option to die if I wanted," he said.

Following bouts of depression, anger, pain and the desire to take his own life, Beach said what turned his life was the birth of his daughter.

The hardest part of dealing with the incident for Beach is not the injury itself, but how it has affected those around him.

His wife became depressed and the two lived apart for two years, and his brother lost his job, his home, wrestled with alcohol abuse and spent time in jail, all due to his struggle to deal with what happened to his sibling.

"You guys are seeing the ripple effect, right?" Beach asked. "The reality that they don't tell you about the ripple effect is that it never ends. Even going on to my thirteenth year since my incident, there're still people in my life who are finally catching up. That ripple effect is 100% inclusive of everyone you care about."

This ripple effect is what painted the theme for the entire AMTA Safety Conference and Trade Show – It's not about you, it's about your family.

Beach continues to speak at events about the importance of workplace safety and the attitudes and behaviours that go along with that, and meets with groups of workers who are struggling the most coping with their workplace injuries.

"I've found a way to turn this story into something so much more for so many people to where it's actually become a positive," Beach said, "so don't cry for me." **TW**

Cargo securement essential for highway safety

LLOYDMINSTER, Alta. – Rules are not meant to be broken when it comes to highway safety, and Alberta's Commercial Vehicle Enforcement (CVE) division is tasked with ensuring regulations are followed.

Wes Roth, a sergeant with CVE, was one of four presenters at the Alberta Motor Transport Association's (AMTA) 2016 Lloydminster Safety Conference and Trade Show Jan. 27, and his focus was on the issue of cargo securement, which he said was the most common violation found during 2015 commercial vehicle inspections. Roth said improperly secured cargo causes damage and injuries every day in Canada, and the cost resulting from an injury is about \$250,000, while a death comes in at upwards of \$1 million.

"To me that's not the biggest concern," Roth said, "it's somebody who's killed or injured, their families have to live with that."

Roth said there were approximately 26,600 commercial vehicle inspections conducted by CVE officers in 2015, and of that amount, about 19,400 defect were found, with cargo securement making up the largest portion.

Roth added that 13% of cargo securement issues in commercial vehicles results in that vehicle being placed out-of-service.

"Cargo is not just the stuff we haul to make money," Roth urged, saying drivers must also take into consideration the materials in the cab, which could cause an issue if a collision occurred.

He highlighted several factors that can cause a load to shift during transportation, including braking, cornering, hills, airflow and rough roads.

"All of these things," Roth said, "the cargo securement

standard addresses."

Despite the number of inspections in 2015, Roth said that number has been going down over the last five years due to having fewer CVE officers available.

"Inspections are going down, out-of-service is going up," Roth said. "That's not a good trend you want to see."

Roth pointed to four factors that can help any driver transport cargo safely: choose a suitable vehicle; position the load properly; use suitable securement equipment; and provide adequate cargo securement.

Two types of cargo securement were emphasised; the tie-down and restraining methods.

Cargo securement rules vary depending on the product being secured and its positioning. An extensive breakdown of these rules can be found at ccmta.ca, both for the tie-down and restraining methods.

Roth emphasized that though the use of chains, straps and rope are approved for cargo securement, tarp and rubber straps were not.

For the restraining method, other approved securement products include bars, beams, stabilizers and friction mats, which Roth said resolve all securement issues other than tipping.

Drivers must inspect the securement of their cargo every three hours, every 240 kms or when there is a change of driver.

The standard for cargo securement has been in place since 2004, and it is very similar to the standards in place south of the border.

The Province of Alberta recently signed on to a new standard, updating its regulations to that of 2013. **TW**

AMTA

Turnout at AMTA's Lloydminster safety conference higher than expected

LLOYDMINSTER, Alta. - The Alberta Motor Transport Association (AMTA) held the first of several planned safety conferences Jan. 27 in Lloydminster, Alta., and the event was bigger than expected.

Michelle Spacil, co-ordinator of injury reduction and training for the AMTA, said they were aiming for 100 attendees, but ended up getting around 120 for the all-day safety event.

Titled *Safety - A Mindset, not a Concept*, the 2016 Lloydminster Safety Conference and Trade Show featured four presentations, kicking off with Grant Aune from Advantage Fleet Services speaking about his years of experience as an RCMP officer investigating collisions, and now the work his company does to try to stop traffic fatalities before they happen.

Aune outlined several alarming statistics on vehicle fatalities in Alberta, Canada and the US, as well as what was causing those incidents. Aune urged those in attendance that 'good drivers just drive', and challenged the audience to be better, more attentive drivers.

The second presentation from Deborah Nilsen of the Alberta Workers' Compensation Board (WCB) highlighted the differences between companies that operate with a proper safety program in place and those that do not, including variances in premiums and the correct procedures both workers and companies must take when an injury occurs in the workplace.

Sergeant Wes Roth of Commercial Vehicle Enforcement spoke to the importance of cargo securement.

Roth said improperly secured cargo causes damage and injuries in Alberta every day, and that the Cargo Securement Standard - Alberta recently signed an agreement upgrading to the 2013 standard - regulates how cargo must be secured, either by the tie-down or direct restraint method.

The conference's final presenter knows all too well about the importance of workplace safety.

Spencer Beach chronicled his emotionally stirring, yet very real story of how he survived a chemical fire that gave him third- and fourth-degree burns to 90% of his body, leaving him with less than a 5% chance of survival.

Beach's life was forever, altered, but he now says he would not change anything about what happened to him that day, as he now works to help educate others on the importance of having the right 'attitude' when it comes to workplace safety.

Several companies and organizations provided booths with safety information for conference attendees.

The AMTA hopes to provide additional safety conferences in the coming years in smaller communities throughout the province. For a more in depth look into the presentations, see pages 1, 19, 20, and 22. **TW**



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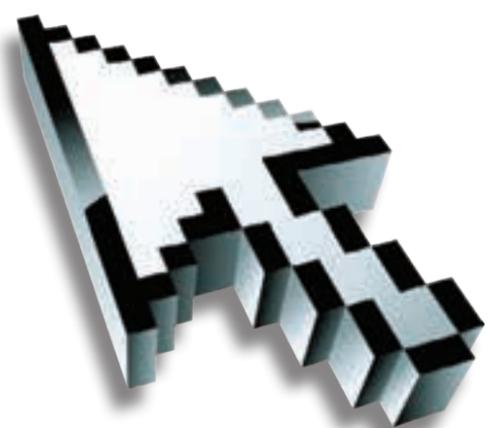
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Mack partners with NASCAR to put highway models on display

By Derek Clouthier

DAYTONA BEACH, Fla. – “We’ve always made a heck of a highway truck and that’s never truer than today,” said Mack Trucks vice-president of marketing John Walsh, “and this partnership allows us to continue to get that message out to make sure that the industry and customers are taking a close look at Mack.”

That Feb. 16 announcement was that Mack had signed a multi-year deal to become the official hauler of NASCAR – a partnership that means Mack has provided 11 of its Pinnacle sleeper models to transport equipment throughout NASCAR’s 10-month, 36-race season, logging an estimated 450,000 miles during that time.

“Mack and NASCAR are two fundamentally American brands, and we couldn’t be more excited to join forces and serve as the ‘official hauler of NASCAR,’” said Walsh. “This partnership enables us to get Mack, our trucks and our technology in front of millions of NASCAR fans, a significant number of whom are part of the transportation industry.”

About half of the trucks Mack provided to NASCAR are axle-forward, with the other half being axle-back. The fleet boasts Mack’s 13-liter MP8 engine, Mack mDRIVE automated manual transmission and GuardDog Connect, a telematics system that maximizes uptime.

“It gives us a chance to demonstrate the capabilities of our entire sleeper line on the highway side,” Walsh said. “They all have gold bulldogs, and what that means for us is Mack engine, Mack transmission, Mack axles (and) a fully-integrated Mack pedigree powertrain. We are providing to the sport the best-



Mack Trucks’ vice-president of marketing John Walsh stands by one of the Pinnacle sleeper models his company provided to NASCAR during the partnership announcement at the Daytona 500 media day Feb. 16 in Daytona Beach, Fla.

of-the-best when it comes to the Mack highway offer.

“It’s fair to say that these are custom-designed to the needs and requirements of the sport.”

Walsh said the partnership was a no-brainer for Mack from a business perspective, as it provides the company several avenues to parade its product before those in the trucking industry.

“Our primary intent in getting involved with this partnership is to grow our business,” he said. “That’s why we’re doing it. It gives us the chance to put our brand in front of millions of people both at the races as well as through the other channels that NASCAR uses to engage with its fans. These are fans that are extremely loyal, not only to the sport of NASCAR, but also to the official sponsors like us, so there’s a level of loyalty here that’s really unprecedented.

“And, if you take a deeper dive into that fan base, the fan base includes a significant number of what I’ll call

transportation industry decision makers...folks who play key roles into determining which brand of trucks their companies operate. The fan base also includes a significant number of truck drivers, and there’s a severe driver shortage in our industry today, and it’s become an increasing concern of our customers.”

Walsh added that NASCAR did have some ‘unique’ requirements when it came to the trucks Mack provided, but meeting those requirements were no issue for the company.

“It wasn’t a big deal for us to meet them,” he said, “because that’s what we do every day.”

Walsh said Mack talks about ‘application excellence’, which means the company designs its trucks to do exactly what its customers want them to do.

Walsh said the partnership with NASCAR would also allow Mack to exhibit a product the company needs to bring to the forefront.

“We sometimes get pigeon-holed as a vocational truck maker – a victim of our own success on the construction and refuse side – but we’ve acknowledged that we have some work to do on the big sleeper part of the market,” Walsh said. “It’s traditionally about half the market here in the United States...it’s a focus area for us.

“This partnership allows us to further communicate and demonstrate the value of Mack to those two key audiences – decision makers and drivers. It also allows us to provide to our customers what I’ll call up-close and unforgettable looks at the sport that only official partners can provide.”

Mack revealed its partnership with NASCAR in Daytona Beach, Fla. to a small group of media outlets – *Truck West* being one – prior to the official announcement, which was made during NASCAR’s media day at the Daytona International Speedway.

The Daytona 500 was the inaugural trip for NASCAR’s fleet of Mack Pinnacle sleeper models, which Mack says are built for any challenge the open road can throw at it.

“The Mack Trucks brand has been a part of American culture for more than a century and is globally recognized for manufacturing a best-in-class product,” said Steve Phelps, NASCAR executive vice-president and chief marketing officer. “The custom-designed Pinnacle models are masterfully engineered and we are proud that they will lead the NASCAR convoy to the track each race weekend.”

“This is a very significant announcement for us,” Walsh added, “because our dealers are energized around it and our employees are energized around it.” **TW**

NACFE shares tips on how to evaluate fuel-saving devices

The North American Council for Freight Efficiency (NACFE) has issued a new report to help fleets determine which fuel-saving devices and practices work as advertised. The organization looked at five basic test methods widely used today, including: computer modeling; wind tunnel testing; track testing; on-road testing; and fleet composite testing, in which a segment of the fleet will be equipped with the device and compared to the portion of the fleet that is not.

NACFE’s Mike Roeth urged fleets to consider data from all the available testing methods before deciding to invest in a technology.

“Seek multiple methods and look for trends,” he said. “Don’t fall in love with a single test; one test is one test. Where we can have multiple tests and look for trends with different test data that’s out there is where I think the most confidence in a number can be found.”

The NACFE report indicated “there is no single correct method for fuel economy evaluation and each test has costs and complexities that need to be considered.” NACFE also pointed out the industry will benefit greatly from

the more widespread sharing of test information.

“Having realistic expectations around payback of technologies is vitally important so fleets make the right decisions about which technologies make sense for them,” said Rick Mihelec, NACFE program manager.

The study revealed six insights that should serve as best practices for fleets, truck and trailer OEMs, manufacturers and others looking to validate the savings offered by technologies. They include:

Understand accuracy vs. precision: The terms accurate and precise are not interchangeable. Precise is how closely a test result will be repeated by additional tests. Accurate is how well the test compares to a known reference value. Claims that a device is precise does not mean it is accurate. These two terms are often misused or incorrectly conflated.

Recognize that data exists and sharing is needed: A large amount of testing data for various technologies from various individual manufacturers ex-

ists already. It is mainly kept private, even when no competitive advantage is gained. All stakeholders should work to uncover and share the best available data for decision making. This will also reduce the resources being spent on redundant testing.

Clarify objectives: All stakeholders should be clear in advance on what their review of testing data seeks to confirm or discover. For instance, manufacturers may want to learn how a device performs in many configurations and duty cycles, or may want to determine a metric such as drag coefficient, while fleets may want to confirm how a device performs in their very specific configuration and duty cycle, or seek a metric such as fuel burn. Different testing methods would be most appropriate for each.

Adjust to real-world operations: The results from various tests must always be adjusted to the particular duty cycle under consideration before paybacks can be calculated. For example, track testing may have been performed at a consistent speed of 65 mph, but trucks in a fleet may spend the majority of their time at 58 mph – such deviations must be overlaid onto the test results.

Be comfortable with a range: Adopt-

ing many proven fuel-efficiency technologies can reasonably be expected to improve performance, but the exact degree of improvement will depend on a fleet’s specific operations, and will likely vary over time in response to many other real-world factors. The metric of “degree of improvement” is likewise key; efforts to determine efficiency should be conducted relative to a baseline of current performance, and not an absolute.

Seek multiple methods and look for trends: In determining efficiency, multiple sets of test results likely cannot be compared or averaged in order to determine the exact performance of a technology. Rather, data from a variety of test methods should be considered side by side, keeping the particulars of each method in mind, in order to look for trends and gain confidence on results such as the minimum efficiency gain a technology will offer.

NACFE has been busy of late, publishing a new study every month. It has also created a Resources page at TruckingEfficiency.org, where fleets can find more tools to determine a payback on the various technologies in the marketplace. The full Confidence Report on evaluating efficiency can also be downloaded for free at TruckingEfficiency.org. **TW**

International's new HX Series truck makes showy debut

International's first new model since 2010 will replace the long-running PayStar

By James Menzies

LAS VEGAS, Nev. – With a Vegas-worthy production, International Trucks showed for the first time its new HX Series vocational trucks.

The reveal came in advance of World of Concrete and starred a truck that Bill Kozek, president, truck and parts with Navistar, said will return International to the front of the pack in the vocational truck segment.

“The HX will be a catalyst for International to regain leadership in the premium vocational market segment where we historically had led,” Kozek said. “When I came here, one of the first discussions was about how we needed a vehicle like the HX to compete and to win in the construction, heavy-haul and mixer segments again. Today, we see the results of several years of hard work come to life.”

The HX represents International's first new model since 2010 when it introduced the TerraStar Class 4/5 truck. Four HX Series models will be available: the HX515, a 115-inch BBC set-forward axle straight truck; a HX615, a 115-inch BBC set-back axle truck or tractor; the HX620, a 120-inch BBC set-back axle truck or tractor; and a fourth model, the HX520, which will debut at Truck World in Toronto in April. The HX520 will be a 120-inch BBC set-forward truck or tractor intended for heavy applications and the likely best-seller among HX models in Canada, which is why International chose to launch it here.

The 515 and 615 will be powered by Navistar's N13 engine, while the HX520 and HX620 will get Cummins ISX15 power.

The front end of the new truck is curvier than the PayStar it replaces, and it also boasts a more stylish interior. And it was introduced to customers and dealers in style, too. A newscast cut into the presentation on large TV monitors to break the story of an International truck that had been commandeered by a fleeing Elvis impersonator who had robbed a local casino.

A police chase ensued, and ended in a yard within sight of the Strip,

where customers and dealers were gathered.

After some stunt driving at the launch site, Elvis was arrested by a heroic cop, who turned out to be none other than Denny Mooney, Navistar's senior vice-president, global product development.

Only in Vegas.

“Of course we couldn't pass up introducing our new truck in an over the top way,” Mooney said. “It's Vegas – they wrote the book on being over the top.”

Three HX trucks were presented for ride-and-drive opportunities. A lap around the short makeshift off-road course revealed a truck that rides well, turns tight and features a high-end, comfortable interior.

“At its core, the HX represents the ultimate in endurance; a truck designed to tackle the most punishing loads and to run long and run hard and to keep the operator comfortable when he's doing his job,” Mooney explained.

International said the truck was designed around four principle attributes: strength and durability; driver productivity; style; and uptime. The HX Series can trace its roots to a former joint venture between Navistar and Caterpillar. Signs of that former partnership are most prominent in the interior. Soft touch points, snappy, solid rocker switches and a centre console that angles toward the driver and provides easy access to controls are among the similarities.

Outside, the truck features stylish halogen headlights with a distinctive LED brow. The hood slopes and tapers in to provide greater forward visibility than the PayStar. A raised sightline down the centre of the hood helps drivers orient themselves. Mooney said the HX offers the best forward visibility in the segment as well as a larger rear window for rearward visibility.

The wheels cut 40 degrees for a tight turning radius.

The truck was also built to be lighter. A three-piece Metton hood is lighter than fiberglass, the cab is aluminum and the 12.5-inch frame rails



The HX Series is International's first new model since 2010 when it introduced the TerraStar.

offer all the strength of double 10-inch frames, but at less overall weight, International claims.

The truck also boasts the industry's strongest tow pin, rated at 150,000 lbs for extreme recoveries. The truck I drove had classic-styled external air cleaners, an option on the longer BBC models.

Mooney said designers were challenged to beat the truck up during the product validation process.

“As part of the product development process and validation testing, the HX series was tested extensively in our labs in Melrose Park, Ill. and our new proving grounds in Indiana,” Mooney said. “We ran accelerated life testing on the shaker – this simulates 10 years of wear and tear of a severe-service truck in extremely difficult duty cycles. We also put it through the most rigorous portions of our proving grounds. The bottom line is, I told our test engineering team to take this truck and punish it. I wanted them to try to break it – after all, we know how our customers use these trucks. When things broke, we redesigned them so they didn't break and when things came loose, we found ways to make them stronger.”

Nice touches such as LED lighting inside the cab, a tilting, telescop-



The truck features a curvier hood and bold stance.

ing steering column, air-conditioning, power locks and power windows are all standard. The smooth ride is attributed in part to a new Driver-First cab air suspension with 52-inch springs.

Jeff Sass, senior vice-president with Navistar, said International bucked the trend toward vertical integration, opting instead for an approach he dubbed as “open integration.”

“This is where we work seamlessly with leading component manufacturers and integrate leading technologies into our trucks,” he said.

The launch of the HX seems to have given International Trucks back some of its swagger.

“It has been a few years since we were able to say we had the product able to compete and win in the severe-service market,” Sass said. “With the HX Series, we are now able to complete our offerings in the construction and concrete markets. This will now give International Truck the most comprehensive severe-service lineup in the industry.”

Sass said 132 HX trucks have already been ordered, even though the truck has just now been shown to the public. Kozek said the launch represents a great step forward in International's resurgence.

“As I reflect on where we are today, I'm incredibly proud of where we are as a company,” he said. “Today we're building the best trucks we've ever built; our quality metrics show it and more importantly, our customers recognize it and believe it.” **TW**



International launched its new HX Series vocational truck on a work site just off the Las Vegas Strip.

Eaton approves Fuller Advantage AMT for vocational applications

CLEVELAND, Ohio – In an announcement Canadian fleets will welcome, Eaton says it is expanding its Fuller Advantage Series automated manual transmissions to cover vocational applications and gross vehicle weights of up to 110,000 lbs.

Previously the Fuller Advantage was a linehaul spec' limited to a GVW of 80,000 lbs.

"The Fuller Advantage automated transmission has proven to be extremely reliable," said Evan Vijithakumara, product strategy manager, Eaton. "Now it's ready for vocational duty with 110,000-lb GCW capability, six- and eight-bolt PTO openings, and driver confidence features such as Hill Start Aid and intelligent gear selection logic."

The Fuller Advantage Series automated 10-speed is available with optional Urge to Move and Creep Mode, as well as Blended Pedal functionality, giving vocational operators greater

control at low speeds.

The transmission features a precision lubrication system that reduces oil churn-related energy losses by nearly 33%. And with less heat generated, it does not require a transmission fluid cooler and their corresponding lines and fittings, resulting in a lighter-weight, more efficient transmission.

It also comes with an oil level sight glass, making it easier for routine oil checks. And the precision lube system uses only 16 pints of oil – nearly half that required by traditional transmissions.

"Vocational fleets currently operating our FR series manual transmission, and who are considering an automated transmission in their next truck, will really appreciate the performance and peace of mind that the cooler-less Fuller Advantage transmission offers," said Molly Doyle, heavy-duty transmission sales manager, Eaton. **TW**



Caterpillar announced its CT681 is now in full production, following a lengthy field follow evaluation process

Cat's CT681 enters full production

LAS VEGAS, Nev. – Caterpillar has announced its model CT681 vocational truck is now in full production.

The CT681 is a Class 8 set-forward axle truck intended for snow plow, concrete mixer, dump and super dump applications. The company says it conducted extensive testing on the new model before putting it in full production.

"This process provides a crucial feedback loop between our customers and our vocational truck product team, identifying any required changes to design and production," said Dave Schmitz, global on-highway truck product manager. "Customers who have tested the truck tell us it drives well, it's powerful, it's quiet and their drivers enjoy getting behind the wheel. Based on this feedback, we're confident the CT681 is ready to handle whatever tough jobs our customers throw at it."

Cat says its field follow program is the equivalent to more than three years of heavy truck use.

The company boasts an industrial, attachment-ready design and a comfortable, productive cab for drivers.

It's powered by a Cat CT Series vocational truck engine with up to 430 hp and peak torque ratings from 1,250-1,550 lb.-ft. An optional Cat CX31 automatic transmission is available, as well as the Eaton UltraShift Plus vocational transmission and a variety of manual offerings.

"We designed the CT681 based on hundreds of hours of customer input," said George Taylor, director of Caterpillar's global on-highway truck group. "The result is a truck that's built to maximize payloads, work hard and last for years, even in the toughest applications, and the success of our field follow program bears that out." **TW**

Mack makes telematics standard on TerraPro

LAS VEGAS, Nev. – Mack Trucks has made GuardDog Connect standard on its TerraPro cabover models equipped with Mack's MP engine.

It made the announcement at World of Concrete.

TerraPro trucks are spec'd for applications including concrete pump, dump, mixer or refuse.

GuardDog Connect is Mack's remote diagnostic and repair planning system. It monitors fault codes generated by the engine and advises the truck's owner on the best course of action.

"Customers responded so favourably to GuardDog Connect that we extended the solution to all our TerraPro Cabover models equipped with a Mack engine," said Stephen Roy, president of Mack Trucks North America. "The Uptime support offered by GuardDog Connect, as well as our Mack One-Call support service agents, Uptime



Center staffed by dedicated professionals and our body builder support team, is unparalleled in the industry."

GuardDog Connect was already standard on TerraPro trucks with concrete pump chassis, which, according to Mack, made it the first OEM to offer proactive support service for pump applications. It is also standard on the Mack Pinnacle, Granite and Titan by Mack. **TW**

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Hiring programs identify the best

Every business is only as good as its employees. After all, they are ultimately the ones who actually interact with customers, repair equipment and safely move freight up and down the highway.

Those who stick to formal hiring strategies have the best chance of finding the people who will deliver a competitive edge.

A formal strategy begins by painting the picture of an ideal employee, and the details can differ from one fleet to the next. Some recruiters want to see three years on the job, experience with cross-border trips or comfort with flat-bed equipment.

An ideal driver's abstract, meanwhile, might show no preventable crashes. Regardless of what the requirements may be, there are good reasons to develop a formal list. In addition to the fact that insurers will want the information documented on a fleet's letterhead, it offers an important reference tool for everyone involved in the hiring process.

By comparing people to a picture of the ideal job candidate, fleets know when they have found a perfect match. In cases where someone is hired despite a few minor shortcomings – like a lack of experience with a specific piece of equipment – managers will also be able to identify exactly where some extra training might be needed.

The potential content in a driver's abstract shows why such a list can be so important to the business. While fleets tend to set limits for moving violations or demerit points when looking for new employees, any shortcoming could be a sign of challenges to come.

Research by the American Transportation Research Institute (ATRI), has highlighted the pivotal role that driver-related factors play in truck crashes. ATRI-conducted research has identified specific truck driver behaviours that are the most predictive of future truck crash involvement.

Carriers that ship freight through the US have the chance to tap into the Federal Motor Carrier Safety Administration's (FMCSA's) Pre-Employment Screening Program (PSP). The program helps carriers make more informed hiring decisions by providing secure, electronic access to a commercial driver's five-year crash and three-year inspection history from the FMCSA Motor Carrier Management Information System (MCMIS).

But a look at a newly licensed driver's record at the wheel of a car can offer important insight as well.

A trio of speeding tickets or a charge for careless driving reflects habits that can be carried into a truck cab, so new hires who have questionable records would likely benefit from some training in defensive driving before beginning the job. As important as these abstracts can be, a properly completed application form can offer some insight of its own. Every blank space can hide important information, especially when asking a question, such as whether the licence

Ask the Expert

Kevin Cole



has ever been suspended, or looking for details about a driver's collision history.

It will be up to the interviewer to make sure that every question is addressed.

Criminal background checks will build on this information and spot those who are unable to cross the border because they were convicted of a crime,

and will even uncover potential threats to a fleet's equipment and cargo.

The results of any written tests, meanwhile, can show how well a new employee understands issues like Hours of Service rules. In this case, the test might involve nothing more than providing the details of a typical trip and asking the driver to complete a sample log sheet.

All of these documents can build a foundation for any driver's file. Safety managers who enhance that with a few dates will know exactly when the employee's licence or training in transporting dangerous goods will need to be renewed in the months and years to come.

There will be no question about who has completed the employment drug and alcohol tests needed to cross the border. Dates can even be set for future employment reviews or in-cab evaluations. Above all, they help to show that the fleet demonstrates due diligence in the hiring process. There is no question

that this process might involve setting the bar a little higher than the one that exists today. But the fleets that take this step will enjoy all the benefits that come with a skilled employee.

The best candidates in the job market will also look far and wide for the safest employers, and a detailed search process will help to prove when a carrier has passed the test and become an employer of choice. **TW**

This month's expert is Kevin Cole, risk services specialist. Kevin has served the trucking industry for more than 25 years providing loss control and risk management services to the trucking industry. Northbridge Insurance is a leading Canadian commercial insurer built on the strength of four companies with a long-standing history in the marketplace and has been serving the trucking industry for more than 60 years. You can visit them at www.nbins.com.

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The essential extended warranty

One of the reasons I bought a new truck and then a nearly new truck was the manufacturer's extended warranty.

Even though the warranties run up to many thousands of dollars, I was happy to make a one-off payment, as I didn't want to get hit with any big bills in the future.

My first truck developed an oil leak that required nearly \$6,000 of labour alone, so the warranty almost paid for itself and any future issues it has will mean that purchasing the manufacturer's extended warranty will have been a sound investment.

The second truck, which is the same age as the other one, also came with the balance of the extended warranty, so it also has the safety cushion that is so necessary with the cost of repairs to the complicated technology on a modern truck. This point was highlighted by the recent experience of a friend.

He had taken the truck to the dealer for a major service, including a change of all the lubes, transmission and rear ends included. They also changed a few filters and things in the aftertreat-



ment system and this was unsurprisingly the source of the problem he faced; the dreaded "Go to the dealer and watch them scratch their heads in bewilderment" light came up on the dash, followed by a notification that the truck would de-rate in 240 minutes. Fortunately, he was within an hour or so of a dealer. Unfortunately, it was Saturday and he wouldn't make it until they had shut up shop for the weekend. So, just four hours after leaving the yard and starting the trip, he was parked for at least 48 hours.

Luckily, he wasn't under a hot load and it wouldn't cause too many problems, but 48 hours lost is still two full shifts or two days with your loved ones – and don't forget that 48 hours was a best case scenario. If parts are not in stock or it's a big job, it could run much longer and that's only once you manage to get into the shop in the first place – that could take a few days, too.

In the end, it didn't turn out to be anything serious, at least not in terms of time to fix. The cost, however, was definitely on the serious side, especially with the current exchange rate.

The bill came out at roughly \$3,000 and the only part needing to be replaced was the DEF pump. Now this part had been removed as part of the service the truck had just undergone and that just goes to show how fragile these expensive systems are. I'm not suggesting that it was negligence by the technician that removed and replaced the pump, not at all; these parts are so sophisticated that they can go bad if you look at them the wrong way.

My friend had also opted to take out the extended warranty, and this repair and a couple of other minor, zero downtime part replacements mean that he has also made a good investment in the extended warranty. He has a couple of years, depending on how hard he runs, before the warranty expires, so, like me, he's in good shape for any future part failures.

Mechanically, these new trucks with their core components made of high-quality materials with very fine tolerances that are lubricated by high-quality oils have the ability to easily run for a million trouble-free miles.

It's the stuff that is bolted on to them that is another matter entirely and that creates a huge dilemma.

What do you do when your truck hits that half a million miles and the warranty expires?

Do you trade it for a new one, or do

you take the chance that luck will be on your side? It isn't like running a worn out engine, where oil consumption or blow-by will give you a good idea of any impending big buck repairs.

These extremely expensive emissions systems can go wrong at any time and you only get a 240-minute warning, which barely gives you enough time to write out all the zeroes on the check you will soon be handing over.

A couple of those kinds of breakdowns have the potential to cost as much as a year's payments on a new truck, so the logical choice appears to be to trade up to a new truck. However, with a 40% penalty on the dollar at the moment, that isn't a no-brainer.

Take my first truck as an example; to order an exact replacement today would cost me nearly \$60,000 more than I paid less than two years ago. That's a grand a month, plus interest for five years and that would pay for 20, \$3,000 breakdowns.

So, there is no right or wrong answer. I'm hoping that the dollars align to within a few cents of each other, which would make the decision a lot easier.

If not, it looks as though I will be in for a lot of sleepless nights in the not too distant future. **TW**

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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A deep dive in Las Vegas

The word 'audit' is a serious word. It conjures up feelings of dread in most people.

But at the IFTA/IRP (International Fuel Tax Association/International Registration Plan) Audit Workshop in Las Vegas last month, the top administrators of the fuel tax and licensing programs used a compliance audit in a way that made both wily fleet tax pros like me and rank beginners more comfortable with the process. They devoted much of the three-day program to analyzing

Permits & Licensing

Sandy Johnson



actual carrier data – manual source documents, GPS data, manual and card lock (invoiced) fuel purchase data, etc. – and leading auditors, administrators and folks from industry in a deep dive of a compliance audit.

It's an important exercise because when it comes to the IFTA, we're all

about to leap into the uncharted waters of 'electronic credentialing.'

Off the paper trail

A credential, as we say in the language of the IFTA, is a licence. Traditionally, it's a piece of paper and a set of decals to indicate that you're licensed to report and pay fuel tax. You are required to make copies of the licence and carry one in each qualified motor vehicle.

But is a piece of paper really necessary? Just because you have paper credentials doesn't mean they're valid or prove that you paid your tax. On the other hand, maybe you've filed your returns and are fully paid up but don't have a physical copy of your credentials.

Starting next month and running through November, the IFTA is conducting a pilot project on electronic credentials. For participating carriers, credentials will be available for display as PDFs on tablets, smartphones and other de-

vices. Carriers will still be required to carry paper credentials and affix decals to their IFTA-licensed vehicles, but clearly we're moving toward an electronic format. The pilot should start to answer essential questions about how to manage electronic credentials and other types of data in the future.

Remember, the whole idea behind the IFTA is that it's supposed to be a simpler way for 58 member states and provinces to manage fuel tax and make sure every jurisdiction gets its fair share.

But going electronic is complicated. Right now, there is no standard way to 'read' electronic data among IFTA jurisdictions. There are many different types of bar codes, scanners and other smart devices out there, and it's expensive to outfit inspectors with new hardware. Converting government databases to a common set of information requires a lot of trial and error, and it takes time for everyone – government and industry alike – to change and adjust accordingly.

Of course, no one can agree on how electronic credentials should roll out and when, but the pilot is a step in that direction. There are even some companies that make its IFTA licence available to its drivers through a link on the company Web site.

Audit questions

As we stand on the ledge and look down on waves of change, one thing that the IFTA/IRP Audit Workshop made clear was the fact that we're all still trying to get the basics down. Under the IFTA and IRP, what constitutes a trip? Is it a round trip from origin to destination and back home? Is it a week's worth of travel? What about GPS records? Does GPS satisfy the very specific requirements for reporting distance? What internal controls should a carrier have to make sure it's collecting the right data? What sources of information could an auditor use to learn as much about the carrier as possible?

During the workshops, tax administrators and auditors were constantly reviewing these questions, looking at policies, sharing notes and refining their approach. They talked openly about what they look for during a compliance review.

These conversations were like treasure at the bottom of the ocean – gold. I only wish more carriers had attended. If you run a truck fleet, consider this: Would you send your fleet tax compliance manager to next year's meeting if he or she could learn something that would help you avoid penalties and fines? It's a question I'd love to ask the company that was charged \$15,000 each for three IFTA decals it could not account for. (True story).

The bottom line is there's huge value in attending events like the IFTA/IRP Audit Workshop.

It's one week out of the year when we can peer into the audit process without dread and ask every question under the sun.

Like, "Fifteen grand for a missing decal? Seriously?" Yup, seriously. **TW**

Sandy Johnson has been managing IFTA, IRP and other fleet taxes for more than 25 years. She operates FleetTaxPro.com, which provides vehicle tax and licence compliance services for trucking operations ranging from single vehicles to large fleets. She can be reached at 877-860-8025 or FleetTaxPro.com.



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Getting involved in decision making

Drivers make split-second decisions all day, every day. That's a fact. A driver is not able to, and definitely does not want to, send their decisions to committee or put off a decision until the next legislative session. But that is the way the world works when it comes to the bureaucracy that governs our industry.

To coin a phrase; it drives drivers crazy. This point was made clear to me when I was doing a little review of some of my past columns and came across *Keeping an open mind about the potential of electronic on-board recorders*, a piece I wrote for the April 2010 issue of *Truck News*.

The theme of this piece was the need for drivers to have flexibility in how they plan their day. That same theme repeated itself in my column last month. That's six years folks, and we're still waiting on a decision on electronic logging devices here in the great white north.

I've been searching for a way to convince my fellow drivers to participate in events that take place outside the wheelhouse of the truck in order to influence the decision makers. I've had little success convincing drivers to participate in industry safety meetings and events.

I know there is incredible value to be had to the individual driver and to the industry as a whole because drivers are the repository of safety knowledge through lived experience that is largely left untapped. Drivers detest inaction, indecisiveness and bureaucracy. Combine that with the authoritarian nature of the leadership that has molded this industry over the years and it has left drivers feeling that participation is fruitless.

But we should never lose sight of the fact that as individual drivers, we do have influence. The late Stephen Covey wrote about the circles of influence we all have in our lives and how they overlap with others.

One of the influences we have as drivers is within the companies we work for or are affiliated with as owner/operators.

We neglect to take an active role in events and meetings put on by the very companies we depend upon for our livelihood. The owners and executives of those companies (no matter how big or small) have a much larger influence than the individual driver within the transportation hierarchy. We can tap in to that and make our voices heard simply by participating actively in something as simple as driver safety meetings.

I think that drivers should be using this channel to question decisions and policy. It has been my experience that questioning authority rather than simply accepting decisions that affect your daily life is appreciated by your employer and business associates when it is done in an objectively critical way. It's not about who can scream the loudest to get their own way. It's about bringing the wealth of your experience to the table.

As a group, drivers don't do that. I've sat in many driver meetings over the years with people who have had plenty

Over the Road

Al Goodhall



to gripe about at the truck stop, but when it comes to piping up in front of the company executive in a group session, they remain silent. Why? This is the perfect setting for discussion and debate about the issues that really matter to drivers.

Drivers should realize that if you can impress your experience and ideas upon

the managers and owners, then the driver's circle of influence within the industry is expanded in turn.

But the responsibility for culture change doesn't fall solely on the shoulders of drivers. Far from it. This was made clear to me in a recent discussion with a colleague about participating in industry events as a driver. Networking and educational events are sponsored by a wide range of trucking industry players.

The top 100 Canadian trucking companies along with carrier organizations play a heavy role in sponsoring these events. As a consequence, many of their own employees are participants as speakers, panelists, etc. This is fair in the sense that they are footing the bill, but it doesn't speak to the diversity within our industry. There are thousands upon thousands of individual drivers that don't have a carrier to pay fees of up to \$300 or more for an educational sem-

inar and networking event, plus those drivers have to take unpaid time off to participate.

This needs to change. These events not only educate but they drive policy and influence trucking culture in a big way.

So let's try and make our voices heard, drivers, however we can. You don't have to attend a seminar, you only have to speak up at your next drivers' meeting and ask that your views be shared widely. Then you can share your experience through social media so your fellow drivers can benefit. You do have influence, please use it. **TW**

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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Don't get squeezed when buying a used truck

Respected truck dealers offer five tips on how to avoid buying a lemon when shopping for a used truck

Buying a used truck always involves some risk. But with the exchange rate pricing new trucks right out of the budget of many small fleets and owner/operators, the used truck market is heating up. The low price of the loonie is even drawing buyers from the northern states into Canada, where they're snapping up low-mileage used Class 8 tractors at a healthy discount compared to buying at home in US dollars.

Manjinder Singh Bajwa, assistant branch manager with Arrow Truck Sales in Toronto, says there's been a noticeable increase in US buyers shopping for used trucks in Canada and he's anticipating tightness in supply by the second half of this year. This is exacerbated by the fact many fleets are holding onto their trucks longer before trading them in due to the premium they paid for their new iron as the Canadian dollar has plummeted.

This increased competition for quality used trucks means buyers may not have the luxury of being as selective as in the past when supply was plentiful. But they shouldn't fall into the trap of taking whatever they can get, because a truck that isn't properly spec'd for the

application will not generate the revenue required in today's market.

We asked some respected used truck dealers how buyers can protect themselves in this market and ensure they don't end up buying a lemon.

Choose the right truck for the job

Just because you're buying a pre-owned truck doesn't mean you should settle for any spec's. Be sure to shop around until you find the right truck for your application.

"I've always said not to under-buy and never to over-buy," said Vik Gupta, vice-president of sales and operations at Pride Group Enterprises. "Buy what you can afford and drive what you really like to drive. That's the key."

A heavy-haul spec' that's deployed into a linehaul application hauling auto parts will burn more fuel than necessary, pointed out Singh Bajwa.

Scott Taylor, owner of Tayson Truck & Equipment in Regina, Sask. concurs.

"Be sure you are getting the right spec' for your application," he urged. "There are people in this industry who will sell you something they have on the lot or something they own - not what

you may need to do your job properly. I have seen many times where a customer buys a truck and ends up considering the truck they bought a lemon, yet quite often it is not the truck itself, it is the way the truck is spec'd. The wrong gear ratio, not enough power, the wrong transmission or a combination of these will not give you the performance that you require."

Used truck buyers may also want to avoid trucks that were among the first to come equipped with the newest emissions systems such as diesel particulate filters (DPFs), as many of these early systems experienced reliability issues that have since been worked through.

Gupta suggested looking for used trucks that are 2013 or 2014 model year vehicles as they give the best combination of reliability and efficiency. They should have about 300,000-400,000 miles on them by now.

Singh Bajwa steers customers towards anything of a 2009 model year or newer. He said dealers can connect the ECM to a diagnostic tool and determine the soot level in the particulate filter. A high soot level could imply other problems with the engine or emissions system. This is a service private sellers may not be able to provide, he pointed out.

Reconsider your traditional spec's

It used to be the secondary market wanted big power and manual transmissions. However, dealers say interest in 13-litre engines and automated transmissions has increased drastically. Gupta said fleets that traditionally spec'd manual transmissions are now seeking out used trucks with automated gearboxes so they can be efficiently driven by every driver in the fleet.

"With the huge driver shortage, it makes much more sense to have a transmission or technology in your fleet which everybody can drive," Gupta said. Demand for automated transmissions has increased to the point where they now command more money than a 10-speed manual. Initially, fleets were reticent to buy automated transmissions because they feared the resale value would be less.

Do a background check

Once you've found a truck that meets your needs, do a background check on both the seller and the vehicle itself. Make sure the dealer is reputable and that the truck has a clean history. Gupta suggests getting a Carfax report or checking government records to see if it's been involved in a wreck that could cause structural issues.

Continued on page 49

A word on warranties

Whether or not to pay for an extended warranty, above and beyond the basic coverage offered by the dealer, is a controversial topic and one on which not everyone agrees.

"For anything 2006 and onward, we suggest to get the extended warranty," said Manjinder Singh Bajwa, assistant branch manager, Arrow Truck Sales in Toronto. "The warranty may cost \$5,000, but if down the road something went wrong, rebuilding an engine can sometimes cost \$20,000-\$25,000. In that case, it has worked. I've seen many cases where it has worked for that."

However, Scott Taylor, owner of Tayson Truck & Equipment in Regina, Sask. shudders at the mention of extended warranties.

"In my 17-plus years in the industry, I have come to loathe the word 'warranty,'" Taylor said. "It is fine for a new truck manufacturer to offer warranty, but in the used truck world, warranty is a word all too often thrown around with no meaning. When someone offers warranty, be very wary of it. Quite often a truck may carry a few thousand miles of manufacturer's warranty, but at this point it would take a catastrophic failure to actually get anything from them."

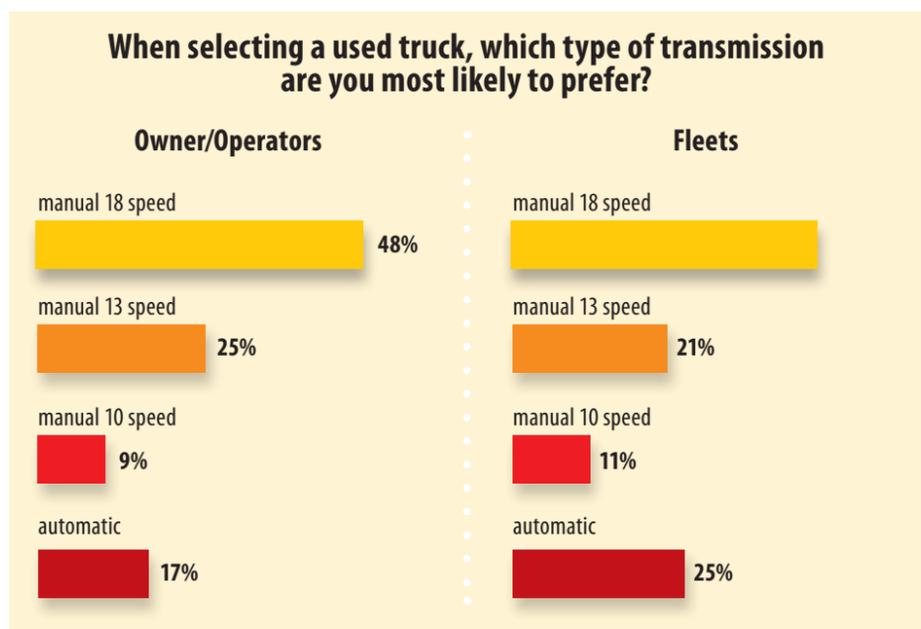
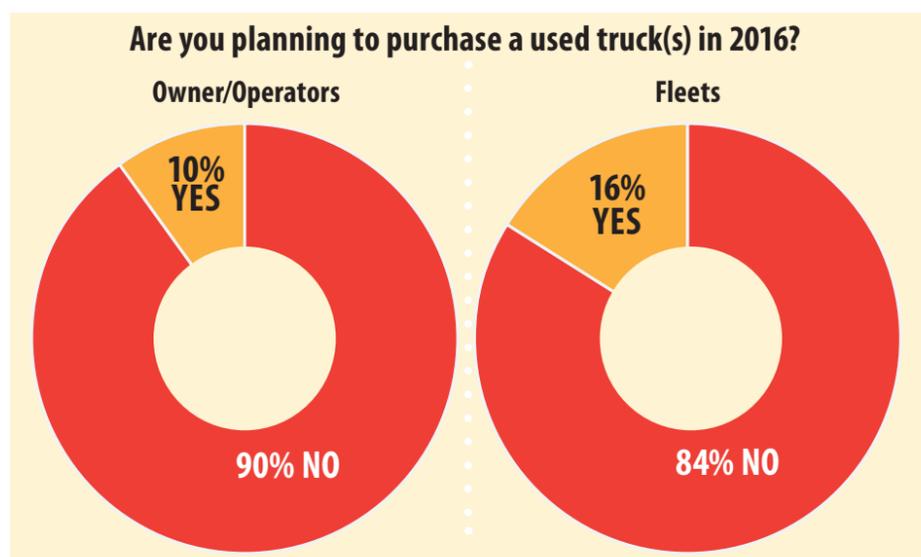
Taylor said many of the parts that can lead to a major problem are not covered under the warranty, resulting in a denied claim. He said this isn't a result of manufacturer's misleading customers about what their warranty covers, but more often a misunderstanding by the operator about what is and isn't covered under the warranty.

When buying a used truck with original warranty remaining, Taylor said it's important to double-check with the manufacturer to determine what is and isn't covered. Taylor is skeptical of used truck dealers that offer a warranty.

"In my business, to avoid any issues or confusion, we do not claim to offer a warranty," he said. "Instead, we offer a protection plan or simply stand behind and honour a failure if something were to occur after the truck is delivered. This, I believe, is a far more honest and forthright way and shows a company's integrity and commitment to the customer."

Vik Gupta, vice-president, sales and operations with Pride Group Enterprises in Mississauga, also urges customers to understand what's covered if they shell out for a third-party extended warranty.

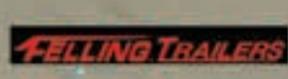
"I would definitely recommend an extended warranty, provided one can afford it," he said. "But extended warranties are not cheap and with the new emissions standards, the repairs can be astronomical. But at the same time, these extended warranty companies are putting a cap on what they will cover and the dollar figure they'll pay for the repairs. It's one of those things where the purchaser has to make that decision, whether to spend \$5,000-\$6,000 extra for the extended warranty. Maybe to some, it's worth it." TW



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2016 KENWORTH T880 MIXER TRUCK
PACCAR ENG; MX13, 455 HP, AUTOMATIC TRANS; 20K/69K AXLE(S), PRIMAAX SUSP; 244" WHEELBASE, NEW SCHWING 10.5 YARD MIXER. -96832 SER.#978256



2016 KENWORTH W900B LOGGING TRUCK
38" SLEEPER, CUMMINS ENG; ISX15, 550 HP, 18 SPD TRANS; 13.2K/46K AXLE(S), NEWAY ADZ246 SUSP; 244" WHEELBASE, BLACK IN COLOR. -98118 SER.#979929



2016 KENWORTH T370 FEED/GRAIN TRUCK
PACCAR ENG; PX9, 350 HP, AUTOMATIC TRANS; 16K/40K AXLE(S), HAS402 SUSP; 220" WHEELBASE -98295 SER.#978326



2016 KENWORTH T370 CAB & CHASSIS
PACCAR ENG; PX9, 300 HP, AUTOMATIC TRANS; 14.6K/22K AXLE(S), PHOTO SHOWN IS A REPRESENTATION AND MAY DIFFER SLIGHTLY FROM ACTUAL TRUCK. -99435 SER.#983267



2016 KENWORTH T880
PACCAR ENG; MX13, 485 HP, 18 SPD TRANS; 12K/40K AXLE(S), AG400L SUSP; 193" WHEELBASE, WHITE IN COLOR -99161 SER.#979858



2016 KENWORTH T370 CRANE TRUCK
PACCAR ENG; PX7, 300 HP, AUTOMATIC TRANS; 12K/22K AXLE(S), HAS210L SUSP; 153" WHEELBASE, STELLAR CRANE -101130 SER.#982785



2016 KENWORTH T370 DUMP TRUCK
PACCAR ENG; PX9, AUTOMATIC TRANS; 300 HP, 16K/40K AXLE(S), HAS402 SUSP; 189" WHEELBASE. -101274 SER.#978323



2016 KENWORTH T370 DUMP TRUCK
PACCAR ENG; PX9, 350 HP, AUTOMATIC TRANS; 16K/40K AXLE(S), HAS402 SUSP; 195" WHEELBASE -98417 SER.#978328

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2004 WESTERN STAR 4864 DUMP TRUCK
DETROIT ENG; DDEC, 18 SPD TRANS; 500 HP, 20K/46K AXLE(S), 4.30 RATIO, AIRLINER SUSP; 210" WHEELBASE, WHITE IN COLOR, 210,000 KMS. -112233 SER.#PN28151



2012 INTERNATIONAL PROSTAR HIGHWAY TRACTOR
73" HIGHRISE SLEEPER, INTERNATIONAL ENG; MAXXFORCE 13, 18 SPD TRANS; 475 HP, 12.35K/40K AXLE(S), BLUE IN COLOR, CONSIGNMENT. WET KIT, FULL STAINLESS REAR FENDERS 23,397 KMS -102060 SER.#672295



2013 KENWORTH T660
72 ACAD SLEEPER, PACCAR ENG; MX13, 485 HP, 18 SPD TRANS; AG400 SUSP; 236" WHEELBASE, BLACK IN COLOR, FULL REAR FENDERS -100297 SER.#959137



2011 KENWORTH T700 HIGHWAY TRACTOR
75" ACAD SLEEPER, PACCAR ENG; MX13, 18 SPD TRANS; 485 HP, 13.2K/40K AXLE(S), AG400 SUSP; 244" WHEELBASE, WHITE IN COLOR, 837,576 KMS. -101624 SER.#947351



2007 KENWORTH T2000
CAT. ENG; C13, 430 HP, AUTOSHIFT TRANS; 12K/40K AXLE(S), CONSIGNMENT. PRE-EMISSION. -101562 SER.#994607



2013 PETERBILT 388 HIGHWAY TRACTOR
63" ULTRA SLEEPER, PACCAR ENG; MX13, 455 HP, 18 SPD TRANS; 12000 FA AXLE(S), PB LOW AIR LEAF SUSP; 244" WHEELBASE, 771,946 KMS -101667 SER.#143893



2013 PETERBILT 367 DAYCAB TRACTOR
EXT. DAYCAB SLEEPER, PACCAR ENG; MX1 '3, 18 SPD TRANS; 485 HP, 12K/SUPER 40K AXLE(S), 3.73 RATIO, AIRLINER SUSP; 207" WHEELBASE, GREEN IN COLOR, RECENT CONSIGNMENT. REAR FENDERS. LOW MILEAGE. 494,250 KMS. -112057 SER.#DD195337



2012 WESTERN STAR 4900FA HEAVY-HAUL DAYCAB
DETROIT ENG; DDEC15, 18 SPD TRANS; 530 HP, 12K/46K AXLE(S), AIRLINER SUSP; 210" WHEELBASE, MULTIPLE UNITS TO CHOOSE FROM, ALL WITH SIMILAR SPECS. LOW KMS. FOR THE YEAR. -99779 SER.#BE9877

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48" FT SLEEPER, MP8-505C+, 18-SP FULLER, FRONT AXLE: 13.2 REAR AXLE: S440 AXLE(S), 209" WHEELBASE, RED IN COLOR, STK#35341. -93506

2015 MACK CXU613 HIGHWAY TRACTOR

70" MR SLEEPER, MP8-505C+, 18-SP FULLER, FRONT AXLE: 14.6 REAR AXLE: S440 AXLE(S), 231" WHEELBASE, SILVER IN COLOR, STK#35345. -94046



2015 MACK CXU614 HIGHWAY TRACTOR

56" FT SLEEPER, MP8-505C+, 18-SP MACK, FRONT AXLE: 14.6 TRI-DRIVE, 265" WHEELBASE, BLACK IN COLOR, STK#35285 -93509



2015 MACK GU713 TANK TRUCK

DAY CAB, MP8-505C HP, FRONT AXLE: 18.0 REAR AXLE: 46 AXLE(S), 275" WHEELBASE, WHITE IN COLOR, JASPER TANK 16,500+/- LITRES (100661), STK#35365. -94034



2015 MACK GU812 VAN/PANEL STEAM TRUCK DAYCAB
MP7-325M, ALLISON 3000 TRANSMISSION, FRONT AXLE 12 - STEAMER, AIR SUSP, WB 230", RATIO 4.30, 22" VAN BODY, STK#35247 -93072

2015 MACK CXU613 DAYCAB

MP8-505C, T318 18-SP MACK, FRONT AXLE 14.6 - REAR AXLE S440, RATIO 3.79, WB 209", MACK AIR SUSPENSION, AZTEC GOLD METALLIC, 15' ALUMINUM GRAVEL BOX, STK#35159 -93459



2015 MACK CHU613 HIGHWAY TRACTOR

60" MR SLEEPER MP8-505C T318 18-SP MACK, FRONT AXLE: 14.6 REAR AXLE: S440 AXLE(S), 235" WHEELBASE, WHITE IN COLOR, STOCK#35266. -93460

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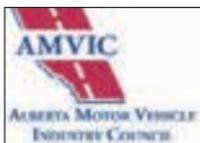
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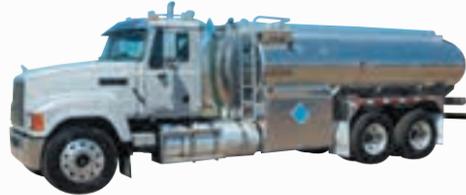
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2013 CHU613 TC406 16000L TANK
MP8-505C ENG., 18 SP 3.91 RATIO, 255" WHEELBASE, TC406 ALUMINUM 16000L TANK
STK: 005829 -101669



2015 MACK CHU613 STRAIGHT TRUCK W/VAN
MP8-415C ENG., 3.55 RATIO, 296" WHEELBASE, EMPIRE STEAM & PRESSURE
STK:014078 -101670



2015 GU813 ROLL-OFF
MP7-365C ENG., 6SP TRANS., 4.30 RATIO, 261" WHEELBASE,
STK:013879 -101671



2016 GU714 TRIDEM MIXER
MP7-405M ENG., 6SP TRANS, 4.30 RATIO
237" WHEELBASE,
STK:015641 -101672



2016 MACK CXU613 D/C M-DRIVE MACK RM DAYCAB TRACTOR
MP8, 505 HP, 3.79 RATIO, 197" WHEELBASE, HOLLAND FIFTH WHEEL, STK: 16288 -101691



2016 CHU613 70" HD MDRIVE RAWHIDE
MP8-505C+ ENG., 3.73 RATIO, 243" WHEELBASE, HOLLAND FIFTH WHEEL, MIDRISE SLEEPER BOX,
STK: 016519 -101674



2015 MACK COMBO VAC VACUUM TRUCK
MP8, 505 HP, 18 SPD TRANS; 3200 GAL. DEBRIS, 1000 GAL. WATER, 1,000,000 BTU BURNER, 1600 CFM NVE BLOWER. STK: 012978 -101712



2016 MACK CXU613
70" MR, MP8-505C+ ENG; 18 SPD TRANS; 3.79 RATIO, 221" WHEELBASE, HOLLAND FIFTH WHEEL, STK# 015818 -112411



2016 CHU613 TANDEM GRAIN
MP8-415C ENG., 3.90 RATIO, 249" WHEELBASE, NEUSTAR GRAIN BOX
STK: 016439 -101692



2016 CHU613 48" HD LLOYD
MP8-505C+ ENG., 18SP, 3.91 RATIO
237" WHEELBASE, FONTAINE FIFTH WHEEL
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2016 MACK CHU613 HIGHWAY TRACTOR
70" MR SLEEPER, MACK ENG; MP8, 18 SPD TRANS; 505 HP, 12/40 AXLE(S), MAXLITE SUSP; 243" WHEELBASE, WHITE IN COLOR, INTERIOR: GRAND TOURING PACKAGE, 22.5 TIRES. -102521 **STK#25063**



2016 MACK CHU613 HIGHWAY TRACTOR
70" MR SLEEPER, MACK ENG; MP8, 18 SPD TRANS; 505 HP, 12/40 AXLE(S), MAXLITE SUSP; 243" WHEELBASE, WHITE IN COLOR, INTERIOR: GRAND TOURING PACKAGES. -102522 **STK#25062**



2016 MACK CXU613 DAYCAB TRACTOR
MACK ENG; MP8, 18 SPD TRANS; 445 HP, 12/40 AXLE(S), MAXLITE SUSP; 197" WHEELBASE, WHITE IN COLOR. -102525 **STK#77868**



2016 MACK CXU613 DAYCAB TRACTOR
MACK ENG; MP8, 13 SPD TRANS; 405E HP, 12/40 AXLE(S), MAXLITE SUSP; 197" WHEELBASE, WHITE IN COLOR. -102532 **STK#77870**



2016 MACK CXU613 DAYCAB TRACTOR
MACK ENG; MP8, 18 SPD TRANS; 445 HP, 12/40 AXLE(S), 3.55 RATIO, AL461 SUSP; 203" WHEELBASE, WHITE IN COLOR. -111797 **STK#77867**



2016 MACK CHU613 HIGHWAY TRACTOR
70 MR SLEEPER, MACK ENG; MP8, 12 SPD TRANS; 505 HP, 12/40 AXLE(S), 3.36 RATIO, MAXLITE SUSP; 243" WHEELBASE, WHITE IN COLOR, RAWHIDE PACKAGE. -111800 **STK#22014**



2016 MACK CHU613 HIGHWAY TRACTOR
70" MR SLEEPER, MACK ENG; MP8, 12 SPD TRANS; 505 HP, 12/40 AXLE(S), 3.55 RATIO, MAXLITE SUSP; 243" WHEELBASE, WHITE IN COLOR, RAWHIDE PACKAGE. -111801 **STK#22013**



2016 MACK CXU613 STRAIGHT TRUCK (CAB AND CHASSIS)
MACK ENG; MP8, 6 SPD TRANS; 445 HP, 14.6/40 AXLE(S), 4.11 RATIO, AL461 SUSP; 203" WHEELBASE, WHITE IN COLOR, SPEC'D FOR 15-16' BOX OR DECK. -111803 **STK#53628**



2013 MACK CXU613 HIGHWAY TRACTOR
70" MR SLEEPER, MACK ENG; MP8, 13 SPD TRANS; 505 HP, 12/40 AXLE(S), AL461 SUSP; 233" WHEELBASE, BLUE IN COLOR, PLATINUM WARRANTY REMAINING ON UNIT, APU INCLUDED 704 KMS. -111804 **STK#15008 \$79,000**

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2011 MACK CXU613 HIGHWAY TRACTOR
70" HR SLEEPER, MACK ENG; MP8, 13 SPD TRANS; 485 HP, 12/40 AXLE(S), 3.58 RATIO, AIR RIDE SUSP; 229" WHEELBASE, WHITE IN COLOR. -111805 **STK#13029 \$54,000**



2013 MACK CXU613
60" MIDRISE SLEEPER, MACK ENGINE; MP8, 505 HP, M-DRIVE AUTO TRANS, FXL12, 12,000 / REAR 40000 AXLE(S), MACK AIR RIDE SUSPENSION; 227" WHEELBASE, EXTENDED ENG WARRANTY: PLATINUM PLUS \$500 DEDUCTIBLE US: 60 MONTHS/400,000 MILES - VALID TILL OCTOBER 2017 OR UNTIL 400,000 MILES. **STK#90068 -112680**



2016 MACK GU713 SNOW - PLOW/SANDER TRUCK
MACK ENG; MP8-455M, 6 SPD TRANS; 455 HP, FXL20 MACK 20000LB / REAR AXLE S440 44000LB AXLE(S), AL461 -MACK AIR SUSP SUSP; **STK# 50257 -112681**



2009 MACK GU813 DUMP TRUCK
MP8-485M ENG; 18 SPD TRANS; 485 HP, 18,000 AXLE(S), OTHER IN COLOR, 13,000 HOURS, RTLO18918B F/A, 18,000 LBS. R/A RT46-160 RATIO, 4.30 AUTO GREASER, MAROON IN COLOR, ENG, SHUTDOWN, 15' GRAVEL BOX, HITCH AND MANUAL TARP, 588,371 KM, **STOCK #90065. -101931**



2015 MACK GU714 TANK TRUCK
MACK ENG; MP8, 425 HP, 18 SPD TRANS; 20/50 AXLE(S), AIR RIDE SUSP; TRUCK HAS AN ADVANCE ENGINEERING PRODUCTS 22,500 LITRE/ONE COMPARTMENT DIVIDED INTO TWO SECTIONS ALUMINUM TC407 TANK, **STOCK #50039. -101662**



2016 MACK CHU613
MACK ENG; MP8, 505 HP, M-DRIVE 12 SPEED TRANS; 14.6/46 AXLE(S), AIR RIDE SUSP; LEASE TO OWN! CALL FOR DETAILS, **STOCK #50175. -101659**



2015 MACK GU713 DUMP TRUCK
MP8, 505 HP, 18 SPD TRANS; 16.5/44 AXLE(S), AIR RIDE SUSP; 15' RENN BOX, TARP AND HITCH 2300 NO SLACK PINTLE, ONE OF TWO RIGGED AND READY, **STOCK #50158. -101660**



2016 MACK CHU613 RAWHIDE
70" MIDRISE SLEEPER, MP8-505C+, 505 HP, M-DRIVE TMD12A0 TRANS; 14.6/46 AXLE(S), AIR SUSPENSION, LEASE TO OWN! CALL FOR DETAILS, **STOCK #50304 -101643**



2016 MACK GU533 STRAIGHT TRUCK DECK SPEC
CUMMINS ENG; ISL, 345 HP, ALLISON 6 SPEED AUTO TRANS; 16.5/40 AXLE(S), AIR RIDE SUSP; **STOCK #50285. -101647**



(2) 2015 MACK CXU613 DAYCAB TRACTORS
MP8, 505 HP, 18 SPD. MANUAL TRANS; 12,000 LB. FRONT AXLE(S), AIR SUSP; 185" WHEELBASE, WHITE IN COLOR, **STK#50096 -101713**



2015 MACK TITAN HEAVY-HAUL DAYCAB
36" SLEEPER, MP10, 555 HP, 18 SPD. FULLER TRANS; 18/46 AXLE(S), AIR RIDE SUSP; **STOCK #50180. -101656**



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2009 FREIGHTLINER M2-106 STRAIGHT TRUCK W/VAN

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SURREY/CALGARY



\$43,750

"4" TO CHOOSE FROM

2009 FREIGHTLINER M2 106 STRAIGHT TRUCK W/VAN

ALLISON AUTO. TRANS; 26', ALUMINUM TAILGATE, AIR BRAKES, 33,000# GVW, 165,000 KMS, STK #611209. -99038

CALGARY



\$19,053

2008 FORD F450 STRAIGHT TRUCK W/VAN

6.4L ENG; 325 HP, 5 SPD. AUTO TRANS; 16 FT BOX, 223,000 KMS, STK #376252. -102540

SURREY/CALGARY



\$43,000

2008 FREIGHTLINER M2 112 STRAIGHT TRUCK W/VAN

MERCEDES ENG; MBE 4000, 370 HP, 6 SPD. AUTO TRANS; TANDEM AXLE(S), 28 FT BOX. STK# 421031. 355,600 KMS -101654

CALGARY



\$56,000

2009 FREIGHTLINER CASCADIA DAYCAB TRACTOR

DETROIT ENG; 14.0L, 470 HP, 13 SPD. AUTO TRANS; 12/40 AXLE(S), 195" WHEELBASE, LOCKING DIFFS. STK#438479 446 KMS. -101196

SURREY



\$19,675

2008 FORD E-450 CUBE VAN

DIESEL POWERSTROKE ENG; AUTOMATIC TRANS; 16' BOX, RAMP, STK #448629 214,000 KMS. -112332

SURREY



\$43,289

2005 FREIGHTLINER M2 REFRIGERATED TRUCK

CAT. ENG; C7, 250 HP, 5 SPD. AUTO TRANS; 26FT BOX, MULTI TEMP REEFER, POWER LIFT GATE, 52,000LBS GVW. STK #426735. 255,300 KMS. -102541

CALGARY



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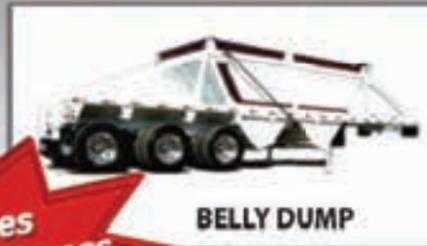
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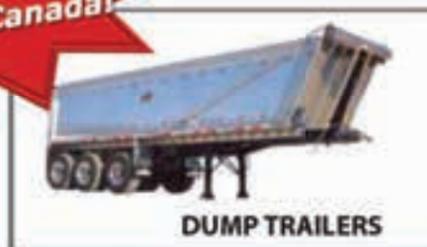
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By Edo van Belkom

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.

The company was named Chenai Trucking and was owned by a pair of South Asian men who were born in that part of India. Mark had an appointment with the owners on Monday morning at nine, but he got to their Brampton truck yard a half-hour early so he could take a good look around.

The first thing that struck him was that there was no one in the security kiosk at the entrance to the yard, very few light standards and even fewer working lights, and no security cameras anywhere in the yard. The only security feature the place had – if you could call it that – were several office windows that faced out into the yard. That was fine during the day, but without adequate lighting there was no way anyone could see what was going on out there at night, even if they were still in the office working late.

When the time for his appointment rolled around, Mark entered the trucking office and told the woman behind the front desk that he was there to meet Sunny and Premal. She asked him to have a seat, but one of the two men appeared before she had the chance to summon him on the phone.

“Good morning,” the man said, extending his hand. “I’m Sunny.”

“Mark. Mark Dalton.”

“Glad you could make it.” He turned. “We can talk in my office.”

Mark followed Sunny into a small room just off the reception area. He stepped in and Sunny closed the door behind him.

“Please, sit.”

Mark took one of the hard plastic seats facing the office. It was a threadbare office with just a few filing cabinets spread around the room. There was wood panelling on the walls with a handful of trucking industry calendars hanging from nails hammered into the wood. None of the calendars were for the current year.

Sunny squeezed around the wooden desk taking up most of the space in the room and sat in the big office chair behind it. “You were here early.”

Mark was surprised that these were the first words out of his mouth, but eventually nodded. “Just wanted to see what your set-up was like.”

“And?”

“You need a security gate with a security guard in it 24/7, and a couple of security cameras covering the entire yard...for a start.”

Sunny nodded. “We are working on getting those things. Money’s a little tight right now with so many thefts from our yard, but we’ll get a proper set-up eventually.”

“Money’s an issue everywhere,” Mark said. “But if you don’t fix your security issues and reduce your thefts, companies aren’t going to want to ship with you.”

Sunny smiled. “It doesn’t cost us when one of our trucks gets stolen.”

Mark was taken aback by the man’s comment, but



Dalton undercover

PART 2

did his best to maintain a poker face. How could someone be so casual about having cargo stolen right from under his nose? Any trucking company owner Mark had ever known would be incensed and most would camp out in their yard with a video camera and a shotgun after the first theft. This guy didn’t seem to care.

“That might be true,” Mark said at last. “But your customers can’t be thrilled that they’re losing product.”

“Of course not, but that’s why they have insurance.”

“How long have you been in business?” Mark asked after a lengthy moment of silence.

“Chenai Trucking has been operating for 15 years.”

Mark took a good look at Sunny. He was young – very young – and he didn’t look much like a truck person. His clothes were new and a bit on the flashy side and his haircut was almost a work of art with the sides shaved tight and a precise part down the right side of his head. “You don’t look like you’ve had a licence for more than 10.”

Sunny smiled. “This company was founded by my father-in-law, Premal. He started with a single straight truck, and now we have five company drivers and 15 owner/operators driving for us.”

“Where is he now?”

“In the hospital. He’s having cancer treatments.” A pause. “He’s getting better, but it’s likely he won’t be back at work anytime soon.”

Mark took a moment to form a picture of what was

going on at this company. Basically, the owner was getting old and a new guard was taking over...someone who was probably looking to squeeze as much out of the company as he could. Mark didn’t like the vibe he was getting from this man, Sunny.

“With so many drivers,” he said, “what do you need me for?”

“You sir,” Sunny said, leaning forward on his desk, “came highly recommended. As I understand it, you’ve foiled thieves and robbers all over Canada.”

Mark smiled.

“After I was told your name I asked some of my drivers if they’d ever heard of you and they said they had. One told me you foiled a smuggling ring in the United States. Another told me you once had an organized crime hitman target you in Northern Canada and you put them all in jail without getting a scratch on you.”

“Well, yeah... those things are true.” Mark was flattered. All of the reservations he’d had just a few minutes before were gone.

“So. You’re the best. Who else do we need?”

“I can’t argue with that,” Mark said, beaming. “I’m your man.”

Cargo theft was always a problem in the trucking industry but the trend had spiked in past years with over 400 reported thefts last year in Southern Ontario alone with losses in Canada costing

upwards of \$5 billion. Considering that 90% of everything is moved by a truck as some point, it’s not surprising that just about anything and everything has been stolen by cargo thieves from candy to inkjet cartridges, laundry soap to potato chips.

Thieves had taken a couple of Mark’s loads over the years but this was the first time he’d be taking loads hoping his load would get stolen.

That afternoon, Mark showed up at a warehouse in Mississauga for a load of electronics headed for a distributor in North Bay. When the shipper – a man of South Asian descent – realized Mark was there working for Chenai Trucking, there was a confused look on his face.

“You here for Chenai?”

“Yeah,” Mark said. “Why?”

“You’re so...white”

“Is that not allowed?”

“First I’ve seen working for them.” A smile. “Chenai is a province in India. All of their drivers, except for you, have been Indian.”

Mark smiled, understanding he was obviously a fish out of water. “They’ve had a lot of cargo stolen. I was hired to help try and stop it.”

“I see,” said the shipper. “You think you can help?”

Mark smiled.

“I’m going to try.” TW

- Mark Dalton returns next month in Dalton Undercover Part 3.

Illustration by Glenn McEvoy



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Safety record a bright spot for Mullen Group in 2015

OKOTOKS, Alta. – Last year was one to forget for trucking companies serving the oil patch, and 2016 is looking equally tenuous, but if there was a bright spot for Mullen Group it was the performance of its trucking/logistics companies, and in particular their safety records.

Speaking on a conference call with analysts Thursday, Mullen Group CEO and chairman Murray Mullen said, “You can measure this by any statistic - injury frequency, lost time claims, cargo

us proud last year.”

What Mullen – and other oilfield services providers – can’t control, is the crashing of commodity prices.

“The entire industry ecosystem is a total mess,” Mullen said of the oil and gas sector.

Interestingly, Mullen’s trucking/logistics business, which traditionally contributed about 40% of total revenue, this year chipped in 60%, while oilfield services dropped to 40%.

Despite the challenges, Mullen said the company was able to maintain its strong balance sheet and will be conservative moving forward. It’s not actively pursuing acquisitions in the trucking industry and is even less interested buying companies serving the oilfields.

“We’ll still do a great acquisition, but I’m

playing defense right now, I’m not playing offense,” Mullen said. “I will never put the company at risk by trying to play offense. This is a year of positioning.”

However, he said Mullen isn’t interested in buying its struggling oil patch competitors.

“They’re a bunch of zombies out there,” he said.

Mullen said he’s seeing some signs of stress in the general economy - especial-

ly in Alberta - but nothing too disconcerting yet.

Mullen said the integration of Gardewine has gone well and he singled out Kleysen Transport as a top performer within the group.

Mullen characterized the rate environment in the oil patch as “total chaos” but he reiterated his company won’t run equipment at a loss just to keep the wheels turning.

“We do not go to work to lose money,” he said. “Everybody knows it in our or-

ganization. If we’re going to lose money, we’ll do it because we don’t go to work, not because we go to work.”

Mullen said low commodity prices should benefit consumers in the form of lower energy prices, but he’s not seeing much of a silver lining.

“Unfortunately, the benefit from the commodity price decline is probably being eaten up by higher food costs because the dollar has been crushed,” he said. “The consumer is kind of stuck.” **TW**

‘The entire (oil and gas) industry ecosystem is a total mess.’

Murray Mullen, Mullen Group

and equipment damage – they’re not just down in each measurement, they’re down significantly. In fact, I’d say they’re world class.”

Mullen also said the company improved its processes to maintain its operating margins.

“These are the things we can control here at Mullen Group,” he said. “I want to acknowledge the hard work and dedication of our entire team. Our people did

2016 Best Fleets to Drive For revealed

ALEXANDRIA, Va. – The Truckload Carriers Association together with CarriersEdge announced the 2016 Best Fleets To Drive For in late January.

According to the companies, the 8th annual Best Fleets To Drive For program recognizes 20 for-hire trucking companies across North America for their outstanding workplace experience and professional drivers. One quarter of the Best Fleets to Drive For this year were Canadian carriers.

The five Canadian companies recognized as the 2016 Best Fleets to Drive for were: Bison Transport of Winnipeg, Manitoba; Challenger Motor Freight of Cambridge, Ontario; Erb Group of New Hamburg, Ontario; Kriska Holdings of Prescott, Ontario; and TransPro Freight Systems of Milton, Ontario.

“For 2016, we’ve noticed a trend toward the theme of ‘flexibility’ in job structure and routing, as well as team communication,” said Jane Jazrawy, CEO of CarriersEdge. “From within the Top 20 winner pool, it seems that many companies are creating different types of jobs so drivers have more options that suit their lifestyles. We’re seeing more and more communication going out on Facebook, meetings via web or conference call, and similar things that just generally make life more convenient for professional drivers. Fleets are also moving more of their business into mobile apps or Web sites, and, in many cases, are providing devices directly to their drivers.” **TW**

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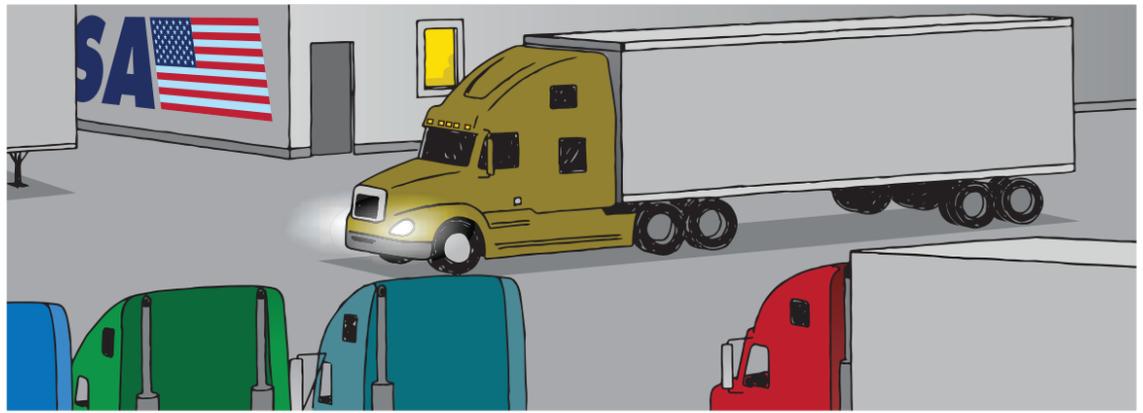
The Adventures of NEWLAND TRANSPORT

By Edo Van Belkom

After pulling into the lot Vic has time on his hands and decides to do a post-trip circle-check to make sure his truck's still in good shape after a long highway run. He bundles up for the cold morning that's still waiting for the sun to rise and gets out to inspect his truck and trailer.



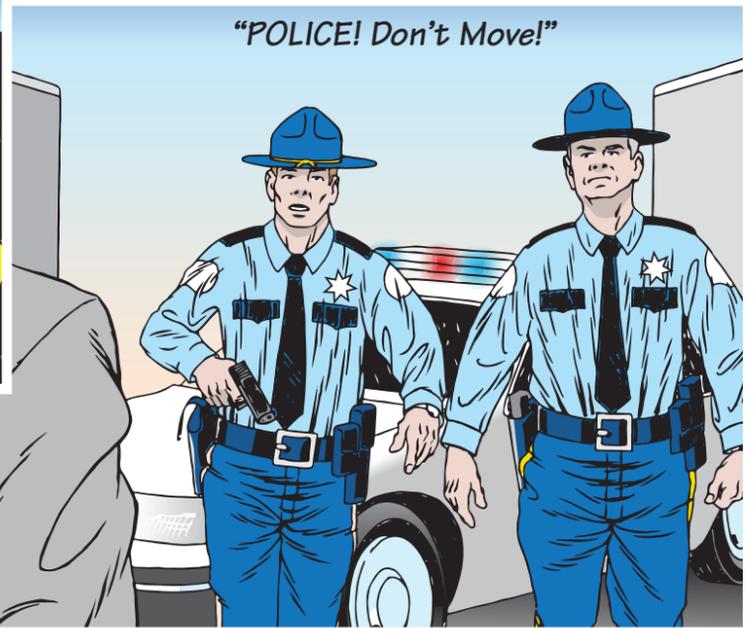
Vic gets a load of high end electronics that is destined for a warehouse in the Southern United States. He does his usual great job of managing his time, avoiding bad weather and traffic congestion, and has his truck running at optimum efficiency. Not only does he make his destination on time, but gets there early, arriving just before dawn.



Although there is no one else in the entire yard, Vic is not unseen as he moves around his rig.



"Yeah, there's a strange man prowling around our truck yard and it looks like he's up to no good." A pause. "He sure doesn't look like he's from around here." Vic continues his circle-check and is standing at the back of his trailer checking the seal when...



Vic is confused by what's going on. Surely, there has to be some mistake. He thinks that this is all a misunderstanding. If he can just show them who he is, show them some paperwork for the load that everything will be all right. He reaches into his pocket for his identification and is tackled by police.



Now in handcuffs, the Sheriffs bring Vic over to their patrol car. People have come out of the trucking office to see what's going on.



Illustration by Glenn McEvoy



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VersaCold buys trucking firm

VANCOUVER, B.C. – VersaCold Logistics Services has announced its acquisition of the assets of cross-border carrier Gary Heer Transport. The move marks VersaCold's entry into the US cross-border transportation segment. The company will launch its new subsidiary VersaCold North America Transportation Solutions (VNATS) in the first quarter of 2016. Gary Heer Transport provides cross-border refrigerated trucking between Western Canada and the US.

"This acquisition marks an exciting time of growth and service expansion

at our company," said Douglas Harrison, president and CEO of VersaCold. "By offering cross-border transportation services through VNATS, we continue to live our vision of being our customers' most trusted and reliable long-term partner by providing new and innovative solutions and services that enable them to achieve great business success."

"We are proud to join VersaCold and to be a part of a team that is not only the leader in its space, but the fastest growing," added Gary Heer, president of Gary Heer Transport. **TW**

Bison recognizes three million miler

WINNIPEG, Man. – Bison Transport announced one of its drivers, Roger Maltman of Winnipeg, has become the company's first to complete three million consecutive accident-free miles. Maltman has been a driver with Bison since September 1994 and reached the milestone on his way to Calgary Jan. 26.

"Ultimately it's me behind the wheel, but there are a large group of people doing their jobs with expertise, which enables me to do mine at a high performance level," Maltman said of his achievement. "We have the best equipment there is and a great operations staff."

Nearly 1.8 million of his safe miles are part of Bison's long combination vehicle (LCV) network.

"Roger has been a model of consistency in our organization and achieved this milestone through his incredible dedication to safety," said Garth Pitzel, director of safety and driver development. "He has represented Bison and the transportation industry with the utmost professionalism throughout his illustrious career."

Maltman said the secret of success is staying focused on the moment and being aware of your surroundings. "You always have to concentrate on the next mile," he said. "You have to know your equipment, always be paying attention to traffic and using clues to anticipate what might happen next on the road." **TW**

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Pushing forward with a big heart and a hint of rebellion

By **Derek Clouthier**

EDMONTON, Alta. – ‘The lil’ company with a big heart.’ That’s the motto behind the continued success and growth of the lil’ Edmonton, Alta. company that got its start hauling water to oilfield drilling rigs in 1994, and now boasts over 45 trucks and support units and a more varied portfolio.

“We’ve diversified a lot more out of the oil patch,” said Josh Laczko, president, CEO and majority owner of Rebel Heart Trucking. “It’s not that we’re out of it, it’s just that we’re doing more things. We really started to focus about a year ago on drinking water, so we now service a lot of the Adrossen, Sherwood Park and To-field areas. We have two trucks full time that haul water out there.”

While completing college, Laczko was looking for some work when he popped into the Rebel Heart office and soon found himself working part time.

“The winter of 2013, we started talking about buying the company,” Laczko recalled, “and 16 months later, I purchased a majority of the company.”

Since then, he has continued to work on diversifying the company’s business in an effort to bring more stabilization to the company and its employees.

“Like any business, you’re super busy, super slow, super busy, super slow, so we want to get more steady work,” Laczko said. “It helps the company to have a more steady cash flow, it helps staff have steady paycheques...it’s good for everybody.”

Laczko said the company’s ability to haul more potable water has brought more stability to the business.

Rebel Heart remains involved in ice road building and hauling water for hydraulic fracturing operations.

“It’s just that there’s not much of that to go around anymore,” said Laczko. “So a lot of our work is a lot more localized... everything is a lot closer to home now.”

Roughly 40% of Rebel Heart’s business is centered around the oil and gas industry, with another 40% for commercial/industrial and the remainder in residential

and miscellaneous.

They cover an area that circles the Edmonton area from Redwater, Fort Saskatchewan, Josephburg, Leduc and Spruce Grove, but have sent trucks to Moose Jaw, Fort McMurray, Edson and are willing to service all of Western Canada. The past year has also brought the company more into the wide world of technology.

“The biggest thing has been how we’ve been able to use technology to our advantage,” Laczko explained. “We track loads for customers, and with all the spreadsheets using Google Sheets and using cloud technology we’re able to share with our customers what we’re doing and they’re able to see what our trucks are doing on site. That’s been a really important part of our continued success.”

Despite his youth, Laczko said he is far from the most tech savvy at Rebel Heart, and commends his staff for taking a leadership role and being a huge part of the implementation of various new technologies.

Creating a safe workplace is another item on the top of Laczko’s priority list, as the president and majority owner has for the time being taken the role of safety manager onto his plate.

Laczko said he is currently handling the company’s safety program because they have had a string of ‘bad luck’ hiring safety managers, but now have a consultant that is coming in and it appears that that person will eventually be retained as a permanent employee.

“Obviously all things are my responsibility whether they go good or bad,” Laczko said of the company’s safety measures.

“It’s so important. I remember eight years ago when I used to work north of Slave Lake, (safety) just didn’t matter; you got it done and you left. It’s unbelievable how much that has changed in the last 10 years. It’s not so much about speed anymore, it’s about getting it done right and safely. Those are really the only two things that matter. Money almost always comes after those two things now.”



President, CEO and majority owner of Rebel Heart Trucking, Josh Laczko, says creating a safe workplace is top priority.

Laczko said he believes the reason people’s attitude toward safety has changed is because the culture in society has changed.

“No one wants to get hurt,” he said, “and as reasonable people, no one wants to see anyone get hurt.”

Though he said 2016 would bring a certain degree of maintaining the status quo, Laczko remains vigilant to strike at the right business opportunity at the right time.

“We do have some growth in mind, but it has to make sense and it has to be for the right reasons,” he said. “If we add to our existing business or go into a new one it will have to complement a business we are already doing.”

“There’s already been some opportunities that have come up in the last six months, and they just weren’t the right ones.”

During the last recession in 2008-09, Laczko was managing a company, and

he said this is the first time he has had to navigate the turbulent economic waters as an owner.

But Laczko isn’t shy about putting his two cents out there with respect to business management.

“The ones that have sat back on their ass the last couple of years and just rode the wave of easy money and success, that is over, so if they’re not willing to get their hands dirty and get in there with their teams, they’re not going to last,” he said. “If they’re only in their office in their suits, it’s not going to work for them anymore. I’m not scared to get out there.”

For Laczko and Rebel Heart Trucking, good business is not about putting all its eggs in one basket, it’s about not being afraid to be a little rebellious from time to time.

“History repeats itself to a point,” said Laczko, “but there’s always some changes along the way that make it a little different.” **TW**

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