

# TRUCK WEST

August 2012 Volume 23, Issue 8

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

## Managing driver fatigue

*Made-in-Alberta fatigue management plan nearly done*

By Jim Bray

**BANFF, Alta.** – “Fatigue is a significant issue.”

So says Roger Clarke, former executive director of vehicle safety and carrier services with Alberta Transportation. Clarke has been working on what he thinks will be a breakthrough fatigue management program for the trucking industry, one he said has been a long time coming.

“It actually goes back to a Canada/US hours-of-service study that was released around 2000 or 2001,” Clarke told *Truck West* shortly after making a presentation on the topic to the Alberta Motor Transportation Association's annual conference in May. “The researchers made this big comment near the end that government and industry should get together and build a fatigue management program.”

So Clarke, with associates from the former Alberta Trucking Association and the Canadian Trucking Alliance (CTA), decided that if such a thing truly needed to be done, perhaps they should take the bull by the horns and do it.

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**A GRASSROOTS TRUCK SHOW:** The Great Lakes Truck Club truck show features some genuine show trucks alongside classic rigs in their original form, like this old Kenworth cabover.

By James Menzies  
**CLIFFORD, Ont.** – The small town of Clifford, Ont. played host to one of the largest collections of antique trucks in the country June 29-30.

The show, put on by the Great Lakes Truck Club, saw an eclectic assortment of 170 classic trucks put on display for the enjoyment of a massive crowd that easily doubled last year's turnout, according to club president Chris Hall.

This year's show featured the “Bulldog Corral,” a tribute to classic Mack trucks dating back to the 1920s. The popularity of this special section exceeded expectations and the area set aside to house the bulldogs wasn't nearly large enough.

“We ran out of room,” Hall said. “That turned out to be almost a show in itself.”

The Mack collection was supported by Mack Trucks Canada, which contributed prizes and sent a brand new Mack Pinnacle Rawhide Edition to contrast the Mack trucks of yesteryear. But corporate sponsorship is something organizers of the show are cautious to keep to a minimum, as they want the focus of their grassroots show to remain on the trucks themselves.

“Our sponsors are mostly members and trucking companies,” Hall said. “It's not a money making process. As long as we have a bit of money left to cover our printing costs, that's all we need.”

The Great Lakes Truck Show is truly all about the trucks. There are no awards. No judging. No trophies. No Best in Show. No egos to placate. It costs just \$20 to enter a truck and only \$5 to visit.

The laid back atmosphere is based on the antique truck show formula that has proven popular south of the border. It also encourages owners to bring trucks that are a long way from

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## Slow roller

Driving Mack's new Super Econodyne package



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# ing ewishes



Each year, the Truck News/Chevron charity golf event tops the previous year and this year was no exception. The weather was great, everyone had fun and, thanks to all of our generous sponsors, participants and prize donors, we raised \$23,230.00 for Trucking for Wishes. That puts us at a total of \$106,710.00 raised for children's charities during the past seven years. A huge thank-you goes out to everyone who participated and donated. It couldn't have happened without you!!

The money raised will go to Make-A-Wish to grant the wishes of several children with life-threatening illnesses. Our wish child this year was 7-year-old Shaneia. She has Sickle Cell Disease and told us that her wish was "to go to Disney World to meet Rapunzel, Jasmine and Princess Tiana." Thanks to the generosity of the trucking industry, she will soon be on her way!

So thank you again to everyone who helped make the day such an amazing success!



# CLASS 8 TRUCK SALES TRENDS

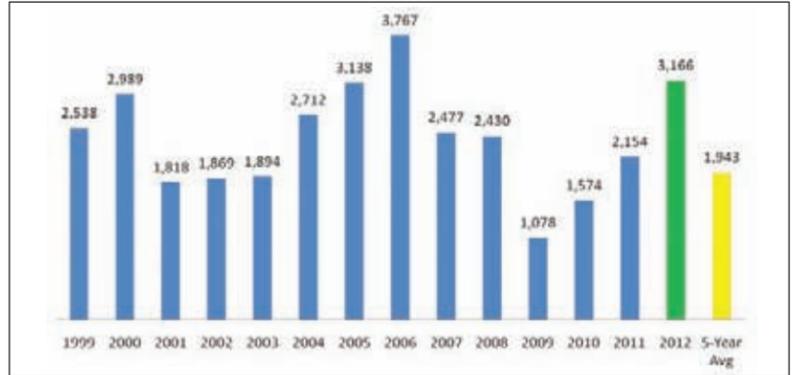
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### Monthly Class 8 Sales – May 12

Class 8 truck manufacturers enjoyed an incredibly strong month in May. In fact, this May proved to be the second strongest in our recorded period, trailing only behind the record-setting year of 2006. This was the first time monthly sales surpassed the 3,000 mark in years. The monthly total was more than 1,100 units above the five-year average. Every manufacturer, with the exception of troubled Navistar, surpassed its monthly sales totals from the previous year by a healthy margin.

OEM	This Month	Last Year
Freightliner	717	468
International	432	444
Kenworth	740	448
Mack	249	174
Peterbilt	422	257
Volvo	360	186
Western Star	246	177
<b>TOTALS</b>	<b>3166</b>	<b>2154</b>

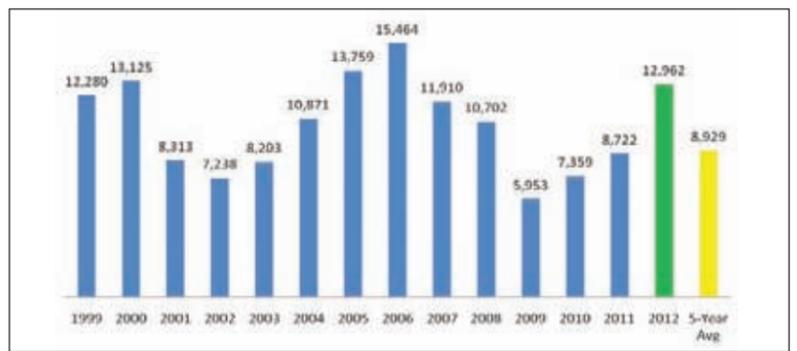
### Historical Comparison – May 12 Sales



### Class 8 Sales (YTD May 12) by Province and OEM

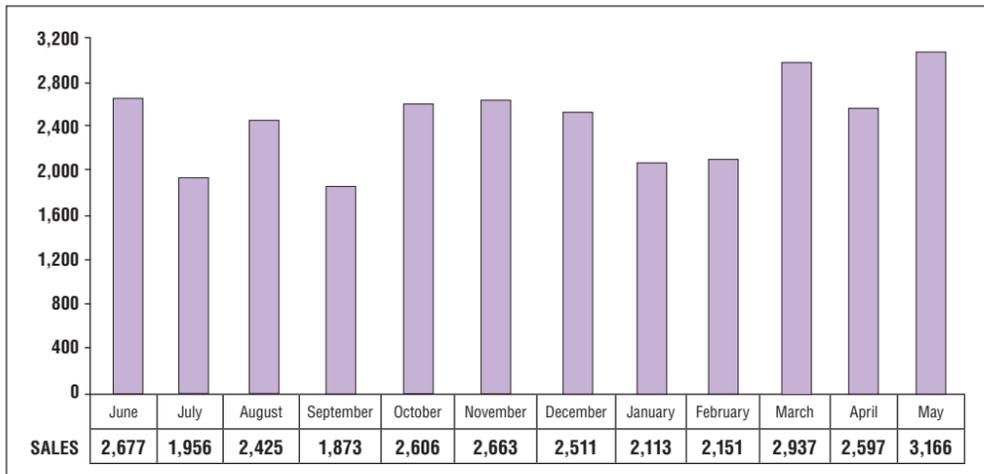
OEM	BC	ALTA	SASK	MAN	ONT	QUE	NB	NS	PEI	NF	CDA
Freightliner	213	298	96	275	1,588	576	136	74	13	6	3,275
Kenworth	289	1,161	164	108	466	505	67	0	0	0	2,760
Mack	39	166	89	55	357	163	28	15	0	6	918
International	76	284	42	132	840	423	86	40	9	31	1,963
Peterbilt	170	563	119	299	276	239	60	9	0	0	1,735
Volvo	99	127	48	122	671	261	54	14	0	2	1,398
Western Star	162	319	47	21	125	155	24	60	0	0	913
<b>TOTALS</b>	<b>1,048</b>	<b>2,918</b>	<b>605</b>	<b>1,012</b>	<b>4,323</b>	<b>2,322</b>	<b>455</b>	<b>212</b>	<b>22</b>	<b>45</b>	<b>12,962</b>

### Historical Comparison – YTD May 12

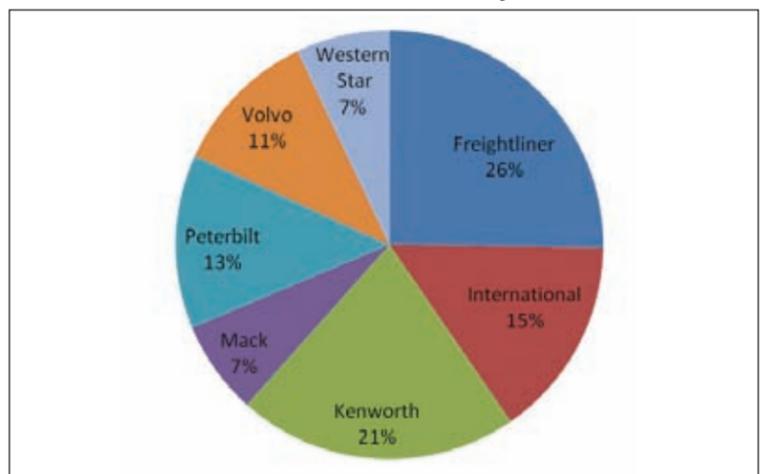


Class 8 truck sales may be slowing south of the border but so far the pace continues to be strong for sales in Canada. The 12,962 trucks sold after the first five months in the Canadian market in the midst of a slowing North American economy and economic uncertainty indicates the importance of not paying too much attention to the daily fears of the stock market. The YTD totals are more than 4,000 better than the five-year average and last year's totals. To date, 2012 is shaping up as the 4th best year since 1999.

### 12 – Month Sales Trend



### Market Share Class 8 – May 12 YTD



For the eighth straight month sales climbed above the 2,000 mark, reminiscent of the industry's capacity boom years of 2005 to 2007. This was also the first month that sales climbed above the 3,000 mark. Our Transportation Buying Trends Survey found that 46% of Canadian carriers expect to purchase new Class 8 trucks in 2012. Question is if most carriers are looking to simply replace older equipment rather than add capacity, how long will the buying spree continue?

After five months of sales, Freightliner, last year's Canadian market leader, retains a commanding 26% share of Class 8 sales so far this year. Navistar International is now down to 15% of the market while hard charging Kenworth retains a 21% market share. Peterbilt and Volvo both enjoy more than 10% market share.

Source: Canadian Motor Vehicle Manufacturers Association

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# A truck show that's all about the trucks

I've observed with some frustration in recent years, the demise of the traditional truck show. There are those that are now defunct and others that are barely recognizable as truck shows. There are those that resemble flea markets and others that have become primarily rock festivals with truck parking. As a result, trucker attendance at many of these shows has waned. But is declining attendance indicative of a lack of interest in classic iron? I'm not so sure about that.

In many cases, admission costs have climbed out of reach for a trucking family. It should not cost a hundred bucks for a trucking family of five to go to the truck show. Parking your truck at these shows shouldn't cost more than a night in the Four Seasons.

I'm alarmed by the number of requests I've received here at *Truck West* for passes to these shows. Many drivers would like to attend, to bring their kids, but the cost has gotten out of control. With all that said, I'm convinced interest in classic trucks remains strong. Maybe even stronger than ever, as online photo collections of classic trucks seem to be driving a renewed interest among the younger crowd. Evidence of this was apparent when I made my first visit to the Clifford Truck Show, hosted by the Great Lakes Truck Club. You can read about it starting on this month's cover.

This is a truck show that's all about the trucks. And isn't that a noble concept? Showing a truck costs \$20. Attending as a spectator



will set you back \$5. It's a grassroots truck show if ever there was one.

What I found so enriching about the Great Lakes Truck Club show was that it attracted enthusiasts from all walks of life. Teenagers and kids were taking a genuine interest in the equipment and the owners were more than happy to talk to them about the trucks and the industry's rich history. I had to wonder, has there ever been so much knowledge of old trucks and equipment gathered in one place?

Organizers are cautious to avoid becoming too commercial. Only a small handful of sponsors are involved (enough to cover printing and promotional costs) and the club has resisted the urge to hire a band. They feel most of the attendees are more interested in retiring to their campsites after dinner and visiting with friends.

The Great Lakes Truck Club and its show has got it right. I hope they don't ever change. To learn more about the club, visit them at [www.greatlakestruckclub.com](http://www.greatlakestruckclub.com). Better yet, get out and meet them in person when they make their yearly pilgrimage to Clifford. It's worth the drive.

Especially if, like me, you worried that the traditional truck show was facing extinction. □

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## The educational event of the year

While I've been enjoying the sunny summer weather at my home in the beautiful Kawarthas, I must admit to thinking ahead to the fall and the 2012 Surface Transportation Summit. Why? To put it simply, because this is the most ambitious conference we have ever put together for transportation professionals and we can't wait to share it with you this Oct. 17 at the Capitol Banquet Centre in Mississauga. As with past years, we have joined forces with Dan Goodwill and Associates and our sister publications *Fleet Executive* and *Canadian Transportation & Logistics* to pull the event together. What's different this year is that we will be bringing both sides of the transportation equation together under the same roof.

Transportation and logistics practices are becoming increasingly complex and an effective supply chain is becoming recognized as a competitive differentiator. At the same time there are lingering questions about capacity, pricing and service standards. By bringing shippers and carriers together in an educational setting we are looking to foster productive dialogue and networking.

Carlos Gomes, senior economist at Scotiabank, will again kick off the conference with his insights on where the economy in general and transportation in particular are headed. We will also be exclusively unveiling the results from our latest national annual *Transportation Buying Trends* and *Equip-*



ment *Buying Trends* research at the event. Great speakers make for a great conference and I believe this is the strongest lineup of speakers we have ever put together.

This year's Summit will feature a new track that will provide CEO perspectives on some of the major modes of surface transportation. Douglas J. Harrison, CEO, Day & Ross General Freight, will address the LTL freight market; Greg Hewitt, president, DHL (Canada) will focus on where the courier business is going and Mark Seymour, CEO, Kriska, will provide his perspective on the truckload market.

This will be followed by a panel discussion on perhaps the most crucial issue for shippers and carriers – freight rate negotiations.

Representatives from two of Canada's largest shippers, Brian Springer, vice-president, transportation, Loblaw Companies and Michael Tan, divisional vice-president, supply chain and transportation, Hudson's Bay Company will engage in a dialogue with representatives of two of Canada's largest motor carriers, Dan Einwechter, CEO, Challenger Motor Freight and Wes Armour, president and CEO, Armour Transportation Systems.

The afternoon will feature parallel tracks focused on shipper and carrier issues. One track address how major corporate transformations have been driven by changes in transportation strategy.

Business Intelligence in Transportation has become a new "buzz word" over the past couple of years. Steve Morandi, analytics solutions leader, Deloitte Managed Services and Rick Tucker, senior vice president, Global Technologies, Lean Logistics will speak to how business intelligence in transportation is helping improve the performance of transportation operations.

Human Resources are one of the key assets of any organization. Ron Mosey, principal, RM2 Associates and Marvin J. Huberman, certified civil litigator, barrister, mediator and arbitrator will lead a discussion on a broad range of important HR issues.

Earlier in the day, Lee Palmer, president, Palmer Marketing and Dan Goodwill will also discuss social media and its effective use for brand building, customer retention and recruiting.

The final afternoon session focuses on safety. To find out more, to see a full list of speakers and to register, go to [www.surfacetransportationsummit.com](http://www.surfacetransportationsummit.com). And also check the #Tsptsummit hashtag on Twitter for important updates. □

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**IN BRIEF**

## Heavy Duty Distributor Council of Canada under new management

**OTTAWA, Ont.** – The Heavy Duty Distributor Council of Canada (HDDC) has announced it will now be managed by the Automotive Industries Association of Canada (AIA).

The new agreement took effect July 1.

The organization says it shares many synergies with AIA Canada, and engages in common initiatives such as government relations, industry outreach, market research, membership development and the hosting of networking events.

Under the new arrangement, the HDDC board says members will be managed by a group with experience in building a strong voice with government.

The group also said it will be

building a new business plan around adding member value.

“With HDDC’s potential for growth we are looking forward to working with AIA to fulfill our members’ needs and drive the Council into the next phase of our evolution,” announced Ian Johnston, president of HDDC.

“AIA will be entering into this relationship with a strong understanding of the non-profit sector and an understanding of our industry but will allow the HDDC to retain our own Heavy Duty independent identity while utilizing all the synergies the AIA has to offer.”

More information on the groups is available on their Web sites at [www.hddc.ca](http://www.hddc.ca) or [www.aiacanada.com](http://www.aiacanada.com). □

## Truck West launches free app

**TORONTO, Ont.** – *Truck West* now offers a free app for Apple devices including the iPhone, iPad and iPod Touch.

The app provides headline news, videos, industry blogs, career opportunities, feature articles and other material produced by the *Truck West* editorial team and other contributors.

It also provides weather updates based on your current location.

“The new *Truck West* app is the best way to keep in touch with industry news while on the road,” said Rob Wilkins, senior publisher of *Truck West*. “It has never been easier for our readers to stay informed.”

You can download the app free at the iTunes Store by searching for Truck News. □

## Big Freight driver wins Manitoba’s top honour

**WINNIPEG, Man.** – Ed Dueck of Big Freight Systems has won the Manitoba Trucking Association and Volvo Trucks Canada Manitoba Driver of the Year award.

Dueck is an industry veteran with millions of miles and more than 40 years driving experience.

Since Dueck began with Big Freight in 1976, he has not had any preventable or non-preventable accidents.

Dueck has experience with both long-haul and city driving, including work with dry vans, flatdecks and pulling various tandem and Super-B configurations.

Currently, he primarily drives in the northern US states and central Canada, averaging over 100,000 miles annually.

Dueck has also received extra training in cargo securement, defensive driving, and fall protection, while both his dispatch team and customers have praised his professionalism and his ability to go above and beyond expectations.

The award, sponsored by Volvo Truck Canada, was presented to Dueck at the MTA’s annual Driver Awards Banquet, which followed the 2012 Manitoba Professional Truck Driving Championship.

The award is chosen from a pool of entrants that the MTA receives through its Industry Excellence program. □

## B.C. Driver of the Year sports spotless 27-year driving record

**LANGLEY, B.C.** – Scott Porritt, a 27-year driving veteran with a spotless record, has been named the B.C. Professional Truck Driver of the Year.

The award was presented June 9 by the B.C. Trucking Association and sponsor Volvo Trucks Canada. Porritt has spent his last 20 years driving for TMS Transportation.

He launched his career at the age of 21 and hasn’t had an accident, moving violation or preventable injury since.

“I know that TMS Transportation regards Scott very highly for his professionalism, commitment to safety and positive representation of their company and our industry,” said Louise Yako, president and CEO of the BCTA.

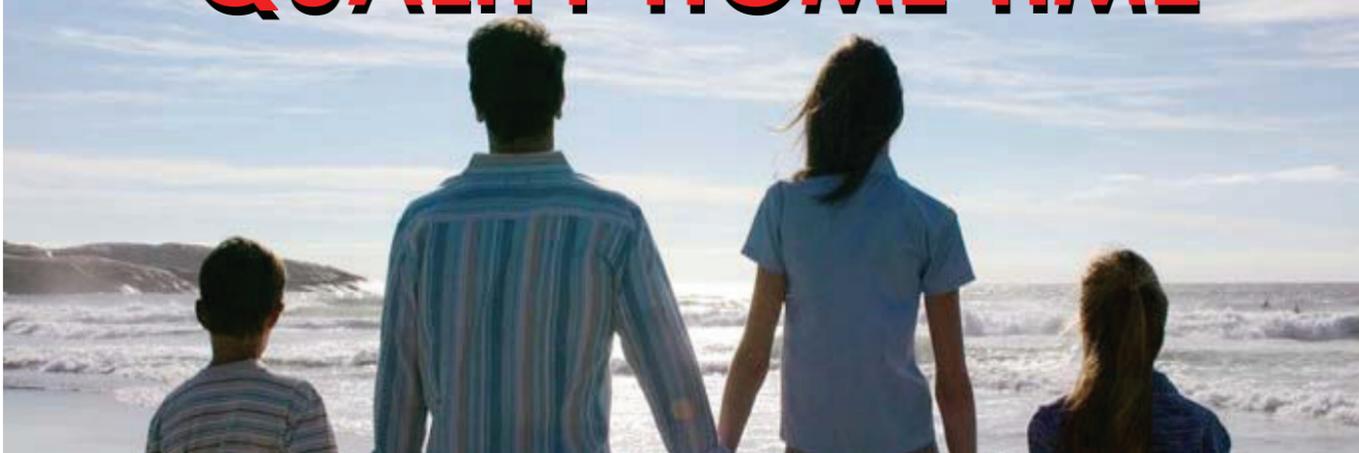
Porritt is TMS’s senior driver for the B.C. Interior and provides training for new employees. When he’s not driving, he serves as an on-call member of the Kelowna Fire Department.

He also volunteers his time to take part in numerous community initiatives, the BCTA reports. □

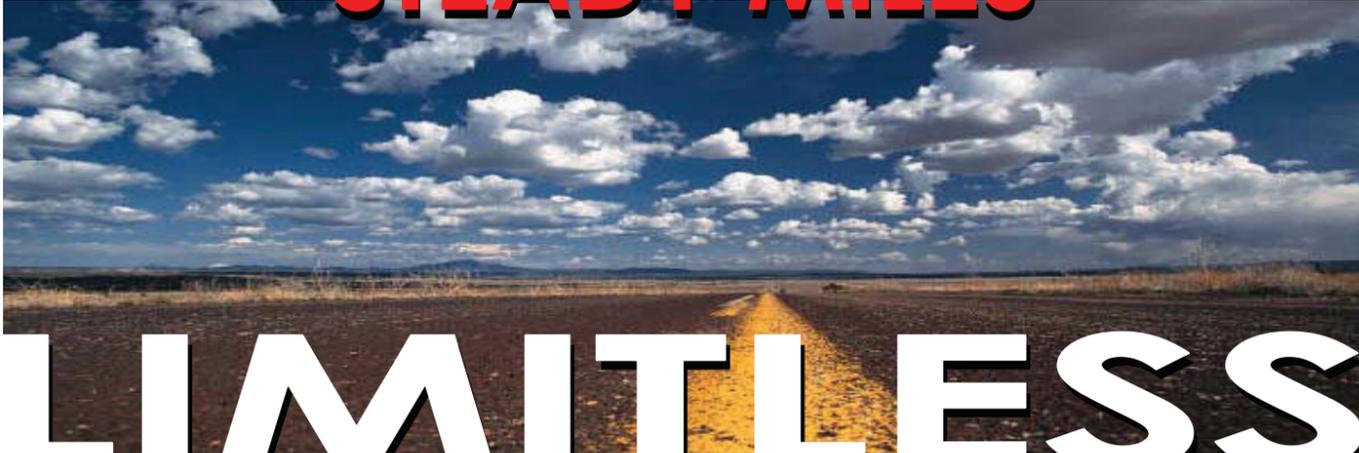
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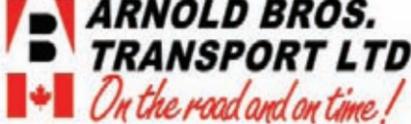
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## WILDLIFE AVOIDANCE

# Avoiding the call of the wild

## Edmonton safety guru offers program to minimize truck-wildlife collisions

By Jim Bray

**EDMONTON, Alta.** – It's been decades since Loudon Wainright III released his novelty song "Dead skunk in the middle of the road," but the problem he sang about so lightheartedly is a real life issue that costs many trucking companies thousands of dollars each year.

The animals involved undoubtedly aren't particularly thrilled with the situation, either.

But there may be a light at the end of the tunnel, thanks to an Edmonton-based safety supervisor with a vision.

Tim Margetts, director of safety for Canadian Freightways, has created a PowerPoint presentation module aimed at helping drivers and carriers identify and avoid situations that could lead to such "rundown feelings" on the part of wildlife.

It's a project he told *Truck West* was spurred by his wish for a "magic bullet" that could help prevent or eliminate the strikes altogether, he said, "because of where we haul in Canada, especially down the Hwy. 97 corridor and heading up north and around the Peace Country."

Needless to say, it's a home that ranges from where the buffalo roam to where the deer and the antelope play.

Margetts, who has over a million miles on the road under his belt, had already come up with some avoidance techniques and, over the period of about a year, he "picked up different data from all over the place," he said, including from an avid hunter working for Esso Resources who "put down a little blurb for his guys who were going off-road – different characteristics to watch for and things for the drivers to do."

Margetts also included strategies culled from four-wheelers' experiences, as well as ones designed to help car and small truck drivers.

And he didn't stop there. Since the idea was to combine as much relevant information – along with the best strategies – as possible, into his presentation, Margetts also looked at the different gadgets and devices, such as deer whistles, which purport to help avoid such strikes.

"I actually went in-depth with it," he said, "and spent several weeks in my spare time putting together a presentation with everything from fatigue management to characteristics of deer and the high points of the year when they're in rut when there's going to be a higher concentration of movement of deer, moose and elk."

And since different animals rut at different times of the year, avoiding them can be even more of a challenge.

"You can expect that, especially in November, you're going to be really watching for deer," Margetts noted. "There'll be lots of them criss-crossing out on the highway, because they're very territorial and they won't stay behind the fence; they'll actually be moving out across the highways wherever there's a pack of females."

Harvest is another problem time, he said, "because the combines are forcing all the wildlife out across the fence lines, usually in August, September."

Margetts also discovered that animals' senses are prioritized differently than humans', and that can cause problems.

"They'll go from sound first, whereas we go by sight," he said, "then they'll go by sight and then they'll go by movement."

What happens is that when a rig's going down the highway, the Doppler effect makes its sound seem to be about 100 feet behind it, "so the deer is relying on sound, and it hears the truck supposedly a couple hundred feet away but when it actually turns around and sees it, that's when it gets startled and you get that deer in the headlights look – because it's shocked as hell and thinking 'What are you doing here?' And then, smack!"

His research also showed him that some of the anti-animal strike products on the market won't work in all situations. Electronic deer whistles, for example, can't be heard by moose, he said, because they're half deaf.

"I didn't know that before, but it's true, and not only that, the frequency (of the whistles) won't bother bison at all, so you always have to watch out for the bigger animals."

Then there's the question of whether the whistles are even working in the first place.

"Can you hear it? Is there a light to let you know it's working?" he asked, noting that when he brought that up in his presentations, companies who had invested in the technology already were "a little upset, because they'd just spent \$300 per unit."

Margetts is a tad ambivalent about infrared cameras, too. "We've used them," he said, "and they have their good points and their negative points." He acknowledged that the cameras are great on a straight section, but not on curves. "The camera's facing straight forward and here comes the animal off from the right or something," he said.

Not all of Margetts' techniques for avoiding strikes are expensive or onerous. In fact, he said that just being more aware of one's surroundings and reacting accordingly can be a big help. For example, he pointed out that if the vegetation isn't cleared back 40 metres from the side of the highway, drivers should take that as a cue to be extra cautious.

"Just that little cue tells you to take your foot off the accelerator and sort of hover over the brake, ready for (an emergency braking maneuver)," he said.

Margetts also emphasized that a driver shouldn't leave the driving lane to avoid a strike. "Hang on and be prepared for it," he advised. "Don't be swerving all over the place, because a lot of fatalities and rollovers have been created by people who were actually trying to avoid them; in their evasive maneuver, they'll catch an edge and then go in the ditch and roll, or they'll go into other traffic just to avoid a deer."

His recommendation is to just hold the line and keep a good grip onto the steering wheel, because there isn't much that can be done by that point. "It should've already been prevented

about 100 metres back," he pointed out. Margetts acknowledged that such a strategy can feel alien to a driver, because the urge to swerve is a natural reaction, but "That's what part of the training does," he said, "and if you just keep emphasizing and emphasizing – even with our guys with extended length, we're telling them we don't want them to be swerving all over the place."

And though they aren't actual techniques drivers can use, infrastructure changes can also help drivers avoid contending with wildlife. Margetts cited a University of Alberta study that looked at – and found a way to help minimize – deer strikes around that city.

"Deer will actually keep going on the same path, on the same trail all the time," he said, noting that "it's like a migration route – so what (Edmonton) did, because there were lots of strikes on the Anthony Henday ring road, was to put a culvert underneath so the deer still have the same walkway but don't interfere with traffic over top."

Margetts' solutions appear to be working. "Ever since we've done the presentation for our drivers our deer strikes have dramatically dropped," he said. "We still get the odd one, but it's always on something that's well hidden, or with fatigue; it always happens in the early morning."

The presentation is available to anybody who's interested in it, Margetts said. As for Canadian Freightways, "we have this as part of our professional driver improvement series now," he said. He delivers the presentation strictly within a class-



**PAYING OFF:** Tim Margetts says his presentation has proven to reduce truck-animal collisions.

room setting so far, but he's also working on having it set up for e-learning "where the drivers can actually log in and do a quiz afterwards. That's our next step. It's just waiting for the policy community to get together so they can actually put a stamp on it and away we go."

While a betting person would probably wager on the truck coming out of such collisions in better shape than the animal, it's still a costly situation. Margetts estimates that a deer strike "probably costs us \$10,000-\$12,000. You get a good centre punch in the grille of a new Volvo – there's no steel or anything now unless you have a moose bumper on the front to absorb the impact – it takes out the intercooler and it takes out the rad, it takes out the grille, the hood. It's all gone, just from one deer strike. It's unbelievable the damage these animals can do."

Which makes his strategies for avoiding such collisions in the first place an even more attractive proposition. □

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## CLASSIC TRUCKS

# All show and a little shine

Continued from page 1

being “show ready” but are interesting to observe in their original form.

Some trucks were displayed complete with cracked windows and cobwebs intact, and those trucks were among the biggest attention-getters.

Saturday evening, organizers hosted a pork chop dinner, feeding 200 people. Some friendly truck trivia was held and then it was a subdued, but social evening by the campsites. Hall said the club has resisted hiring a live band, because most members prefer to visit with each other and talk trucks.

“All everybody wants to do (after dinner) is go back to their friends or their group and sit around and move from one truck to the next and talk,” Hall said. “A lot of guys don’t get to see each other because they’re on the road.”

Last year, a few participants were, as Hall said, “looking for an engine-revving, jake-braking good time,” but the club moved swiftly to put an end to it.

The Great Lakes Truck Club has about 265 members who share a passion for antique trucks. Hall said he’s noticing increased interest among the younger crowd, thanks largely to the Internet and ready access to old truck photos.

“You wouldn’t believe all the younger kids that are now into these older trucks,” Hall said.

He was heartened to see kids taking an interest in the trucks, looking beyond the front grille and asking questions of the owners.

“They were actually looking at the frames, in the cabs, they had a genuine interest in the individual trucks and the drivers were there for them to talk to,” Hall noted.

The truck show will return to Rotary Park in Clifford next year. For more information on the club, visit [www.greatlakestruckclub.com](http://www.greatlakestruckclub.com). □



**ECLECTIC COLLECTION:** The Clifford truck show included all-out show trucks comingled with true classics that were displayed pretty much ‘as-is.’  
Photos by James Menzies

## BORDER

## Dial L for lawsuit

How a ban on handheld cell phones has raised the stakes for carriers who operate in the US.

By James Menzies

**PORTLAND, Ore.** – A ban on the use of handheld cell phones by commercial drivers in the US, passed earlier this year, exposes motor carriers to even greater liability should their drivers ignore the law and be involved in a crash. The federal law, passed Jan. 3., prohibits commercial truck drivers from using handheld cell phones while driving. The law still allows hands-free devices to be used, provided drivers wear a headset and can answer a call or dial a number with the push of a single button. Drivers caught violating the law are subject to fines of US\$2,700 while carriers can be fined US\$11,000 for each violation.

Now that the law is on the books, motor carriers involved in an accident while their driver uses a handheld cell phone are unlikely to find sympathy from judge or jury, and the judgments could be staggering, warned Angela Cash, partner with US law firm Scopelitis, Garvin, Light, Hanson & Feary, when speaking during a recent Webinar on legal issues facing motor carriers, hosted by HR and compliance software provider Compli. Cash said in the past, cell phone use among drivers was so prevalent, defense attorneys could argue that talking while driving was a reasonable thing to do. The new law changes all that.

“Now, the plaintiff attorneys will simply point to the regulation and they will have that as a sword to use and to put into the jury’s hands,” she explained. “It takes away an argument we had before (that talking on the phone while driving was reasonable), which oftentimes resonated with a jury.”

Tim Wiseman, managing partner at the same law firm, said while it’s not required by the DoT, motor carriers should implement some form of written cell phone policy for drivers – and other staff, as well. It should also advise against pulling to the side of the road to use mobile phones.

“A lot of states don’t allow standing on the sides of the Interstates. We see a lot of litigation with commercial motor vehicles parked at the side of the road where a passing motorist runs into the back end of him and ultimately, we’re on the hook because we violated state law that restricts parking of a motor vehicle on the shoulder,” Wiseman explained. “When implementing a policy, make sure you address whether they can or should pull over to the side of the Interstate to make a phone call because that sometimes creates even greater liability than using the cell phone in the first place.”

Wiseman also said managers, dispatchers and other support staff should

be included in the policy and discouraged from contacting drivers when they’re behind the wheel.

“They need to be taught to avoid calling the driver when he’s on the road as much as they can,” he said. “Presumably (using GPS), the dispatcher knows when the truck is in movement, so the dispatcher should avoid calling or texting or communicating with the driver whenever they know that truck is in operation.”

Cash suggested carriers write into their policy a requirement for dispatchers to immediately determine when calling drivers whether or not the driver is parked in a safe spot or using a hands-free device.

“If the answer from the driver is no, have the dispatcher say they need to get the headset on and call back,” Cash suggested.

Having a written cell phone policy offers fleets some protection when facing scrutiny from a judge, jury or enforcement agency. Cash said some carriers even offer headsets to their drivers, which increases the likelihood of them adhering to the policy.

Still, despite the precautions, carriers with non-compliant drivers face a heightened risk of being sued now that the law has been passed.

Cash and Wiseman pointed to a recent \$24-million judgment against Coca-Cola, which didn’t involve a commercial vehicle but nonetheless highlights some of the risks. A salesperson for Coca-Cola was actually in compliance with the federal law and using a headset, but allegedly was distracted when she was involved in a collision in Corpus Christi, Texas. The victim survived the crash but required

lower back surgery that amounted to just over \$100,000.

“The plaintiff attorney argued Coke doesn’t enforce its cell phone policy and encouraged the jury to send a message with a verdict,” Cash explained.

The message came in the form of a \$10-million judgment for punitive damages and another \$14 million for compensatory damages. Given the medical expenses were just over \$100,000, Cash said she nobody would have “predicted the kind of result we saw.”

The judgment, even though it didn’t involve a heavy truck, should be an eye-opener for motor carriers, Cash said.

“If a verdict like this could be entered against a good company like Coca-Cola, what are the risks out there for my company?” she implored trucking companies to ask. “And this did not involve a commercial motor vehicle. Juries have a predisposition against big trucks, so I think we have to look at these verdicts even if they do come out of an unfavourable jurisdiction. The tide is turning and people are less tolerant of companies that allow employees to engage in distracted driving in the form of cell phone usage.”

Added Wiseman: “I think all companies out there are at risk of these types of completely ridiculous and unreasonable jury verdicts.”

Cash said some carriers are adopting a complete ban on cell phones while driving, including hands-free devices.

“With a few more verdicts like Coca-Cola, you’ll see more lean in that direction,” she predicted. □

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## OVER THE ROAD

# Sometimes a good incentive program isn't about money

I wrote last month's column prior to participating in a panel discussion on the topic of driver incentive programs. This month's column is the post-discussion installment.

The event took place at the June 2012 meeting of the Central Ontario Chapter of the Fleet Safety Council. Driver incentives were presented from the perspective of owner, general manager, safety manager, dispatcher, driver, fixed operations staff (dock, warehouse, shop, administration) and insurance.

The diversity of ideas that break out when you have a broad cross-section of people from across the industry coming together to discuss a topic common to all is fascinating.

But what is also apparent is that drivers are underrepresented in these discussions. I find that at these events I am often the only active driver in the room.



## Over the Road

AL GOODHALL

That is not a criticism or complaint but an observation that in our industry, the people in the best position to offer feedback leading to improved efficiency and productivity are most often not in the room to air their concerns and ideas.

We live in a time that has been coined as the 'golden age of communication.'

We definitely need to find a way to move the discussions that take place amongst drivers on the CB and in the truck stops to the offices and boardrooms of the trucking industry.

The second thing that was apparent to me was the age of the par-

ticipants. Most of the meetings I attend are dominated by the 'Boomer' demographic. It's not just the driver pool that is aging. Fresh faces bring fresh ideas.

The youth that carriers are attempting to attract to the industry have developed a different set of social skills from the Boomers that currently dominate the trucking industry.

Have you noticed how we (Boomers) tend to take new technologies like social media and twist it into a form we are comfortable with?

The youth of today live their lives openly on the Internet with few inhibitions or limits and adapt quickly to the rapid changes that are taking place around them both technically and socially.

We Boomers with our depth of experience usually feel we have much to offer but often forget we have

much to learn.

The best drivers, the ones that have decades of incident-free driving, will often say that the day you think you have seen it all is the day that you should hang up the keys. We need to apply that principle to the industry as a whole.

Am I starting to sound a little negative? Just a bunch of non-driving old fogies sitting around making decisions for people doing a job that they are out of touch with? Sorry about that, but the fact is that as I cruise across the highways and byways listening to other drivers, that is not an uncommon complaint.

But it is a complaint that is unfounded in many ways and stems from the communication divide that has developed over the years between drivers and support staff. Owners and managers truly have the best interests of drivers as their prime concern.

Those who don't will not remain in business for long, especially in our current economy.

That is the third thing that stood out for me in our panel discussion, the quality of incentive programs that are in place out there and the genuine concern for the wellbeing of drivers.

What do some of those incentive programs look like?

Programs are as diverse as the companies that make up the trucking industry.

Many still focus on safety and fuel bonuses as prime motivators. What some people may find surprising is that the most powerful programs we discussed were not monetary, but focused on wellness (driver health) and recognition.

Recognition was identified as the key in every successful incentive program.

We all want to be complimented and rewarded for a job well done, no matter what our position is. So there is definitely no rocket science behind incentive programs. It's simply about treating people well and recognizing them for their accomplishments – and those programs work far better when the primary players participate in the process from start to finish.

Some of the fastest growing programs right now are the health and wellness programs.

This is a reflection of our aging demographic. There have been weight-loss challenges between different companies to motivate healthier lifestyles.

Some companies have brought in third-party players to administer healthy living programs that will aid drivers in developing new habits for eating, exercising and addressing the psychological issues we face in dealing with these lifestyle issues.

All in all it was heartening to see the energy and time that is spent by owners and managers to care for their driver pool. □

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

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OPINION

# Like trucks, drivers need maintenance

Any trucking company that wants to be successful will know the importance of looking after their equipment. Trucks and trailers will get regular servicing and have an active preventive maintenance schedule. This ensures reliability and helps the carrier achieve the promises they make to their customers.

Maintenance budgets run into tens of thousands of dollars per truck each year, but far too often one important part of the truck's ability to do its job is overlooked. That part is, without doubt, the most important piece of the puzzle, yet it is often disregarded.

I refer, of course, to the driver. A driver that is not firing on all cylinders cannot do the job efficiently. That is a fact. Sure, most drivers will carry on regardless. After all, a strain here and an ache there will not stop them in their tracks. But if they go untreated they can lead to bigger problems. How long before that little backache becomes severe enough that the driver cannot report for duty?

Anybody who has spent any time out on the road will have seen drivers walking across the yard or truck stop looking like they've just rode in on horseback. Some will have experienced this themselves. Hour upon hour spent in one position is not good for the body; joints get stiff and muscles get weak. But as in the preventive maintenance schedule for the truck and trailer, a little bit of tweaking here and there can have a dramatic impact in reversing the damage we do to our bodies as part of our job.

The trouble is, most drivers won't do anything about it until it is too late. By that time they're immobilized and the truck, trailer and cargo are going nowhere fast. It is crazy really. We do our pre-trip inspections, check our fluid levels, tire pressures and all the rest of it, we notify the company of the slightest problem with the equipment, yet, for the most part we do nothing to look after ourselves.

Most health care policies have an annual allowance for chiropractic and massage therapy, yet few use it. We pay for it regardless, so why not get some value for our money?

Companies have a part to play in this too. How about making driver health a priority? It is well documented that we are facing a shortage of drivers, so we really need to look after the ones we have. Keeping them healthy has benefits for all concerned.

Taking this to an extreme, companies could have fitness centres at terminals, or negotiate a reduced membership fee at local gyms if you're a smaller concern. There could be some kind of incentive to encourage drivers to join up and attend. It is another scenario where it isn't so much how much it will cost; it is more a case of how much it could cost you if you don't.

Diet is another thing that can lead to problems. It is difficult to maintain a healthy diet out on the road. The easy choices are



fast food and gargantuan plates of 'home cooking' at the truck stop – neither of which are particularly good for you.

A little bit of thought and some grocery shopping can make a big difference, but to do this the truck needs to be equipped with a fridge and a power source capable of supporting a microwave or small oven.

A few hundred extra dollars spent when you order a truck can have a significant impact on a driver's life. Again, it isn't the cost if you do, it's the cost if you don't.

Encouraging drivers to have a general check-up is also a wise

move. Medical advances have come in leaps and bounds over the past few years.

High blood pressure, high cholesterol and diabetes are all very common in truck drivers, yet each one is easily controlled if you know you have a problem in the first place. Managing things like this may have an impact on a very worrying statistic, that which tells us that truck drivers live, on average, 12 years less than the average man or woman.

Everybody has something to gain from this focus on health. Drivers enjoy better health and companies have a more productive and happier workforce. That's a win-win situation and there aren't too many of those around.

Doctors' clinics have leaflets on display about looking after yourself and they are provided by the

provincial health department. You could put up a rack on the wall of the driver's waiting room containing the leaflets.

There are a number of Web sites for in-cab cooking and healthy living out on the road. You could join these sites and download information, advice and recipes from them and stick them up on the notice board.

It is also something that could be covered in orientation; a half-day session would be plenty. Existing employees could be taken care of by joining orientation classes until everyone has been seen – it would pay dividends in the long run. □

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

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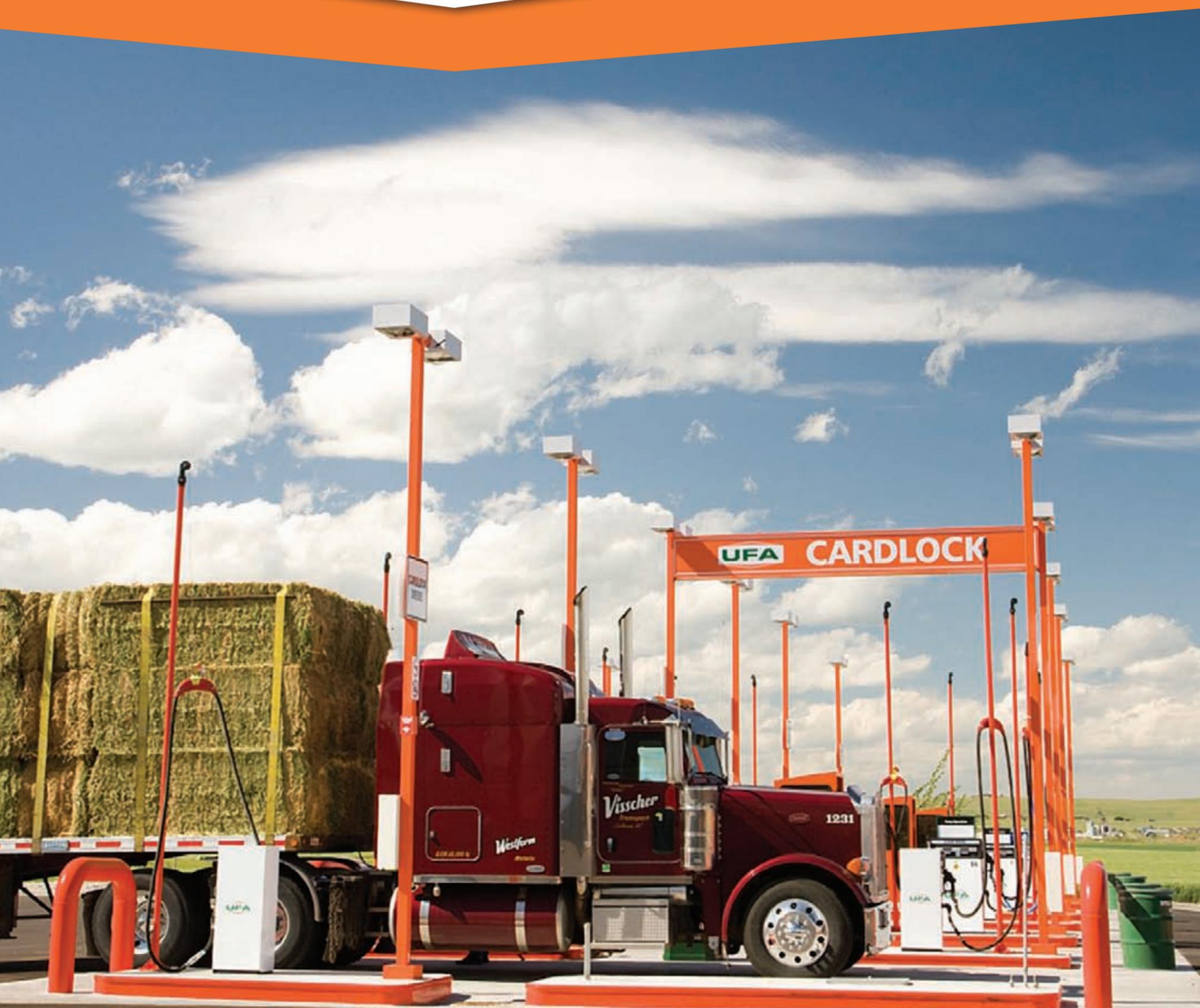
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TAX TALK

# The trappings of tapping into your RRSP

Know the implications before you take from your retirement plan

I've had a lot of customers ask whether they should take money out of their RRSP (Registered Retirement Savings Plan) to pay down debt or other expenses.

And why not?

Their retirement investments may be earning very little or even declining in value while the banks get rich on interest on loans and credit card debt.

If you're thinking about tapping into your RRSP while you're still working, remember why you put the money in there in the first place.

It's probably the best vehicle you have to reduce your tax obligation and maximize your long-term savings.

The amount you contribute can be deducted from your earned income, and any income from investments in your RRSP will compound tax-free.

By the time you retire, you'll probably be in a lower tax bracket than you are now, when you're working. Funds withdrawn at that time will be taxed at a lower rate.

### Early withdrawals

If you take out funds from your RRSP for anything other than retirement, to pay post-secondary education expenses for you or your spouse, or to buy your first

home, three things will happen:

1. You'll pay an immediate withholding tax of 10% on withdrawals up to \$5,000; 20% on withdrawals of \$5,001 to \$15,000; and 30% when the amount exceeds \$15,000 (in Quebec, the tax is 21%, 26%, and 31%, respectively).

2. The amount you take out will be added to your taxable income. So you'll not only pay more tax, the withdrawal amount may bump you into a higher income tax bracket.

3. The withdrawal amount is not added back to your unused contribution room.

Once you take money out of the RRSP, you can't put that sum back in.

However, there are a couple of special situations where the RRSP withdrawal rules differ.

### Spousal RRSPs

One situation involves a spousal RRSP. This is an RRSP account that you have contributed to on behalf of your spouse or common-law partner.

Spousal RRSPs have a "three-year attribution" rule. This rule is designed to prevent a high-in-



### Tax Talk

SCOTT TAYLOR

come spouse from contributing to a spousal plan and having the funds almost immediately withdrawn and taxed to the lower-income-earning spouse.

If you contribute to your spouse's RRSP, and he or she makes a withdrawal within three calendar years of your last contribution, the withdrawal is treated as income on your personal tax return.

If the withdrawal is made more than three years after the contribution, the withdrawal is treated as income on your spouse's tax return.

The important thing to note is that the three years are based on calendar years. If your last contribution was made in December 2011, any withdrawal is taxable as your income until January 2014.

Just because your spouse's name is on the account doesn't guarantee you will not be paying the tax.

### Home-buyers plan

Of course, long-term planning

does not always mean retirement. Under the Home Buyers Plan (HBP), you can take up to \$25,000 out of an RRSP without having to pay taxes on the funds if you are buying your first home.

If you buy a home with your spouse or another person you can both withdraw up to \$25,000.

The plan can also be used to buy a home for a relative who is disabled, although the conditions are slightly different.

Starting two years after your withdrawal, you get 15 years to repay the money to your RRSPs without incurring taxes.

If you don't pay back the required amount in any year, then it is considered taxable income for that year. You can pay back at a faster rate if you wish.

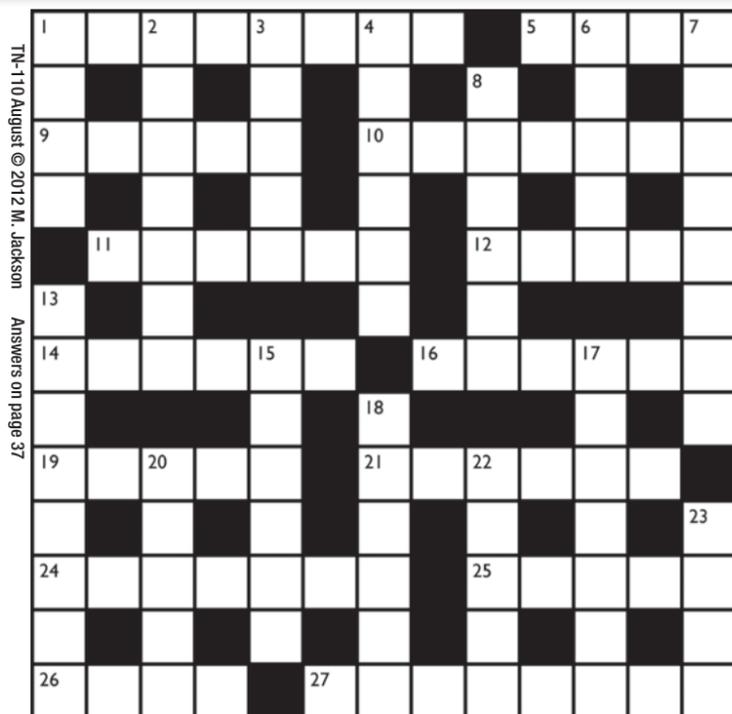
The repayments do not affect your RRSP contribution limit for a given year.

If you need to take money out of your RRSP before you retire, talk to an experienced accountant about whether it's the right move for you. (It may be).

Better still, that advisor can help you plan for times when cash is tight without having to deal with the consequences of tapping into your RRSP. □

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

## THIS MONTH'S CROSSWORD PUZZLE



### Across

- 1. Belligerent driving behavior (4,4)
- 5. Gross combined weight rating (1,1,1,1)
- 9. "Give me 40 \_\_\_\_ and I'll turn this rig around"
- 10. Stacks smoke
- 11. Truck-plant automatons
- 12. Famous '50s Ford failure
- 14. Registration-document names
- 16. Ontario GM-plant city
- 19. Meshing-around parts
- 21. Toolbox item
- 24. Truck-aerodynamics focus (3,4)
- 25. Tire-construction layers
- 26. Hwy. 401 division
- 27. Fire-trucks' water sources

### Down

- 1. Beatles' long, winding route
- 2. Warning device atop cab (3,4)
- 3. Hazzard Co. smokey Coltrane
- 4. Fifth-wheel plate lube
- 6. Truck collectors' associations
- 7. Shell HD engine oil (7,1)
- 8. Alcoa and Budd products
- 13. Not local, trip-wise (4,4)
- 15. Used-truck transaction
- 17. Highest-bidder truck sale
- 18. Traffic flow, typically (3,3)
- 20. Ohio's Rubber City
- 22. Airtronic bunk-heater brand
- 23. Fixer-upper truck-ad words (2,2)

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## OPINION

# B.C. truck inspectors throw drivers under the bus

Misguided public perception of trucking is a concern that's always with us, but when you're struggling to pay for fuel or driving around in circles looking for a place to park, it's not always top of mind. Then wham! You learn through the media that trucks are responsible not only for polluting the air we breathe, but for all the death and destruction on our highways as well.

More often than not, negative stereotypes are held by people who aren't close to the industry. But when commercial vehicle inspectors are complicit in promoting the "killer truck" image, it's pretty hard to take.

The union that represents commercial vehicle inspectors in B.C. has launched a campaign to raise public awareness in an attempt to force the province into hiring more inspectors, but the anti-truck messaging they're using to achieve their goal is nothing short of despicable. In radio spots and roadside billboard messages – and bus

## Voice of the O/O

JOANNE RITCHIE



ads too – the B.C. Government and Service Employees Union (BCGEU) claims that a 26% cut in truck inspector staffing levels is leading to more carnage on provincial highways, and they are pointing the blame directly at truck drivers.

The billboard shows a photo of a big truck looming in the sideview mirror of a car, under the caption: 'That truck may not be road safe.' The radio blitz features an aggressive truck air horn blaring in the background with a voice-over intoning the same message. Any way it's presented, the message is clear: you, and the wreck of a truck you drive, are a threat to public safety. And they, the understaffed and

overworked truck inspectors, are the wannabe saviours of road safety.

The messages direct viewers and listeners to the union's Web site, [www.roadsafebc.ca](http://www.roadsafebc.ca), where they have posted road safety "facts" illustrating how highway safety has deteriorated since 2003 when staffing levels began to decline. The site urges readers, along with their friends and families, to send a message telling the government to hire more safety inspectors.

One of the "astounding" facts the union presents is that truck traffic has increased by close to 50%, and heavy vehicle crashes have increased by over 12%, since 2003. The number they don't present, though, is the number of crashes per kilometre travelled, which is the only meaningful way of measuring crash frequency against some constant. Frankly, if truck traffic had increased by 50%, but crashes had increased by only 12%, I'd say we're ahead of the curve.

In any case, B.C. crash statistics show that injuries and fatal collisions involving trucks actually *decreased* by 30% since 2003. And while the total number of inspectors hasn't changed much, the Ministry has shifted more of them into its mobile force, almost doubling the number since 2003 and giving them one-third more vehicles. The number of truck inspections has actually *increased* by 15% during the period in question.

Don't get me wrong, every crash that can be prevented is a tragedy averted, but these union leaders are trying to tar and feather you while suggesting to the public that they can change all that. They can't and they won't.

BCGEU singles out CVSA's Roadcheck inspection statistics as an example of "selective reporting" by the B.C. government to mislead the public into thinking the province's roads are safe. In Roadcheck 2011, 22.6% of commercial vehicles inspected were taken off B.C. roads for safety violations, but the BCGEU claims the actual road safety picture is much worse. They point out fly-by-night operators stay off the road during the annual 72-hour Roadcheck campaign, skewing the numbers, and that a more accurate overview of road safety can be found in the monthly statistics gathered by their inspectors. These numbers show that from January to October 2011 there was a – wait for it – 22.5% out-of-service rate.

But the irony is, of course, that the 2011 Roadcheck number of 22.6% out-of-service hasn't fluctuated more than a point or two for the past decade. With that number pretty consistent year over year, are truck inspectors making as much difference as they'd like the public to believe?

They also pooh-poo Roadcheck's usefulness as a measure of road safety, claiming that if "ticketed violations" were counted in blitzes, the "fail rate" would be 70%. We know – although the public wouldn't – that ticketed violations don't count toward out-of-service conditions, but if the situation were severe enough, the truck would be taken off the road anyway.

The way the BCGEU plays with numbers is ironic and laughable, except it's not very funny to the general motoring public who could care less about out-of-service rates and ticketed violations, but buy into the union's message: more trucks and fewer inspectors has endangered their lives. The campaign is nothing short of fear-mongering, playing on the public's unease sharing the road with big, dirty trucks, and it drives me wild.

I think the union management has done a great deal of harm to the relationship between truck drivers and frontline enforcement personnel (many of whom, I'd like to believe, don't share their union bosses' opinion), and that serves no one well.

Yes, B.C. or any other jurisdiction needs dedicated and diligent truck enforcement officers. I'm grateful for the work they do keeping the scofflaws at bay and generally out of harm's way, but I won't extend them total credit for trucking's overall good safety record. It's safe and diligent drivers, along with fleets that invest in safety and training that prevent crashes, not a handful of ersatz Wyatt Earps armed with tape measures and calculators. □

– Joanne Ritchie is executive director of OBAC. Feeling chased by a posse? E-mail her at [jritchie@obac.ca](mailto:jritchie@obac.ca) or call toll-free at 888-794-9990.

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## OPINION

# Why networking is the great equalizer for small carriers

When the owner of a small carrier reads the many printed quotes from CEOs or managers of large competitors, it may appear that nothing they have to say has any effect on your own operation.

After years of battling “the big guys,” predominantly over rates and recruiting issues, you start to believe that you have nothing in common with them, besides the fact that you, like them, rely on trucks to make a living.

As in every other aspect of your business, the devil is in the details. Read everything, because occasionally, you will read or hear something that will make a light come on.

One of the phrases thrown around is “networking.” As a one- or two-truck outfit, it is easy to assume this is another term that doesn’t apply to you. On the contrary, it applies to you even more



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than it does to the big carriers.

Are you paying a third-party to process your customs paperwork or fuel tax submissions? Probably. You also likely depend on someone to do at least part of your dispatching, because with one or two trucks, a full-time dispatcher is not feasible.

Find another small carrier to work with, preferably with 10 or fewer trucks. A company this size will already have sufficient staff to take care of the aforementioned tasks, but will likely still have time to handle a little extra work.

If this is a carrier that you can work with, they may be able to as-

sist with these activities inexpensively because the staff is already there, but underutilized.

Although it can be incredibly difficult to find anyone trustworthy to deal with these days, eventually you can find other one- or two-truck operators who may share your customer service standard and are willing to work co-operatively for the greater good of all involved.

Form a casual “partnership” with these people. Your principle drawback, in the eyes of your customers, is your lack of available equipment.

This can change in a heartbeat, simply by networking.

Next to unreliable service, one of the quickest ways to lose your good customers is to not be able to keep up with their needs.

If they need to call in a larger carrier more than occasionally to handle freight volume upswings, they will continue to call the large

carrier for everything.

Affiliate yourself with other small carriers and you will then be able to handle those upswings, without hiring more equipment that may be underutilized the rest of the time.

During your slow periods, your new partner carrier may use your services in the same manner.

As long as everyone stays on the same page in terms of reliability and service, with similar attitudes towards customer service, everybody wins.

The extra, and maybe equally important aspect to collaborating with other small carriers is the diversity of equipment being offered, and geographical areas to be serviced.

In our own experience, we and the other small carriers we deal with need a much smaller equipment inventory.

Although each of us primarily deal in flatbed work, there are still variances in equipment requirements that, due to our working relationships, can now be dealt with much easier.

Everyone has their favourites, whether it is equipment, areas of travel, or the commodity hauled. One of our “associates” prefers to haul steel, while the rest of us need to be dragged kicking and screaming into a steel mill.

Another small carrier prefers running west; their road atlas ends east of I-81, while the rest of us run 90% of our miles east of Ohio. One carrier we work with has B-trains, while none of the others do. One carrier has a van that no one else has.

Two others have step decks, and are plated for Western Canada and the Maritimes – again, something the rest of us can’t lay claim to. Occasionally, we will actually trade loads moving at the same time, so that each of our drivers are able to travel where they are most comfortable, creating a happier workforce and reducing the likelihood of turnover.

Individually, we all have some very serious limitations related to equipment, and where we prefer to travel.

Together as a group, we can handle any load, to nearly every corner of the continent.

We’ve been fortunate enough to become affiliated with each other through networking and as a result, we can take care of all of our customers, with any equipment, just as well as any large carrier.

And by remaining small, we still retain the level of personal service that only small carriers can provide.

Just by working co-operatively with other carriers, we can be “king” of our own little domain, with a minimal equipment investment, travelling where we want to, while still serving our customers. Who loses? □

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

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**SAFETY**

# Positive morale supports retention, highway safety

Think of this as the feel-good story of the year. There's no secret that positive morale plays an important role in any business that wants to retain valuable employees.

At the risk of stating the obvious, happy employees are less likely than their discouraged peers to begin searching for a new job. But fleets that commit to maintaining a positive spirit can also expect other benefits in the form of fewer collisions, improved compliance and reduced downtime.

Consider how these benefits tend to emerge. Every day on the job helps a driver to build the experience that leads to safer decisions behind the wheel. Happy drivers are more focused on individual tasks, and less likely to require days off to deal with health problems related to stress. The positive vibes even extend to a shipper's dock, where a satisfied employee



**Ask the Experts**  
DIANE HOZJAN, HEATHER BLACKWELL & CELINE DEREGT

will likely be in a better state of mind to address a customer's most challenging demands.

And like any other valuable commodity, changes in employee morale can be tracked and measured.

Several factors will offer early signs of a souring mood. Increases in turnover or absenteeism, for example, can both be indicators of plunging morale. Longer searches for new employees can often be traced to complaints that drivers are sharing with peers at every local truck stop.

It is even possible to measure the mood itself. Ongoing feedback about a company's state of mind can be

collected using a number of tools, from a traditional suggestion box to online surveys developed through Web sites such as Survey Monkey ([www.surveymonkey.com](http://www.surveymonkey.com)).

Managers who use defined forms with numbered scores or simple "yes" and "no" answers will also be able to transform information about the quality of a mood into defined, measurable results.

Face-to-face discussions will play their own role in spotting emerging problems. Many senior fleet managers take the time to call a number of drivers every month, gathering information about the issues that can affect an overall state of mind, and identifying challenges before they infect the wider workplace. Other companies include driver representatives in ongoing management meetings, helping to ensure that they hear a voice behind the wheel

when setting any fleet-wide strategies.

Structured roundtable discussions, offered during events such as annual safety meetings or shorter "tailgate" training sessions, provide other opportunities to gauge driver morale. The secret to managing these discussions is to include a scheduled time in the agenda, and to commit to taking specific steps in the search for solutions.

At the very least, the ongoing feedback enforces the idea that employees have a voice.

Departing employees have their own valuable stories to tell. Formal exit interviews can explore the real reasons why people tend to leave a fleet, identifying what worked, what didn't work, and what departing workers would change about their workplace experiences.

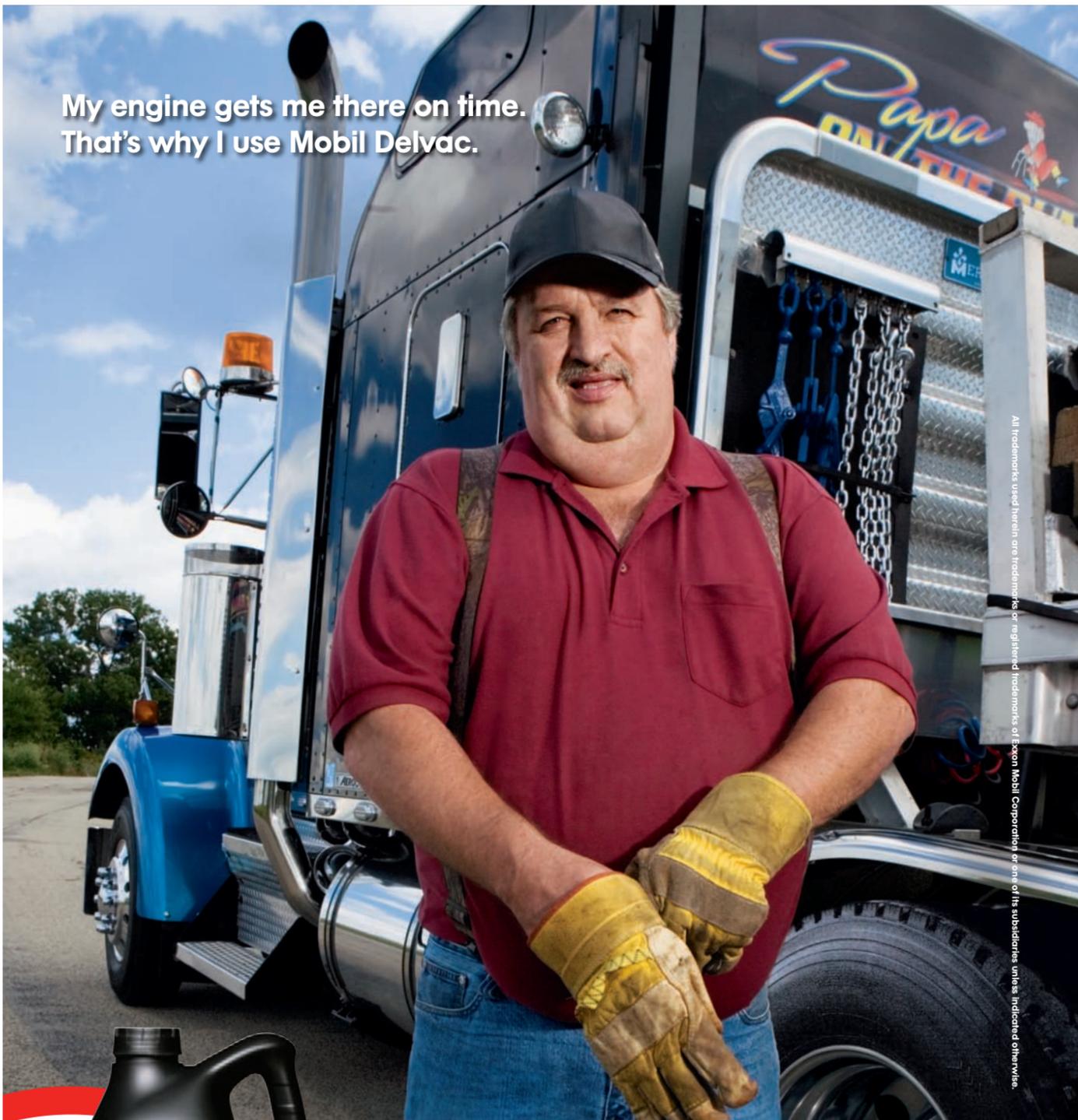
Survey Monkey includes a template with 21 questions that measure issues like whether a supervisor's decisions were reasonable and consistent, and how fairly someone believes they were treated. The Canadian Trucking Human Resources Council's *Your Guide to Human Resources* ([www.cthrc.com](http://www.cthrc.com)) offers another template that can be used to measure the impact of everything from workplace conflicts to compensation.

The same questions can be used when interviewing new job applicants. Recruiters who take the time to determine why someone left their previous employer, and explore issues that are important to the newest drivers, will be in the best position to set the strategies that will keep new hires on the job.

Of course, even the best moods need to be maintained. Employee morale is something that is cultivated over time, and considers the dynamics of personal relationships. Mentorship programs and cross-training efforts, for example, give peers the tools to answer many challenges as they emerge. Meaningful recognition – whether it comes in the form of an award for employees of the month, service medals, or simply a heartfelt word of thanks – will all build on the positive workplace experience.

But consistent messages and decisions may offer the most important support of all. Few things will destroy morale quicker than differences between the messages delivered by safety teams and operations teams. Issues like these can be addressed through ongoing communication programs which emphasize a company's commitment to compliance and safety, and ensure that everyone shares the fleet's vision and values. The best tools to build morale always come down to giving everyone a voice – and taking the steps to ensure that these voices have positive stories to tell. □

– This month's experts are Heather Blackwell, Diane Hozjan and Celine DeRegt. Heather has five years experience in trucking safety and compliance and now provides support to the Northbridge Insurance Risk Services team. Diane is one of the managers of human resources for Northbridge Insurance with more than 10 years experience. Celine is also a human resources manager with Northbridge Insurance and has more than 10 years of international HR experience. For more information, visit [www.nbfc.com](http://www.nbfc.com).



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## ALBERTA

# More Alberta fleets getting the PICture

*Alberta's PIC continues to expand its membership, influence*

By Jim Bray

**CALGARY, Alta.** – A high-profile Alberta program designed to foster excellence in trucking continues to build steam, as carriers and others continue to sign on to receive its benefits. That's the word from Partners In Compliance director Lorri Christensen, who took over the program's centre seat in 2011. It's good news for a program that has experienced an on-again, off-again record since it first began as a pilot project in 1996-97.

The PIC program actually closed down in 2003, when there were some 20 carriers involved – a number that was pared back to 16 by the time it was reborn in 2006 and the member companies were required to requalify and/or reapply – with some, for a variety of reasons, according to Christensen, opting not to "PIC" up where they left off.

One of the carrots that helped entice companies into the new program was the transponder system that allows for weigh scale bypass – but that wasn't the only benefit.

"The second thing," Christensen said, "was that the reporting system was pared down to four basic questions, all electronic, so carriers can do it in less than 20 minutes."

She was quick to point out, however, that even though the system is less onerous for carriers, "we still feel with the COR (Certificate of Recognition) program that we're getting as much information – and more pertinent information – as we ever were, plus carriers have to send the full profile now."

Christensen also credits the program's success to the fact that its partnership with Alberta Transportation is "much stronger and more positive than it was," a spirit of cooperation she says is the biggest non-tangible thing she's noticed in her four years working with PIC. This includes buy-in from inspec-

tion scale workers, which she says is essential because "if they don't believe we're bringing the right companies forward (for PIC membership) – because they've seen nothing but crap from them – it's never going to work."

She's confident that PIC has that support now, however. "We actually have a recommendation from the inspection stations that we go to 99% bypass at the four major stations in Alberta," she noted. "That's huge. If that doesn't say they trust you then I don't know what does."

Whatever the reason – the benefits or the sense of trust – membership in the PIC program is definitely growing. Christensen said there were 14 new organizations that qualified during the past year or so, though she admitted the numbers may be skewed a tad because "we have a company like Canadian Freightways where they report to us with one National Safety Code number, but it actually represents four companies."

PIC only counts the NSC numbers – a tally that now counts 42 PIC members in total – but Christensen said that if the calculations were made based on "individual carrier logos that you see on the highway with PIC plates, it would be higher."

Further muddying the waters is the fact that "we have companies sign up and then they either amalgamate or buy each other, so then our NSC numbers change. And we saw that three times last year," Christensen said.

As for whether or not a particular type, or size, of carrier is more apt to opt for PIC status, Christensen said there's really no link between them other than the pursuit of excellence. "They're all over the province and range in size from our smallest carrier having four trucks and our biggest one having 1,200 buses," she said. "We now have represented

as a PIC carrier pretty much anything anybody's hauling and we've also got a municipality signed on – which isn't even a trucking company as such."

Looking ahead, Christensen said that their 2012 goal is to have 60 companies on board. "We have one signed and two more pending, which will give us 44," she said, "and there are some really good ones sitting on the back burner just waiting for final signatures."

This apparent acceleration of new members comes despite no new carrots being offered for membership in the program. "You still get the same benefits," Christensen said, "including discounted rates on your abstracts, your carrier profile and CVIC shop permit for free, and the transponder system."

As for the latter, Christensen said it's now recognized in both Alberta and B.C., thanks to "a handshake deal with British Columbia saying our carriers get bypass there as well." The reason is that B.C. now has a transponder system in place as well, for their Weigh2GoBC customers, and Christensen said it works on the same system as PIC's, "so they've given PIC carriers 95% bypass, which is the highest level you can obtain for a B.C.-based carrier."

The deal isn't reciprocated in Alberta, however, which may seem a tad unfair. According to Christensen, however, there's a good reason for that.

"The programs are completely different," she pointed out. "Partners in Compliance says you have to prove to us through interviews and site visits and application forms and measurements that you've (qualified) to be a PIC carrier. The Weigh2GoBC program says that if you want a transponder, you can get one, but the B.C. government is going to decide whether or not you're going to get bypass and at what level."

What this means is that you could be a Weigh2GoBC carrier and still have 100% report because "they have a different set of measurements," Christensen said, noting that in B.C. they have the "weigh-in-motion" capability so "as soon as you cross a weigh-in-motion pad, it signals the next scale and you're going to get a red light. We don't have that technology here."

Christensen said the second factor differentiating PIC from Weigh2GoBC is that "British Columbia can click on any carrier number or the carrier's name and find out the last time that truck was CVIC'd, how much insurance you have – because it's B.C.'s internal insurance – whether or not you have a COR program – because that's run through the British Columbia government – and when your plates expire. It's all on their internal system."

Alberta, she said, isn't set up like that because the registries are privately owned and operated, and "you can have any insurance company today and have a different one

tomorrow, and who's going to report that and where would you report it to? We just don't have the information at our fingertips in Alberta that they have in B.C."

Carriers are also tracked differently in B.C. "When a Weigh2GoBC carrier with a transponder either goes by or into a scale, it's recorded," Christensen said, "so they can pull those records and look at a guy's logbook and (compare them). We don't have that here. Alberta can look at past records with our transponders, but (B.C.) can look at it through their plate registration."

That may change, however. Christensen reported that Alberta will be putting a system in place at the Leduc scale where "There's a pole when you pull into the scale that has something like eight, 12, 15 cameras on it and it's going to be able to read your plate and immediately pull up all the information that Alberta Transportation has on the carrier."

And that isn't all. "They're also going to have the infrared sensor to tell them whether or not there are any hot spots on the truck," Christensen said, "so if your brakes are out or tires are low – that kind of thing – it will all be part of that system."

Christensen expects the PIC program to continue growing as word of its benefits gets out, and she plans to help get the news out via various outreaches.

"My mantra going forward is more to try and let the general public know what we're about, whether it's in the 7-11 or in a Tim Horton's or wherever," she said. "Whenever anybody says anything about the PIC plate or somebody asks me about the one I have in the back window of my car, they're stuck there for 10 minutes while I explain it to them."

She sees Partners in Compliance as an affirmative avenue to the public because it presents trucking as a positive, practical and proactive industry.

"It's been given a bad rap and I don't believe that's fair," she said, saying she'd challenge any other industry to provide the diversity in potential career paths that trucking can. "I've told many people that this is just the greatest industry ever and will give you anything you want. Over and over again, I've seen people start on the docks and end up the v.p. of the company. It's whatever you want out of it."

Christensen also plans to work harder on recognizing the PIC drivers themselves, rather than just the carriers.

"I have pens and travel mugs and stuff with the PIC logo on it in the trunk of my car," she said, "and when I see a driver either stopped on the side of the road, checking tires or at one of the pull-in stations, or offloading fuel or freight somewhere, I'll pull in beside him and shake his hand and give him something."

She recounted one recent such incident, when the driver wasn't even in his truck.

"I just left him a travel mug and my business card," she said, "and he sent me an e-mail saying 'Thank you for the travel mug, I'm very proud to be part of this program and keep up the good work.'" □

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## FATIGUE MANAGEMENT

# Tired of waiting?

## Long-awaited fatigue management program will soon be available to carriers

### Continued from page 1

They didn't realize at the time just how large and, well, horny that bull would be, however.

"It was pretty naive at the time," Clarke said, "because nobody knew what a fatigue management program was." But since you have to start somewhere, they put together what he described as "a small steering committee" and started raising money, initially through Alberta Transportation and the Alberta Workers' Compensation Board.

That seed money let them hire the Canadian Sleep Institute to do a literature search because they figured there must already be a lot of science and medical research and technology out there. The idea was that, rather than reinvent the wheel, they'd find out what's proven to work and then go from there.

Putting together a comprehensive approach to fatigue turned out to be anything but straightforward, however.

"All the best science in the world that we'd been reading was treating the human subjects kind of like lab rats," Clarke said, in that "different sleep technologies or sleep research and medical interventions would be tried on one person in a controlled lab environment. But it wouldn't be much good if it couldn't be made to work in a full carrier operating environment."

That led to the second phase of development, combining the elements they wanted into a comprehensive approach and finding out if that approach would work in the real world.

"That's the most difficult thing to do," Clarke said, admitting that "had we realized (how hard it would be) I don't know that we wouldn't have chosen a different direction, but ultimately (the way we went) was the smart thing to do."

To test the concept required lab rats, er, volunteers, of their own, and Clarke says they found four in Alberta, one in Quebec and another in Texas.

"While this did start off with just Alberta Transportation, Workers Compensation and the old Alberta Trucking Association," he noted, "Quebec said they were interested in joining us and Transport Canada and the Federal Motor Carrier Safety Administration joined as well."

They even tried the system out on carrier guinea pigs as far away as California.

And they proved that the system does, indeed, work – though with some caveats.

"We learned that things like training the trainers is very difficult," Clarke noted, "because it's not like hours-of-service or cargo securement and that type of thing. This is something that's completely new."

Finally, when they were finished all the research and knew the fatigue management system would work, they needed to "build it so they will come," so to speak. They raised some

\$1.2 million in new money and put out a request for proposal for the actual work of building the system.

And it turns out "they came" even before it was built. "We got very good responses," Clarke said, noting that one of the best responses was an offer of a partnership with Virginia Tech, which lined up some eminent authors in fields such as medical research, corporate culture and human behaviour, as well as a company to produce videos for the program so, as Clarke described it, "it wouldn't be overwritten like a scientific paper or something."

All of that was wrapped up over a year ago, and now the 10 modules they developed are in the final stages of tweaking. Clarke expects this fine-tuning – including the development of a complete implementation manual that takes a carrier through the system step-by-step to help make adoption as painless as possible – will be finished by late this summer.

Clarke said the system promises to go far above and beyond typical hours-of-service concerns, helping to address root causes.

"If you have a sleep disorder, hours-of-service just isn't going to be an effective countermeasure," he said. "There are so many things that enter into it, including a person's circadian rhythm – or perhaps they've been switched from a night shift to day shift without sufficient time to get their body more in tune. There's so many things that can go wrong."

The program will let a carrier plug in its own metrics on health care, insurance costs, driver turnover, and other parameters that affect its bottom line so they can do a cost-benefit analysis, Clarke said.

The completely Web-based system is meant to be accessible to any size of carrier, and easy to find and use. "All you'd have to do is Google North American Fatigue Management Program or NAFMP and it'll lead you to this site," Clarke said. "It'll have the business plan, the implementation manual and all 10 learning modules."

Clarke promises the modules will contain something for just about everyone concerned, from drivers to owners.

"If a driver was just worried that he might have sleep apnea but isn't sure," he said, "there's a module that the driver could just log onto on his own and it will explain everything he needs to know about sleep apnea and how he might cure his own problem."

Likewise, a safety supervisor will be able to head directly to the 'training the trainer' module, and "if a carrier wants to implement the whole program it's all there for them," Clarke said, "with instructions for every different audience within his organization."

Other modules include one on safety culture and management practices, which is aimed at carrier executives and management, while another focuses on the family of a

driver. There's also one for dispatchers and a module that covers fatigue monitoring and management technologies – not, Clarke noted, to sell any particular product but "just to say here are the types of things that are available to help people do their own math and fit their own particular circumstances."

Clarke promises that even the general public will be able to use the system. "We wanted all this information to be available to as many people as we can get interested in it – and at no cost," he said. He also pledged that the product will be accessible to computers of modest capabilities, and that there should be no bandwidth issues for streaming components.

The system is interactive, too, so "when you answer a question at the end of the chapter it'll tell you if you're right or wrong and lead you to the right answer," Clarke said.

And while it's designed to be used online, "if people don't have a computer or just want to play (the system) at training meetings and don't have overhead projectors or whatever, it's not hard to make them available."

Clarke also said the system will be set up so a user can burn a video from it and run it from a laptop.

Even though the system hasn't been launched yet, Clarke said the reaction so far has been extremely positive. "I get people calling me asking when the hell are we going to be done?" he said. "And there are some pretty incredible carriers asking, as well as drivers."

Reaction has also been positive from the insurance industry.

"They've already bought in, just based on what we said the modules are," Clarke said.

He's confident that carriers will make the driver education either available or compulsory, noting that a learning management system is built into it so "a carrier can track all their drivers and dispatchers to see if they've taken the course, whether or not they passed it and how long it took a particular person to take the course."

The flexible nature of the system will also allow carriers random access to modules; Clarke anticipates some will go directly to Module 10 and look at fatigue technologies to find what's right for their particular case, while others might focus on the sleep disorders themselves if they have drivers who fit into the warning category.

"I even know some carriers that are really focused on their driver turnover and are trying to keep the drivers they've got – to keep them healthy, keep them working and keep them collision-free," he said, "and so they may go right to Sleep Disorder Management."

Clarke is confident this fatigue management system will be a huge aid to the industry.

"I think it's a game-changer," he said. "Ultimately, maybe not October of this year, but October two years later, I think insurance companies, regulators, carriers, all will do good things with it. I honestly think that." □



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## CANADA



# Refreshing THE FLEET

By James Menzies

Motor carriers that extended trade cycles during the recession are awakening to a harsh reality as they begin to look at rejuvenating their aging fleets. The latest emissions-related technologies brought on by US Environmental Protection Agency (EPA) emissions standards have driven the cost of a new Class 8 tractor well north of \$100,000 and it has suddenly become much more difficult to finance new tractors for fleets that have little capital and only older trucks to trade in.

Steve Russell, chairman and CEO of Celadon Transport, paints a grim picture for cash-strapped fleets. When *Truck West* visited him at his Indianapolis office, Russell grabbed a pen and paper and scribbled out the new trade-in formula as such: In 2006, he pointed out, a new truck cost \$95,000 and a three-year-old truck was worth \$50,000, so a company looking to upgrade would require a loan of \$45,000, which was easy to obtain. Today, a new truck costs \$125,000 and a three-year-old truck is worth \$50,000, so the company requires a \$75,000 loan and very few financial institutions will write it.

Worse, many fleets extended their trade cycles during the downturn and are now running trucks that are seven years old, not three. Those seven-year-old trucks are worth maybe \$20,000 and a \$100,000 loan is required to trade up into a new tractor.

Meanwhile, the maintenance costs on a seven-year-old truck are 18 cents a mile compared to five cents a mile on a two-year-old truck that's covered under warranty, Russell added.

It's a vicious cycle that has required many small fleets to resort to doing two-for-one or three-for-one swaps, where they're exchanging several older tractors for one new one and downsizing their capacity in the process.

Very quickly a 180-truck fleet becomes a 100-truck fleet and Russell said this was true of several struggling trucking firms Celadon has acquired in recent months.

This is a reality that's not just true south of the border either. Rob Penner, executive vice-president and chief operating officer with Bison Transport, told *Truck West* he sees the same phenomenon playing out in Canada.

"We're absolutely seeing that," he said of desperate two-for-one trades. "And I think anybody who is looking at the (proposed) deals coming across our desks is seeing that scenario. There are a lot of trucking companies that appear to be doing reasonably well that are totally undercapitalized and when they have to get through refreshing their fleet, they're looking into that strategy where it's three-for-two or two-for-one. They're looking for investors and partners and they're looking to sell their business or a portion of their business for exactly those reasons."

On the other end of the spectrum, large, well financed companies are rejuvenating their fleets with abandon. Bison itself has spent \$95 million on new equipment over the past 18 months, replacing 515 EPA07 generation tractors with the newer EPA2010 technology. Penner said Bison will be

buying another 100 or more tractors by the end of the year and it has also purchased 625 new trailers in recent months.

Challenger Motor Freight, another of Canada's largest carriers, will have replaced nearly a third of its fleet by

replenish its equipment in the new era of high purchase prices, Einwechter said simply: "You have got to be financially prudent enough that the financial institutions are willing to finance you. You have to have the right formula."

the end of the year, taking delivery of more than 400 new tractors in the process. By the end of the year, Challenger's oldest highway tractor will be of an EPA2010 vintage, said president and CEO Dan Einwechter in a recent interview with *Truck West*. Challenger also has recently refreshed most of its trailer fleet, buying 1,000 new trailers to replace 1,400 aging units.

Asked how a carrier can afford to

Challenger, like many fleets, began extending life cycles during the downturn but its size, reputation and access to capital has helped it get its trade cycles back to normal.

"So many of us wouldn't keep a truck more than four years," Einwechter said. "Why? There are varying reasons for that; some say it's very scientific and other say it's not scientific. The bottom line is, we just did it. We

were doing it to attract drivers. Then the downturn hit and guess what happened? Trucks didn't have the miles on them you thought they would have after four years, people were reticent to go out and make capital decisions because nobody knew what the hell was going to happen. So the four-year-old truck became five, became six, became seven (years old)."

Einwechter said as the older trucks steadily depreciated in value, few carriers were setting funds aside to replace them when business picked back up.

"As the old trucks were depreciating, a lot of carriers weren't putting money away because they had no money to put away," he explained. And that's where many small fleets find themselves today, operating older equipment than ever before without access to the funds required to modernize.

Class 8 truck sales, year-to-date, have been significantly stronger than in 2011, but have come to a grinding halt over the past few months, partly due to this same set of circumstances.

Kenny Vieth, president and senior analyst with industry forecaster ACT Research, feels much of the slowdown in new truck order activity can be attributed to skittish small fleet owners who are unwilling or unable to finance new tractors at nearly \$100,000 a pop.

"Smaller truckers who have to borrow to buy are most likely driving older trucks with relatively low values," Vieth asserted in ACT's most recent *State of the Industry* report. "Those truckers need to borrow \$90,000-\$100,000 to finance a new truck, but their confidence has been shaken by a number of events in early 2012, including economic concerns, a 9.5% jump in fuel prices through Q1, and inconsistent freight early in the year."

Bob Costello, chief economist with the American Trucking Associations (ATA), said via Twitter that the high cost of equipment is "the new diesel" and could drive fleets out of business.

There is also, among small fleets, a lingering distrust of the latest EPA-mandated emissions-related technologies such as exhaust gas recirculation (EGR), diesel particulate filters (DPFs) and selective catalytic reduction (SCR), even though the latter has improved fuel economy by about 5% and is a big part of what's motivating the larger fleets to upgrade to newer equipment. Earlier EPA mandates in 2002 and 2007 had the opposite effect, however, not only driving up purchase prices but also degrading performance and fuel efficiency.

Small fleet owners like Bill Cameron, owner of four-truck firm Parks Transportation, said he's not prepared to invest in the new equipment as long as he can refurbish older tractors and keep their maintenance costs in check.

"I avoid them like the plague," he said of the newer generation trucks. "My own truck is a 2001...this truck has a rebuilt engine, transmission and front differential. It will continue to be rebuilt, one component at a time until it becomes impractical."

Cameron said owner/operators and small fleet managers he's spoken with



**Bob Costello** @ATAEconBob 14 May

I think equip costs - new tractor prices and maintenance costs of older tractors - is the new diesel. It could drive fleets out of biz.

Expand

## Western Perspective

**"Investing in capital is critical to the long-term success of our organization. Traditionally our new units were placed on the highway pulling LCVs for a few years and then moved into city P&D. Now we find ourselves looking at lighter spec's for use in the city or on our peddle runs. These trucks have a lower purchase price, which enables us to continue to upgrade our fleet at a slightly lower cost."**

**"We are trying very hard to stay on track with the replacement program that was set long ago, but we do find ourselves having to extend the life-cycle of our highway LCV units. We have had to look in the mirror and really evaluate our programs to ensure that we are being as efficient as possible."**

**"More expensive equipment is a reality that we all have to face. Any time your operating costs go up, you need to make adjustments somewhere to compensate for the added expense. We probably finance more vehicles now than we have for many years; I don't like it, but it is our present reality."**

**- Dan Duckering, CEO, Duckering's Transport**



Continued on page 26

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## CANADA

# The new trade-in formula: Two-for-one?

Continued from page 24

share the same concerns and are looking for non-traditional options such as buying glider kits from the OEMs or having older tractors refurbished.

"A friend of mine has eight trucks hauling freight to the west and cattle back (to Ontario)," Cameron said. "His trucks range from 1999 to 2007. The older trucks are being rebuilt as needed, the 2006 and 2007 are for sale. We all seem to be of the opinion that extra maintenance on older, mechanic-friendly equipment is far preferable to payments on high-tech, unreliable new iron."

But not all small fleets share that outlook. With older tractors come higher repairs costs, increased downtime and an inability to recruit and retain drivers.

This is especially true among carriers that run into the US, where a driver's own CSA (Compliance Safety Accountability) score can be negatively impacted by running older or poorly maintained equipment. Trucking jobs are abundant and drivers are more likely to gravitate towards fleets that are operating newer equipment.

Apps Transport Group, a 50-truck city cartage fleet based in Brampton, Ont., is one small fleet that has undertaken an aggressive fleet renewal strategy. It replaced a third of its fleet with 17 new Peterbilt Model 386s, even though the premium tractors carried a higher purchase price than many other options. Interestingly, as part of its re-

juvenation, Apps traded in some of its newest EPA07 tractors and held onto several of its older, more reliable units.

Still, Rob McDonald, president of Apps Transport, admitted financing new equipment is a struggle for smaller operations.

"There are several ways to finance new equipment," McDonald said. "The OEMs provide one source and I think they're going to have to look at being a little more flexible in light of the realities of the economy and the value of the trade-ins. It is going to be more of a burden on fleets but I think anybody whose balance sheet isn't in terrible shape shouldn't have issues financing through the OEMs as the economy shows more promise for the future. Every case is individual but for sure, we have to be more creative and so do the people on the lending side."

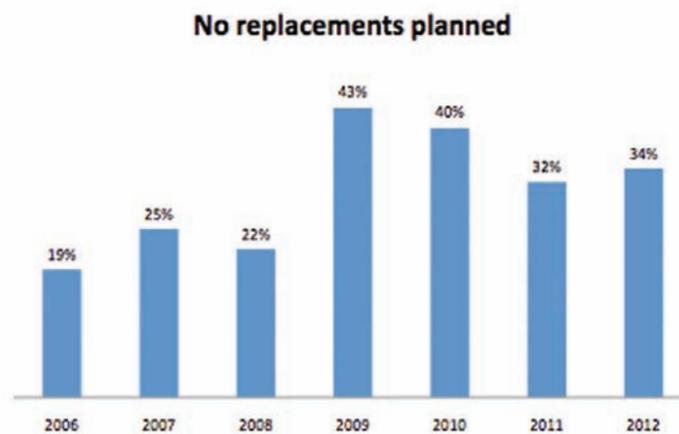
Bison's Penner said financial institutions, particularly in Canada, seem less willing to lend to small businesses, exacerbating the challenges related to refreshing their fleets.

"The banks are being more cautious than ever," Penner said. "If you look at Canada versus the US, Canadian small businesses seem to be at a significant disadvantage because of the banking system."

There are several ways motor carriers can refresh their fleets and get back onto a more predictable trade-in cycle.

One option that's growing in popularity, according to ATA's Costello, is full-service leasing. This allows fleets

Class 8 truck purchasing plans 2006-2012



**SALES STALLED:** Transportation Media's Buying Trends Survey indicates many fleets (34%) are still not planning to buy any replacement tractors this year. In 2006, only 19% of surveyed fleets said they wouldn't be purchasing new Class 8 trucks.

to run fuel-efficient, new-generation equipment without the high up-front cost and also enables them to better predict their ongoing operating costs. Another option worth exploring is financing new equipment through a captive lender, said Todd Hubbard, president of Paccar Financial.

"During the recent difficult recession, many businesses saw their financing institutions tighten their access to credit," Hubbard acknowledged. "For fleet operators and truck owners, that meant a costly delay in their plans to acquire new equipment to replace aging units due to higher maintenance and operating costs."

Hubbard said working with the finance arm of the OEM that produces the equipment provides several benefits, including a better understanding of the trucking industry and a heightened willingness to work with fleets facing unusual circumstances.

"The growth and prosperity of any business is dependent upon cash flow, and you can likely increase your ability to generate cash flow by financing or leasing with the right captive financing source," Hubbard said. "To

determine the right financing source, business owners should ask themselves, 'Can my current lender help me purchase new trucks with technology that will help reduce my operating expenses while still providing me capital for growth opportunities and other needs?'"

Regardless of the financing source, fleets that have put off replacing older vehicles still face an uphill battle.

Whether they're willing to take on debt or downsize their fleet to modernize their equipment will depend largely on how confident they are in the economy and the short- and long-term prospects of the industry. Asked what fleet managers need to get their trade-in cycles back on track, Einwechter said confidence – not cash – is king.

"They need to be somebody who has some financial comfort but also the belief that the economy is going to do the right thing to warrant doing it," he said.

As for Einwechter's level of confidence? "I repeatedly tell my people, in good times or bad, somebody is going to haul freight so it might as well be us." □

## Western Perspective



"We now look at disposing our linehaul equipment prior to the end of warranty. We now budget for linehaul tractors when they are nearing the million-kilometre mark, with the replacement arriving closer to the units reaching 1.25 million kilometres. We're also exploring the use of CNG for city operations.

"Trailers are all based on condition and age, with 15 years being the target on replacement. We used to take some of the linehaul trailers that were still in good shape and re-outfit them for city use, but we no longer do that.

"City P&D tractors are now replaced at 15,000 hours to avoid having to perform any major engine work. P&D tractors are now being replaced with new lower power units in lieu of rotating older linehaul units into the city operation. This is because the lower power tandems work harder and this creates more heat in the DPF, causing less trouble. The larger engine linehaul units working in the city do not get hot enough, resulting in DPF filters clogging and shutting down resulting in them not being able to be cleaned. We were then looking at a \$3,000-\$6,000 for replacement of the components.

"We have no issues with financing. We're steering away from automatics, though, as transmissions are failing just after warranty has expired – resulting in a \$15,000 rebuild. We're also not sure what the resale market on heavy-duty automatics will look like."

– Ralph Wettstein, president, Canadian Freightways

## Western Perspective



"Where we'd normally replace the fleet every four years or five years, we're sort of going six or seven years, but I think we're paying for that. We've sort of gotten ourselves between a rock and a hard place because we held off on changing because of prices going up and all of the new emissions stuff, but we've had to replace four trucks already this spring. We wish we didn't have to but at a certain point it just becomes too expensive to be running the older stuff.

"We actually found that the financing has been easier. They've started paying attention a little more, but they were having such a hard time selling trucks that anyone would give you financing, right through the dealers. And the rates weren't bad. But I'm expecting that as the market picks up a little bit here it could tighten up for financing as well."

– Kelly Hawes, president, Cold Star Freight Systems



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## REMANUFACTURING

# Detroit touts environmental, economic benefits of remanufacturing

## Remanufacturing goes far beyond rebuilding used components

By Adam Ledlow

**TOOELE, Utah** – Why buy new when you can reuse something that still has value? That's the reman mantra, as told by Detroit Reman, a business unit of Detroit Diesel Corporation, which hosted a tour of its Tooele, Utah facility for media, including *Truck West*, July 10. The facility, called Detroit Reman West, is one of six Detroit Reman facilities across North America, employing more than 1,400 – a relatively small number compared with the 500,000 employed in remanufacturing across the US.

The event highlighted Detroit's portfolio of remanufactured products while also clearing up some of the misconceptions between remanufacturing and rebuilding.

"Remanufacturing is more than rebuilding," stressed Detroit Reman president Stefan Kurschner. "It's restoring the product to 'like-new' condition."

Kurschner also highlighted the positive environmental impact of remanufacturing, as part of Detroit parent company Daimler's 'Shaping Future Transportation' sustainability efforts through offering customers products which are both economical and environmentally friendly.

He touted the reman process as "the highest form of recycling," by reusing raw materials which would otherwise be mined from the earth, conserving energy by reusing old parts rather than melting them down to raw material, and reducing the generation of waste

by keeping old parts out of landfills.

"Detroit Reman's products are of the highest quality and provide a value-driven solution to lower the cost of ownership for our customers," Kurschner said. "Remanufacturing and sustainable corporate citizenship are integral to the Daimler corporate strategy. Remanufacturing by its very nature lends itself to sustainability by extending the useful life of a product which would otherwise be scrapped."

The environmental figures speak for themselves, with the remanufacturing process using up to 85% less energy, while decreasing CO<sub>2</sub> production by 53%, landfill waste by 75%, as well as saving 14 million tonnes of raw material each year, according to Detroit officials.

In 2011, Detroit Reman's six facilities processed nearly 30,000 tonnes of core material into finished goods, while recycling 8,018 tonnes of metal, 12 tonnes of paper, 27 tonnes of plastic, 1,062 tonnes of cardboard, and 80% of all waste from operations.

And Daimler has certainly gotten behind Detroit Reman's efforts, greenlighting an extensive portfolio of reman'd products, including:

**Remanufactured engines and components:** Diesel four-cycle, two-cycle and automotive gasoline engines, as well as a complete lineup of engine components including cylinder heads, connecting rods, fuel pumps, oil pumps, water pumps, air compressors.

**Transmissions:** Automatic, automated and manual transmissions.

**Turbochargers:** For medium- and heavy-duty diesel engines, and automotive versions including variable geometry turbochargers.

**Diesel Fuel Systems:** Electronic unit injectors, electronic unit pumps, high-pressure pumps, common rail remanufactured components.

**Electronics:** Engine control modules, vehicle control units, instrument clusters, industrial electronic components, wiring harnesses, circuit board assemblies, EGR valves.

**Aftertreatment Maintenance:** Diesel particulate filters, diesel oxidation catalyst, selective catalytic reduction systems, exhaust gas recirculation coolers.

As part of the media gathering, officials showcased the various remanufacturing processes used by Detroit Reman. Among the processes are:

The thermal powder spray process, which rebuilds worn or damaged aluminum and cast iron surfaces. This process is designed to allow recovery of a wide variety of components, including some that are no longer available as new parts.

Submerged arc welding, which rebuilds metal in thicker quantities. The process can be done in the open due to a flooding of flux over the actual weld process. Officials say the process is useful in recovering non-wear areas that have incurred damage on the surface.

Detroit Reman's twin wire process is similar to the powder spray process, but it uses two wires as the base coating material instead of powder. The wires are atomized using an electrical charge and a pressurized inert gas is used to apply it on a surface.

Supersonic spray is a technique used to make cosmetic repairs to aluminum

and cast iron.

The process applies metal at a high velocity and introduces very little heat into the base component. Detroit Reman uses this technique to repair small flaws in components.

Plasma transferred wire arc employs an extremely versatile surface coating technology. This process uses a single wire and a small application head to coat hard to reach areas. The surface can be honed back to the original specification used on a new block.

Aftertreatment cleaning utilizes a proprietary liquid process that restores exhaust aftertreatment devices to original service internals.

The process provides consistent cleaning across the substrate cell walls and incorporates effective inspection techniques.

Detroit also completes in-house emissions testing and qualification of aftertreatment systems through exhaust gas analysis. The process measures exhaust particulates, hydrocarbons, and nitrous oxides to ensure proper catalytic performance.

"These processes allow restoration of worn products to original blueprint specifications and incorporation of the most recent OEM engineering upgrades," company officials said.

However, Kurschner noted that there are still hurdles for remanufacturing to overcome, including a lack of consumer understanding about the process, no worldwide standards that must be adhered to, as well as inconsistent use of remanufactured products.

That said, Kurschner says he hopes potential customers will come to understand why the process makes both environmental and business sense, and "Do the right thing because it's the right thing to do." □

## Meritor makes the reman case

By Mark Lee

**PLAINFIELD, Ind.** – Going green may be fashionable right now, but sooner or later everyone will be doing it – not through choice, but through necessity. The thing is, going green is not just about social responsibility; if it's done correctly, it can also increase profits. Aerodynamics are a popular way of going green. They save fossil fuels and that's good for the planet and good for the bottom line.

Recycling is also good for the environment and can be good for the pocket too; one such area in which trucking companies can recycle is to use remanufactured parts. That is recycling in its purest form. It turns something that would go to waste into something new.

Manufacturing processes are the same for remanufactured parts as they are for new. They are not to be confused with reconditioned parts – they're a completely different thing altogether. There are many parts on a truck that wear out and need replacing. Manufacturing new parts requires new raw materials, and this is where remanufacturing really starts to make sense. With the booming economies of Asia and the Indian subcontinent, raw materials are in high demand; this hits supply and also increases their value. China alone is currently using 50% of the world's iron ore supplies. All those worn out metal parts on trucks can contribute to the supply of new raw

materials by being recycled as scrap, but why stop there?

I recently visited a Meritor remanufacturing plant in Plainfield, Ind., to see how the remanufacturing process can benefit heavy truck operators. Similar plants exist in Canada. Meritor has its primary remanufacturing plant in Mississauga, Ont. and others in Edmonton, Alta.; Boucherville, Que.; and Moncton, N.B. To make the remanufactured parts readily available, Meritor has eight distribution centres operated by third-party logistics companies from Vancouver, B.C. to St John's, Nfld., so wherever you are in the country, you're within reach. So how does remanufacturing work? Many parts do not suffer any wear at all. Specific components within them may wear out, but many do not.

Drivetrain components are one such example of this. Take a transmission; they are prone to breakage from a number of factors, but the complete transmission doesn't break, only certain parts within. So why throw the whole unit into the dumpster?

A remanufactured transmission will have new bearings, snap rings and input shafts. The gear assemblies will all be checked for wear or failure, anything that doesn't meet as-new standards will be replaced. Replacement parts are sourced from the original equipment suppliers, so you can be safe in the knowledge that the reman-

ufactured part is really as good as new, in some cases it can be better.

One such area where they can be better is in brake shoes. The core of a brake shoe doesn't wear out; it's the friction material that wears out. Relining the original core is the basis of remanufacturing here, although it is not that simple. Meritor has invested \$3.5 million in the past two years on equipment and production facilities for brake shoe remanufacturing, so it isn't a case of a couple guys hammering new friction material onto old shoes. This is a highly detailed process.

The process starts with a good wash to remove all the dirt and grime accumulation, then follows a thorough inspection of the core. There is only one standard and that is 100%, everything else gets recycled. Last year that amounted to more than 30,000 tonnes. Once a core is passed it is then de-lined by hydraulic pressure rather than chiseled off, this helps protect the core from any damage. Once the core has had the friction material removed it is then inspected again to check for rustjacking. This is where water and chemicals have got in between the lining and the brake shoe causing corrosion; it has become more common with the aggressive compounds used by the Highway Departments' to keep the roads clear in winter.

Once it is clear there is no evidence of rustjacking the process continues and the core moves along the line to the next step, which is paint. In 2009 Meritor launched its Platinum Shield

paint finish to eliminate rustjacking; it is so successful that it takes three times the work to remove as regular paint, which makes Meritor a victim of its own success during remanufacturing. So confident are they, that brake shoes with the Platinum Shield finish are covered by a three-year/300,000-mile warranty. To date over 15 million shoes have had the Platinum Shield treatment and not one has been returned, Meritor claims.

This is evidence that remanufacturing not only works to bring down costs, it can actually give you a better product. Instead of buying a budget brand you can buy a premium product at a similar price. The savings are up to 30% and when you consider that the Plainfield plant alone remanufactures 28,000 brake shoes per day, five days per week, there is a lot of money being saved by vehicle operators.

The remanufacturing process can be applied to much more than brake shoes; there are transmissions as well. Meritor currently remanufactures 200 Eaton Fuller 10-speed transmissions per month. Differentials, drive and trailer axles, steering boxes, air dryers. In fact pretty much everything back from the clutch to the rear bumper can be remanufactured. Meritor stocks 125,000 separate parts and some of their competitors use Meritor as their distribution partner. This can be very useful for work shop staff; they make one phone call and source everything they need, rather than calling around to individual suppliers. □



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## ROAD TEST



# Slow Roller

Mack didn't INVENT 'gear fast, run slow.' But it may have PERFECTED it.

By James Menzies

**ALLENTOWN, Pa.** – When Mack introduced the original Econodyne engine in 1980, it brought to market an efficient engine that promised to deliver substantial fuel savings. Mack traditionalists hated it.

“It was initially not well received by the fleets, because they were used to the typical Mack engine which was all power, all the time,” admits David McKenna, director of powertrain sales with Mack. “They didn’t appreciate the lower torque curves of the original Econodyne.”

It has taken some time, but Mack has now come out with a fully integrated Super Econodyne powertrain package, which delivers on that demand for “all power, all the time” while providing even greater fuel savings than before.

Mack’s new Super Econodyne package consists of the MP8-455SE engine, mDrive automated manual transmission, Mack’s C125 drive axles and the software that connects all the dots and makes the fuel savings possible. It allows the engine to run as low as 1,160 rpm while cruising at 62 mph, a full 200-250 rpm lower than your typical MP8-455 Econodyne. This translates to a fuel savings of about 2%, Mack claims, or 3.5% when factoring in the efficient C125 axles. The results have impressed the US Environmental Protection Agency (EPA) so much that it has designated the Super Econodyne package an “innovative technology,” meaning Mack will earn credits towards compliance with the impending greenhouse gas emissions regulations for every truck it deploys with the SE powertrain pack.

Lowering the cruise speed of the engine from 1,380 rpm to 1,160 is made possible through the complete integration of the engine, transmission, axles and vehicle, McKenna claims.

“The only way you can do this is to be completely integrated,” he explains. “You need communication between the engine and trans-

mission and the vehicle’s ECU. No manufacturer shares all its data with another manufacturer; it’s just not done. We share 100% of the information between the transmission, the engine and the ECU so we have 100% data exchange all of the time.”

Add to this the efficiency of Mack’s C125 drive axles, with a ratio of 2.66:1, and the fuel savings are significant. In fact, Mack claims independent testing has shown its C125 axle carriers to be 1.5% more fuel efficient than the next best in the industry, thanks to their spiral bevel gears, top-mounted design and a centrifugal power divider that works only when required.

Mack’s MP8 engine, its mDrive automated transmission and its C125 axle carriers are each impressive in their own right, but they are most impressive when viewed holistically as a complete package. That is the thinking behind the Super Econodyne powertrain, which provides the operator with a broader torque curve – a torque plateau, if you will – and gives Mack engineers more latitude in developing their shift strategies.

“There are two things you need to do,” McKenna says when describing the fuel-saving potential of the Super Econodyne package. “You have to make sure you have enough horsepower and torque to move the load and perform the work you’re asking the vehicle to do and the other trick is to do it at as low an rpm as possible without impacting gradeability or the ability to hold a cruise speed. We can all run engines at 1,100 rpm, but if it won’t get out of its own way, what good is it?”

The thinking behind the Super Econodyne all sounds very good in theory, but I wanted to take the Bulldog out on the highway for a good run to see how it performed over the undulating Pennsylvania hills near Allentown, home to Mack’s Customer Center. Mack hooked me up with a Pinnacle out-

fitted with the Super Econodyne package, pulling a flatdeck grossing about 77,000 lbs – an ideal weight and application for the SE pack.

Mack is very particular about the applications into which the new offering will initially be approved, but it’s best suited for mainstream, on-highway applications of up to 88,000 lbs. In time, the applicability of the technology may be expanded but for now, Mack wants to get it into the hands of mainstream linehaul operators where the fuel-saving benefits will be most pronounced. In fact, Mack’s so eager to get the package into the hands of fleets that it is offering it at no up-charge for the time being.

## On the road

I drove the Mack Pinnacle with Super Econodyne package east along I-78 towards Newark, N.J. for a little over an hour and then back again, enjoying the rolling hills that tested the mDrive’s ability to hold top gear. Most of the time it did just that. I was never handicapped by the lower rpm and in fact, I passed my share of trucks on the uphill sections of the highway.

When the mDrive did drop a gear, it was non-disruptive. The mDrive’s console is mounted on the dash, which makes it easy to resist the temptation of trying to outthink the electronics. Incorporating a keypad console design rather than a traditional shifter is intended to minimize driver interference with gear selection.

“With the keypad, after a couple of days the driver forgets about it and that’s really what we want,” McKenna says. “We want to reduce the amount of manual inputs a driver makes with the transmission.”

Drivers who are familiar with Allison automatic transmissions will immediately be comfortable with the placement of the controls and the location makes it a little easier to slip out of the driver’s seat and into the sleeper cab.

The mDrive has been hugely popular since its 2010 introduction. Mack’s McKenna jokes he’s the only employee who can lie to the boss and keep his job, after predicting the transmission’s penetration might reach 12-15% the first year and maybe as much as 28% in a mature market.

“The second year, we were at 33% and this year we’re trending at 36% (of all Pinnacles sold),” McKenna says.

Based on the slick I-Shift transmission from Volvo, the mDrive isn’t a complete clone. McKenna says Mack chose not to incorporate some the functions of the I-Shift in hopes of providing a more robust transmission.

“We don’t want people confusing the two,” McKenna says, comparing the mDrive to a “roll up the sleeves and get the job done,” alternative. “A significant amount of the hardware is the same, but the software is definitely different.”

One of the most impressive features of the mDrive is Grade Gripper, which will hold the truck in position on a steep incline without rolling back. This function can be disabled via a toggle switch on the dash, but I’ve yet to come up with a good excuse for disabling it.

The mDrive is available in Fleet and Premium versions. The Fleet model limits a driver’s opportunities to intervene, allowing them only to hold the gear they’re already in. The Premium version allows drivers to override the transmission in certain situations. I was driving the Premium version and while it probably wasn’t necessary, I did enjoy having the option of dropping a gear while going downhill to coax a little more retardation out of the engine brake.

Speaking of the engine brake, Mack has incorporated some clever innovations into its PowerLeash Plus brake that’s exclusive to the mDrive. One such function is dubbed Cruise ‘n Brake, which is designed to anticipate driver needs and engage accordingly while in cruise control. It will allow the truck to exceed its set cruise speed by 3 mph to better utilize gravity and prevent the brake from engaging too frequently.

There’s also a Set-Minus (Set-) setting for the engine brake, which allows the driver to select a cruise speed and then hold that speed all the way down a hill. Once the throttle is applied, the engine brake ‘forgets’ the chosen cruise speed, which can once again be set for the next hill. You can reduce the desired speed by tapping the toggle switch down or increase it by adding some throttle and then tapping the Set-button once again. It’s a smart engine brake with a lot of functionality and it’s also fun and easy to use once you get the hang of it and understand its capabilities.

The Super Econodyne package is also available with Smooth Cruise, a no-charge option that “desensitizes cruise control” and gradually ramps the truck’s speed back up to its set cruise speed.

“On the trucks we have today, when we go downhill it gives zero throttle and when you start going up the hill, it gives 100% power to the engine right away,” McKenna explains. “Smooth Cruise is more intuitive, it will actually roll on the throttle.”

The gradual re-engagement of the throttle while in cruise control was noticeable from behind the wheel and it addresses a long-running source



**PUREBRED:** A gold bulldog on new Mack trucks indicates it's an integrated powertrain with Mack engine, transmission and axles. Photo by James Menzies

of personal irritation. Most vehicles tend to race back up to the set cruise speed too aggressively for my liking, blowing away any fuel savings I've worked hard to achieve. Smooth Cruise will surely provide an impetus for drivers to run in cruise control more frequently, which in many cases is more efficient than working the foot feed.

Out on the highway, the Super Econodyne package did everything Mack said it would. It pulled strong at low rpms, provided ample power and ran particularly quiet, a welcomed by-product of the lower revving engine.

I was almost always in the Sweet Spot, as indicated by the double dollar signs on the in-cab display. I was flattered by the acknowledgement until I realized those dollar signs hardly ever disappeared, thanks to the extra wide speed spot afforded by the Super Econodyne. How wide?

Mack says the sweet spot on the Super Econodyne stretches from 1,050 to 1,500 rpm, compared to 1,200-1,500 rpm on the standard Econodyne. This broader sweet spot covers road speeds of 58-80 mph in 12th gear. I remained in the sweet spot even when alternating between 10th and 12th gears and on the largest hills along my route I was never a moving chicane that other trucks or even cars were forced to avoid.

Peak torque of 1,760 lb.-ft. is available nearly all the time and a whopping 1,400 lb.-ft. is available right down to 900 rpm. This abundance of torque at low rpms is a key differentiator between Mack's former Econodyne engine and the Super Econodyne package available today.

The Super Econodyne provides a relaxed driving experience, which Mack thinks will translate to improved safety. It's not a nonsensical suggestion.

And how about the Pinnacle itself? With the downturn in the construction sector, Mack has had plenty of time to turn its attention to its highway products. It has done just that and officials say they feel the company has discovered a healthier balance between its highway and vocational product lines. Today's Pinnacle isn't your old man's Mack truck. It's a really, really nicely appointed vehicle with plenty of storage and an intuitive layout.

The truck I drove featured a stylish Trim Level 3 interior with button-tuck ceiling. The leather seats and steering wheel are stylish in an old-school way, comfortable to use and easy to position. Visibility over the hood is fantastic. The truck I drove came with a full complement of safety-related driver aids including Bendix Blindspotter and its Wingman Active Cruise with Brak-

ing (did my reputation precede me?)

The Pinnacle I drove was adorned with a gold bulldog on the hood, meaning it was equipped with a fully integrated Mack powertrain. With the Super Econodyne package now available – essentially for free – you could be seeing more of those gold bulldogs in the not-too-distant future. □

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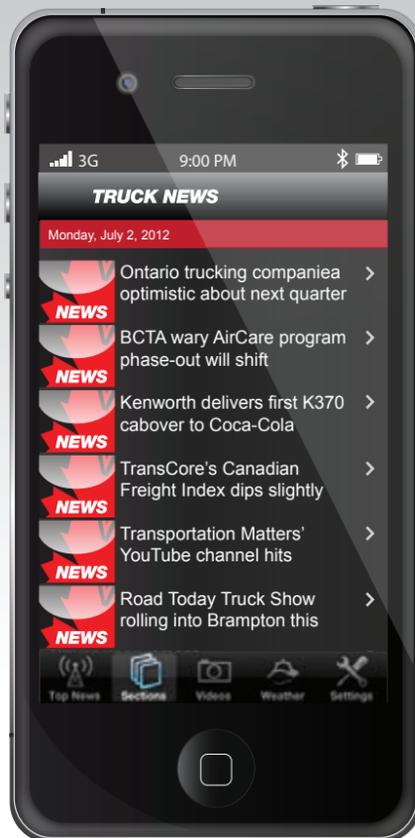
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# TRUCK NEWS

OEM/DEALER NEWS

# Navistar to combine advanced EGR with SCR in 2013

## Unable to certify its engines at 0.2 g NOx, Navistar dubs its revised strategy In-Cylinder Technology Plus (ICT+)

By James Menzies

LISLE, Ill. – Navistar announced July 6 it is working with the EPA and CARB to transition to a combination of advanced exhaust gas recirculation (A-EGR) and urea-based selective catalytic reduction (SCR).

The announcement comes after Navistar was unable to achieve EPA compliance at 0.2 grams NOx using only advanced EGR.

It is calling the new approach ICT+, for In-Cylinder Technology Plus.

“Our distinctive solution will leverage the investment and advancement we’ve made in clean engine technology while providing immediate certainty for our customers, dealers, employees and investors,” said Daniel C. Ustian, Navistar chairman, president and CEO. “We have made tremendous progress with in-cylinder technology and with the introduction of ICT+ our goal is to offer the world’s cleanest and most fuel-efficient diesel engine – benefiting both our customers and the environment for years to come.”

The company says its new approach will provide a clear path to compliance with the impending GHG standards for 2014-2017

model year tractors.

Navistar said it will continue building and shipping current model trucks in all vehicle classes while it develops its new ICT+ solution.

“We’ve shared our new technology path with the EPA and California Air Resources Board (CARB), and both agencies are encouraged by our plans,” Ustian said. “We will continue to work with the agencies to ensure that our customers receive uninterrupted deliveries in all 50 states during this transition.”

In a conference call to provide further information, Ustian said the base engine will remain the same as today’s MaxxForce.

He said further advancements in Navistar’s in-cylinder technology focusing on fuel, air and controls, combined with urea-based exhaust aftertreatment, will both provide improvements in fuel economy.

Navistar’s recently appointed truck group president, Troy Clarke, said the company has trucks running in simulated environments right now using the new technology. It plans to roll out a DuraStar with ICT+ in Brazil in the coming weeks.

“I can say from what we’ve seen, we’re pretty excited,” he said.

Since the first ICT+ engines won’t be certified until early 2013, there remain questions about how the company will continue to build and supply engines until then.

“The first 13-litre engine will go into production in early 2013. I know that leaves the question with many of you about how we manage the transition between today and then,” Clarke acknowledged.

“Of course we will utilize a combination of emissions credits we’ve accumulated through early achievement of NOx standards in years past and we will also use NCPs (non-conformance penalties) in some states to extend the credits for use in states that don’t accept them at this time.”

Clarke also said that now that Navistar has unveiled an acceptable compliance strategy, the EPA and CARB are more willing to work with the company to find “solutions for circumstances that could disrupt production or sales during the transition period.”

Finally, Clarke said, “Today’s announcement is not about going back. It’s not about backing up, it’s about going forward.”

He vowed Navistar’s new ICT+ solution will provide the “cleanest” and “most efficient” engines going forward.

Officials did not take any questions during the conference call. □

# Volvo sees fuel savings with I-See

GOTHENBURG, Sweden – Volvo Trucks in Sweden has developed a new I-See feature that uses a truck’s kinetic energy to reduce fuel consumption by as much as 5%.

The system operates like an autopilot, using the transmission’s tilt sensor to determine topography and then uses the truck’s momentum to save fuel. It can: accelerate before an incline begins; avoid changing gears near the brow of a hill; avoid accelerate when approaching a descent; freewheel down downhill portions; and brake before a downhill slope ends but release the brakes at the end of the slope to pick up speed ahead of a new ascent.

“If kinetic energy can be exploited to a greater extent, it may help cut fuel consumption,” says Anders Eriksson, product developer at Volvo Trucks.

I-See can recall about 4,000 gradients, Volvo says.

“I-See is an autopilot linked to the truck’s cruise control, taking over and handling gear changes, throttle and brakes on gradients, ensuring they all operate in the most fuel-efficient way possible. I-See freewheels as much as possible – so on certain stretches of road no fuel is used at all,” explains Hayder Wokil, product manager at Volvo Trucks. □

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OEM/DEALER NEWS

**By John G. Smith**  
**DETROIT, Mich.** – A sign posted in the office proclaims ‘This is Detroit,’ and it is right in every sense of the word. This is the home of a brand that shares its name with America’s motor city, and the Detroit name is gradually taking hold as the Diesel reference is removed from old Detroit Diesel signs around the Michigan facility.

But even as the word disappears from the signs, it is obvious that diesel remains an important focus. It was certainly at the top of mind as engineers worked on their latest product upgrades – leading to engines that promise to consume less fuel.

Detroit has unveiled several enhancements for its 2013 engine family, all of which play an important role in meeting 2014 regulations from the Environmental Protection Agency and National Highway Traffic Safety Administration, placing tighter controls on greenhouse

# This is Detroit

## Detroit enhances engine families with fuel economy in mind

gases (GHG) and delivering better fuel economy in the process.

“It is our goal to pace the industry in emissions compliance and fuel efficiency. Early submissions for GHG14 engine compliance is evidence of this strategy for the updated family of Detroit engines,” said Brad Williamson, Daimler Trucks North America’s manager, engine and component marketing.

Various changes will be seen in the DD13, DD15, DD15 TC, and DD16 engines.

The DD15 engine platform in-

cludes the widest array of upgrades and will be exclusive to the Freightliner Cascadia Evolution.

“This is the flagship product,” says Mark Groeneweg, director, truck engine product engineering at Daimler Trucks. “We have a focus here on low cost of operation and we think there’s a big, big customer benefit to be had.”

New components in the 14.8-litre engine include a liquid-only delivery system for the diesel exhaust fluid (DEF), eliminating the need for an air-assisted delivery meth-

od. This helps to reduce the load on the engine’s compressor, and applies the fluid in a spray pattern that more efficiently attacks NOx created in the combustion process.

Detroit has also eliminated one of the elements in the engine’s traditional fuel filter, introducing a design with a single element, a pre-screen, and a 100,000-mile recommended service interval that doubles the life of its predecessor. The new module will require fewer priming strokes, and offers easier access to the water drain. Meanwhile, an in-dash restriction indicator will tell drivers about the upcoming need to change the filter.

Several changes are helping to reduce the parasitic loads that would otherwise waste fuel. The existing water pump with a fixed drive, for example, is being replaced with a variable-speed design.

“This allows us to not pump coolant when we don’t need it,” Groeneweg says, referring to the feature already found on Mercedes Actros engines in Europe.

Rather than using a variable turbocharger, the DD15 will also include a new fixed-geometry turbocharger that is fine-tuned to optimize engines with popular fleet

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### Detroit Data

**DETROIT, Mich.** – Detroit’s head office may be in, well, Detroit, but most of its engine-making activities take place across a laneway in Redford, Mich. Consider a few facts about the manufacturing facility responsible for engines like the newly redesigned DD15:

- Each of the plant’s two shifts is responsible for building 150 engines per day.
- The facility sprawls over 3.2 million square feet. It’s so big that tradespeople like electricians move around on three-wheeled bikes.
- The plant recycles or reuses 94% of its waste. After it addresses a few remaining challenges with coolants later this year, none of its waste will go to the landfill.
- Engine blocks glide through the production area on carts known as Automatic Guided Vehicles (AGV), which move under the power of magnets.
- The torque for every fastener on an engine is carefully controlled, and the tools themselves are also rigged so that every fastener even needs to be applied in the right sequence.
- The plant continues to produce Series 60 engines for off-highway buyers and export markets that don’t have access to Ultra Low Sulfur Diesel.
- Automated production cells can machine a gear and pinion in 6.5 minutes. A process that once required 42 people can now be completed with four employees.
- Engines face ongoing tests in a room filled with 32 dynamometers, which measure 600 different parameters and can replicate any challenging situations experienced in the field. They will burn 7.5 million litres of fuel per year.

ratings of 455 hp and 1,550 lb.-ft. of torque.

“This is not an off-the-shelf bought component,” Groeneweg adds, referring to the turbine’s refined shape and compressor wheel.

The fuel itself will be introduced through an amplified common rail system (ACRS), which helps Detroit to shape the engine’s rates. “It gives us a big knob to turn to keep the formation of NOx low, but get the fuel in fast,” Groeneweg explains. Injection nozzles have also been adjusted to reduce friction.

In-cylinder changes include pistons with improved oil control rings that – combined with ACRS – deliver higher injection pressures for better combustion controls. And a “carbon scraper ring” inserted at the top of the liner will peel unwanted carbon off the top of the piston, protecting against the contaminants that would otherwise polish the bores.

Electronic upgrades come in the form of faster processors and extra memory, in part to prepare a system that will be able to manage inputs from Detroit’s 12-speed automated transmissions, which were recently unveiled to round out the company’s powertrain offerings that also include axles.

“With the modifications we’ve made to the DD15, we are not only meeting compliance standards, but we’re providing our customers with a reliable solution that can provide significant fuel economy gains,” said Williamson. “And, with the recent introduction of the Freightliner Cascadia Evolution, we were able

to showcase the power and performance of the enhanced engine.”

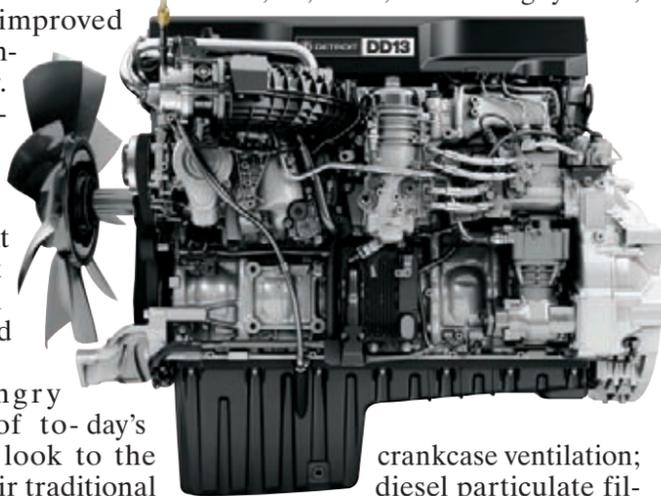
The company will offer the DD15 TC (with turbo-compounding) in other trucks, and that engine will come with many of the DD15’s upgrades including improved electronics and the single-element fuel filter. This design, says Williamson, “is kind of a go-anywhere, do-anything engine, depending on the weight and application.” It will be available in many Freightliner and Western Star models.

Horsepower-hungry Canadian buyers of today’s DD15 may need to look to the DD16 for some of their traditional ratings. While the DD15 was traditionally available with up to 560 hp and 1,850 lb.-ft. of torque, it now comes with between 455 and 505 hp and 1,550 to 1,750 lb.-ft. of torque. The enhanced DD16 now delivers 475 to 600 hp and up to 2,050 lb.-ft. torque.

Meanwhile, enhancements to the Detroit DD13 – offered with ratings from 370 to 470 hp and 1,250 to 1,650 lb.-ft. of torque – include changes to the fuel filter module, and an optional variable speed water pump that is more efficient than a gear-driven design. The engine’s buyers with LTL fleets are likely to be among those most interested in adding the feature that will be standard fare in the upgraded DD15.

A new crankcase sensor has also been added to support on-board di-

agnostics that need to be enhanced in 2013. The sensors and warning lights that first began to monitor emission-controlling equipment in 2010 will now need to watch over fuel, air, EGR, and cooling systems;



crankcase ventilation; diesel particulate filters; selective catalytic reduction; sensors; and actuators.

Buyers will be able to order engines that meet the GHG14 standards without making any radical changes in their purchasing habits. At this point, for example, there will be no need to order locked vehicle speed limiters in a Detroit Diesel engine.

In the coming months, the real-world tests will continue as Daimler Trucks North America looks to prove the value of its engine enhancements. It is already running 30 DD15s in Freightliner Cascadia Evolution sleepers and 10 DD13s in day cabs.

Those have been handed over to fleets after 10,000 miles of testing in Portland, Oregon.

The early results are promis-

ing. When comparing the average load on an EPA2010 engine to the GHG14 models, fuel economy has improved about 6.7%. “We’re off to a very, very positive start with this program,” says Tim Tindall, Detroit’s director, component sales.

A second round of test trucks and engines to be built in August will include 26 DD15s, 16 of which will have Detroit transmissions, and 35 day cabs powered by DD13s in Cascadia day cabs.

All of the trucks come with the “visibility package” in Detroit’s Virtual Technician system that can be used to track performance at any point in time, offering data such as the amount of fuel being consumed, distances travelled, fault codes, and vehicle locations.

The question that remains is when most customers will begin to buy the equipment. Past rounds of tightened emission controls led many fleets to “pre-buy” engines based on standards that existed before any changes took place, and slowed the introduction of cleaner technologies that carried higher price tags.

But the GHG14 engines could represent an important difference. This time, equipment upgrades will offer better fuel economy that can deliver a return on the investments.

Tindall doesn’t personally expect a pre-buy this time around.

The real question is whether some customers choose to postpone their purchases until the more fuel-efficient models are available, he says. “Some customers have asked us about that already.” □

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Mark Dalton: Owner/Operator

# Human traffic on the road

By Edo van Belkom

## The story so far:

Mark gets a regular run between Toronto and Montreal that gives him two round-trips every three days. He ends up staying overnight at a truck stop near Kingston once every three days and notices the lot lizards working the lot. He hadn't thought human trafficking was a problem in Canada, but now he knows it's a problem everywhere...

Three days later Mark was back at the truck stop outside Kingston. This time he'd stayed away from Party Row and had been able to get a good night's sleep. But that didn't mean the lot lizards hadn't been out working the lot. They were being quiet about it, but he could still hear truck doors opening and closing throughout the night. As he prepared for breakfast, Mark kept an eye out for the van that would be coming by to pick up the girls.

Although he never took his eye off the lot, the van never appeared. "Maybe he was early today," Mark said under his breath.

He left Mother Load and headed over to the restaurant. Inside, Mark ordered breakfast, then looked over the tables for a place to sit down. There wasn't anyone he recognized in the place, but he did see something that caught his eye.

There was a young girl – a very young girl – sitting alone at a table by the windows overlooking the lot. She was by herself, no food or coffee cup in front of her and she was staring out the window as if waiting for someone.

Mark had a pretty good idea who she was waiting for.

He walked over, put his tray down on the table and pulled up a chair. "Hi there," he said. "My name's Mark."

She nodded in his direction. "Hey."

"You mind if I sit down?" he said, already in his seat.

"Make yourself at home. I'm just leaving."

"Did he forget about you? Or is he running late?"

"Yes," she said quickly, then, "No." Then, "What are you talking about?"

"Your boyfriend. The one that picks you up every morning."

She sneered and looked away like she

didn't know what he was talking about.

"Or maybe he's more than just a boyfriend," Mark continued. "Maybe he's your pimp?"

Her head snapped around and she glared at him like she'd never heard the word pimp used to describe him before.

"That's it, isn't it?"

"Look, I don't know who you are..."

"My name's Mark."

"And I don't know what your problem is, but if he sees me here talking to you he's going to get mad."

"But you talk to men all the time. All night long you're looking for men to talk to... and more."

"That's different. It's work. He doesn't want me talking to anyone outside of work." She was desperately looking across the lot and around the restaurant now and there was a look of fear on her face.

"I could be a customer," Mark said. He imagined there were several men in the restaurant at that moment who'd been a customer of her's last night. But that was last night, in the dark back on Party Row. If any of those men were looking at her now they were looking right through her, like she wasn't even there.

"Give it a rest." She had begun to nibble at her fingernails now. "You don't know what you're doing. You could get hurt real bad sticking your nose where it doesn't belong."

Mark had been sticking his nose where it didn't belong for years and he was no worse for wear. "How am I going to get hurt?" he asked. "Who's going to hurt me?"

She looked at him one last time, then sighed and looked away in disgust.

Mark wondered, if she were so worried about what might happen to him, then why didn't she get up and walk away? Maybe, he thought, she wanted someone to help her, but was too afraid to reach out or ask. Mark decided he would try and make the offer. "Why don't you let me buy you a coffee?"

No answer. Maybe a different tact. "You've got family somewhere, right," he said. "I bet they're wondering where you are."

She glanced over at him and for a moment her face looked like the scared little girl Mark knew that she was deep down inside.

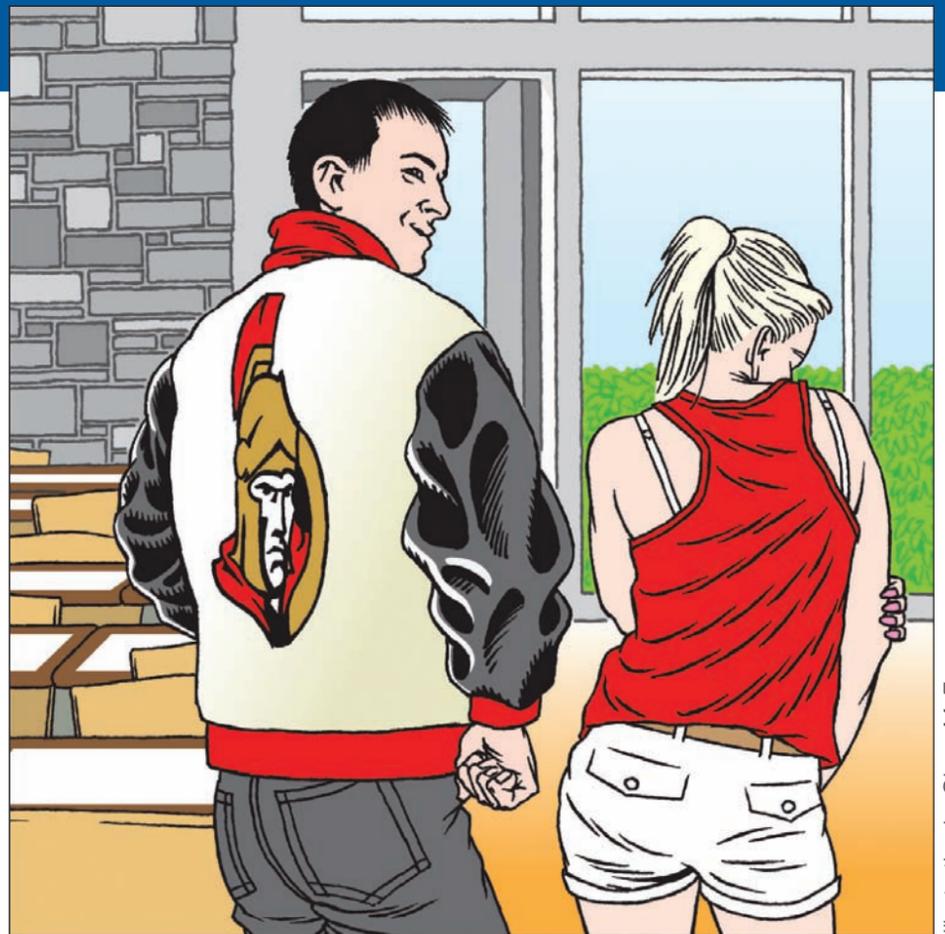


Illustration by Glenn McEvoy

"What are your parents' names? Tell me where they're from and I'll call them for you. I'll tell them you're alright and that you miss them."

"Mister, please." She seemed on the verge of tears.

"Hey, I'm only trying to..."

"Leave her alone," said a man's voice behind him.

Mark turned and saw a young dark-haired, clean-shaven man in a leather Ottawa Senators jacket. He was average height with a thin build and to be honest, didn't look all that dangerous. His face was all business, however and the way he stared at her made Mark think he could stop her heart with a single look.

Her face had turned white.

"Who is this guy?" he asked.

"I don't know. He just sat down and..."

"I was just making conversation, trying to buy her breakfast... That's not against the law, is it?"

"It is if she don't want you to."

"Ah, that's right," Mark said. "I could sit here all day trying to talk to this young lady and that wouldn't be against the law. But the moment she says she doesn't want me to be here, then it becomes harassment. And that is against the law."

"So what are you still doing here?"

"She hasn't asked me to leave."

He glared at her. Mark went on. "It's funny, but there's another thing that kind of is and is not against the law here."

"Yeah, what's that?"

"Well, prostitution isn't illegal in this country. After all, it's a woman's body and she has the right to decide what she does with it... But living off the avails of prostitution, now that is against the law. So, if she spent all night working in the lot, that wouldn't be illegal, but if she were forced to give you the money she earned, then

that would make you a criminal."

The man stepped forward, put his hands on the table and lowered his body so he could speak softly to Mark. "You've got a big mouth, you know that?"

"You're not the first one to say," Mark said, taking a bite of his breakfast sandwich.

"It'd be awful hard to talk out of it with a broken jaw, fat lip and a bunch of missing teeth."

"Uttering threats," Mark said coolly. "Also against the law."

The man stood up straight now, smiling a devilish sort of grin, as if round one of the battle had gone to Mark.

"I'd still like to buy her breakfast," Mark said. "She looks hungry."

"She's not hungry," he said. Then he turned toward her, "Are you?" She shook her head. "Then let's go."

"Maybe she wants to stay," Mark said. He didn't think she would, but it was worth a try.

"How 'bout it?" he said. "You want to stay?"

Without a word she gathered up her stuff and left. He turned to follow her, but not before he shot Mark a grin that said he knew she would always be leaving with him, no matter what.

"We'll see," Mark said under his breath. "We'll see." □

—Mark Dalton returns next month in Part 3 of *Human Traffic on the Road*.

Did you know that there are two full-length novels featuring Mark Dalton?: Mark Dalton "SmartDriver" and Mark Dalton "Troubleload." For your free copy register with ecoENERGY for Fleets (Fleet Smart) at [fleetsmart.gc.ca](http://fleetsmart.gc.ca). Both are also available in audio book format.



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**YARD MANAGEMENT**

# Technology, skilled shunters key to managing a busy yard

Shunting is a precision science. A good shunt operation gets the maximum out of available equipment and space. And a fast-paced shipping environment has an intimate relationship with its shunt trucks. Empty doors can cost time and money.

So much depends on the yard set-up. Shunt scenarios vary widely, anything from a mom and pop cross-docking operation to a bustling terminal with hundreds of doors. But trailers scattered about the yard, buried or dropped helter-skelter create a nightmare for shunters and impede productivity.

That's why the first thing Mike MacLellan does when he arrives at a new customer is to check out the yard layout. MacLellan is a shunt specialist with National Shunt Service Limited of Cobourg, Ont., and he's often called on to assess a new client's needs.

"What kind of yard surface are we dealing with, where are the holes and bottlenecks? Where are the empties kept?" he asks. "One of the things I might do is segregate the broker trailers by company. That way when outside carriers come into the yard they can bump and scrape their own trailers instead of everybody else's"

MacLellan stresses that safety should never be compromised for expediency – drivers as well as dock hands must be aware of the company safety policy and procedures. "Some companies use bumper locks while others are on a red and green light system," he says. "Most companies have chocks for every door while others have nothing. Shunts should always check to see if the dock plate is up and that no one is on the back – no matter what the dispatcher tells you on the radio or computer screen."

Every shift should start with a thorough yard check. Most controllers never get to see what's going on outside. They rely on their drivers and dock forepersons to tell them the status of moves and loads – which makes up-to-date yard reports even more important.

The yard check can also catch equipment that's been dropped without notifying the control room. And if done several times during a shift, can ensure all outbound and inbound loads are dealt with in a timely manner.

Ideally, there should be enough empties in the yard to cover all the loads. But something like out-of-service trailers, flat tires, or those with expired safety stickers can throw a wrench into shipping schedules. Some terminals rely on outside carriers exclusively. Can the carrier handle the allocated capacity? Are there enough broker trailers in the yard?

If space permits, empties should be staged separately, as should inbound and outbound trailers. If the yard is full, trailers might have to be blocked or stacked, in which case the least important loads should be blocked first.

If possible, avoid making unnecessary moves. The average hydraulic shunt move takes about five minutes. So getting carriers to drop directly into a dock door can free up a shunt truck for a couple of moves. Most carriers don't mind waiting for a door to clear for 10 minutes or so, if they're asked



nicely – they usually have paperwork to do anyway.

Distribution centres, LTL carriers and couriers are among the most intense users of shunt vehicles and state-of-the-art technologies. Purolator's hub in Rexdale, Ont., handles 250 to 280 inbound loads every afternoon. And some of those trailers have to be moved several times between the bulk docks and the unload conveyors, finally getting stripped of empty skids on the skid dock. That makes for about 700 moves done every day by 18 shunt drivers, the majority handled by about 12 trucks during the peak period between 7 and 11 p.m.

When I started working at the company seven years ago, the control room used a huge board with magnetic tabs representing the trailers and another chit denoting the shunt truck. I recall the controllers rolling across the floor in a swivel chair while juggling two phones (inbound and outbound shunts on separate channels), and talking into a headset at the same time.

That's all changed over the last couple of years. The big boards are gone and the yard tracking info appears on a large monitor on the controllers' desks. The screen is a Microsoft Excel spreadsheet on steroids, laid out in columns to represent yard positions and docks, with a spectrum of colour-coded blocks depicting the trailers. The colour-coding corresponds to the status of the trailers, whether empty (clean or dirty), reserved, bulk, mixed-load, priority or out-of-service, among other classifications.

The shunt numbers appear as squares in a column along the right margin, and are also colour-coded to indicate whether they are dropping, hooked, or standing by. Instead of dragging a magnetic tab across a board, the controller only has to make a mouse click on the shunt and trailer and the status is immediately updated.

One screen provides multi-layered information about real-time yard operations, something the magnetic board could never do. As well, drop-down menus provide immediate data concerning departures and hot loads, etc.

Shunt drivers still keep a record of each move and time, but the information is already stored in the Web-based server. Controllers no longer have to plough through a mountain of paperwork to find a missed move and location. And controllers and managers can also link with the other two hubs to obtain current information on incoming or outgoing loads.

To be sure, several transportation software developers have jumped into the yard tracking business and offer a wide variety of similar programs in template form. But Purolator's system is unique in that it has been custom-built by in-house IT specialist Theo Pribytkov to accommodate the courier's specific protocols, and reflect the exact layout of its hubs. □

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# Jim's Brayings

COMMUNITY NEWS FROM THE WESTERN PROVINCES

BY JIM BRAY



Welcome to Jim's Brayings, a quick look at some interesting community news items from across the west that we think will interest you. If you have some news you think will be a good match for this column, pop me off an e-mail at jim@transportationmedia.ca. We can't run everything, of course, but we'll try to get in as much as space permits...

Summertime, and while the living may be easy (that's what the old Gershwin song says, anyway) the driving has been hard. That's because June saw "the best of the best" competing all across western Canada, thanks to provincial driving championships held from B.C. to Manitoba.

These are events where drivers' mettle is tested through a variety of challenges, with the provincial winners getting the chance to go head to head at the Nationals, which will be held in Moncton this year from Sept. 6-9. Starting from the westernmost province, here's a rundown (no pun intended) of this year's provincial winners.

### British Columbia

The BCTA held its rodeo on June 23, despite periods of rain (in the Lower Mainland? How unusual!) Daryl Giesbrecht of Surrey (Ken Johnson Trucking) was crowned Grand Champion while Jaswinder Singh Diyal, also of Surrey (TransX Group) was named Rookie of the Year. Adam Besse of Prince George (Canadian Freightways) won the Safety Award, while a Canadian Freightways team made up of Adam Besse, Evan Hirst (Richmond), Dale Scott (Mission) and Hans Wettstein (Surrey) won the Team Trophy.

Here's a breakdown of the category winners: Straight Truck, Dean Grant, Agrifoods International Cooperative; Single-Single, Dale Scott, Canadian Freightways; Tandem-Tandem, Daryl Giesbrecht, Ken Johnson Trucking; and B-Train, Adam Besse, Canadian Freightways.

The competition included a written



**GROUP EFFORT:** Gary Redhead wrote the cheque for a cool million, but he thanked his entire staff for contributing to the company's success and its ability to make such a generous donation.

test, pre-trip inspection and the driving competition. Each contestant had to be "free of preventable accidents for the 12 months prior to the championships" in order to be eligible.

### Alberta

In Alberta, the annual championship was held in Calgary June 16 (a switch from last year's Red Deer venue) and included a written examination, personal interview, pre-trip inspection and the driving skills test. Paul Mills of Canada Safeway was named Grand Champion, while the Rookie of the Year honours went to Andre Roy of Bison Transport. Canadian Freightways Calgary was named the winning team.

The other winners were: Straight Truck, Keith Franklin, Canadian Freightways; Single-Single, Calvin Briggs, Grimshaw Trucking; Single-Tandem, Rick Ross, Canadian Freightways; Tandem-Tandem, Paul Mills, Canada Safeway; and B-Train, Lonni Wilton, Canadian Freightways.

### Saskatchewan

Saskatchewan held its championship in Regina June 9, which saw SLH's Brian Weslowski (of the Queen city) drive off with Grand Champion honours, beating out 25 other drivers from across the province in a written exam and driving skills competition. Near-



**GRAND CHAMP:** Daryl Giesbrecht of Surrey, B.C. was named Grand Champion at the B.C. Truck Rodeo.

ly half of the drivers were rookies this year, the best of them being Q-Line Trucking's Stephen Schwenker, who also claimed first place in the Tandem-Tandem category.

The individual category winners were: Straight Truck, Larry Radons, YRC Reimer; Single-Single, Brian Weslowski, SLH; Single-Tandem, Richard Easton, Canadian Freightways; Tandem-Tandem, Stephen Schwenker, Q-Line Trucking; and B-Train, Gord Procyk, Jay's Group.

This year's awards banquet also unveiled a new honour in memory of a long-time industry pro. The inaugural Joe Laurin Memorial Award for Professionalism and Good Sportsmanship was given to SLH Transport's Keith Atherton.

### Manitoba

And in Manitoba, the championships were also held on June 23, at Peterbilt Manitoba. Entrants had to complete a written test, vehicle inspection and driving challenge. The MTA says this year's event saw the best turnout since 2006 – with 19 rookies tossing their hats into the ring as well, the largest number ever. Ken Wiebe of EBD Enterprises was named Grand Champion, while Murray Manuliak of Bison Transport was the top First Time Entrant.

Other 2012 winners were: Straight Truck, Matthias Pieper, Bison Transport; Single-Single, Bruce McKechnie, Bison Transport; Single-Tandem, John Klassen, WM Dyck & Sons; Tandem-Tandem, Howard McAfee, H&T Transport; B-Train, Ken Wiebe, EBD Enterprises.

The J.O. Dutton Award went to Canadian Freightways' Chad Kitkowski, while Ken Wiebe was recipient of the Bjornson Memorial Award, and the Team Award went to Blazing Bison (Bison Transport).

Congratulations to all who competed! You represent the best of the trucking industry in western Canada, and are fine examples of the species.

And of course special congrats to all the winners and good luck at the Nationals!

### On Board at the BCTA

B.C.'s trucking association elected a new Board of Directors at its annual Management Conference and AGM in lovely Whistler. The Executive Committee includes: chairperson, Greg Munden, Munden Ventures, Kamloops; past chairperson, Murray Scadeng, Triton Transport, Langley; first vice-chairperson, Kevin Johnson, Coastal Pacific Xpress, Surrey; second vice-chairperson, Trevor Sawkins, Coldstar Freight Systems, Victoria; secretary/treasurer, Gerry Cullen, Western Star & Sterling Trucks of Vancouver, Surrey; associate division chairperson, Michael Bennett, HUB International Insurance Brokers, Burnaby. Alternates include: Ken Johnson, Ken Johnson Trucking, Langley and Greg Rogge, Clark Freightways, Coquitlam.

### Charitable folk in Saskatchewan

And for our last item, though by no means least, kudos to Saskatoon's Redhead Equipment, whose president and CEO, Gary Redhead, presented a cheque for a cool million simoleons to the Children's Hospital Foundation of Saskatchewan.

"Thanks to the hard work of our employees and the loyalty of our customers for the last 64 years," Redhead said, "Redhead Equipment has been fortunate to continue to grow a successful business in the Province of Saskatchewan. The operation and support of a Children's Hospital in our province will benefit all of us and I am honoured to offer this donation to the Children's Hospital Foundation on behalf of Laura and myself and more importantly, all of the employees of Redhead Equipment." □

– If you have an item you think would go well in the Brayings column, pop me off an email at jim@transportationmedia.ca. We don't guarantee inclusion, and we don't promise not to edit, but we'll do our best to get your news out.

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