

# TRUCK WEST

June 2011 Volume 22, Issue 6

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

## Rock solid

CBM's Les Wakeling named Maintenance Manager of the Year

By Adam Ledlow

**NORTH YORK, Ont.** – Les Wakeling has cemented his place in the Canadian Fleet Maintenance Seminar history books with his selection as the 2011 Canadian Fleet Maintenance Manager of the Year.

Wakeling, who serves as Canadian Building Materials' director of operations, ready-mix, was honoured during a special luncheon at the annual Canadian Fleet Maintenance Seminar in Markham May 10. The award, sponsored by Volvo Trucks Canada, goes to a Canadian fleet maintenance manager who stands out based on their scheduled maintenance program, quality and frequency of training programs, major accomplishments or innovations and contributions to their industry or community.

Wakeling was genuinely touched and surprised when named this year's recipient of the prestigious award.

"Those of you who know me  
**Continued on page 10**



**KING OF CONCRETE:** Canadian Building Materials' Les Wakeling has been named tops in the shop as the 2011 Volvo Canadian Fleet Maintenance Manager of the Year award winner. Wakeling oversees 20 maintenance facilities in southern Ontario and Quebec, maintaining 416 pieces of equipment for CBM, a division of St. Mary's that produces ready-mix concrete. *Photo by Adam Ledlow*

## AMTA looks ahead to industry in flux at AGM

By Jim Bray

**BANFF, Alta.** – They had to brave a snowstorm that took the Trans-Canada Hwy. down to one lane in each direction, but despite the untypical spring weather, nearly 200 hardy delegates managed to gather once again at Banff's Rimrock resort for a weekend of networking, education and business.

The occasion was the Alberta Motor Transport Association's (AMTA's) 72nd annual Management Conference, held over the May 1 weekend at the Rocky Mountain resort. The gathering also included the AMTA's annual general meeting and election of officers, as well as the handing out of awards to long-time members of the industry.

The event kicked off with a lunchtime address by Luke Ouellette, Alberta's Minister of Transportation.

"I've always valued the Alberta Motor Transport Association's partnership on many projects," he said, noting that the organization has played an important role in the transportation industry and for transportation safety. "I particularly value the good work you're doing in the area of Partners in Compliance, training and standards. We're all working to make Alberta's roads safer for everyone."

Ouellette, citing an economy that's becoming increasingly globalized,

**Continued on page 11**

## Awarding the top petro haulers

See pg. 9



### Inside This Issue...

- **Dealing with DPFs and DEF:** DPFs and DEF are both emissions-busting technologies, but the similarities end there. A look at what you need to know about both. Page 21
- **A safe shop:** Ten tips that will allow you to keep a safe maintenance operation. Page 26
- **Insurance matters:** What goes into determining your truck insurance rates? It may not be what you think. Page 29
- **Cargo crime:** Will Mandau of Markel Insurance discusses cargo crime and its cost to the Canadian trucking industry. Page 30

### Mark Dalton O/O



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# CLASS 8 TRUCK SALES TRENDS

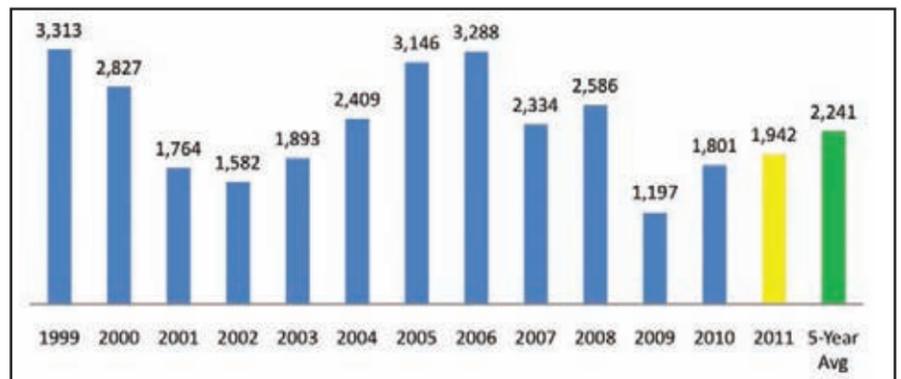
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## Monthly Class 8 Sales - Apr 11

There were 1,942 Class 8 trucks sold in the Canadian market this April, starting the quarter on a positive note. The total was an improvement over not only the severely depressed 2009 totals for the month but also April 2010. More significantly April continued the recent trend of surpassing the April sales totals set back in 2001, 2002 and 2003. The month came in about 300 trucks short of the five-year average for truck sales.

| OEM           | This Month  | Last Year   |
|---------------|-------------|-------------|
| Freightliner  | 513         | 299         |
| International | 411         | 535         |
| Kenworth      | 342         | 359         |
| Mack          | 164         | 93          |
| Peterbilt     | 219         | 209         |
| Sterling      | 0           | 16          |
| Volvo         | 191         | 169         |
| Western Star  | 102         | 121         |
| <b>TOTALS</b> | <b>1942</b> | <b>1801</b> |

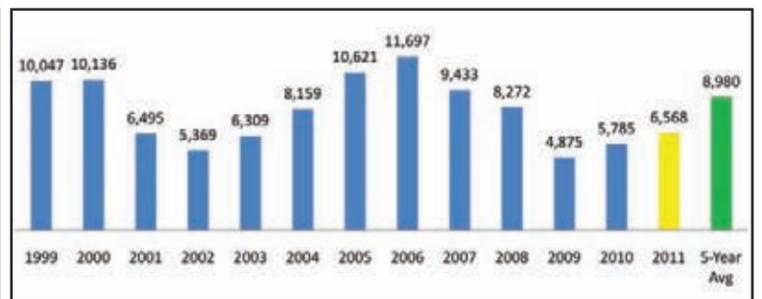
## Historical Comparison - Apr 11 Sales



## Class 8 Sales (YTD Apr 11) by Province and OEM

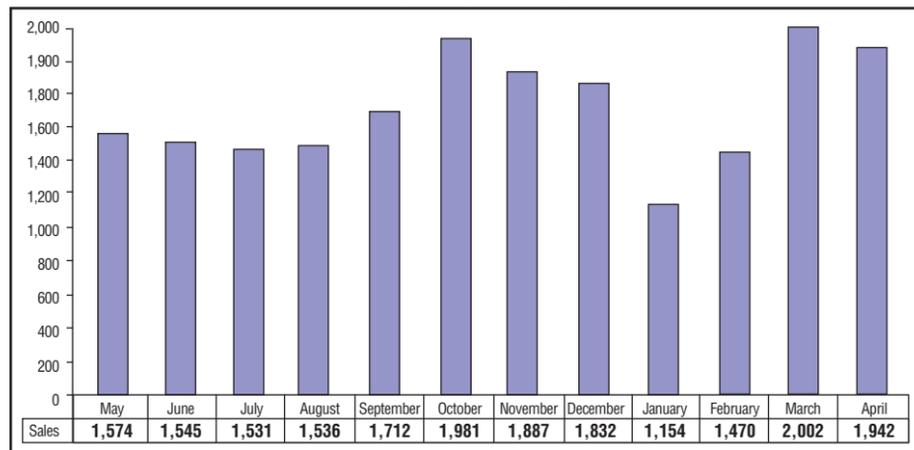
| OEM           | BC         | ALTA         | SASK       | MAN        | ONT          | QUE          | NB         | NS         | PEI      | NF        | CDA          |
|---------------|------------|--------------|------------|------------|--------------|--------------|------------|------------|----------|-----------|--------------|
| Freightliner  | 100        | 181          | 51         | 143        | 1,029        | 270          | 88         | 24         | 0        | 10        | 1,896        |
| Kenworth      | 103        | 364          | 75         | 69         | 165          | 291          | 32         | 0          | 0        | 0         | 1,099        |
| Mack          | 13         | 65           | 31         | 38         | 187          | 69           | 9          | 3          | 0        | 4         | 419          |
| International | 102        | 261          | 23         | 96         | 400          | 339          | 87         | 39         | 8        | 15        | 1,370        |
| Peterbilt     | 57         | 213          | 50         | 35         | 171          | 107          | 47         | 9          | 0        | 0         | 689          |
| Volvo         | 43         | 64           | 23         | 105        | 250          | 150          | 28         | 28         | 0        | 2         | 693          |
| Western Star  | 101        | 129          | 23         | 14         | 57           | 48           | 9          | 14         | 1        | 6         | 402          |
| <b>TOTALS</b> | <b>519</b> | <b>1,277</b> | <b>276</b> | <b>500</b> | <b>2,259</b> | <b>1,274</b> | <b>300</b> | <b>117</b> | <b>9</b> | <b>37</b> | <b>6,568</b> |

## Historical Comparison - YTD Apr 11



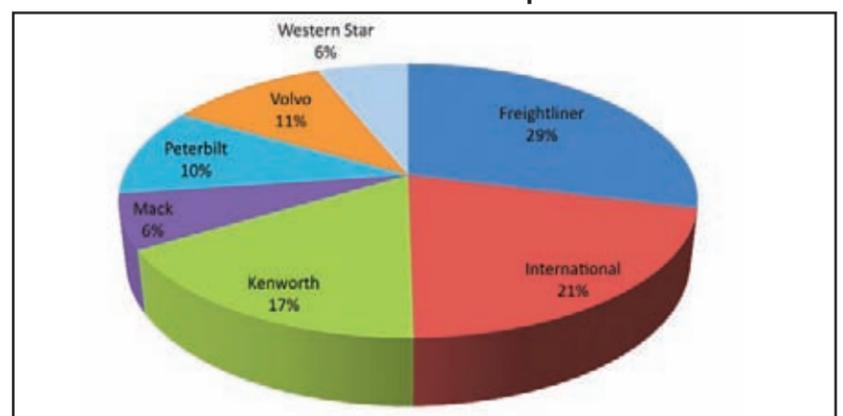
First quarter Class 8 sales totals finished strong thanks mostly to the numbers posted in March and now a strong April has started the second quarter on a sound footing. The YTD sales totals are significantly better than the sales figures posted in both 2009 and 2010 but also better than the results after the first four months of 2001, 2002 and 2003. And while this year's first quarter sales reached to only about half the first quarter sales during the record year of 2006, it was less than 1,500 units off the five-year average.

## 12 - Month Sales Trends



March proved to be the strongest month of the past 12-month period, climbing above 2,000 Class 8 trucks sold, but April is right behind with sales of 1,942 Class 8 trucks. After an improving close to 2010 with three straight months of truck sales coming in above 1,800 units, January was a disappointment with sales slipping below 1,200 again in January. February showed improvement with a climb to 1,470 before the sizeable jump in sales made in March and then April.

## Market Share Class 8 - Apr 11 YTD



Freightliner, a market leader in the Canadian market for many years before International took over the top spot a few years ago, jumped out to an early lead at the start of the year with 28% market share and has since grown that lead. It now stands with a commanding 29% lead with International, whose market share has been on the decline over the past year, in second with 21%. Kenworth's numbers are also a drop from its 19% market at the end of 2010.

Source: Canadian Motor Vehicle Manufacturers Association

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## Reflecting on 10 years in the industry and the events that shape us

Ten years. Wow. Where does the time go? My 10-year anniversary at *Truck West* would have come and gone unnoticed had I not received the unexpected certificate and the bonus week of vacation.

When the reward crossed my desk March 1, I took some time to reflect on my first decade covering the Canadian trucking industry.

My first assignment, as a freelancer living in Calgary, concerned the humane transport of livestock, an issue that's become significant to me in subsequent years. As a keener, I decided the best way to get a captivating photo was to crawl up into the hog trailer and take photos from within as it was being loaded.

As the driver opened the gates, I was suddenly rushed by not one or two, but an entire herd of toothy porkers and I found myself in a rather precarious position as I madly clicked photos (on my camera that used *real* film, if you can believe that).

'This,' I thought at the time, 'could be a rather unceremonious end to my truck writing career before it even begins, not to mention an incredibly ridiculous way to die.' Pigs look more menacing when they're charging at you and you are crouched at their eye level with no means of escape. But fortunately, no harm came of me, and I'm still writing about the diverse world of truck transportation today. Really, I can't imagine doing anything else.

This industry is constantly evolving and is never boring. Les Wakeling, this year's Canadian Fleet Maintenance Manager of the Year, says in this month's cover story that 'When you like equipment, it's not a job.'

I feel the same holds true for those of us writing about the profession as for those who are turning the wrenches. The other thing that makes this industry so compelling to be a part of are the people; people like Les, whose



forward thinking and philosophical approach to truck maintenance flies in the face of public perception that this is an industry that is slow to evolve and technologically retarded.

Of course, my own 10 years in the truck reporting biz is barely noteworthy in an industry that is comprised mostly of veterans who have diesel running through their veins, some since before I was born.

The Canadian Fleet Maintenance Seminar itself celebrated its 48th year in May and many of the folks who attended the first of those seminars were there once again this year. The CFMS is a Canadian institution that struggles to stay relevant, as information has become so readily available in the Google age. What Google can't replace, however, is the face-to-face interaction that takes place at events such as CFMS. Some get it. Others don't.

Former Fleet Maintenance Manager of the Year Jim Riddle passed the mic around the Open Forum session at CFMS so attendees could share what keeps them coming back. Everyone who was there gets it. The challenge is reaching out to those who don't. As an industry, we need to embrace the events that have played such a crucial role in the evolution

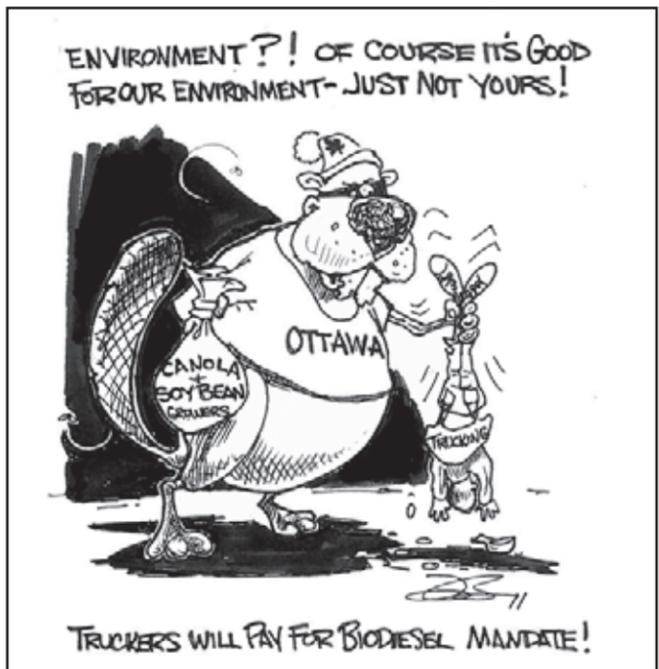
of the trucking industry throughout the years.

Maybe Les said it best when he accepted his award: "I think even though the Internet has brought a lot of good tools, we've lost the ability to network with people," he lamented. "This is a tremendous place to come. Even though technology is good, I hope we don't forget to come to functions like this and meet face to face."

I do too. And I say that as one who makes a living providing information in print and electronic formats.

One final note on CFMS. Thanks to our good friend Bruce Outridge for providing the cartoon images of Kathy Penner, Doug Copeland and myself that we've incorporated into this month's issue. I can only speak for myself when I say, I think it's an improvement! □

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## Is biodiesel really the best option?

Many times I have used this column to promote green transportation practices. Not only are sustainable transportation practices the right thing to do, they are the smart thing to do. A quick look at diesel pump prices over the past few months is testament to the impact of our reliance on fossil fuels even for those who don't want to consider the additional toll on the environment created by greenhouse gas emissions.

But we don't need to remain slaves to fossil fuels or their high prices and environmental toll. One of the major advantages of the diesel engine is that it does not have to rely on diesel fuel or other fossil-based fuels. The diesel engine can be adapted to run on a wide range of renewable fuels that emit no excess carbon dioxide when used to power the truck. Using such renewable fuels, the engine's combustion process would generate exactly the same amount of carbon dioxide as that absorbed by the source material during its growth. As Leif Johansson, CEO of the Volvo Group, pointed out a few years ago, "CO2-neutral transport is not just a utopian dream."

The options are many and range from hydrogen and biogas to methanol, ethanol and biodiesel.

The challenge is for government, energy producers and affected industries, such as trucking, to work together to choose the best alternative fuel



options not just the politically expedient ones. The Volvo Group spent many years comparing the different options and published some very helpful data on the subject, which I always keep nearby.

When I look at those comparisons, however, and consider our own federal government's biodiesel mandate, which kicks into effect this July, I wonder if we have truly chosen the best option. Biodiesel, which is produced from vegetable oils such as rapeseed, sunflower and soybean oil, does score well against other alternative fuel options when it comes to the technical complexity required to adapt vehicles for its use. It also scores well when considering how quickly and easily it can be introduced and integrated with existing systems. Infrastructure can be the greatest challenge to the introduction of a new fuel and biodiesel requires minor changes. Based on these two factors I can understand the initial attraction to biodiesel.

But biodiesel doesn't score so well compared to other alternative fuels when considering several other important factors. The total "well to wheel"

energy efficiency of biodiesel is middle of the road at about 17-19%. (The well to wheel impact includes cultivation and harvesting of the raw material, its transport to the fuel production plant, production and distribution of the fuel to the refueling stations and its use in vehicles. The percentage given is the proportion of energy reaching the vehicle's driven wheels.)

Its impact on reducing greenhouse gas emissions is also rated as middle of the road because fossil fuels are currently used in its cultivation and production. Biodiesel also scores very low for its land use efficiency due to low average harvest yields and high fossil energy used to turn it into a fuel. It ranks lowest for its availability due to the need for crop rotation and relatively low yield per land area.

And in the rating that truck owners will likely care the most about, "well to tank fuel cost", biodiesel does not score well against other alternatives – at best it's about 30% more expensive in comparison to conventional diesel. In the US, biodiesel prices are running one to eight cents per litre above the price of regular diesel fuel.

That we need to reduce our reliance on fossil fuels is a no-brainer. But is biodiesel really the best option that Ottawa could have chosen? □

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**IN BRIEF**



**SPRING FLOODING:** Spring flooding in the midwest and the south and tornadoes through Alabama, Virginia and other states have created delays and jeopardized safety for truck drivers. This photo was taken (safely with a secure, tripod-mounted camera controlled by remote) by Al Goodhall on a stretch of I-29 southbound just below the Emerson/Pembina border crossing. The picture inset shows the devastation left by a tornado that ripped through a Utility Trailer manufacturing plant in Glade Springs, Va. Of course, Canada had its own flooding issues as well. Hwy. 75 linking Winnipeg to the US finally opened May 17 after being closed for 29 days. Some estimates pegged the closure of that route as costing the trucking industry \$120,000 a day. □

# Yako to take over BCTA reins

**LANGLEY, B.C.** – The B.C. Trucking Association (BCTA) looked far and wide for a replacement to its outgoing president and CEO Paul Landry. And at the end of the day, its search ended within its own walls, with Louise Yako named as Landry’s successor.

The long-time BCTA vice-president of policy, communications and partnerships, will take on her new role as head of the organization on June 1, the BCTA announced recently.

“Louise was chosen after a competitive and exhaustive search that was begun in November 2010,” said BCTA chair Murray Scadeng. “A seven-member selection committee comprised of several executive committee members and two former chairs hired the executive search firm Pinton, Madden and Forrest to guide us

through the process and to identify qualified candidates for the position. In the view of the selection committee, this process was both a necessary and a productive undertaking enabling us to consider all of our options. We met a number of qualified and skilled candidates and we are confident that we identified our best choice.”

The selection committee also found in its search that many provincial trucking associations, government contacts and other organizations that BCTA regularly works with found Yako to be “highly regarded and respected.”

“While that’s not a surprise, the affirmation was gratifying,” Scadeng noted.

Yako joined the BCTA 15 years ago as manager of government and inter-agency affairs. Scadeng said choosing Yako means the BCTA will have a seamless transition from its current administration as well as a leader who is ready to immediately begin representing the group’s members.

As for the outgoing Landry, Scadeng said, “I’d like to take this opportunity to express my gratitude to him. He has placed BCTA on the government advocacy map and put BCTA in a position of strong financial stability. We owe him a debt of gratitude.” □

## Six top Manitoba drivers recognized

**WINNIPEG, Man.** – Six Manitoba drivers have been rewarded for their professionalism by the Manitoba Trucking Association and Custom Truck Sales.

The Industry Excellence Awards were presented this week to drivers who display a superior commitment to safety, customer service and dedication to their industry.

Nominations are accepted from any individual who has been positively impacted by a driver’s service.

Winners of the MTA-Custom Truck Sales Industry Excellence Awards were: Jacob Wiebe, Cheval Transport; Robert Yablonski, Payne Transportation; Donald Lister, Canada Safeway; Randal Panko, Heartland Transport; William DeGroot, Arnold Bros. Transport; and Gustav Giesbrecht, YRC Reimer.

“The six drivers we honoured today exemplify the dedication, sacrifice and skill required to be an elite driver,” said Tom Payne Jr., president of the Manitoba Trucking Association. “Many recipients current and past have millions of incident-free miles on their record; these drivers are the best of the best when it comes to drivers in Manitoba.”

The winners received a plaque, a letter of congratulations from Transport Minister Steve Ashton, a custom Industry Excellence jacket and a small honorarium. One of the six winners will be named Manitoba Driver of the Year in June. □

# Attention Teams



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INDUSTRY

# It's not the EOBRs we should be concerned about

## Dispatch and load planning software is a bigger threat to our independence and working conditions

It's time for me to throw my two cents worth into the EOBR debate. As someone who has many years' experience of a 'spy in the cab,' I've got a good idea of what the EOBR will do to trucking. I'm a driver, through choice. The most enjoyable part of my job is the freedom I have at work, freedom that the EOBR will take away from me – or will it?

The simple answer is no. In the long-term, it will not affect me one bit. Sure, it will track my every movement, but that's already being done by a multitude of other stuff. Cell phones send out a signal to the cell towers, it's a simple process for the phone company to track every move I make.

Law enforcement can subpoena these records if they need to – it's unlikely the DoT will, but the facility is there. Electronic toll tags also record times, dates and vehicle details. Scalehouses and



day...on paper.

But throw in some weather or a back-up, or frozen brakes, or a line-up at a fuel stop, etc., and then the only way to do it is to be 'creative.'

There's an old saying: 'Today's favour is tomorrow's job.' In far too many operations it's expected now.

The planners and their computer screens know no better, the job gets done as the computer says it will, but it's the driver that makes it happen – not some fancy program that works out distances and average speeds, speeds which are often the maximum in the province or state.

'The EOBR will switch the onus back to the office.'

Pre-Pass transponders record the same details, but add axle spacing, speed and weight to the recorded details.

Gate logs at shippers/receivers have time and date stamps on them. Most now log you into a computer and everything is timed. Then we have fuel receipts. Even swiping a loyalty card for a coffee or a shower puts you in a specific location at a specific time, as do credit card receipts and so on. In short, most things drivers fear about the EOBR are already being done.

The only way to avoid any of the above is to run through the bush, don't buy fuel, don't shower and don't buy any food or drink. There's not a lot of point doing that, as it's a very short-term solution to a problem that, if you plan your trip properly, doesn't exist. Unless you're an outlaw trucker, in which case you don't belong in the industry in the first place.

So what do we have to look forward to when the EOBR is mandated? (Notice I say 'when' not 'if.' They're coming our way. I've just fired up my crystal ball, so trust me on this)!

I happen to think that for both drivers and carriers alike it will be a good thing overall. Short-term, it will be a nightmare. Appointments will be missed and drivers will be running out of time left, right and centre.

That will soon get sorted out. Under normal circumstances the driver is expected to overcome all the obstacles that get in the way.

A Winnipeg-Calgary or a Toronto-Montreal turn can be done within a 13-hour driving

Far from being the Holy Grail, these programs are among the worst things ever to happen to trucking. Properly run companies will say they improve efficiency, they can, if used correctly, but far too many use it as an absolute: the computer says it takes X-hours, so it better not take any longer.

Dispatch can say to drivers 'Well the computer says it can be done in X-hours, why did it take you an extra hour?'

The driver then feels pressured not to have that conversation again and the next time, he skips lunch or a shower and gets creative to avoid it.

The EOBR will switch the onus back to the office. We have a responsibility to do our best for our companies/customers, but it has a limit. The EOBR will draw the lines that we all have to work to and planners and dispatchers will have to change their game too.

The programs also keep rates down. In the winter or in the big cities, what used to be possible simply isn't anymore.

Yet the rates haven't risen to take into account the extra time, which can be as much as an extra day per week when it's all added up. So carriers are actually responsible for the thing they all moan about the most: low rates.

It's way past the time that the industry stood up for itself.

We have a real problem with saying 'no.'

Now we don't have to anymore, the little black box in the cab will do that for all of us. Drivers will have to be paid more. There's already talk of a shortage.

More drivers will be needed,

how will that happen? Simple, more money. So that's a good thing for us, but what about our employers/customers?

The same applies: more trucks will be needed, they'll be able to name their price and so they should. Okay, all this money will come from somewhere, the extra charge to shippers will be passed on to the consumer, but so what? We'll be earning more money than we are now, we won't even notice the increase!

For far too long, transport costs have been artificially low. We're not a commodity, we're *the* most important industry in the economy. Yet we all, for the most part, compete on price first and foremost, with the lowest being the best to everyone but ourselves. The EOBR will, if we do it right, change all that.

Personally I like things as they are right now. I'm a professional. I work alongside professionals – we all know how to do the job properly – but we live in the age of machines and technology. As sure as night follows day, they're coming down the pike.

We need to work out the benefits they can bring rather than concentrate all our time and energy on moaning about them. We've got to adapt or we become dinosaurs.

We all know what happened to those guys. □

– A fourth generation trucker and trucking journalist, Mark Lee uses his 25 years of transcontinental trucking in Europe, Asia, North Africa and now North America to provide an alternative view of life on the road.

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CANADA

# Top petro haulers awarded by CPPI

By Jim Bray

**CALGARY, Alta.** – If you're in the petroleum products hauling business, it pays dividends to be a bit of a scamp. Not just any scamp, however.

Webster's Unabridged Dictionary defines "scamp" as: "A playful, mischievous, or naughty young person."

But when it comes to the Canadian Petroleum Products Institute (CPPI), the word – as applied to the winner of its Best Overall Carrier award – actually refers to a trucking company based out of Langley, B.C., with branches in Kamloops and Sherwood Park, Alta. Scamp Transport may have been the CPPI's "best of breed" for the year 2010, but it was only one of four companies honoured by the Institute at the group's seventh annual awards luncheon, held in Calgary on April 27.

Speaking to the approximately 30 guests and dignitaries in attendance, John Skowronski, CPPI's director of environmental affairs for the western division, noted that since the organization started tracking carrier performance some 15 years ago, there has been almost continuous improvement, with incidents down from a high of 0.63 per 1,000 deliveries to 2010's low of 0.27.

"We established a benchmark, a target to achieve and try to improve on," Skowronski told attendees, "and of many factors, the most critical is the safe handling of petroleum products."

The intent of the awards process "is to recognize carriers as objectively as possible," Skowronski noted, "to mitigate any judgment that might be used in issuing the awards."

Four of the five awards are awarded strictly statistically, on the incident information provided, but the top award, Best Overall, goes beyond that to include "qualitative aspects based on the nomination by the member companies who use the carrier."

In effect, Skowronski said it's "a vote of confidence from the customer, based on aspects such as customer service, paper processing time, and the like."

The CPPI's Awards Committee consisted of Husky's Heinz Nagel (chair of the national distribution committee), Peter Penstone of Shell (who wasn't able to attend the event, but was represented by Joe Guilford), and Suncor's Perry Covillo.

Nominees not only have to show improved performance; they must also exceed the Institute's benchmark, which for 2010 was set at 0.40 incidents per 1,000 deliveries. Only contract carriers are eligible – no branded carriers are considered – and the carrier must have been contracted with a member company for a minimum of two years.

To be eligible for the best overall award, a carrier must not only be nominated by member companies, but must have made a minimum of 4,000 contracted deliveries in each of the previous two years.



**BEST OVERALL:** Jay Campbell (left) of Scamp Transport receives the top award from CPPI's John Skowronski.

The four carriers honoured made more than 98,495 deliveries collectively in 2010 on behalf of CPPI member companies in Western Canada.

The envelope, please...

The Improvement Award for Reduced Product Mixes (described by Skowronski as "unplanned, unintended unauthorized contamination of one product or material through exposure to or combination with another product or material") went to Trimac Transportation (accepted by Alan Potts) and was one of two awards the company earned.

Trimac was also handed the Improvement Award for Reduced Vehicle Accidents ("work-related incidents involving a vehicle resulting in damages excluding normal wear and tear," according to Skowronski).

The Improvement Award for Reduced Product Spills (which Skowronski described as "unplanned, unintended unauthorized release of product or material") was accepted by general manager Jeff Salmon on behalf of Vancouver Island-based Bridgeway Transport.

Petrohaul's Ron Wiebe accepted the Improvement Award for Reduced Personal Injuries (described as "injury to a person in the work-related incident including fatality, total or partial disability, lost work days, or restricted work days").

Jay Campbell, Scamp's general manager/CFO, accepted the Best Overall Carrier award, which consisted of a trophy, a plaque for each of Scamp's three offices, and decals for Scamp's drivers to wear on their hard hats.

"I'm honoured to get a trophy like this," Campbell said, and paraphrased the first president of the US to illustrate what motivates him.

"George Washington encouraged his people," he said, "when he said 'Let us push our standards to a level which only the wise and the honest can repair.'"

What that means, Campbell said, is "Don't compromise your integrity, don't compromise your moral code, do not compromise any of your ethics, and it will be the guaranteed formula to find

you success and happiness in life."

Campbell said it's a philosophy to which he's subscribed on both a personal and a business level, and noted that the CPPI subscribes to it as well.

"The CPPI was founded so that we could enhance the safety, enhance the efficiencies that this industry sorely needed," Campbell said.

"There's a saying with Scamp: 'You never forget where you came from, you never forget what got you there' and I'm forever indebt-

ed to the CPPI for what you've done, through thick and thin. You've helped us beyond what you know."

Campbell dedicated the award to Scamp's entire fleet, saving particular praise for his management team, "because they're able to embrace that value and make it live and breathe," he said, pointing out that the "no compromise" attitude had helped the company develop a culture that drivers have embraced as well.

"We all know our success is determined at the end of the hose," he said.

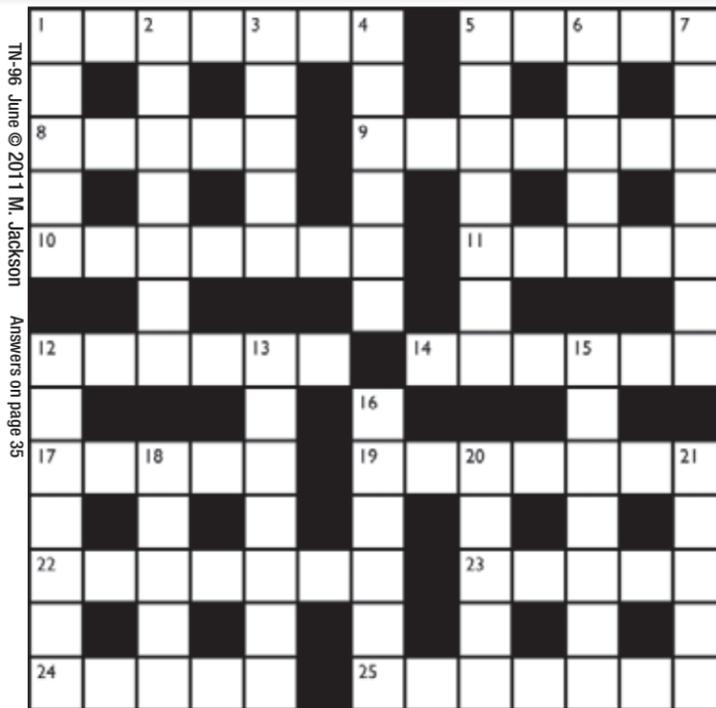
"I couldn't have done it without anyone in the organization; they've all been an integral part of getting us to where we are and I thank them for that."

"You need a values system that's going to drive you forward," Campbell continued, "and at Scamp, I can tell you without a shadow of a doubt, it is built around safety. It is the core value of our organization, the catalyst that drives us and the fuel in the tank that drives us toward that flawless execution we want to deliver to our customers each and every day."

Campbell was also gracious to his competitors, saying, "You guys keep us sharp and I hope we keep you sharp in turn."

"That is what this industry is about," he added, "and when we shoot for the moon there's tremendous success in it for everybody that's involved. I'm proud to be part of it." □

## THIS MONTH'S CROSSWORD PUZZLE



**Across**

1. Loading and unloading hired help
5. Term for intercity bus
8. Driver's sleep problem, possibly
9. Biennial Montreal truck show
10. Killed the engine, in a way
11. New-truck-deal factor, sometimes
12. Freightliner, Mack, et al
14. Trucking companies' rolling stock
17. Breaks a truck-stop rule, perhaps
19. Goods trucked out of Canada
22. 1980s GMC Class 8 conventional
23. Roads selected by GPS
24. Devices on in-bond trailers
25. Wiper accompaniments

**Down**

1. Truck buyers' bank transactions
2. State with "Big Sky Country" plates
3. BlackBerry message from home
4. Exceeds the TCH posted limit
5. Victoria or Halifax
6. Brand on some aluminum wheels
7. Accelerators, slangily
12. Early-freezing road sections
13. I-95 truck stop near Bangor, ME
15. Goin' down the road, in Quebec (2,5)
16. Colour of Joni Mitchell's big taxi
18. Given name, popular singer Ronstadt
20. Shuts it down at the truck stop
21. Truck buyer's requirements, briefly

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## CANADA

# CBM's Wakeling a good coach in the shop and on the field



**ENGRAVED IN HISTORY:** Volvo's John Montgomery (left) presented Les Wakeling with the Canadian Fleet Maintenance Manager of the Year award at CFMS.

Photo by Adam Ledlow

## Continued from page 1

know I'm not at a loss for words very often, but I am now," he said upon receiving the trophy. "This is a surprise. It's not an individual award, it's definitely a team award. You can't do it without a good supporting team behind you."

*Truck West* later visited Wakeling in his shop to find out more about Canada's top maintenance manager.

"I always thought that it was a great achievement, particularly when it's your peers and others in the industry that actually choose the winner of the award," Wakeling told *Truck West*. "A lot of people that aren't involved in maintenance on a day-to-day basis don't understand what it takes to maintain equipment...so that is probably nicest, to know that other people that you work with in the industry recognize it."

With a career in maintenance spanning about 35 years, Wakeling got his start as a mechanic, before being offered a supervisory role at a young age.

Today, he oversees 20 maintenance facilities in southern Ontario and Quebec, maintaining 416 pieces of equipment consisting of Class 8 trucks, straight trucks and trailers.

But despite more than three decades in the industry, including 32 years at CBM alone, Wakeling is still always seeking out better ways to do things. In fact,

just recently, Wakeling invited a consulting firm to suggest ways for the company to improve its processes.

"I think when you have confidence in your ability...you're more open-minded," Wakeling said of the decision to bring in outside help.

"We've been trying to drive efficiencies for a number of years. It's a very competitive business. To get better and to be more efficient, you need to find out where your gaps are, and that's what they helped us do."

Despite having "no idea how to fix a truck," the consulting firm was able to look at CBM's workflow and help introduce some Key Performance Indicators to measure how efficiently the company's garages were operating.

Among the stats now being tracked is mechanic availability – which has always been loosely tracked, according to Wakeling, but its current daily tracking allows for much more accurate results.

"We track the percentage of time a mechanic is available (for scheduled) work," Wakeling says. "We would like to see 100% – but you've got service calls, you've got door calls, you've got other items that take away from that scheduled time. Every time a truck rolls up to the garage, if it wasn't a scheduled maintenance item or it wasn't documented on a pre-trip, we track that. And from that,

we also look at how successful our pre-trip program is with our drivers. If we've got a lot of drivers running up every day, in the middle of the day during production hours to get repairs done that should have been documented, then that tells us we need more training."

The frequency of the company's on-road service calls is one stat that CBM did not track in the past. "And we were quite surprised to find out that we spent minimal time on the road repairing trucks that had broken down, which also tells you how successful your preventative maintenance program is," Wakeling said.

Tracking overtime helped decrease the company's extra work hours by 50%, "just by having it visible," Wakeling says.

CBM also recently started tracking write-ups at each of the company's locations, "so when we take a look at the network of our locations and start looking at this data, it allows us, because we have so many locations, if we see a shop getting busier, we can move some resources there to get over the hump. So you end up with a nice line instead of those peaks and valleys."

A common frustration heard at CFMS, and in general, concerns the reliability of emissions-related components. But while some have opted to take action to avoid such technologies as diesel particulate filters, Wakeling and his crew chose to meet the challenge head-on.

"Our lifecycle is already 15-20 years in this business. I know there were a lot of pre-buys to try and avoid emissions. We didn't do that. I would much rather get involved in the beginning, try and understand the system, knowing that as the system gets older, there's more improvements made, the technology gets better," he says.

"We've got DPFs. We're going to be putting SCR (trucks) into the system. But I can't honestly say it's been a bad experience. I think we probably went through more growing pains initially with the first tier, second tier, with some of the electronics that were dealing with emissions. But I've never worried about that. Sooner or later, you don't have a choice, so I would much rather be at the front end so that I can understand it better. We've had a lot of great support from the manufacturers too."

But being a great maintenance manager isn't just about the equipment. Wakeling is also meeting the challenges of today's new generation of technicians and their desire for a career-life balance.

"It's something that we've recognized as a company. Whether it be good or bad, I think the younger generation probably is more in tune with life balance than we are," he says. "And I don't begrudge that and I think we need that. I think we have to adapt as a business, to make sure that we can give that to those people. Do

you work to live or do you live to work?"

In terms of fostering passion for the industry that has shaped his own career, Wakeling believes firmly in the power of apprenticeship, which CBM has used successfully for the last 10-15 years.

"Even though there's a little bit of a growing pain to begin with, we have all (our past apprentices) still working for us. They understand your business. They grow into the culture," he says. "But I think it's how you develop them. You develop that culture and you develop the expectations. So once again, as much as they learn how to repair a piece of equipment, you also give them the values that you need for them to be successful."

Wakeling's ability to encourage new talent extends to his personal life, where he has served as a lacrosse coach at both the amateur and professional levels for many years. In the end, Wakeling says it's people that make both a manager and a coach successful.

"Whether you're coaching a team or managing people or leading people, you have to know your people, you have to know what makes them tick. You can have the best technology in the world, but it's still a hands-on business," he says. "Being decentralized, because we don't have the luxury of having one shop and a foreman, we rely on our mechanics to self-manage so it's really, really important that we communicate clearly what our expectations are. You'll find that if people understand what you expect, they can deliver."

"People don't come to work saying, 'Hey, I'm going to do a bad job'," he continues. "So you've got to give them the tools to help them do a good job, and a lot of times it's information. They need to know the bigger picture and what our expectations are. And it's no different than a (sports) team. You have 25 different personalities, every one of them reacts differently, and it's your job as a coach to get the best out of that person and it's the exactly the same at work."

One way for newcomers to the industry to help build and maintain personal relationships with others is to attend events like CFMS, Wakeling says.

"I think even though the Internet has brought a lot of good tools, we've lost the ability to network with people," Wakeling lamented during his acceptance speech. "This is a tremendous place to come. Even though technology is good, I hope we don't forget to come to functions like this and meet face to face."

And Wakeling looks forward to maintaining those relationships for many years to come. "You never see people leave this business," he told *Truck West*. "They float around within the business, whether it be a salesperson, whether it be a fleet guy. I think there's a general underlying passion for equipment. When you like equipment, it's not a job." □

## ALBERTA

# Snowstorm can't put halt to AMTA convention

Continued from page 1

spoke about the New West Partnership trade agreement entered into between the three western provinces last year, an agreement he said aims to boost international and interprovincial trade.

"The New West Partnership creates Canada's largest, most vibrant open market," he said, pointing out that full harmonization is expected in 2013.

The Minister also said Alberta's 2011 budget (whose theme, he said, is 'Building a Better Alberta') calls for the investment of some \$1.7 billion for construction improvements and upgrades, \$862 million for provincial highway systems and safety, and more than a billion dollars to municipalities for infrastructure projects. "This is about doing what we need to do to position Alberta for the future," he said.

Returning to the Partners in Compliance program, Ouellette told the assembled multitude that the province's promised incentives (such as the "excellent" National Safety Code rating for PIC carriers and non-fee driver abstracts) are now in place. He noted that 34 companies are now participating in the PIC program and called it an excellent example of industry and government working together to develop an effective safety program.

Ouellette also gave a brief update on the TRAVIS system, an online service allowing quick access to oversize and overweight permits, which he said has been enhanced to provide all the municipal permissions required along with the provincial permit.

"One document is generated with all approvals," he said, "to reflect the various permit conditions – a one window approach." Ouellette reported that the final version of TRAVIS was implemented last November and that "we're working to add all municipalities in Alberta to the system."

The minister also touched on the province's embracing of smart roadside technology for its vehicle inspection stations, including weigh-in-motion technologies, licence plate readers, thermal imaging and record-searching capabilities. "We believe that this will promote expediency at our inspection stations and allow transport officers to focus on carriers who make Alberta's highways unsafe for all users," he said.

Ouellette reported that a pilot, proof of concept project, probably lasting a year, is being set up at the Leduc inspection station.

Recurring themes of the business sessions included the driver shortage that looms like a Sword of Damocles over the industry, as well as emerging "green" technologies and how carriers can adapt them for fun and profit. Well, profit, anyway. The upshot from the 'Green Technology' session was that, yes, you can become more efficient and environmentally sound and it doesn't have to cost you an arm and a leg – and your investments might pay back sooner than you think, especially if you participate in such initiatives as the \$2 million provincial Trucks of Tomorrow program that offers rebates to companies who invest in specific green technologies.

Friday night's casino gala had an



**GUEST OF HONOUR:** Transport Minister Luke Ouellette addresses delegates at the AMTA convention in late April. Photo by Jim Bray

'Untouchables' theme, with many delegates getting into the spirit of the evening with gusto, turning up in period costumes – though neither Tommy guns (well, real ones!) nor Al Capone were in evidence.

Saturday's Transportation, Training and Development Association panel discussion focused on how to address the driver shortage, with the panel challenging industry members to get involved in lobbying the relevant bodies to get trucking recognized as a legitimate trade, with public funding for training and apprenticeships that can help new recruits learn without having to mortgage their futures.

Several awards were spread over the two days of the Conference (*see story pg 12*) culminating in the Service to the Industry award being given to outgoing AMTA president Dean Paisley of Lethbridge Truck Terminals. At Saturday's AGM, Paisley outlined some of the AMTA's achievements over the past year, including the inauguration of its Centre of Excellence at its Rocky View headquarters just east of Calgary. The facility is equipped with a full-sized truck bay, classrooms and a computer lab.

"It's even available on weekends," Paisley said, noting, however, that it's for members only – another incentive to join the organization, he said.

Paisley also singled out the Partners in Compliance and Partners in Injury Reduction staff for their work in demonstrating the programs' benefits to AMTA members and their employees, and helping to get more of them involved.

"The AMTA is one of the 13 certified partners in the province for the Certification of Recognition program administered by Alberta Employment and Immigration," he said, noting "The AMTA is continuing to grow the program ended 2010 with 724 CoR holders."

The soon-to-be past president also outlined the organization's active membership in the Road Safety Working Group established by Alberta Employment and Immigration, noting that the Group's final product, called 'Driving for Work: Developing Safe Practices for Employers and Workers,' was introduced last fall at a Health and Safety Conference in Edmonton.

AMTA also expanded its online

course offerings, Paisley said, including programs addressing alcohol and drugs in the workplace and workplace violence, as well as online versions of ergonomics and injury prevention courses featuring such topics as posture and slips, trips, and falls. Other online classes include a pair of driver fatigue management courses created in partnership with the Alberta Motor Association. "Each subject contains practical information that can be put into use," Paisley said.

Paisley also told the delegates the AMTA has begun providing information via podcast. "We currently offer 23 safety messages," he announced, promising that longer podcasts and combined audio and video presentations are on the way as well.

Looking ahead to June of this year, Paisley noted the ATMA is planning the launch of the new AMTA Safety Toolbox. While still under development as of the AGM, the "inexpensive, online tool will help make developing a safety program easier," Paisley promised.

Paisley also reported that the AMTA has registered as an association lobbyist, as required by the Alberta Lobbyist Act of 2009, and mentioned his frustration with the lack of progress on the issue of wide-base tires. "It's an engineering problem," he said, "and I hope we can get our wide-base tires at the same weights as we have presently with duals. But it doesn't come fast."

Part of the problem, he said, is a kind of a chicken-and-egg scenario with governments, where each appears to want another to take the lead.

"So we've got to get B.C. to move and Saskatchewan to move and maybe we can get Alberta to move," Paisley said. "Or maybe we can get Alberta to move and then B.C. and Saskatchewan will."

Paisley then passed the gavel to past president Richard Warnock, who introduced the new board:

Carl Rosenau, president; Paisley, past president; Dan Duckering, president elect; Richard Warnock, director-at-large; Gene Orlick, director-at-large; Bob Hill, director-at-large; Brad Simpson, Calgary regional director; Jane Douziech, Edmonton regional director; D'Arcy Foder, southern regional director; Shirley Norton, northwest regional director;

Greg Sokil, director-at-large; Don Jackman, central regional director; and Rod Shopland, northeastern regional director.

Incoming president Carl Rosenau began his address by focusing on the driver shortage and, among other things, suggested an outreach program via a series of industry-showcasing DVDs that could be distributed to schools – including at the elementary level – so young people can get a feel for the industry and its potential as a career path.

Rosenau also suggested companies adopt a policy allowing ride-alongs.

"We used to have a 'no riders' policy at our place," he said. "But you know what? That's gone. If you want to have your child or your wife come along with you, or your cousin or your nephew, we say that's fine. Let everybody know what truck driving's all about."

He also called for increased harmonization between provinces, citing the super-single tire issue as an example. "When you can save 10% of your carbon footprint, that's huge," he said.

Rosenau wrapped up his comments by acknowledging the importance of the associate trades, then handed the microphone back to Paisley to introduce Alberta's first Road Knights, the quartet of goodwill ambassadors chosen in February to help put a human face on the industry.

"The AMTA Road Knights team is a group of professional transport drivers with first class driving records and a truckload of information to share about road safety," Paisley said. "Their mission is to help make our roadways safer by encouraging all road users to be partners in safety by developing and delivering presentations on road sharing techniques. Team members are available to make presentations to school groups on safety and about transportation careers," he said.

"Professional truck drivers are an untapped source of road safety knowledge," Paisley added, with thousands of hours at the wheel of commercial transport vehicles that require and display tremendous driving expertise and road safety knowledge. "Hardly an unskilled profession," he said.

The Road Knights team's most important job, Paisley said, "is to share safe driving information and to offer advice to motorists on how to drive safely and share the road with tractor trailers."

Road Knights team members take a couple of days per month away from their cabs to meet with community groups, driver education classes, business and school groups and media, on behalf of the trucking industry.

The Road Knights: Robert Wells of Bison Transport, Calgary; Dennis Hokanson of Trimac Transportation, Edmonton; Craig Gavel of Bison Transport, Edmonton; and Darwin Glenn Clark of Trimac, Edmonton, were greeted by applause as Paisley read a brief bio of each.

Paisley also thanked Trimac and Bison for putting the men forward and acknowledged the financial commitment the companies have made to help get the Road Knights program up and running. "I'm sure when your terms are finished there'll be other carriers who'll step forward," he said. □

## ALBERTA

# Industry giants honoured by AMTA

By Jim Bray

**BANFF, Alta.** – A half dozen long-time industry lights were honoured for their body of work at the Alberta Motor Transport Association's annual Management Conference in Banff over the May 1 weekend.

The first award – the 2011 Safety Person Award, sponsored by Milestone Insurance Services – was given to Trimac's Ken Arthur, who said, "You can't conduct yourself like an idiot when you are driving your private vehicle, then come into work, flick a switch and adhere to all the rules of the road. It doesn't work like that. Professionalism is a lifestyle."

Arthur should know. He started as a driver in 1973, later becoming an owner/operator, flatdecking throughout Western Canada for Tri-Line. He sold his truck in 1978 and went with Consolidated Concrete, but by 1986, frustrated with working long hours that kept him away from his young family, he signed on with Trimac, and the rest, you might say, is history.

In 1988, Arthur found himself training a friend who was looking for a new career as a driver. It was the beginning of a process that took him from operations to bulk systems safety, eventually taking up residence as central training instructor for Canada at the new, Calgary-based Trimac Learning Centre (TLC).

Arthur's duties in getting the centre up and running included finding and leasing a facility, overseeing the necessary renovations, and scoping out Trimac's Houston TLC to see what worked there. The Calgary TLC now hosts not only Trimac drivers, but shop and wash technicians, highway inspectors and management personnel who take part in a four-day training program that offers company history, core values and training that's job-specific.

Arthur has also been involved with the AMTA and sat on the PIC Advisory Council. Upon hearing he was to receive the Safety Person of the Year Award, he said, "Winning the same award that John Tessier has won takes my breath away."

Arthur has been married to Cathy for 30 years and they have two children in their twenties.

## Driver of the Year

Orlick Transport's Allen Doell drove away with the 2011 Driver of the Year award, sponsored by Volvo Trucks Canada. Doell's professional odometer has tallied some three million kilometres during a 37-year career, with nary a collision.

Doell had always wanted to be a professional truck driver, and he came by the dream honestly, thanks to a father who was also in the profession. In fact, as soon as he turned 18, Doell got his professional driver's licence and went to work with Alberta Steel, one of only three companies for whom he's driven long-term in his career.

Now, Doell is happy to do P&D in and around Edmonton, relishing the contact he gets to have with his customers, which is one of the things he likes best about driving. He also helps train new drivers, through test drives and by sharing his years of experience – and he claims to learn as much from those he is teaching.

"From these new drivers I learn about new cultures, the different his-



**HISTORICAL AWARD:** Industry veteran Darshan Kailly is honoured.

tories and even driving tips," he said. "I'm proof that old dogs can still learn new tricks."

Doell credits his clean driving record as the result of three things: caution (as in always being aware of his surroundings), his experience (by now, he knows what he is doing) and good luck. He praised the management team at Orlick, saying he and the other drivers receive excellent treatment.

"They're good people who really listen to you if you have a problem," he said.

As for whether he'd recommend the life of a professional driver to young people, he said, "Absolutely. It's been great to me. You can learn a lot about yourself and the world from the cab of a truck."

Doell and his wife, Margaret, have five children, two stepchildren and 12 grandchildren.

## Associate Trades Award

Meanwhile, the 2011 Associate Trades Award went to Darrel Shire, of Kal Tire in Edmonton. Shire started with Crown Tire (which was purchased by Kal Tire in 1993) in 1973. His interest in the industry goes beyond his gig as outside sales rep for the West Edmonton Region, including involvement in the AMTA's Associate Trades division, Truxpo, the Edmonton Draw Down Dinner and the Edmonton Golf Tournament.

Shire credits Kal Tire with being instrumental in allowing him time for his volunteer efforts, saying the company encourages its employees to become involved in industries that use its products. And despite the time and effort his volunteer work requires, Shire insists it's worth every minute.

He also has kind words for the Associate Trades committee, saying it's made up of great people and provides an unparalleled networking opportunity. When he isn't working or volunteering, you may just find Shire "puttering around" with his third passion: golf. In fact, it's a passion so strong that it caused him to miss the award presentation – he was on an eight-day golfing trip to Phoenix.

Shire and his wife Betty, an office manager for UPS, have two daughters.

## Historical awards

Historical awards are also given to a trio of longtime movers and shakers. The American Truck Historical Society gave two standalone Golden Achievement Awards, one to Standen's Limited and one to Al Kits, of Porter Trucking, while a third Golden Achievement Award and AMTA Historical Award went to the legendary Darshan Kailly. The Golden Achievement awards recognize people or com-

panies – and those associated with the industry – who have been in the business for at least 50 years.

Mel Svendsen, president and CEO of Standen's, accepted the award for the Calgary-based business whose founders – Cyril Standen and his father, William – began the venture in 1924 with a \$600 investment in a blacksmith shop they housed in a barn on the family farm.

Their timing was perfect. It was the dawning of the age of the automobile, and broken springs were commonplace at the time, so making and repairing them became a large part of Standen's business. They eventually moved to McLeod Trail, a location nearly destroyed by fire in 1935. They built a new shop in 1938, expanding it in 1943 and 1953.

In 1959, they added a frame and alignment shop – then bad luck hit in 1970 when another fire damaged the business. In 1974 a new, 90,000 sq.-ft. plant for Standen's Limited was built in southeast Calgary, where it employed 85 people. Continued growth saw it adding operations in Edmonton, Vancouver, Mississauga, Montreal, Indianapolis and Los Angeles – with joint ventures in Ontario and China.

Standen's now employs more than 500 people.

Porter Trucking's Al Kits immigrated to Red Deer in 1952 from his native Holland, where he had spent two years learning to be a machinist and welder. He found work at Stewart Brothers machine shop in Red Deer then, after two years, an opportunity came along to get involved in trucking.

Kits and a partner purchased two International R-160 trucks and became involved in general hauling, mostly grain and cattle for the local farmers. Eventually, Kits allowed himself to be bought out, after which he made a down payment on a Kenworth tractor and contracted it to Midland Superior Express.

He spent about 18 months moving cattle from Alberta to the packing plants in Ontario, but grew tired of being away from his home and family; married since 1958, he also had a baby boy at home with whom he wanted to spend more time. Kits didn't want to quit trucking, however, because he couldn't see himself punching a time clock, so he bought out another owner/operator and suddenly he had a fleet.

From Midland, he took his trucks to P.L. Porter Trucking and eventually bought it out. Later, he purchased Horton Transport and eventually found himself with terminals in Vancouver, Calgary, Edmonton, Saskatoon, Regina and Winnipeg – with an interline agreement with Overland Express that saw him handle its freight

for Western Canada.

In 2004, when the company was sold to TransForce Investments, there were more than 300 trailers and 100 power units in the fleet.

Kits is married to Sharon and they have two married children.

Darshan Kailly, recipient of the AHS Golden Achievement and AMTA Historical Awards, needs little introduction. His career began as a part-time billing clerk for Canadian and Consolidated Freightways in Vancouver, where he put his formidable typing skills (learned, attendees were told, in high school because the class was nearly all girls) to good use.

Kailly's rise through the corporate ranks included being chief rate clerk at the Vancouver Terminal. His goal, as he apparently told a visiting terminal operations manager who asked him what his aspirations were at the time, was to be president of the company.

It took a while, but he did it. Along the way, he became travelling auditor based at the company's head office in Calgary then, for a while, he became a terminal manager, manager and, eventually, controller, company secretary and, later, treasurer.

Upon the retirement of the company vice-president, finance, in 1978 Kailly became v.p., secretary treasurer, then upon the retirement in 1981 of company president Len Huyser, he finally achieved his dream of becoming president – just about the time the National Energy Program wreaked havoc on the economy. The company parked trucks and laid off about half its employees during those difficult times, but Kailly stuck to it and things turned around eventually, with the company later expanding into Saskatchewan and Manitoba and moving freight from Ontario to Western Canada.

Kailly also became heavily involved with the Alberta Trucking Association, serving on the board of directors and sitting as president from 1986 to 1988. In 2002, Consolidated Freightways went broke and was picked up by the Transforce Income Fund. Kailly stayed on as CEO, but in 2010 he decided to retire finally and, though the company accepted his plan, they asked him to stay with Transforce as an advisor. Kailly was also appointed recently to the Board of the Calgary Airport Authority.

## Service to the Industry

The final honour bestowed at the AMTA's conference was the 2011 Service to the Industry award, given to outgoing AMTA president Dean Paisley.

Paisley has been involved with trucking since 1966, when he and his brothers started hauling livestock in Saskatchewan. In 1970, he and his wife, Trish, purchased a truck he worked as an owner/operator. They moved to Alberta in 1973, and soon after that, Paisley joined H&R Transport as an owner/operator. They sold their truck about five years later when he moved into operations.

But Paisley wanted to be his own boss so, in 1989 he purchased Lethbridge Truck Terminals, which he has run ever since.

Now that his tenure as AMTA president is over, Paisley says he'll have more time to spend with his family, which includes three hockey-playing granddaughters of which he and Trish are extremely proud. He also plans to golf more and just "putter around the house." □

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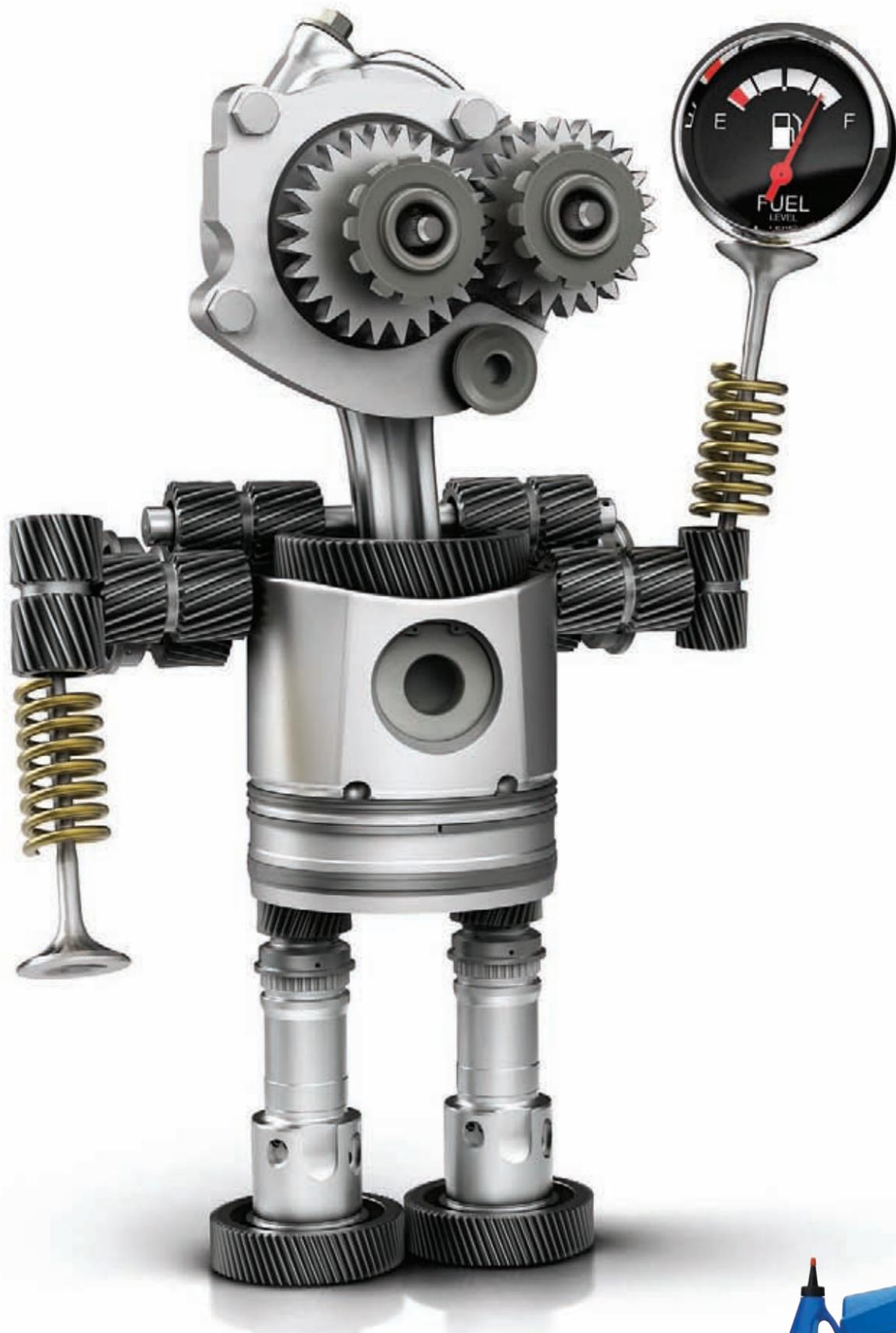
<sup>1</sup> Estimates based on comparative rolling resistance data commissioned by an independent third party on drive tires from the SmartWay™ – verified technologies list. Actual on-road savings may vary.

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HEALTH

# Understanding headaches

I think it is safe to say that most of us have had a headache at some time in our life. However for an unlucky few, these headaches can become debilitating and affect their ability to function on a day-to-day basis.

Fortunately, for the majority of us, a headache is temporary problem, which often disappears relatively quickly. There are many different types of headaches, with various causes, but the two most common types are tension and migraine headaches.

Tension headaches are by far the most common and are often associated with temporary stress, anxiety, fatigue or anger. The cause of tension headaches is increased muscle tonicity of the neck and head muscles. As a result, the joints in your neck become restricted, causing pain. If this continues, the nerves at the base of the skull can become irritated. This leads to the classic tension headache with pain originating at the base of the skull and radiating up the back of the head. Fortunately, this type of headache usually disappears with rest.

In order to eliminate or decrease the severity of this type of headache, you must identify the cause of the muscle tension in your head and neck. Stress, spinal joint dysfunction and poor posture can all contribute to increased muscle tonicity. If stress is the problem, try to eliminate it as much as possible. If you have spinal joint restrictions in your neck, get adjusted by your chiropractor. If you have poor posture, see your physiotherapist and/or a chiropractor. If you have tight muscles, see a registered massage therapist.

Another common type of headache is a migraine. Migraines can be debilitating and literally put your life on hold for a few hours or several days. This type of headache is responsible for more job absenteeism and disrupted family life than any other type of headache. Although the exact cause of migraines is not known, scientists believe it is due to a vascular change within the brain. Blood vessels dilate and the nerves surrounding the blood vessels release chemicals, which causes inflammation resulting in pain.

Migraines are three times more common in women than in men and are most common in young adults in their twenties and thirties. Most migraine sufferers will have two to four headaches per month. In extreme cases, people may experience a couple of headaches per week. A typical headache will last for approximately four hours. Scientists have been trying to determine if there is a genetic predisposition for migraine headaches, but there still is no conclusive evidence suggesting so.

There are different types of migraines, but in general they are very similar in symptomatology. A person who is suffering from a migraine will usually report a hypersensitivity to light and sound. The headache begins as a dull ache and progresses to a constant throbbing or pulsating type of pain that is located on one side of your head. Some people experience an aura or warning signs that precipitate a migraine headache. Usually five to 35 minutes before a headache you may experience visual disturbances such as blind spots, flashing lights or jagged lines which will alert you that a migraine is coming on or is about to occur. This will give you time to pre-

## Back behind the wheel

DR. CHRIS SINGH



pare yourself for it.

There are certain physical triggers that can cause a migraine headache. Common triggers include stress, caffeine, chocolate, alcohol, lack of sleep, nitrates, red wines, cheese and citrus fruits. It has been suggested that 30% of all migraines are due to a reaction to a certain type of food.

There are many treatments for migraines however, it is important to consult with your physician before beginning any of them. □

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

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OVER THE ROAD

# Getting healthy

## It starts with a commitment

Alright, enough about burning out and everything that's wrong with the world. At the beginning of May, I decided it was time to stop procrastinating and get rid of those extra winter pounds.

That's no easy task for all of us that spend so much time in the wheelhouse. I think the biggest challenge is overcoming your own mental inertia.

Finding the motivation can be difficult when you are experiencing mental fatigue at the end of a long day or facing the demands of your delivery schedule if you are just starting your day.

With so many pressures on our available time, it's easy to make



Over the Road

AL GOODHALL

excuses not to take the time to look after ourselves.

'I don't have time,' is a common excuse we give ourselves for not caring for our own health and wellbeing.

Of course, we know in the long run that everything we do, everything we set our sights on, is dependent on our good health in order to reach our goals and objectives – personal and

professional.

I always feel like a bit of a hypocrite when I start writing about this topic. Yes, I have had some great success at losing weight and improving my overall health over the past decade and I have been able to meet my professional obligations at the same time, but there is always a tension between the two.

That often becomes an area of added stress in my day. Consequently I often fall off the healthy living bandwagon and that's where the feelings of hypocrisy come in.

I'm a big believer in walking the walk if you're going to talk the talk.

Eating properly, getting the right amount of exercise and maintaining appropriate sleep habits can seem to be an impossible challenge in this line of work and I struggle with it every day. I try to take a three-pronged approach to living healthy on

the road:

First, I believe you have to commit some time to exercise, getting your heart rate up, at least three or four times per week and making it a priority in your life no matter what else is going on. Three to four hours a week is all that you need.

That's only a half-hour per day or one hour three to four times per week.

This is not about intense exercise workouts. This is as simple as going for a brisk walk on a regular basis. It's not about gain from pain. It's more of a tortoise versus hare approach and it works.

Second, I believe you have to educate yourself in regards to what you are putting into your body on a daily basis.

This includes quality and quantity. You don't have to become a foodie or find a new religion in the guise of healthy eating. But you do have to understand clearly how what you eat affects you.

You can only do this by counting calories – at least for a period of a few months – and reading food labels.

The bottom line is if you need to lose weight you will never do it until you burn off more energy than what you take in.

Forget fad diets and supplements that promise results without having to change what you eat and in what quantity. You know the old saying: 'If it sounds too good to be true it probably is.'

Third, I believe you have to make this lifestyle change a priority in your life that takes precedent over everything else.

That includes taking precedence over other things that are important to you personally. This is a difficult thing to do. I think it's important to recall at this point that truck drivers suffer a much shorter average lifespan than the general population. Accepted estimates are 10 to 15 years shorter.

Along with that shorter lifespan comes the onset of disease and suffering at a much earlier age than what would be considered normal.

I have no fear of death or dying but I certainly want to reap the benefits of a life of hard work in my golden years.

That, to me, is what a good dose of healthy lifestyle habits is all about.

So I thought for my next few columns I would share some of the things that have worked for me and some of the things that have not.

I don't believe there is a cookie cutter method of living a healthy lifestyle out here on the road.

But I do believe that exercise, a healthy diet, rest, and a personal commitment to ensure that you receive the right dosage of each will put you on the path to a happier, longer, and more productive life. □

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

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## FLEET NEWS

## Mullen Group to acquire Hi-Way 9 Group

**OKOTOKS, Alta.** – Mullen Group has announced it has entered into an agreement to acquire Drumheller, Alta.-based LTL carrier Hi-Way 9 and its subsidiaries.

The deal includes Hi-Way 9 Express, Load-Way, Streamline Logistics and 1006213 Alberta Ltd.

Hi-Way 9 is a privately held, family-owned LTL carrier that's been in business since 1969 and is a fixture on the Alberta trucking landscape.

"We are extremely pleased to add Hi-Way 9 to our growing business and are very confident that they will work closely with our Grimshaw Trucking group to significantly enhance our LTL business and service to customers in Alberta," said Stephen Lockwood, president and co-CEO of Mullen Group. "Having been in business for over 40 years, Hi-Way 9 has built an exceptional reputation for providing outstanding service to their customers. We

look forward to working with Hi-Way 9's management team on enhancing the service offerings to Mullen Group's existing customers and realizing on the potential synergies resulting from this acquisition."

The Hi-Way 9 operation will continue to be managed by current president Dean Kohut, while Darrell Kohut will remain as vice-president, operations and Heather Colberg as vice-president, administration.

Mullen expects the acquisition to add about \$50 million to its consolidated revenue with margins consistent with its other trucking companies. The cash and share transaction is expected to close June 1.

"This is a quality, best in class company with an established history, a strong management team and strong systems and as such we anticipated a quick and smooth transition," Lockwood added. □

## CPX named one of best workplaces in country

**SURREY, B.C.** – Coastal Pacific Xpress (CPX) has been selected as one of the best workplaces in Canada for 2011 by Great Place to Work Institute Canada. CPX was selected for inclusion on the Best Workplaces in Canada list, published in a special national report of *The Globe and Mail*. This is its third appearance on the Best Workplace in Canada list, having been listed in 2007 and 2008 as well. The company was the only long-haul trucking firm on the list this year. CPX co-owners Jim Mickey and Scott McIntosh say the company's inclusion on the list reflects the efforts of the company to encourage greater health and wellness among its employees.

"While this is not the first time that CPX has been recognized as a Best Workplace in Canada, given the many challenges faced by our industry in recent years, being singled out this year is particularly significant for the company and its employees," Mickey said.

McIntosh said he was honoured by the recognition of the company's commitment to the health and well-being of its employees through such programs as its "Flex Benefits" program.

As part of the program, employees receive – along with health, dental, life and other benefits – an annual allotment of money at the start of each fiscal year for use as a "flexible benefits" account. Employees can choose how to use these funds based on their own needs and circumstances. Options include putting the funds towards health-oriented items such as gym memberships, health spending and wellness days along with Registered Retirement Savings Plan and Tax-Free Savings Account contributions.

"We felt it was important to focus on the health of our employees in an industry in which research indicates the average life span of a driver is 61 years of age," added McIntosh. "The stressful times this industry has gone through in recent years make health and wellness an even more significant priority for us." □

## Manitoulin buys Penner International's LTL biz

**WINNIPEG, Man.** – Manitoulin Transport has acquired the less-than-truckload (LTL) business of Penner International. Representatives of Steinbach, Man.-based Penner say the carrier has made the decision to focus on its truckload business and has concluded an agreement with Manitoulin to purchase its LTL business.

The LTL business segment operates through seven terminals: Toronto, Winnipeg, Edmonton, Calgary, and Surrey in Canada, and Minneapolis, Minn. and Fargo, N.D. in the US. The primary consolidation points are Winnipeg and Minneapolis.

Manitoulin says the additional freight to and from the US will allow the company to provide direct service coverage between Minneapolis and Winnipeg, improving service times to all of Western Canada. □

## Titanium Trucking Services buys Flex-Mor Industries

**WOODBIDGE, Ont.** – Spira Capital Partners, an Oakville-based investment and merchant banking firm, has announced the acquisition of carrier Flex-Mor Industries by Woodbridge-based trucking company Titanium Trucking Services.

Acting on behalf of Titanium, an asset-based trucking company with a freight brokering division, Spira was charged with finding a suitable acquisition to complement Titanium's growth strategy. The Flex-Mor transaction will expand Titanium's fleet to more than 90 trucks and more than 400 trailers.

"When we started investigating possible acquisition targets, we not

only focused on the financial performance, the assets and the focus of their business, but we also analyzed their corporate culture and the expertise that this acquisition could bring to Titanium," said David Firman, managing director of Spira's transportation and logistics group. "Good human capital, route compatibility and an overall harmonious service offering were major drivers in this transaction that contributed to its success."

"Acquiring another trucking company was a major part of our strategy for continued growth and success," said Ted Daniel, president of Titanium. "We're very excited about the Flex-Mor acquisition." □

## TransForce takes over domestic operations of DHL Express Canada

**MONTREAL, Que.** – TransForce and DHL Express Canada have announced a 10-year strategic alliance that will see the two companies integrate their domestic and international shipping and logistics offerings.

TransForce will purchase the assets of DHL Express Canada's domestic business and will take over its domestic operations through Loomis Express, a newly formed subsidiary of TransForce, the companies announced.

DHL Express Canada will focus exclusively on the Canadian international shipping segment. Under

the agreement, the companies claim Loomis Express and DHL Express Canada will offer Canadian businesses a fully integrated international and domestic suite of shipping and logistics services. "This transaction is strategic to TransForce for several important reasons," said Alain Bedard, chairman, president and CEO of TransForce. "This asset purchase will solidify our position as a leading Canadian provider of package and courier services in Canada, plus the DHL partnership opens the door to international transport coverage for our existing customers."

He added the combination of the two customer bases will add greater scale in the market and provide increased efficiencies.

"With our recent Dynamex acquisition, we are significantly increasing our density in the Canadian package and courier sector. We are confident of our ability to successfully integrate these businesses as we have done in the past within the TransForce family of companies and firmly believe that this latest purchase will benefit our shareholders," Bedard said. "This transaction will not create any changes in our other package and courier businesses as Loomis Express will be a standalone operation."

"Today's announcement is a further execution of our global strategy to focus on our core competency, the growing international express business," added Ken Allen, CEO of DHL Express. "By entering into a strategic alliance with the market-leading domestic provider, we can even better meet the dynamic and growing needs of our Canadian customers by offering highest quality, seamless integrated shipping solutions that are second-to-none." □

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**TAX TALK**

# Two items for your financial planning agenda

After tax season, I get calls from our self-employed clients wanting to review their past year in terms of both the business operation and their personal income tax.

Some people just have to see the final result on the dreaded tax return before all the talk about planning and preparation finally hits home. These financial reviews can cover a wide range of topics – no individual is exactly the same. But two topics come up year after year:

**CPP contributions**

One thing I emphasize is just how much money from the tax bill goes to the Canada Pension Plan.

For 2011, the contribution rate for CPP is 4.95% of a salaried worker's gross employment income between \$3,500 and \$48,300. If you're an employee and make \$48,300, the most you'll pay is \$2,217.60, as your employer will match this amount and send it to CRA.

When you're self-employed, you're responsible for both portions of the contribution. On net business income of \$48,300, you'll owe \$4,435.20 as part of your tax bill. For curiosity's sake, I researched some old numbers.

In 1998, the maximum CPP contribution was \$1,068.80. Using the Bank of Canada's inflation calculator, that amount would be \$1,400.82 in today's dollars.

As I said above, an individual's maximum CPP contribution is \$2,217.60. That's \$816.78 above inflation. We've all read articles about our aging population and how the government is struggling to ensure that CPP stays viable.

Well, you and I are paying more and more to try and make this happen. Because CPP involves significant payments and is a factor in your retirement planning, talk to your accountant or financial advisor about how to make sure your contributions are accurate and paid on time. Service Canada keeps a record for each person who pays into the CPP.

You can ask for a statement at 800-206-7218 or [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca).

**Is it worth it for my spouse to be working?**

This question comes more often from clients with young children and daycare costs, but I also hear it from those with kids who are mostly independent.

It's a complicated issue that goes beyond just taxes.

There are "quality of life" issues for the entire family, along with the very personal feelings of your spouse in regards to his or her stay-at-home role.

A spouse who stays home may have a more difficult time re-entering the workforce at a later date, or certainly reduce opportunities for career advancement.

Of course, there's the biggest issue of all: change. Who really likes it anyway?

Still, let's look at the financial implications. You need to consider the net income generated by a working spouse – the paycheque minus expenses for daycare, trans-



**Tax Talk**

SCOTT TAYLOR

portation, work wardrobe, etc. – in order to gauge the true impact of another income.

Now consider the taxes.

Let's go back to that \$48,300 in income I talked about. A full spousal deduction in 2010 was \$10,382 and would save taxes of \$1,941 using Ontario-based rates. If your spouse got a part-time job making \$10,000 a year, the CPP and EI deductions would be approximately

\$1,600. No tax would be deducted and you'd lose your \$1,941 savings.

So your family would have \$6,459 more money, but would that cover the new expenses that would result?

Maybe some of them wouldn't even be a factor. If your spouse got a full-time job making \$30,000

a year, the CPP, EI, and tax deductions would be approximately \$5,700, plus you lose the deduction.

Now your family has \$22,359 more money in its hands. The question is how

much of it is really going to stay there?

Is it worth all the changes you had to make? These are questions

**'From a financial and tax perspective, hiring your spouse may be the best thing you can do.'**

only a family can answer.

Maybe your spouse can work with you, earning fair compensation for his or her contribution to the success of the business. Please read that last sentence again – I can't stress its importance enough.

Spouses working together can provide more money to the family through tax savings and also may ease some of those quality of life issues.

Talk to your accountant about crunching the numbers.

From a financial and tax perspective, hiring your spouse may be the best thing you can do. From a personal standpoint? I'll leave that up to you. □

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

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# Dealing with DPFs and DEF

## Both relatively new requirements are designed to eliminate emissions, but the similarities end there

By James Menzies

**MARKHAM, Ont.** – Their acronyms may sound alike, but the care and attention required of DPFs and DEF are very much different. Diesel particulate filters (DPFs), of course, have been on all new trucks since 2007. Their job is to trap and then burn off particulate matter at high temperatures.

Diesel exhaust fluid (DEF) is a new requirement on 2011 model year trucks using selective catalytic reduction (SCR) to eliminate NOx emissions. The new fluid is housed in a separate tank on the frame rail and is injected in small doses into the SCR catalyst, where it sparks a chemical reaction that converts NOx into harmless water and nitrogen.

Both DPFs and DEF are pollution-busting tools, but the similarities end there.

The recent Canadian Fleet Maintenance Seminar included a working session on the care requirements of both items, detailing how drivers and maintenance managers can ensure they get the most out of their costly aftertreatment systems.

### Dealing with DEF

Unless you're buying an International, any new truck you purchase from here on out will come with SCR and require DEF to function properly.

Contrary to early rumours, DEF isn't a toxic substance. You don't need rubber gloves, HazMat

suits or gas masks to handle the fluid. It's a mixture of urea and demineralized water that must be injected in small doses into the exhaust stream to trigger the chemical reaction that breaks NOx into harmless vapour.

While the fluid is not hazardous, Mack Trucks Canada's Steven de Sousa, said there are things drivers and maintenance managers must be aware of.

They say cleanliness is next to godliness, and the same holds true for the SCR system. The biggest mistake a driver or maintenance manager can make is to put something other than DEF into the DEF tank. OEMs have gone to great lengths to prevent this, including putting a universally-coloured blue cap on the inlet, making the inlet too narrow into which to fit a diesel pump and in Mack's case, magnetizing the opening so it will only accept the appropriate fluid from dispensing equipment.

"Make sure you don't put anything other than DEF into the tank," de Sousa warned. "No straight water, oil, gas and don't use unapproved containers. That's what's going to kill us here in the industry, if you use an old funnel you used for coolant or oil, that's going to cause issues."

Most DEF is currently sold via plastic tote jug that comes complete with its own single-use funnel.

Another thing to keep in mind is that DEF is corrosive, which is why all truck makers provide plastic DEF tanks.

**'If you use an old funnel you used for coolant or oil, that's going to cause issues.'**

Steven de Sousa, Mack Trucks

If dripped, "it will stain a l u m i n u m fuel tanks," de Sousa warned. "Just wash it off with soap if you spill it on yourself, it's not going

to hurt you. If you spill it on paint, don't scrub it off. Dab it off lightly and rinse with water and soap. It will damage the paint if you leave it on there."

If left to dry on its own, DEF will turn into a white, powdery substance, which is a good indicator of a DEF leak and something drivers should watch for when conducting their pre-trip inspections.

"Drivers, on their pre-trip should just have a look for leaks," de Sousa suggested. "Look at the pump, the pump connections, the injector, the exhaust connection from the DPF to the SCR catalyst and look for leaks around the band clamps. Look for a wet stain around those areas or for the white stuff."

The only maintenance item on an SCR system is a filter underneath the inlet cap, which needs

to be replaced every 3,000 hours or 100,000 miles. The filter costs about \$30 so de Sousa recommends erring on the side of caution and replacing it early until there is more experience with the filter in real-world operating conditions.

There's also a rock screen in the fill neck, which should be monitored and cleaned as required.

DEF dilution should not be an issue, but if for some reason old DEF that's past its best before date is added to the tank throwing the dilution off and triggering the trouble light, customers should take their truck in for service and have the dealer measure the concentration. They're equipped with special tools for just this purpose and in most cases, the problem can be solved by topping the tank up with fresh DEF.

In a worst case scenario if something other than DEF is put into the DEF tank, de Sousa said there's a drain plug underneath the tank.

"Drain it on your lawn and you'll have a nice new patch of grass there next summer," he said. "If nothing else, it's a very expensive fertilizer."

After draining the tank, it should be washed with non-sudsing detergent and rinsed until the water is completely clear.

Drivers may notice a pump running for about four minutes after they shut down an SCR-equipped truck. Upon shutdown, the system reverses the flow of the fluid, drawing it back into the tank to prevent it from freezing in the lines. DEF freezes at -11 C, but as long as it's in the DEF tank it won't cause any damage and it will quickly thaw when the engine is restarted.

The other potential mistake – which seems unthinkable but actually became problematic in Europe where SCR has been used for years – is the use of home brew DEF.

"In Europe, some guys thought they could make their own stuff," de Sousa said. "They got a build-up of residue with non-API certified DEF. You get deposits and the catalyst is useless and you're basically looking at a replacement cost of about \$6,200 each."

It should go without saying that API-certified DEF is a must and you can identify it by the black seal of approval on the jug. If you come across DEF that isn't labeled with the API seal, de Sousa suggests asking some questions of the supplier.

Inside the cab, drivers will notice a new gauge indicating DEF fluid levels. On Mack trucks, it's directly across from the main fuel gauge.

"Make sure drivers know that," de Sousa said. "We've had drivers think it was the left hand (fuel) tank and right hand (fuel) tank and they didn't get too far with it."

If DEF levels reach less than 12% of the tank's capacity, a dash light will appear along with an audible alert and a warning will appear on the in-dash message centre. Numerous other warnings will occur before DEF levels reach

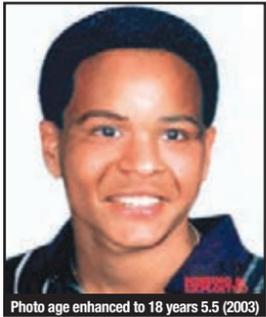


**SCR:** New trucks are cleaner than ever, but operators must know how to care for exhaust aftertreatment components.

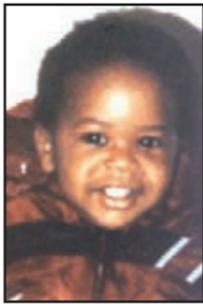
Continued on page 22

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## Not easy going green

Continued from page 21

0.1%, at which time the engine will be derated by 25%, which should get the driver's attention.

When DEF runs out completely, a new set of warnings will appear to let the driver know the engine speed will soon be limited to 5 mph. If the driver, for whatever reason, fills up with fuel but doesn't add DEF, the truck will be limited to 5 mph, just enough speed to limp to a DEF supply.

While some driver awareness is required, de Sousa said there's nothing to worry about as long as the SCR system is kept clean and the filter is replaced periodically.

"It's nothing to be afraid of," he said. "Keep it clean and stay on top of the maintenance of the filter and this thing is going to save you fuel like you wouldn't believe."



**BLUE MEANS DEF:** A universally blue-coloured inlet cap should reduce the risk of misfueling.

### Dealing with DPFs

Truckers already have several years' experience with DPFs, so by now they should be comfortable with the filters, which are responsible for the elimination of particulate matter or soot.

However, even after three years in the field, Norm West of DPF Cleaning Specialists warn many DPFs are being grossly neglected.

Engine OEMs have promised cleaning intervals as long as 320,000 kilometres, however West says they should be cleaned once a year in over-the-road applications and every nine months in vocational applications that involve lots of low speeds and stops and starts.

"We recommend (cleaning) from what we see from the end user's point of view once a year, that's minimum," he warned. "If running vocational, maybe every nine months because they are being abused."

As a third-party cleaner of particulate filters, West has seen all types of damage. Much of it was avoidable. For starters, he advises customers to get on top of DPF issues early. He says customers should keep an eye on the condition of connections to ensure they're in good shape. Using a Krown T-40 on connections will help eliminate corrosion and other damage, he noted.

West also said owner/ops or maintenance managers should take resistance readings across the temperature sensors and look for consistency. If the readings vary, "there's something wrong with the temperature sensors."

Drivers may be able to detect potential DPF problems from behind the wheel.

"The first indication they'll give you is 'I've gotta drop a gear,'" West said. "That's the first complaint you will get from a driver. If they have to drop a gear going up a long hill, they're going to complain. By the time he does that, the DPF and the oxidation catalyst are already failing."

Other symptoms of DPF problems may include poor fuel mileage and black smoke being emitted from the smokestack. If there's an underlying cause of DPF damage, it should be fixed before the filter is cleaned and replaced.

"It's not advantageous just to take the filter out, fix it and put it back in and have the same thing happen again," West pointed out. □

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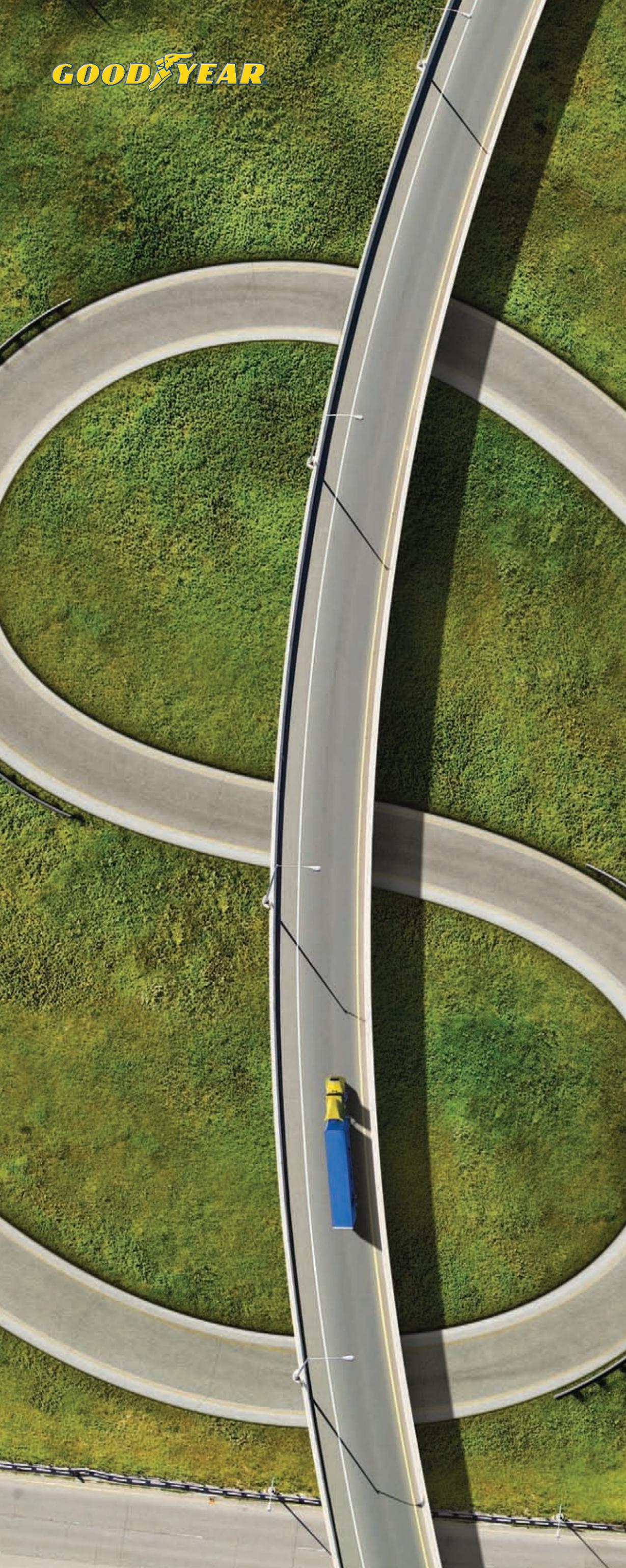


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# Getting SmartWay

*Before long, a SmartWay spec' may be the only spec'*

By James Menzies

**MARKHAM, Ont.** – Canadian regulators are planning to mirror the impending fuel economy regulations for heavy-duty trucks in the US, presenting it as a greenhouse gas emissions-reducing program here at home.

That nugget came from Steven Laskowski, senior v.p. of the Canadian Trucking Alliance, who was speaking at the Canadian Fleet Maintenance Seminar.

The US fuel economy regulation is expected to be finalized this summer, at which time Environment Canada will post a duplicate regulation in the *Canada Gazette*, Laskowski revealed.

While Canada's version will focus on emissions rather than fuel consumption, both sets of regulations will call for the use of SmartWay-approved technologies to meet the new standards.

"The SmartWay program is your regulation," Laskowski said. However, unlike previous engine emissions regulations in 2002, 2007 and 2010, this time the burden of compliance will fall partially on the end user.

"This whole regulation is based on consumer behaviour," Laskowski said. "Unlike in 2002, 2007 and 2010 where you didn't have a choice, with regards to greenhouse gas regulations, you will have choices on what you buy. It will be up to you to choose and up to the manufacturers to manage."

Also, unlike most previous emissions mandates, there will be an obvious payback in complying with the new fuel economy regs. While Laskowski said the US EPA has estimated tractor costs may go up as much as 6% as a result of the new requirements when all is said and done, fuel

economy is projected to improve as much as 20% by 2018. The regulations will be phased in between 2014 and 2018 model year tractors. Trailers are so far exempted from the regs, despite the obvious fuel saving opportunities they present.

"In 2014-2015, we won't see a heckuva lot different the way the rule is written, because at the end of the day it's up to you what you decide to buy," Laskowski said. "By 2017 and 2018, if consumer behaviour hasn't changed, what are the manufacturers going to do? They may need to limit sales of certain models of tractors. It's an interesting dilemma if that's what happens."

Josh Lepage, senior sales specialist, big bore engines with Navistar, said that's precisely what OEMs may be forced to do under the impending rules.

"You may not be able to get Model A anymore, you're going to have to buy Model B which is a SmartWay model," Lepage warned.

The 2014 standard should be achievable using existing SmartWay technologies, chiefly low rolling resistance tires and aerodynamic fairings coupled with SmartWay-approved aerodynamic tractor models.

Other options that may be on the table include: speed control, idle control and driver training. Laskowski says challenges will be encountered in Canada, where weight limits are still placed on wide-base tires in some jurisdictions, full-sized boat tails are not allowed and many types of low rolling resistance tires aren't winter-rated.

So, what exactly does a SmartWay truck look like? Lepage said an on-highway SmartWay tractor would typically have: a high roof fairing, side fairing, gap reducers, fuel tank



**THE NEW NORM:** SmartWay-approved trucks may eventually be mandatory thanks to impending new fuel economy requirements.

fairings, an aerodynamic bumper and mirrors, a no-idle solution and low rolling resistance tires on aluminum wheels. A SmartWay trailer has side skirts, a front gap reducer, low rolling resistance tires and eventually, maybe a rear fairing or boat tail (increasingly popular in the US but not yet approved for use here in Canada).

Failing to include trailers in the impending regulation seems like a major oversight, since fuel savings of 5-6% have been proven in line-haul applications using trailer side skirts alone. However, Laskowski noted the trailer industry is highly fragmented – comprised of many small manufacturers – and it would be difficult to regulate them.

Brent Larson, president of Wash Canada, said fleets and owner/operators can still achieve significant fuel savings on the trailer even if it isn't government-driven. When spending a majority of time travelling at highway speeds, Larson said side skirts can provide fuel savings of 5-6%. Coupled with low rolling resistance tires that can provide another 1-1.5% fuel savings, a trailer can be made SmartWay-compliant relatively easily.

"If you're travelling at highway speeds for certain distances, generally we're seeing a payback in about 12 months (on side skirts)," Larson said.

Navistar's Lepage, however, pointed out skirts can obstruct access to certain components and may increase

servicing time. This is particularly important for reefer operators who may find the reefer fuel tank obstructed by some skirt designs. Larson said when choosing a side skirt supplier, "make sure the product you're buying is intuitive to use."

For instance, he pointed out some side skirt designs don't work well on declining dock ramps.

"Some side skirts are less favourable as you get into docks that are declining," he warned. "The side skirts can rub on concrete and cause damage and wear to the side skirt, so you want to be aware of those issues. We've had situations where customers were less than happy with the way the product performed when they went down into those dock configurations."

He also suggested asking side skirt suppliers for data that indicates how well their products flex when contacting snow and ice and other objects.

Besides the obvious benefits of consuming less fuel, there's another reason fleets should be interested in improving fuel economy and reducing emissions, Laskowski noted. While not much has been made lately of carbon credit cap-and-trade systems, he said the issue has not gone away and will eventually present an opportunity for truck fleets to benefit. Laskowski said while the trucking industry itself will be impossible to regulate under a carbon cap-and-trade model, carriers should be allowed to collect credits and sell them to industries that exceed their carbon output limits.

Under SmartWay, Laskowski contended, it's relatively easy to identify fleets that have taken steps to improve their fuel efficiency and GHG output, which should entitle them to carbon credits they can then sell on the open market to big polluters such as coal plants.

"If you're going to have to buy these trucks and reduce your greenhouse gas emissions whether you like it or not, why not capture credits for it and bank them? And as the years go by, you may find they are worth something on the open marketplace," he pointed out.

Lepage agreed, noting the movement is already underway in the US.

"In the States, a lot of industries' and companies' carbon footprints are going to be looked at they're going to be given a score that will determine if they have to purchase carbon credits or if they have a surplus of carbon credits, and then those credits will be offered on the open market," he said.

Getting green for going green? Now that's something fleets could buy into. □

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## SAFETY

## 10

## steps to protect your employees from hazards in the service bay

## Maintenance Report

JOHN G. SMITH



**TAMPA, Fla.** – Joan Spencer admits it can be difficult to convince some managers that safety should be seen as an investment rather than an expense. “They don’t understand the cost that comes with an injury or illness,” says the compliance assistance specialist with the Occupational Safety and Health Administration (OSHA), which carries the hammer of health and safety regulations in the US.

But every dollar invested into health and safety tends to generate a \$4 return for the business, she told maintenance managers during a meeting of the Technology and Maintenance Council (TMC). One business roundtable even suggested that the returns can be as high as \$10.

Consider the costs that can emerge in the wake of a workplace injury. Related news reports can tarnish the company’s reputation, damaged property needs to be repaired, and shops

need to deal with the loss of a trained worker. Every time someone needs to be retrained to fill the role of an injured co-worker, the business is actually paying two people to do the same job. But many of these injuries could be avoided with a careful look around the service bay. Here are 10 tips that could make a difference:

**Choose the best plan for each hazard:** Many hazards could be addressed a number of different ways. The first question should be whether or not the hazard can be eliminated altogether. If that isn’t possible, it is time to turn to an engineered control such as a guardrail that will offer protection without any added thought by the worker. The next option is to change the work practices around a specific task. Personal Protective Equipment (PPE) is actu-

ally the last resort because there is always a chance that it will not be used.

**Develop a complete inventory of all hazardous chemicals in the shop:** In each case, these fluids will require properly labelled containers, Material Safety Data Sheets (MSDS), and the related training. It is also an ongoing process. “Who is reviewing the Material Safety Data Sheets to make sure you’re not bringing a more hazardous substance into your workplace?” Spencer asks.

Parts washing machines can present their own fluid-related mysteries since solvents can come in the form of mineral spirits or something that is more caustic.

But the contents could be identified by simply placing the MSDS data in a plastic sleeve and attaching it to the machine, said Ronald Vaughn, a senior loss consultant with Gallagher Bassett Services.

When reviewing the safety practices in a shop, Vaughn also asks mechanics to get the MSDS sheet for a specific chemical, and then asks them to identify the first aid practices or Personal Protective Equipment that are required.

“Make sure they know how to read it,” he says.

**Guard against injuries:** “If it shakes, rattles or rolls, you’re going to guard it,” Spencer says. Something like an unguarded grinding wheel can also be low-hanging fruit for a compliance officer during a workplace inspection.

The restraining devices used to hold single or multi-piece wheel rims in place offer a perfect example of why the protection is so important. “Do we have fatalities? You bet. And they’re gruesome fatalities,” Spencer says. “If they’re not using (the devices), it could be your employee that gets hit... don’t let them get away with the idea that they can step back from that tire.”

**Limit the Coke bottles to Coke:** “Never put a chemical in a container

that once held a consumable,” Spencer says. Fluids should be stored in the bottles they came in, complete with the appropriate labels. A mechanic may know exactly what was poured in a generic container, but they may not be around when a thirsty co-worker decides to take a drink.

**Keep up with the housekeeping:** Spilled fluids or tripping hazards such as cords can all play a role in workplace injuries. “The main thing we cite in mechanic shops are housekeeping. Simple as that,” Spencer admits. “If you don’t keep up with it every day, it can get out of hand very quickly.”

Vaughn, for example, regularly finds shop exits blocked by everything from parts to fans. Employees may argue that the door will still open, but the path needs to be clear. “When stuff happens and people start bumping into each other, they need to know where to go,” he says. The simple addition of some painted lines on the floor can identify which areas should always be free of obstructions.

While oily rags should be stored in a metal container, Vaughn has also seen them tossed into everything from plastic buckets to canvas bags. And a pile of items in the basin of a parts cleaner may also keep the lid from closing in the event of a fire.

**Set lockout and tagout procedures for every piece of powered equipment:** In each case, the locks should only be removed by people who put them in place. The only exceptions are emergencies.

**Avoid temporary electrical repairs:** Someone could stick their finger through a strip of duct tape that covers the blank space in an electrical panel, and a missing faceplate can present a challenge of its own.

“Any time you have a wet area, we need to have Ground Fault Circuit Interrupters,” Vaughn adds.

**Limit extension cords to temporary uses:** Extension cords are no substitute for permanent wiring. Vaughn wants to see outlets close to every piece of machinery. For that matter, every extension cord that is used should also be designed for a shop environment. Those designed for home use, or even lacking a ground prong, have no place in a service bay.

Power strips that are meant to protect data equipment are not designed for a heavy-duty environment, either, he adds, noting how the amperage draw of five tools plugged into a single receptacle can lead to a fire hazard.

Even if a surge strip is built into a tool box, users will need to be aware of the related ratings. Its outlets may be fine for something like a laptop or radio, but could fall far short of the need for different power tools.

**Keep the household appliances at home:** Many ungrounded household appliances such as box fans can be housed in metal, creating a potential shock hazard.

**Maintain the safety:** Every professional tool has been designed to meet a variety of safety standards. But as soon as a tool is modified or bent, the engineered safety disappears.

The same can be said for those that are missing guards, or machines that don’t have any bolts running through their anchor holes. □

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\* Modern Tire Dealer, 2008

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## INSURANCE

# Insurance matters

## Taking the risk out of trucking insurance

**TORONTO, Ont.** – Truck insurance is as highly specialized and finely nuanced as the industry it serves. But once the slip gets tucked into the ownership pouch, it usually doesn't get much attention until renewal time comes around – or something bad happens.

The sector is cyclical in nature. Stalwart brands like Markel, Old Republic and Zurich seem to be in it for the long haul, but other players get attracted to the market when times are good, and are as quick to abandon the field when they start to lose money.

"The business seems to go in five- or six-year cycles and I've seen about four of these," says Allan Burnet, director of Burrowes Insurance Brokers, a major truck insurance broker with offices in Quebec and Ontario. Apparently, the last contraction came a few years ago with the exit of Kingsway Financial Group, which folded its Canada-wide business when it became untenable.

"When a major firm withdraws, it sends everyone scrambling for insurance and the other companies are waiting for them with open arms and, in certain cases, higher rates," says Burnet. "Kingsway's collapse has stabilized rates; the downward spiral is over. While the remaining players would like to see substantial increases it has not yet translated itself to our clients' renewal conditions. In certain cases there are small increases but for the majority of carriers premiums are stable."

The lowest premiums are available to Canada-only carriers and Quebec is the cheapest of all the provinces in which to operate. A truck running within a 100-kilometre radius around Montreal would qualify for the lowest rate, while the same truck doing the same work out of Toronto will probably pay double. When it comes to running State-side, premiums can increase exponentially.

Karen Gibbon, a broker with CK Insurance Brokers Ltd., in Ancaster, Ont., scrutinizes the fuel tax reports of applicants to see what state and provincial borders they cross.

"Sometimes I ask them, 'Do you really want to go there?' Some states are places where you don't want to have an accident," she says.

The litigious nature of US society is to blame for the sky-high US rates. Some American jurisdictions seem to have trucks in their cross-hairs, and victims of truck incidents have gotten very generous settlements from sympathetic judges and juries. An actuarial map of North America shows a patchwork of liability risk across the continent. Quebec with its true "no fault" system sits at the bottom, while New York, Texas and California are among the top.

As well, the size of payments to US claimants has rocketed over the last decade.

"An accident that formerly cost



"\$500,000 could now be awarded \$3.5 million," says Burnet. "We see carriers running around with \$2 million liability but I don't think it's enough."

### How do I find the right broker?

Insurance in this country has to be bought through a broker or agent. And just like you can't go to an assembly plant and buy a car, you can't go directly to the big guys and ask for a policy.

With all the intricacies involved in trucking, it's important to find a broker who is knowledgeable about the business.

"Trucking insurance is a good deal more complicated than insuring an automobile or house," says Burnet. "A specialized truck insurance broker should be able to provide you with access to three or four markets. They can sit down with you and analyze your requirements to find the best policy to serve you. What's more important, they should be able to talk the same language as you."

### How do I find a policy that 'fits'?

Truck insurance basically consists of three aspects: automobile, general liability and cargo. Some larger carriers may also carry an "umbrella" policy which covers anything over and above the prescribed liability limits.

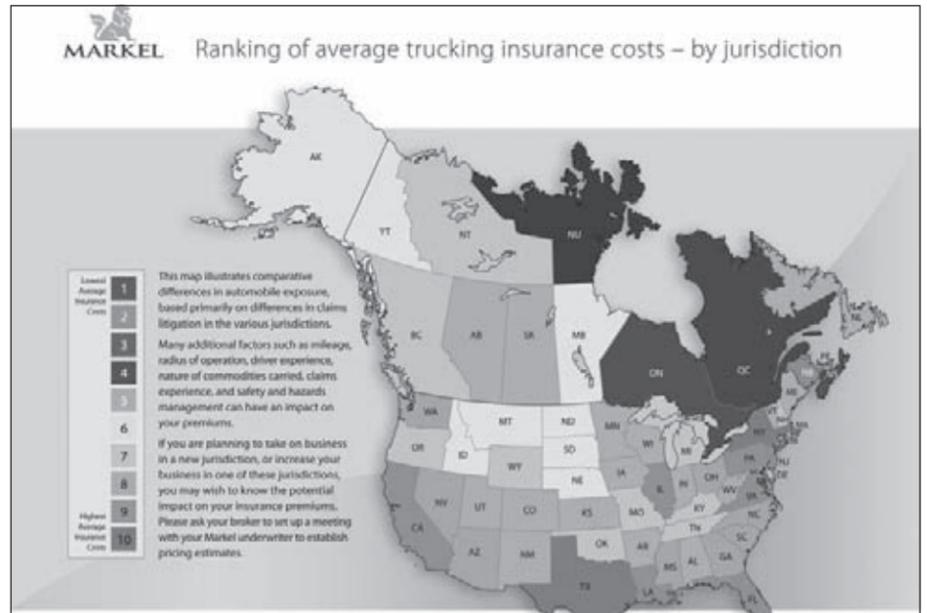
Insurance companies are primarily interested in where you are going and what you are hauling. These two factors are usually given the most weight when determining the premium.

Other considerations like driver records, CVOR and company accident stats can also be taken into consideration.

Having a clean driving record is becoming increasingly important. Drivers with one at-fault accident and up to two moving violations within three years are still insurable – but not very attractive. However, each insurer uses its own rating system and the results and premiums can vary greatly.

State Farm Canada insures a variety of vehicles including commercial trucks. Qualification for commercial vehicles is based on the type of truck, any attached equipment, the type of cargo, what the truck is used for, and the distance travelled. The individual driving records of all drivers operating a commercial vehicle are looked at as well as the company's overall safety rating in determining premiums.

"Drivers with good records and companies with better safety histories can be afforded lower rates," says Rose Monachino, a State Farm agent in Burlington, Ont.



**KNOW YOUR RISKS:** Where you run will have an impact on your insurance costs. *Graphic supplied by Markel Insurance*

But CK's Gibbon thinks there are times when blending company driving records can work to the advantage of a trucking firm.

"A fleet owner with eight or so trucks might have one bad actor with several convictions and a zero star rating. But when averaged with the other drivers, the fleet rating might come up to three or four stars overall," she says.

### What about deductibles?

Generally speaking, the higher the deductible, the lower the premium. Some large carriers with very intense safety programs opt for higher deductibles of \$25,000 or even \$50,000. But most independent owner/operators are not interested in deductibles over \$5,000.

Even so, deductible "Buy Down" insurance is available for those squeamish about carrying a high deductible. Insurance brokers I talked to are of two minds when it comes to Buy Downs. On the one hand, it's a good thing to have when a catastrophe strikes, but there is also some feeling that this type of coverage may lead to frivolous claims by policy-holders who want to get "their money's worth."

### Thinking beyond the premium

Fleets with more than 10 trucks (as defined by the insurer) are given an assessment based on company performance and safety practices instead of a questionnaire. These carriers can expect a visit from a loss prevention expert sent by the insurance company. The LP specialist will want to look at all aspects of the company including drivers' logs, CVORs and maintenance records, as well as carrier operations and policies. Yard security and best practices factor highly in reducing the premium, as does a pro-active safety program. This allows the carrier to benefit from their good business initiatives.

"Our focus in the trucking industry is helping carriers help themselves to manage the cost of their insurance," says Silvy Wright, president of Markel Insurance. "We believe the focus on reducing incidents helps achieve favourable insurance premiums and reduce overall costs. A big part of our philosophy is to look at the total cost of insurance."

One way to reduce insurance costs, she suggests, is that carri-

ers can take basic steps at their terminals to reduce the possibility of cargo theft.

"In the last recession we saw a rise in fraud and cargo theft and we're seeing that more than ever. Cargo theft and fraud are costing the industry and there are usually huge opportunities to improve security," she explains.

Furthermore, according to Wright, it's important for carriers to look "beyond the premium" to the value-added services insurers can offer.

"By being transparent about how we make pricing decisions and sharing knowledge we've learned from working in this industry for 60 years, we will help them succeed and build loyalty," she says.

### Insuring your health

Typically, owner/operators will work under the flag of a carrier and enrol in the company insurance plan. But contingencies may arise where broader coverage would be advantageous to both the contractor and the carrier.

That's where a company like National Truck League Insurance Solutions or NAL Insurance can be of help.

"We protect the trucker in a lot of different ways," says NTL president Rod Stiller. "One of the first things an owner/operator might do is opt out of WSIB. It's expensive, it only covers on-the-job accidents, and it only pays a percentage of net income. For some owner/ops that's very small because of all their tax write-offs." Stiller adds that most of his clients run the States and want coverage there as well.

"We understand truck insurance, employee health benefits and workers' compensation. So we've designed policies that are good for the owner/operator and taken them to the insurance companies." The result, according to Stiller, is effective coverage that protects the carrier and the owner from loss of income on either side of the border.

Stiller also works as a liaison between owner/operators and companies to provide drivers with prescription drug and dental benefits.

"We continue to design programs for owner/operators and companies that help retain the driver. After all, good owner/operators are getting to be a scarce commodity," he says. □

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EXECUTIVE VIEW

# Cargo theft: A \$5 billion problem?

A new study places a price tag on the cost of cargo theft. The cost is debatable. The problem is not. We speak to a cargo theft expert about what it will take to control the trucking industry's pilfering pandemic.

**TORONTO, Ont.** – Cargo crime is getting a lot of attention lately, thanks in part to a new study commissioned by the Canadian Trucking Alliance that indicates cargo crime is a \$5 billion a year

problem in Canada.

The study, aimed at raising awareness of the issue and helping convince lawmakers to provide the resources law enforcement requires to address the problem, also found there's an increasing prevalence of violence during cargo theft incidences.

The study also uncovered a strong presence of organized crime in cargo theft rings, which provides them with the financial resources to carry out other types of criminal activity.

An executive summary of the study can be downloaded from [www.cantruck.ca](http://www.cantruck.ca). *Truck West* executive editor James Menzies recently caught up with Will Mandau, vice-president of claims with Markel Insurance for some industry reaction to the findings.

**TW:** It seems the issue of cargo theft is getting a lot of attention these days, thanks in part to this CTA study. Is it safe to say the industry is finally getting organized when it comes to addressing cargo crime?

**Mandau:** There has been organization over the years in various forms, but now there is a higher profile because of the study.

The CTA has done a good job of elevating that and taking a different approach than in the past to lobby government and provide some statistics that will hopefully give them better support for getting funding and attention on this subject.

**TW:** I know you can't discuss the details of the study beyond what was in the executive summary, but was there anything that came out of it that surprised you?

**Mandau:** Was I surprised? No. There aren't a lot of reliable, credible statistics out there and even this study talks about it being a \$5 billion problem. I don't necessarily personally agree with that statement, but that was the value that came out from amongst the participants on the panel. But we do not have credible statistics in Canada to support a specific dollar amount of what the problem represents.

**TW:** Do you think the \$5 billion figure is too high or too low?  
**Mandau:** Far too high.

**TW:** The study found that organized crime is very much to

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blame for a lot of the cargo theft that is happening today. How sophisticated are these criminals? Do they have their own infrastructure such as warehouses and equipment?

**Mandau:** They're very advanced and they're getting more advanced as we go forward. It's as if this was an untapped opportunity that organized crime has now taken advantage of and is leveraging.

Yes, they do have warehouses. Yes, they do have a means to acquire equipment to move product quickly and there have been a number of new venues and opportunities for the fencing of stolen property, whether it be flea markets or things like Kijiji and Craigslist and so forth, there are a lot of distribution opportunities available to the criminal element.

**TW:** If a cargo theft occurs, what should the victim do to improve the risk of recovering their load?

**Mandau:** Our mantra has always been 'immediate and direct' reporting, to get people activated and doing all they can to identify where this could be going. Getting police forces involved.

A trucking company should notify police as the first wave of information and we supply more in-depth information to the police forces to equip them with the information they need to do a concerted investigation.

But there are some other underlying issues. There are far better solutions to reducing the amount of crime and theft the trucking industry faces and that is taking basic safety precautions to protect their loads.

I think we would all be appalled if we went up to a local Walmart and found the doors were open or closed with a twist tie with all the product that's in that large facility unprotected with no security alarms, no guards and no lighting. Yet, day in and day out, we have hundreds if not thousands of trailers sitting unprotected in low-security yards or on the side of the road with nothing but a seal on them, which is basically an invitation that there's something of value in that truck. And people just walk up to it and take what they want from that truck – and that is ridiculous.

It's really ridiculous in this day and age, knowing full well there are people who are actively organized looking for opportunities (to steal a load).

Even opportunistic crime can take place with very little deterrent and that is the number one form of cargo theft we are experiencing all across the region – readily-available product with no security attached to it. That is the root cause of the crime that I'm seeing.

Larger trucking firms are more sophisticated. They don't escape crime either, but those are typically the highly-organized criminals. We all admit, if a crime ring wants property, they will get it through force. They'll hijack loads or put the driver in peril and take what they want.

However, we can really reduce

the overall crime impact and let police concentrate on those types of losses by eliminating this noise in the background where these people are not true victims, they're allowing it to happen by knowingly leaving high-value product unprotected.

**TW:** How much of this criminal activity is perpetrated by insiders?

**Mandau:** There has to be a good number of them, but it's very difficult to prove. We have determined through our investigations that there is definitely an element, but that can come from so many different sources. It's not necessarily a driver giving up a load for \$1,000 or \$5,000, walking away from the load for a few hours and coming back and finding it stolen.

It can be somebody inside the trucking company, a dispatcher or what have you. And then you have the whole issue of load boards and other Web-based sources of loads, where people can steal identities so easily. People need to use common sense.

**TW:** Are these load boards crawling with thieves or can they be safely used with some due diligence?

**Mandau:** I think they're safe with some proper due diligence, but people don't take the time. You have to make sure you qualify the information and qualify the individual you are dealing with.

In the technological age, we have gone away from face-to-face transactions and shaking hands and qualifying people to make sure they are who they say they are. Right now, it's e-mail back and forth and faxes back and forth and it's so easy for a criminal to hide behind some false information or acquire information on the Web and create their own Web page so that it looks very similar to the trucking company they are trying to portray.

When brokering a load, there's an obligation to qualify who you are dealing with. There should be a relationship and there are best practices to follow. It's pretty easy to do but people are pressed for time so they take shortcuts.

**TW:** What can drivers do to reduce the risk of a cargo theft happening en-route if they're transporting a high-value load?

**Mandau:** If it's a high-value load, it begins with: do you have two drivers? Are you stopping at appropriate locations with secure facilities or driving direct? We know for a fact that organized criminals will tail vehicles, stake out premises and watch them for weeks or months looking for that opportunity to catch a load that's not protected.

Drivers should be aware of their surroundings, not take chances. Don't go in for a shower and leave a load unattended in the parking lot with no other driver there.

**TW:** We always think of loads of electronics, alcohol and tobacco as being the most vulnerable, but you also hear of loads of diapers, chicken and other items being stolen. Is any load safe?

**Mandau:** The thieves are highly organized. Organized criminals have markets for their loads before it's stolen. They're not opening doors, taking something and then trying to figure out what to do with it. It's sold before it's stolen and they plan for this well in advance.

Other products where you're dealing with opportunistic crime, they could go the flea market route or they could be going to a plant somewhere and waiting for workers to go off shift and then calling them over and saying 'Look what I've got, are you interested?' It's very lucrative.

Organized criminals are looking for a higher payback. They're not looking for low-value loads because it's not worth their while. As legitimate businesses are looking for operational efficiencies, organized criminals are looking for operational efficiencies as well.

**TW:** It seems odd there is no really effective central database where information on cargo theft incidences can be shared.

**Mandau:** Quite honestly, I'm surprised this hasn't been mandated by the regulators. We've been attempting to do this now for, well for me personally since I joined Markel 14 years ago.

We really need to get a shared database. We were very happy when IBC opened up a cargo reporting database but it's not where we want it to be yet.

We want it to be North America-wide. Product does not stay in our backyard, it travels. It crosses borders internationally and overseas and we really need that intelligence. Hopefully with this crime study, government will realize this is not a victimless crime. These dollars are spent on various activities – it could be terrorist activities. These large dollars are put to use for all kinds of undesirable activities we as a society don't want to support.

It even goes down to the municipal level. Mississauga grandfathered allowing truckers to park their rigs on the sides of industrial roads, because they don't have the opportunity to take them to a secure yard or the facilities aren't readily available. That practice has to stop. There's no need to grandfather things. If there's a practice that is inherently improper and adding to the problem, we have to stop it, not grandfather it.

**TW:** What else needs to be done to control this epidemic of cargo theft?

**Mandau:** We have to educate customers and ensure all losses are reported. That \$5 billion figure, people are reading into all the unreported thefts. Some people have estimated up to 90% of theft is not reported. I find that astonishing and can't believe for a minute that that's the case, but



**WILL MANDAU**

the naysayers say it is because they don't see police action.

The police don't have the resources so we have to put the focus on the fact these funds are being used for more sinister purposes, which is leading to a lot of other crime.

Right now in Ontario, we don't have a system in place for the MTO to share information with the police on the insurance of each vehicle in the province. The police officer pulls over a vehicle and can call the insurance company to see if the policy is in force, but that should already be there in the cruiser so they have the information readily available to them.

We're really backwards when it comes to a lot of systems and there seems to be a reluctance to share information and we're perplexed by that.

**TW:** The trucking industry is comprised mostly of small carriers with limited resources. If they can't afford yard security, satellite tracking and other deterrents, what can they do to reduce their risk of being victimized by cargo theft?

**Mandau:** I think they have to exercise extreme caution. Trucking is a profession, it's not something you go out and do because you have a few bucks so you buy a truck and go on Loadlink and start hauling things. You have to act with extreme caution and have some best practices and take measures to qualify who you're dealing with.

If you're running such tight margins that you can't exercise proper precautions, you shouldn't be in the business – that's the reality. You have to have a certain level of professionalism.

The other option is, don't go long-haul, don't go into the US and don't haul commodities that could be a target. Maybe start with short-haul, door-to-door with no stops in between so you're not doing any overnight warehousing on the street somewhere until you gain experience and have the funding to put in place proper security.

You don't have to have a massive satellite tracking system in place, just the ability to plan out a route, stop in secure yards and that will really reduce the risk. □

## SAFETY

# Looming shortage threatens the bottom line

As challenging as the recent economic downturn has been, it may be masking a bigger threat that's still to come – in the form of a looming driver shortage.

While there seemed to be plenty of drivers when carriers were forced to park equipment because of a lack of business, much of the nation's excess freight capacity has disappeared. As the economy recovers and more cargo begins to move, fleets may find it harder to attract the workers to address new opportunities.

Some of the former employees who lost their jobs may even have left the industry forever.

Every loss of a qualified driver can have a direct impact on the bottom line at the best of times. Think of a company that has 10 drivers, loses two of the employees, and also tends to retain only half of its newly hired drivers. The fleet's recruiter will actually need to hire four candidates to find the two who will remain. If it costs a conservative \$7,500 to find and train a new employee, that search will cost \$30,000.

The potential costs of retention and recruiting do not end there.

Well-trained and qualified drivers may be more valuable to a fleet than ever before. Programs like the CSA safety measurement system in the US, for example, are placing a greater emphasis on driver behaviour. Those who want to ship freight south of the border

## Ask the Expert

RICK GELLER



will need to have access to employees who comply with the rules, and will keep the ratings clean.

The industry's aging pool of workers is merely adding to the challenge. As recently as 2004, the average age of men in the trucking industry was 42, which is four years older than men working in other occupations. As the oldest workers among them retire, they will need to be replaced by a new generation of candidates, and these younger workers also tend to emphasize a work-life balance, meaning that fleets might even need to explore different trip planning strategies to keep them on the job.

In fact, there are a number of factors that can play a role in retaining employees of every age. If a large number of drivers leave a job shortly after being hired, the losses can usually be traced to recruiting practices. Maybe they were not given an accurate idea of the job that will exist. If the drivers are quitting after six months or a year, however, the challenge is likely linked to factors such as pay and working conditions.

There is also no question that wages can play a role in a driver's decision about where to work, and a steady decline in driver wages does not bode well for the industry as a whole.

While today's average long-haul trucker makes around \$65,000 a year, those who turned the wheels about 25 years ago were annually making close to \$85,000 once inflation is factored into the equation. The fact that freight rates have actually declined over the past four months will undoubtedly make it more difficult for some carriers to increase compensation. If the trend continues, that will make it difficult to keep candidates from moving to other industries entirely.

Still, while many drivers will look for other jobs in the search for more money, there are other factors that cause them to look in the first place. Research by the Canadian Trucking Human Resources Council proves that drivers also emphasize the importance of things like respect and support.

Proactive fleets can take the steps that will keep these drivers on the job. The ongoing support of dispatchers and mentors will show drivers that they work for a company that cares.

Retention efforts can even be influenced by the steps that fleet managers take in the aftermath of a crash. According to one survey of safety

managers, a commitment to remedial training ranked seventh out of 12 ongoing safety-related issues. Yet an investment in this type of training that should be available through your insurance provider has proven that it can correct problem behaviours and protect valuable employees.

The training that can help to retain drivers is not limited to shifting gears and turning corners, either. Drivers will feel more comfortable in their roles, and will be better equipped to meet ongoing challenges, when they receive refresher courses about evolving regulations and fleet policies.

Investments into programs like these can help fleets to prepare for many of the challenges to come. And make no mistake about it, the challenge of a driver shortage is on its way. □

– This month's expert is Rick Geller. Rick is the director of safety and signature services for Markel Insurance Company of Canada and has more than 25 years experience providing loss control and risk management services to the trucking industry. Markel Safety and Training Services, a division of Markel Insurance Company of Canada, offers specialized courses, seminars and consulting to fleet owners, safety managers, trainers and drivers. Markel is the country's largest trucking insurer providing more than 50 years of continuous service to the transportation industry.

## OPINION

# Pending legislation giving truckers lots to worry about

It's not easy keeping up with all the pending legislation facing our industry, but it is one of the most important issues facing our industry.

Here are a few of the legislative items that should be on your radar:

**Hours-of-service:** If you haven't heard, the Federal Motor Carrier Safety Administration (FMCSA) has been accused of misrepresenting the scientific data prepared by the experts regarding support for changes to the Hours-of-Service legislation in the US. Dr. Frances Cappucco did not agree with the FMCSA's interpretation of his reports. In fact, the conclusion was that the FMCSA changes to the HoS were based on politics – not science. Even Stephen Keppler (executive director of the Commercial Vehicle Safety Alliance), said the new proposal changes by the FMCSA would make it more difficult for roadside inspectors to evaluate compliance of HoS. Most trucking associations, the US small business administration, the US Chamber of Commerce, and advocates of the trucking industry unanimously disagree with the FMCSA's proposed changes to the US rules on HoS.

Hopefully there will be enough opposition and support of the trucking industry to overturn the FMCSA proposed changes to the HoS in the US.

**Speed Limiters:** The Ontario government's Ministry of Transport (MTO) is appealing the ruling of the Ontario Courts' verdict that found Lee Ingratta not guilty of violating the new speed limiter law in Ontario.

Lee did not refuse to allow the DoT to check his speed limiter status but

## Constructive Dialogue

RON SINGER



rather asked that the DoT sign a waiver to take responsibility for any damages caused when they tapped into his truck's computer.

The DoT would not sign the waiver. Good news for Lee as the judge sided with him. The MTO has filed an appeal and will ask the Board of Appeals to overturn the ruling or order a new trial. The Owner-Operators' Business Association of Canada (OBAC) has started a speed limiter defense fund.

The MTO has deep pockets. Not so for Lee or OBAC. If anyone can offer Lee or OBAC a helping hand regarding this appeal, they could sure use your help. The lower courts of Ontario have dismissed several other speed limiter cases. If you have a speed limiter violation, get a hold of Joanne at OBAC and get her advice and help to fight your speed limiter violation.

**EOBRs:** The chatter on the various radios is that the carriers that are running their new EOBRs aren't working out so well. It appears the data is sometimes flawed, inaccurate, and unreliable.

These new EOBRs are robbing some of the drivers of their on-duty time. Even though they should be allowed more duty time, they are bound to adhere to what the EOBR says even if this information is inaccurate. Let's hope they don't legislate these expensive gadgets until we can be assured

they all give accurate information.

**CSA 2010:** If you haven't heard, CSA 2010, 2011 or just CSA now, replaced the old US SafeStat model on Dec. 1. To review your status or score on CSA go to [www.csa2010fmcsa.bot.gov](http://www.csa2010fmcsa.bot.gov). You could be classified as "Deficient" if you exceed the given threshold in any of the seven requirements of compliance regarding: HoS, driver fitness, unsafe driving, drug or alcohol use, vehicle maintenance, cargo securement, or crash indicators. This system is much harsher than the old US SafeStat model and it will be a lot harder to maintain compliance with the new CSA system.

It is expected there will be full enforcement of the new CSA system by the summer of 2011 even though there is a lack of uniformity amongst the US states. Get ready Canada, because the CCMTA will surely be closely watching the progress and results of this new system and will adopt components of the CSA system to enhance theirs and legislation will only follow.

**Fuel economy standards:** The US Department of Transportation's National Highway Traffic Safety Administration (NHTSA) is proposing new fuel economy standards for heavy truck engines with vehicle standards that will begin in 2014.

They must achieve a 20% reduction in CO2 emissions and fuel consumption by 2018. The Environmental Protection Agency (EPA) and the NHTSA are providing a 60-day comment period that begins when the proposal is published in the federal register. Whatever changes are made to

the rules (after the comment period) are expected to be adopted by next summer.

These are just a few of the pending legislations coming soon. We know the carrier associations, unions, special interest groups, and government representatives will be well funded and they will be at the table to represent their issues, but what about the owner/operators, drivers, and small fleets?

Wake up guys, if you want to be represented at that table you all better start opening up your wallets and start paying your fair share of dues so you can be effectively represented at that table.

Now I get to take a load out west on our #1 national highway. It is sad to see this highway running through the most beautiful setting in the world in the condition it is in. This highway is not safe – especially running through the federal parks between Golden and Sicamose, B.C. There are potholes six feet wide and a foot or better deep in some places.

Add to that the lack of lane markings in some areas and the adverse weather conditions you could have yourself a situation. Then there are the construction zones with reduced speed limits. Unfortunately, you sometimes see no construction going on for long periods of time. What you do see is RCMP or the DoT giving out speeding tickets. □

– Ron Singer is owner of Ron Singer Truck Lines and a director of the North American Trucker's Guild. He can be reached at 403-244-4487 or by e-mail at [ronsinger@telus.net](mailto:ronsinger@telus.net).



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Address: \_\_\_\_\_

Town/City: \_\_\_\_\_ Prov: \_\_\_\_\_ Postal code: \_\_\_\_\_

Home phone: \_\_\_\_\_ Bus. phone: \_\_\_\_\_

Email: \_\_\_\_\_

Number of years in trucking/commodity hauled: \_\_\_\_\_

Primary truck and engine: \_\_\_\_\_

Number of vehicles: \_\_\_\_\_

Contracted to (if applicable): \_\_\_\_\_

How do you maximize fuel efficiency?: \_\_\_\_\_

**My choice is based on:**

Safe driving record  Industry/community involvement  Heroism  Going "Green" Initiatives

Explain: \_\_\_\_\_

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(Include additional information on separate paper if insufficient space)

Nominated by: \_\_\_\_\_ Phone: \_\_\_\_\_

Mail completed forms to "AWARD" Truck News/Truck West, Attn: Kathy Penner  
12 Concorde Place, Suite 800, Toronto, Ontario M3C 4J2

**FORM MUST BE FILLED IN COMPLETELY AND NOMINEE MUST HAVE CLEAN DRIVER'S ABSTRACT**

NEW PRODUCTS



Freightliner has introduced a **natural gas-powered version of its new 114 Severe-Duty (SD)** set-back axle vocational truck. The new 114SD SBA is a lightweight truck aimed at a range of vocational applications, including: dump; refuse; and sewer vac. The natural gas version of the truck will be powered by the Cummins ISL G engine and it will be matched with an Allison 3000RDS transmission, the company announced. The 114SD SBA was introduced earlier this year. Production of the natural gas version will commence in December, Freightliner announced.



Fontaine Modification, Fyda Freightliner and GSP Marketing have teamed to produce a **refuse truck** they say can improve productivity for cash-strapped municipalities. The MP8000/M2-106 Dual Stand-Up Drive Combo was showcased at the recent WasteExpo trade show. The truck combines a maneuverable Freightliner M2-106 conventional cab truck with a semi-automated dual side loader body from GSP Marketing and Fontaine's dual low-entry stand-up drive cab. The truck allows two operators to collect and load material from both sides of the truck, with easy access to the cab from both sides, the companies announced, allowing two operators to get in and out of the truck quickly. For more information on the truck, call GSP Marketing at 877-445-4499 or visit [www.fontainemod.com](http://www.fontainemod.com).



Peterson has announced its Model 354 Series **LED mid-turn lights** meet Title 13 compliance for use on long trailers in the state of California. The company says few manufacturers offer mid-turn lights that meet the stringent California requirements. California is the only state requiring J2039 compliance. The M354 features hardwired leads terminated with AMP hardshell connectors. For more info, visit [www.peterson-mfg.com](http://www.peterson-mfg.com).



Accuride has come out with a new line of Accu-Lite **lightweight aluminum wheels** that weighs 12 lbs less than the company's Duplex wheel design. The new offering weighs just 45 lbs in 22.5"x8.25" configuration while a super-single version weighs 59 lbs. For more info, visit [www.accuridecorp.com](http://www.accuridecorp.com).



Goodyear has come out with a new **super-single tire for severe-duty applications**. The G278 MD replaces Goodyear's G178, providing better mileage thanks to a one-inch larger footprint, deeper tread depth and special compounding, the company announced. The new offering is available in 385, 425 and 445/65R sizes in 22.5". It's an all-position tire ideal for on- and off-highway applications including construction, concrete, oil service and logging, according to the company. The new tire's criss-cross tread design provides excellent off-road traction while pumping water away from the tread for improved grip. The tire will also have a retread available beginning in June. For more, see a Goodyear dealer or visit [www.goodyear.com/truck](http://www.goodyear.com/truck).

Toyo Tires has come out with a new model M657 **on-highway drive tire** that is EPA SmartWay-certified. The tire is suited for long-haul, highway applications and features Toyo's e-balance technology including a stiffer belt package, stiffer bead construction

and optimization through simulation technology, the company claims. Benefits include improved tire life, greater endurance, improved regular wear resistance and better fuel economy. The tire comes with a 28/32" tread depth and a multi-pitch groove design for improved traction. For more info, see a Toyo Tire dealer or visit [www.toyotires.com](http://www.toyotires.com).

Bridgestone Commercial Solutions Group has come out with a new Firestone brand **FD695 Plus drive tire**, promising excellent fuel efficiency

without sacrificing removal mileage, the company announced. The new tire is SmartWay-certified and ideal for use on tandem axle drive tractors in long-haul and regional applications. The original tread depth is 26/32" and continuous shoulder ribs distribute weight and torque evenly to fight irregular wear, the company claims. The tire's casing was designed with retreadability in mind and it can be placed on either the drive axle or trailer positions during its second life, the company announced. For more info, see a Firestone dealer. □

**Wakefield Canada introduces new DEF**

**TORONTO, Ont.** – Wakefield Canada has launched a new diesel exhaust fluid (DEF) product for trucks using selective catalytic reduction (SCR).

H2Blu was on display for the first time at this year's ExpoCam trade show. Company officials say the new DEF is formulated with an emphasis on purity and performance, providing Canadian carriers with consistent reliability. Wakefield says its role as a respected blender and distributor of premium fluids ensures consistent attention to quality control.

Wakefield Canada will distribute H2Blu through its existing heavy-duty distribution network, with availability throughout Canada. It will be offered in: 9.46-litre jugs; 208-litre drums; 1,040-litre totes; and in bulk.

The larger packages have closed 'micro matic' systems to ensure purity and quality standards are met, the company announced. Wakefield officials say the DEF is tested at several stages throughout the manufacturing and delivery processes to ensure every batch is pure. It will also test bulk quantities at customer facilities to ensure purity. The new DEF meets ISO 22241 standards and is API-certified. □

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Mark Dalton: Owner/Operator

# Till Theft Do Us Part

By Edo van Belkom

Mark had made the trip east back across the country and was parked overnight in a large truck yard in Barrie, Ontario waiting for the warehouse to open in the morning so he could get his load heading north.

It was just after 11 p.m. and Mark was about to bed down for the night when he heard a noise outside.

The yard was full of long-haulers with overnight cabs so it wasn't unusual for someone to be out and about at this time of night. Still, it was late and there were only a few overhead lights illuminating the yard, so anyone working outside now was either in trouble or up to no good. Mark decided to check it out.

Four trucks down the line there was an old Chevy van parked in front of a late model Western Star. The back of the van was wide open and full of tools. There were cables and hoses running from inside the van to underneath the Western Star and a faint light was aglow under the truck.

"Midnight repair service?" Mark said under his breath as he approached.

The closer he got, the clearer he could hear the sounds of someone at work. There was the familiar sound of a hammer battering a wrench and then the grunt of someone struggling to get something loose.

Mark knelt down and peered under the truck. "Hello," he said.

"Ugh," the mechanic responded.

Mark sympathized with the man. It was the middle of the night, he was lying flat on his back on the cold hard ground and there was a nut or bolt that just didn't want to let go. There were probably a hundred places the man would rather be.

"Making a house call, eh?" Mark said.

The mechanic grunted, obviously into his work.

Mark took a long look at the man, finding it hard to make out much detail in the faint light he was working by. He was dressed in a dirty pair of coveralls that had a name, 'Joe' over the left breast pocket. His face was just as dirty as his clothes with a pair of light blue vinyl gloves on his hands.

"I've got a rechargeable flash-

light in my truck," Mark said. "It's pretty bright. Might help you."

"I'll manage."

Mark wanted to chat, but this guy didn't seem to want to have any part of it...which was strange since he obviously wasn't going anywhere anytime soon. Mark gave it another shot. "Starter motor, huh?"

"Yeah."

"They're expensive, no?"

"Uh-huh."

"Few hundred buck at least."

"At least."

"You'd think at that price they'd last a bit longer. This truck couldn't be more than what, three or four years old?"

A grunt.

"You got a replacement, or can you fix that one?"

"Don't know till I get it back to the shop."

Mark said nothing for a while, watching the man work. He was fast, with few wasted movements. He had just a few tools with him under the truck but they were all he needed.

That made sense, because he couldn't afford to be crawling in and out from under the truck all night long looking for tools.

Mark liked the way the mechanic worked and if he had his own shop, maybe Mark could take Mother Load there if she ever broke down in this part of the country.

"Where's your shop?" he asked. "Maybe I come to you the next time I need service."

"It's near here."

Mark waited for the man to elaborate, but he didn't. Instead he just kept on working and never once looked back in Mark's direction. Mark wondered if the man was intent on his work, or avoiding looking Mark in the eye.

"If you gave me a card, I could call you, then."

"Don't need any more work. Got enough as it is."

"Maybe, but times change. Everyone can always use more work." He looked at the man's beat up old van. "More work and you could buy a new truck, hire on another mechanic...maybe take on an apprentice."

The man stopped working for the first time since Mark had arrived. "Listen mister, if I give you a number will you leave me alone and let me do my work?"



"Yeah, sure," Mark said, thinking that maybe he was being a bit pushy. "I didn't realize I was bothering you. I always think everybody is just like me, you know... happy to have someone to talk to."

"You thought wrong. I got another truck to do before I go home tonight." He stopped working, and with his back still to Mark, scribbled something onto a piece of paper. Then he stretched out his arm behind him to pass Mark a slip of paper tucked between two of his fingers.

Mark took it. "Thanks."

A grunt.

Mark got up off the pavement and headed back to Mother Load. He knew that big-rig mechanics were a special breed – a breed apart – but this guy was odd...and just a little unfriendly. The more he thought about it, the more he concluded that maybe this mechanic wasn't the type of guy he wanted wrenching Mother Load.

Mark awoke early the next morning to the sounds of people outside his truck. There were several voices, including ones that were coming over a radio.

Wiping the sleep from his eyes, Mark got out of bed and looked out the window. Just down the lot, about the spot where the Western Star was parked, were a pair of police cars. One officer was talking with a man, maybe the owner of the truck, while another officer was crouched down close to the ground, looking under it.

"Wonder what that's all about?" Mark said under his breath.

He got dressed and quickly exited Mother Load.

"What happened?" Mark said as he neared the police.

"Where did you just come from?" one of the officers said.

"That's my truck right there," he said, pointing to Mother Load.

"You were here all night?"

Mark nodded. "Why? What happened?"

"The starter motor was stolen off that truck."

Mark shook his head. "No, it was taken to be repaired. I talked to the mechanic last night."

"No," the officer said. "This truck's practically brand new. The starter was stolen."

"I thought he was legit," Mark said. "He even gave me his number."

The cop's face brightened.

Mark fished the number out of his pocket and handed it over.

The policeman smiled.

"What is it?"

"This number," he said. "It's for one of the radio stations in town."

"Oh," Mark said, feeling like a horse's rear-end for being so easily duped. "Then I guess I won't be calling it for service." □

– Mark Dalton returns next month in Part 2 of *Till Theft Do Us Part*.

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.



The continuing adventures of *Mark Dalton: Owner/Operator* brought to you by **MICHELIN NORTH AMERICA (CANADA) INC.**



OPINION

# CFMS is a Canadian institution

## Publisher's Comment

ROB WILKINS



The 2011 edition of the Canadian Fleet Maintenance Seminar has just wrapped up.

From all accounts, it was another successful event. Our sister publication, *Motortruck Fleet Executive*, has been a sponsor of the CFMS since its inception.

I remember the first CFMS I attended. It was 1980 at the old Inn on the Park and it was a great introduction to the industry.

I can't recall exactly the number of registered delegates but it had to be over 600.

The first night, I "worked" the hospitality suites with my boss until the wee hours of the morning.

The next day, I was front and centre at the first seminar, pen and paper in hand, listening to the latest marvel in braking technology.

To be honest, 99% of what was being said went over my head but I took notes regardless.

The first time I saw my boss that day was during lunch. I remember giving him the benefit of the doubt, thinking he must have been sitting towards the back during those early morning seminars.

Little did I know, the man was great at soaring with the eagles at night but

he tended to miss a few bells the next morning. The sunglasses always gave him away.

Times have certainly changed. The industry still enjoys a few "pops" but that's where it usually ends, after a few. The days of pounding back a dozen or more are long gone, at least for most of us.

Hospitality suites are now referred to as "information" suites and although the numbers have dwindled a bit, they still represent a great opportunity to meet new people and learn about industry trends and developments.

A few years ago we made the decision to sponsor the wrap-up dinner speaker. This year, it was Michael 'Pinball' Clemons, former CFL all-star and coach. I only wish I had half his energy and passion for life. I think everyone enjoyed his wit and wisdom.

If you have responsibility over a fleet maintenance facility, do yourself a favour and make a note to attend next year's seminar.

The event is being held for your benefit and needs your participation. Technology isn't going to stop changing anytime soon and the CFMS allows you the opportunity to learn about these changes and network with your peers.

I believe it's an investment that's well worth the money and your time. □

— Rob Wilkins is the publisher of *Truck West* and can be reached at 416-510-5123.

# TRUCK WEST

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Postal/Zip \_\_\_\_\_ E-Mail \_\_\_\_\_

Home Tel \_\_\_\_\_ Cell \_\_\_\_\_

**Best way to contact me:**  Home Tel  Cell  E-Mail  Other \_\_\_\_\_

**Work Preferences:**  Owner Operator  Hwy Team  Hwy Single/Company Driver  
 Local  Lease Purchase  Driver Trainer  Moving  Other \_\_\_\_\_

**Owner Operator?** Manufacturer \_\_\_\_\_ Year/Model \_\_\_\_\_ Engine/Size \_\_\_\_\_

**Preferred Trailer Type (check all that apply):**  Flatbed  Heavy Hauling/Specialized  Moving Van  
 Tanker  Straight Truck  Super B  Reefer  
 Van  Other \_\_\_\_\_

**Trailer Type Experience (check all that apply)**  
 Flatbed  Heavy Hauling/Specialized  Moving Van  
 Tanker  Straight Truck  Super B  Reefer  
 Van  Other \_\_\_\_\_

**Current Drivers License:** Do you have a Commercial License?  Yes  No

License # \_\_\_\_\_ Exp. Date \_\_\_\_\_ Prov/State Issued \_\_\_\_\_ Type \_\_\_\_\_

Has your license ever been suspended?  Yes  No Total Truck Driving Experience \_\_\_\_\_ /yrs

Last Employer \_\_\_\_\_

Name \_\_\_\_\_ Company City \_\_\_\_\_ Prov/State \_\_\_\_\_

Tel \_\_\_\_\_ Start/End Date \_\_\_\_\_

Job Description \_\_\_\_\_ Reason for Leaving \_\_\_\_\_

**Certification/Training:**  
 Doubles/Triples  Air Brake Adjustment  Over-Size Loads  Hazmat  Air Brake (Drive)  Tankers

Name of School \_\_\_\_\_ Name of Course Completed \_\_\_\_\_

City \_\_\_\_\_ Prov/State \_\_\_\_\_ Start/End Date \_\_\_\_\_

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**MILTON, Ont.** – The Canadian Trucking Alliance and the Canadian Renewable Fuels Association are at odds over an impending biodiesel mandate that would require all on-road diesel fuel sold in Canada to contain an average of 2% biofuel content. The CRFA argues that the mandate, set to come into force July 1, would help reduce greenhouse gas emissions and other pollutants through the use of biofuels.

The CTA, however, cites a recent federal government review when claiming that any GHG reductions as a result of the would be negligible, while fuel and consumer goods prices would almost certainly increase. Some estimates claim the increase in diesel fuel prices could be as high as eight cents per litre under the mandate. Will truckers be willing to bite the extra cost at the pump in order to offset emissions? *Truck West* went to the Fifth Wheel Truck Stop in Milton, Ont. to find out.



**Truck Stop Question** *What do you think of the proposed biodiesel mandate?*

ADAM LEDLOW



**Tony Romano**

**Tony Romano**, a driver with Trailwood Transport out of Alliston, Ont., says that considering how fuel prices are already spiralling out of control, another increase would be harmful to the industry.

“The way it is, customers don’t want to pay more money for the transport of the goods to get to the store,” he said. “I think that our rates should go a lot higher, at least \$1.70 per mile to cover our fuel and everything else. I’m just one guy; there are a lot more people out there that might like it, who knows?”

**Bjorn Nelissen**, an owner/operator with FS Trucks out of Florenceville, N.B., says that since his company has a fixed price on diesel, it wouldn’t affect him as much.

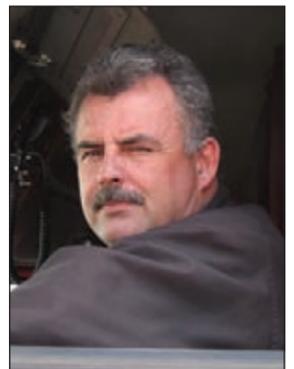
“FS trucks have a fixed price (on diesel) and we get a very nice fuel surcharge, so it doesn’t really matter



**Bjorn Nelissen**

to me. My co-workers use a lot more diesel than me and they cannot make any profits, especially in the winter.”

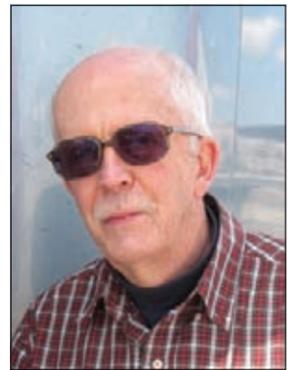
Nelissen also says the potential benefit to the environment shouldn’t be discounted. “Everything we can do to improve the environment is a good thing, especially with newer engines like mine,” he said. “It is very cheap on fuel and low on fumes...If it increases the fuel mileage and if it is good for the environment then I am fine with it, even if it’s a little more expensive.”



**Brian McLean**

**Brian McLean**, a driver with Hillman’s Transfer out of Sydney N.S., says he thinks the potential increase in fuel prices is nothing more than a money grab.

“What they are telling everyone about what it is going to improve on is just a money grab. It’s all crap in my opinion,” he says. “What it is going to affect is the consumer. That is who has to pay in the end, and we’re all consumers. They’ll pass on the price to the consumer.”



**Robert Rice**

**Robert Rice**, a driver with Werner Enterprises out of Omaha, Neb., says he’s sitting firmly on the fence on whether he’s in favour of biodiesel usage in general.

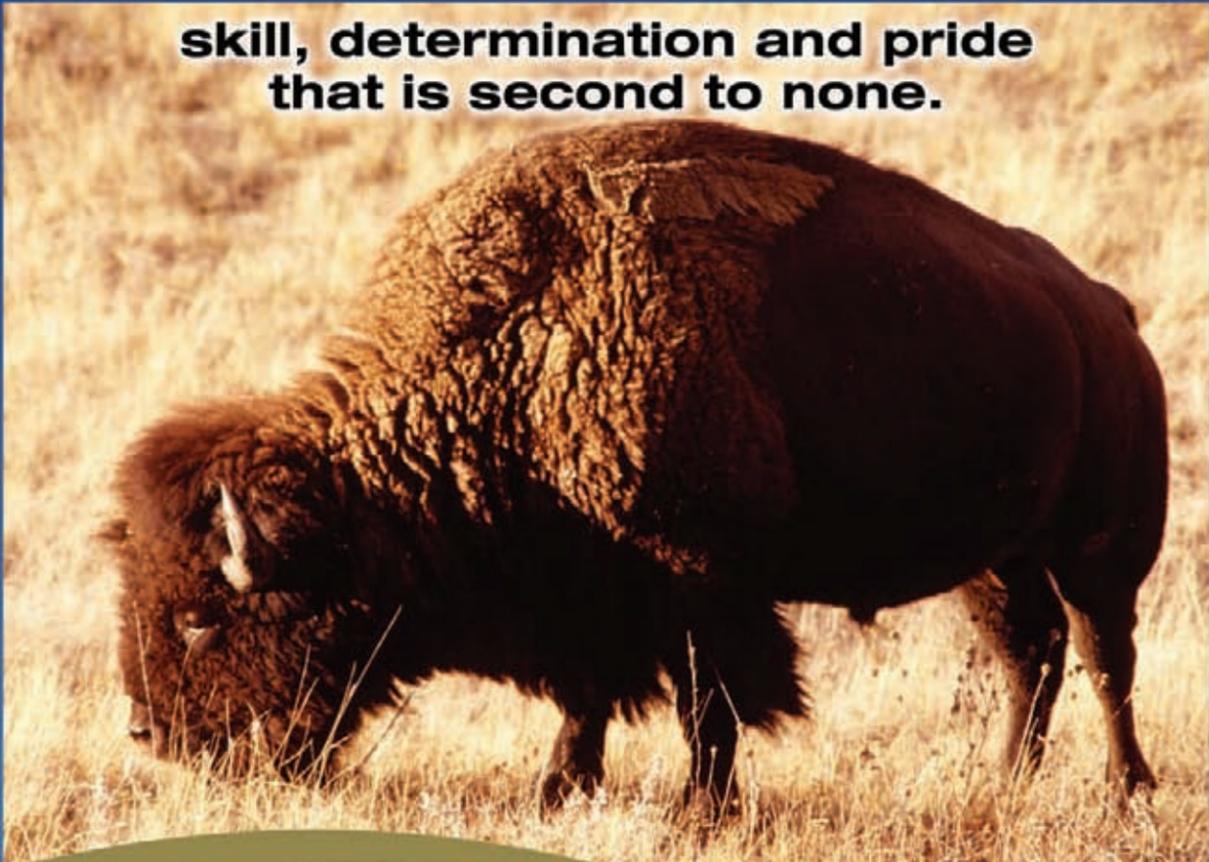
“The jury is still out on what biodiesel will do to the mechanical parts of the truck. Until that is in, I really cannot give you an opinion,” he told *Truck West*.

“It sounds good, but like all things that sound good, you have to do a lot of digging to find out whether or not it really is good, especially with a large company like I look for. We have 7,000-8,000 trucks. If you affect a truck by as much as 50 cents a day then it’s a lot of money.” □

– Have an idea in mind for a future *Truck Stop Question* topic? Send a message via Twitter to @adamledlow or e-mail adam@transportationmedia.ca.



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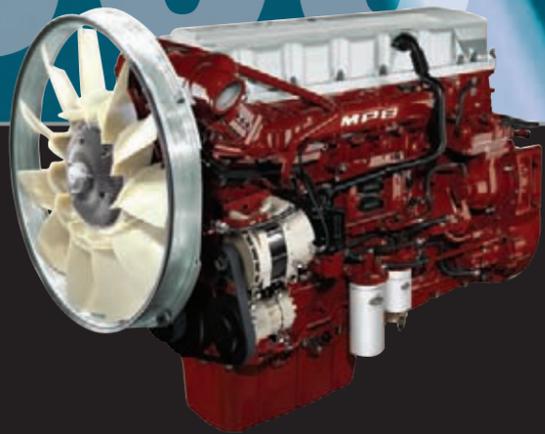


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