

TRUCK NEWS

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An interview with Daimler Trucks North America boss Martin Daum, as he prepares to take on global role.

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Pay to park

Are pay-to-park policies at Canadian truck stops inevitable?

By Treena Hein

BELLEVILLE, ONTARIO

In late January, a driver for Elmwood, Ont.-based PHTS Logistics woke up to a ticket on his windshield after parking and sleeping for the night at the 10-Acre Truck Stop in Belleville, Ont. When PHTS president Philip Heard was alerted, he wasn't impressed.

In Heard's view, it was an unpleasant way to learn about the new 10-Acre policy of charging for overnight stays.

"It sounds like every trucker parking at the 10-Acre woke up with City of Belleville parking tickets on their windshields," he says. "These tickets are made out to the truck owners by licence. What a terrible way to treat customers."

Heard has since discovered that 10-Acre had announced the change with a parking lot sign and notices

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Heather Jones, one of the international speakers at this year's Women with Drive Summit.

An international perspective

Guests from trucking industry in Australia, New Zealand visit Canadian carriers across the GTA

By Sonia Straface

CAMBRIDGE, ONTARIO

Some international trucking executives got a polite and educational welcome to Canada in early March, when they visited some of Ontario's most successful carriers.

Trucking HR Canada invited the international guests and panelists at its Women with Drive Summit to get acquainted with the Canadian trucking industry by visiting a number of Canadian carriers to see how things are done here.

"This year attendees of the Women with Drive Summit will be fortunate enough to hear from leading ladies around the world and we thought it would be a great idea to invite them early and show them the local facilities in the Greater Toronto Area (GTA) and how they compare to what they have back home," Anita Gara of Trucking HR Canada explained.

One of the four carriers the organization's international guests visited in March was Challenger Motor Freight in Cambridge, Ont.

Challenger has more than 1,300 trucks and is one of the most recognizable names in Canadian trucking.

Geoff Topping, senior director of human resources at Challenger, said the company was grateful for the opportunity to host Trucking HR Canada's guests.

"We like working with Trucking HR Canada on various things," he said. "But we're very proud of our facility and proud of our people and we're proud of everything we do here at Challenger. So, two things we'd like to do (here) is share what we do and maybe try to pick up tips from them."

The two international guests Challenger hosted at its enormous 126,000 sq.-ft. facility were Heather Jones, the director and owner of Success Transport in Western Australia and Meryn Morrison, the health and safety compliance manager for Regal Haulage in New Zealand.

Both Jones and Morrison got to sit with senior Challenger employees, swap and share ideas, and to take a tour of the entire facility, where they learned about all of Challenger's different departments, like dispatch and training.

Jones said the tour was interesting to her and that she especially liked the driver accommodations at the facility.

"Challenger has a lot of facilities for their drivers that most companies in Australia don't have," she said. "Like driver rooms, a cafeteria, plus a fabulous workshop area and truck wash area."

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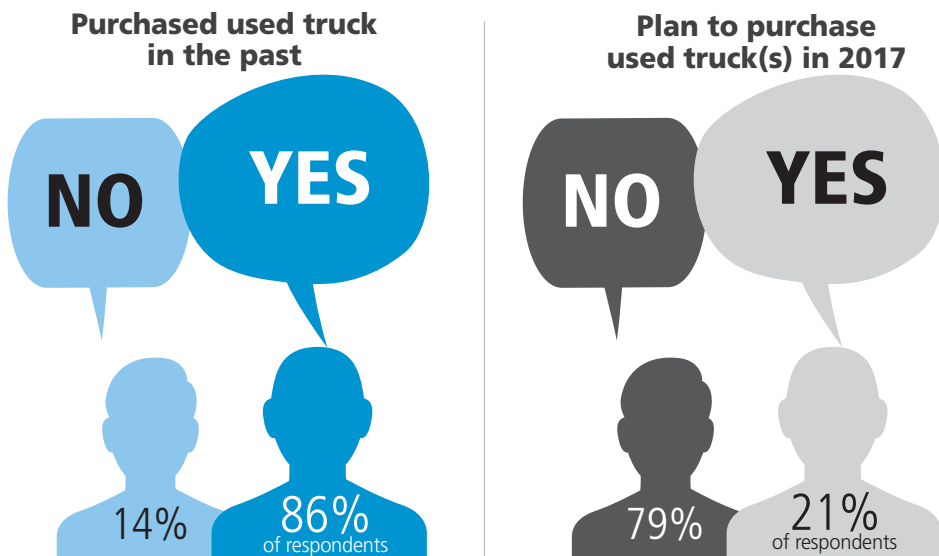
A USEful approach

Eastern Canada's owner/operators overwhelmingly consider buying used a viable option in updating their fleets

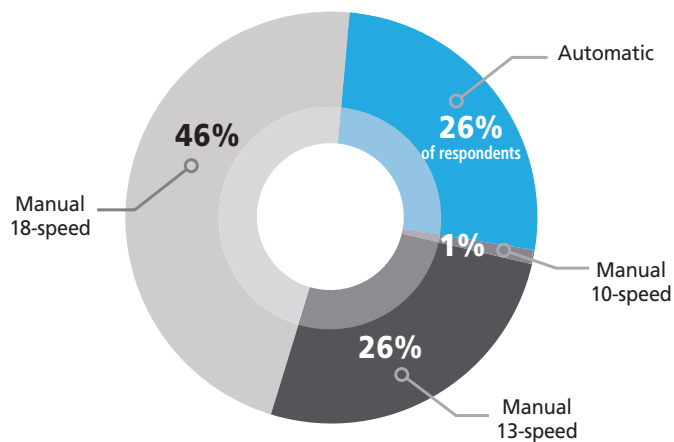
More than 8 in 10 owner/operators from Ontario to the Maritimes have purchased used when renewing their trucks, according to our annual Equipment Buying Trends Survey. More than a fifth have plans to do so again this year.



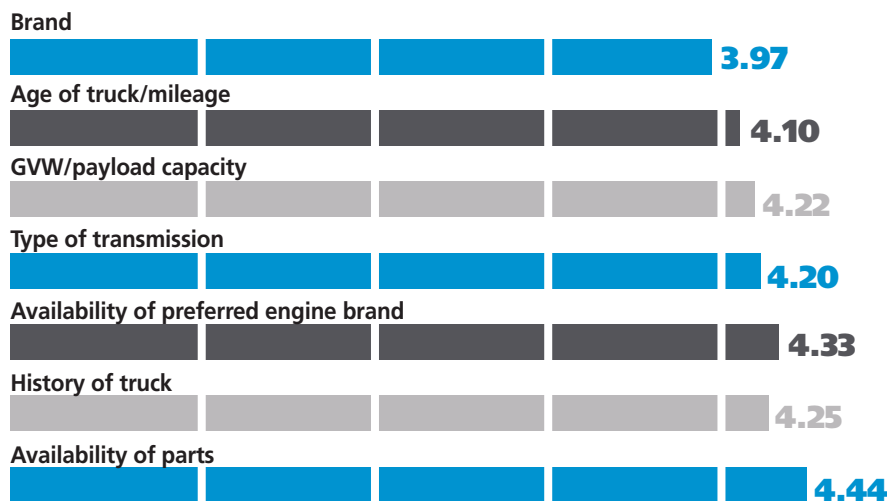
Follow Lou on Twitter @LouSmyrlis.



Type of transmission most likely to prefer when selecting used truck(s)



Most important factors in selecting a used truck (scale of 1 to 5)



Main reasons plan to purchase used

Current trucks have reached replacement mileage	21% of respondents
Increasing costs of repairs on current vehicles	31%
Looking to avoid new engine emissions standards	44%
Adding to fleet due to growth projections	17%
Looking to improve fuel economy	23%

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Trailer companies should be applauded for safety improvements

You don't often leave a truck equipment press conference feeling as though you've been punched in the gut. But that's exactly how I felt after hearing the heart wrenching story of Marianne Karth, who lost two children – aged 13 and 17 – in a 2013 highway crash.

Karth was driving in Georgia with three of her nine children when her car was struck by a tractor-trailer and sent careening into the rear of another trailer. The car impacted the underride guard at an angle and slid underneath the trailer. Daughter AnnaLeah died at the scene while her sister Mary died days later. Karth shared this story at a Stoughton Trailers press conference at the Technology & Maintenance Council's (TMC) spring meeting, to applaud the trailer company for voluntarily strengthening its rear impact guard.

The rear impact guard is the bar mounted to the rear of a trailer, designed to prevent cars from sliding underneath the trailer in the event of a crash. It might be the most important part of a trailer's design, given its ability to save lives, but it's one that many of us take for granted.

The US-based Insurance Institute for Highway Safety (IIHS) began

bringing the issue of rear impact guard design to the forefront in 2011 with the launch of its underride crash test program. In 2011, Manac was the only semi-trailer manufacturer to pass the rigorous 30% overlap test, which measures the guard's



ability to prevent underride when struck at an angle. The outer edges of the bar are understandably the weakest parts.

Karth has been lobbying US lawmakers to come out with a tougher standard, which would require

all manufacturers to design rear impact guards capable of passing the 30% overlap test. But while the National Highway Traffic Safety Administration (NHTSA) has proposed tougher standards, the industry hasn't been waiting for it to force its hands.

At TMC, Stoughton announced it voluntarily upgraded its rear impact guards to pass the 30% overlap test without adding any weight or cost to the design of its trailers. The new guards are now standard on Stoughton trailers. Great Dane also announced at the show it has upgraded its rear impact guards, by using larger fasteners on existing vertical supports, and strengthening the lower horizontal member of the bumper.

The day after Stoughton's press conference, the IIHS released the results of its latest crash tests. In addition to Manac, Stoughton, and Great Dane, Vanguard and Wabash also joined the list of those trailer manufacturers who passed the 30% overlap test. All this was done voluntarily, before government forced their hands with tougher legislation. The achievement earned these five companies the IIHS's new ToughGuard award, recognizing underride guards designed to pre-

vent a range of deadly underride crashes.

The trailer manufacturers that have voluntarily taken steps to improve the safety of their equipment should be commended. These updates will save lives. IIHS reports that in 2012, 15% of fatal crashes involving a large truck and passenger vehicle involved the rear of the truck. Another study by IIHS found that 82% of crashes involving the rear of the truck produced an underride condition.

These design improvements won't bring back Karth's daughters, but they will surely save others from experiencing the pain and suffering she has had to endure. **TN**



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Business

Pay to park

Continued from page 1

taped onto cash register counters, and that the \$10 overnight parking fee can be applied to breakfast at the truck stop's restaurant. But he still doesn't think the fee itself, nor the way it was rolled out, is acceptable.

"I know truck stops and rest centers in the US charge for parking, but it's gated and secure and there's value to it," he says. "But I don't agree with charging trucks a fee at all because it's a courtesy to companies and owner-operators for all the (revenue) they provide. It's a bad precedent and the trucking industry has enough problems. This truck stop owner stands to make \$1,000 a night."

Heard was bothered enough by the fee that the day after receiving the ticket, he immediately banned all PHTS trucks from entering the 10-Acre premises for any purchases or services, including fuel, food, or repairs.

"I have forbidden it," he says. "This truck stop owner is not going to make a cent from our trucks or drivers. I hope a lot more companies band together and put a stop to this. With the soon-to-be mandated electronic log books, we need more safe places with access to facilities for our drivers to be able to park for their off-duty and sleeper time – but not at an extra cost."

Truck News made numerous attempts to get comments from the owner of 10-Acre about how the fee was rolled out, why it was put in place and more, but he did not respond.

"I hope a lot more companies band together and put a stop to this."

– Philip Heard, PHTS Logistics

Toronto Trucking Association president David Moore says as far as he's aware, the fee is a first in the province. Because the association hasn't had a board meeting since the fee came into effect, Moore hasn't yet discussed with his fellow board members whether or not they think it's a precedent. Moore believes that because the vast majority of drivers parking overnight at a truck stop buy fuel, food and services, parking should be free.

"I understand the 10-Acre perspective of wanting to ensure that their property creates revenue," he says, "but it does seem a little opportunistic."

Moore adds that there is a need for more overnight truck parking along Ontario highways. He asserts

that “the government has done next to nothing to ensure drivers have a safe and proper free rest.”

NATSO, the American truck stop and travel plaza industry association, president and CEO Lisa Mullings reports that “despite how expensive truck parking is to provide and maintain, professional drivers typically don’t pay to park at a truck stop, whether or not they are customers. Trucking companies rarely ask about truck parking when they are negotiating their diesel fuel contracts with truck stops.”

Mullings says the small number of truck stops that charge for parking in the US typically waive the fee for drivers who make a purchase. This appears to be the case at 10-Acre in Belleville.

“Note that this is different from ‘reserved parking’ or ‘preferred parking,’” Mullings adds, “where drivers pay to reserve a premium space. Allocating spaces in a lot for reserved parking allows professional drivers the choice of paying for a guaranteed, premium space. To draw an analogy, today someone can purchase bottled water at a restaurant or choose free tap water.”

Mullings says places that offer reserved or preferred parking are responding to customer demand, just as any business does when it

it. Of course, it isn’t uncommon that government or local opposition thwarts plans to build or expand a truck stop lot, and sometimes a truck stop is simply unable to expand because it is landlocked. Even with these challenges, truck stop operators will find a way to meet their customers’ needs,” Mullings explains.

While conducting other marketing research and feedback, TravelCenters of America (the largest full-service travel center company in the US) discovered another reason that some drivers are willing to reserve paid overnight spots.

“The drivers who wanted this option told us they spent as much as two to three hours looking for parking,” explains Tom Liutkus, senior vice-president of marketing and public relations. “This is akin to hotels that will hold your room for late arrival for a fee. The solution was one that led to greater driver and fleet productivity. Reserve a parking space ahead of time, know that it is available to you and...that means you can keep driving toward your delivery, rather than side to side, looking for truck stop parking.”

Liutkus adds that a recent study

published by the American Transportation Research Institute confirms these findings to some extent, with the conclusion that reserved spots allow drivers to typically save about an hour.

TravelCenters of America has the largest parking lots in the industry, an average of 188 spots per site with about 7-8% of them available for reservation for US\$12 or \$13. This is a separate revenue stream and the fee does not go toward any purchases. Drivers can reserve the spots via on-site kiosks, at the customer service or fuel desks, or using the firm’s TruckSmart app.

“The service is not for everyone,” says Liutkus. “That’s why the vast majority of our parking remains free. Drivers tell us if they are in a tight market or have a ‘can’t be late’ emergency load, they find it of value. Wide loads love the reservable spots because escorts by law must park with the trailer. Many women drivers love the reserved parking because the spots are located closer to the building and they prefer that.”

As for overall industry reaction to 10-Acre’s \$10 overnight fee that can be applied towards breakfast, on Feb. 28 Larry Jones, the manager of the Never Enough Chrome shop located on the premises, told us the parking lot volumes have not visibly changed since the fee was put in place about a month earlier. **TN**

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10 Acre Truck Stop

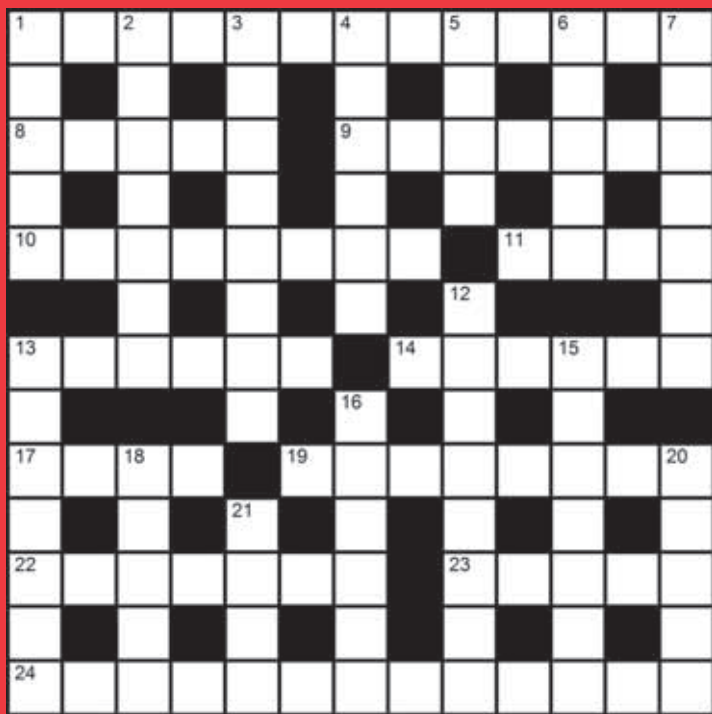
This notice was displayed at service counters at the 10-Acre Truck Stop, angering some customers.

offers new products or services.

“The truck stop industry is really no different than any other in our free-market society – generally they will increase parking when they believe there is a demand for

THIS MONTH'S CROSSWORD PUZZLE

TN-166 April © 2017 M. Jackson



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DTNA's Martin Daum promoted to global truck and bus boss

In one-on-one interview with *Truck News*, Daum credits team with his advance

By James Menzies

PORTLAND, OREGON

When Martin Daum got the call from Stuttgart, Germany, asking him to take the recently vacated global position of Member of the Board of Management responsible for Daimler Trucks and Buses, he felt a sense of responsibility to accept. The position was vacated unexpectedly by Dr. Wolfgang Bernhard, who said he was leaving Daimler for personal reasons.

"This was a difficult one," Daum said of the decision to accept the promotion in a one-on-one interview with *Truck News*. Daum has led Daimler Trucks North America since 2009 and the company soared to new heights under his leadership. During his time in that role, he spoke often of his love for the North American market and life in the US.

"I would say it was the responsibility I feel," he continued. "It started with a huge vote of confidence from (chairman of the board) Dr. Zetsche and the supervisory board. They said 'You're a natural candidate, you have the experience'."

Daum's varied background includes roles in truck sales, production, engineering, and finance. But what he's most proud of is the team he assembled in Portland and he credits those people with the growth Daimler achieved in North America under his watch.

"We were able to form a really high performing culture in the US and we want that around the globe," Daum explained.

When offered the top job, Daum saw an opportunity to give back to the organization that has entrusted him with so much responsibility over the years.

"I worked my entire life for Daimler and I owe the company," Daum said. "I was given responsibilities, I wondered why they did that at the time. I never failed them so they had confidence in me, but that was pretty courageous. I owe the company; I'm a good soldier."

Most important, however, was the support of Daum's family.

"My wife completely understood," he said of the opportunity. "I wouldn't have done it without her full support."

Asked what he was most proud of accomplishing as head of DTNA, Daum said it's about the "high octane" team he assembled. "Every single person, I would hire again," he said.

Daum also credited the people involved in DTNA's dealer network.

"When I took over, it was a pretty tense relationship (with dealers),"

he acknowledged. "They agreed they would have to ramp up their game as we were going to ramp up our game."

He added being on the edge of technology was another contributor to the brand's growth.

"Daimler is uniquely positioned today to be a global powerhouse," he said, "because we have the strong local brands in every single location – Japan, Brazil, Europe, and North America – with their strong own engineering bases. In every one of those four regions, we could live completely independently. But how much more can we do if we link those four individual powerhouses together and benefit from each other, where not every one has to invent everything at the same time?"

He cited the US launch of the DT12 automated manual transmission as an example. But while much of the engineering that went into the design of the transmission occurred elsewhere, Daum was adamant production occur on these shores.

"That was a huge discussion," he said about the decision to bring production to Detroit. "It took my whole

authority to say, I'm not doing it for the US if I have to import, I want it localized, I want that US label."

At the time, some thought US demand would not exceed 12,000-15,000 units.

"I think our capacity at the moment is north of 60,000 and we will need every single one for the North American market. We would love to export it to other Daimler markets but we need it here in our own market," Daum said.

The success of the DT12 rollout is a source of pride for Daum, as it involved taking a technology developed by Daimler in Europe and quickly and effectively bringing it to the North American market.

"It's a singular event, but it's a basic example of what we can do with technology," he said. "We do it in other areas as well and you'll see more of that. That's the true power of Daimler globally, to have these strong local branches that can be so much stronger if they work together on a global scale."

Asked about the unprecedented market share DTNA achieved under his leadership, Daum said it was the result of focusing on all areas of the business. If it was just a matter of pounding the table and demanding higher market share, Daum joked, every CEO would just beat the table harder.

"For me, market share is the result of great product, of listening to the customer, and giving them great



Martin Daum, former head of DTNA is returning to Germany to lead Daimler's global truck and bus operations.

service in the market," Daum said. "To have market share at that level, you have to be good at everything in every market. When I started, I remember in Germany people asking me, where should we attack? I said everywhere. Every place, every segment – vocational, on-highway, day cab, specialized, Canada, Mexico – everywhere. That is the secret. We are not done yet."

As for the transition, Daum took his seat on the board March 1. His replacement in North America has not yet been named, but Daum said the company has many worthy successors to consider.

"I can say for sure, we have such an incredibly strong bench that I'm sure we'll have an incredible and great successor," Daum said. **TN**

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Three ways to get more millennials working for you

Career and guidance counsellors say to ditch the brochures if you want to hire more millennials

By Sonia Straface

MISSISSAUGA, ONTARIO

The trucking industry needs to change its approach drastically if it wants to attract new blood, a group of career and guidance counsellors told the audience at the Truck Training Schools Association of Ontario's (TTSAO) second annual conference on Feb. 16.

It's no secret the trucking world has an image issue, and that's what the TTSAO wanted to touch on during this panel. How can the industry fix the image problem it has, appeal to a younger generation, and convince those out of work that the industry provides viable careers?

Panelists including Al Wilson of the Workforce Planning Board, Jacquie Latham, member of the Ontario School Counsellors' Association, and Alyson Truax with Employment Ontario, all gave advice on what the industry can do to attract potential employees.

Connect with local high schools


First and foremost, if you want to attract younger people, you need to approach them at the high school level, stressed Latham, a high school guidance counsellor.

"We try and promote all pathways: apprenticeship, college, and university," she said. "So, we're trying to get information on all those areas so we can help students by providing them with all the opportunities out there. Trucking is something (our students) don't know a lot about – they don't really understand the industry. They have a Hollywood version – what they see on movies and TV."

To change this perspective, Latham said that trucking businesses should start connecting with local high schools close to their offices.

"Go and connect with the high schools in your area and offer your services to the guidance department," she said. "They run career fairs and are always looking for people to speak to students."

It's also worthwhile to attend the Ontario School Counsellors' Association's conference in 2017, she added. The conference takes place



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Ditch the pamphlets

"We don't have room to store your brochures," explained Truax, of Employment Ontario, who describes her job as a guidance counsellor for adults. Truax says that pamphlets aren't effective anymore at describing what a career in trucking looks like. Instead, she suggested the industry try a more modern approach.

"As a millennial, we spend a lot of time on our phones and on Facebook and Instagram," she said. "I want information to be engaging and I want it to be shareable. I don't share brochures with my friends."

Latham agreed, noting other industries have put together websites for their trades where students can learn more.

"There are stories and videos explaining how to get into the industry, what the salaries are, and that makes it easy for the guidance counsellors to give to their students. We don't need another pamphlet, they get lost. We need websites with updated marketing campaigns to sell trucking as a comprehensive industry," Latham said.

Truax added videos are an easy way to engage a younger audience, too.

"When looking at your marketing strategies, think strongly about the parents too."

— Al Wilson, Workforce Planning Board

"Videos are great," she said. "Especially if you can put a young face to your business, we need to put that out there. Plus, social media is free."

Change your marketing approach

When people enter her office, Truax said they have already made up their mind about joining the trucking industry.

"It's almost black and white," she said, adding people either are eager to get into the business or aren't at all interested.

"And it's for good reasons," she said. "Those in favor already recognize the opportunity for longevity, the opportunity to earn a good wage. The other side are people saying I'm crazy and this is because there are barriers and challenges in the industry. The trucking industry is intimidating."

Truax said many in her office are concerned with a work-life imbalance they could get by joining the trucking industry, so trucking needs to find a way to promote the good

and look at having flexible hours for more home time, something many job seekers are looking for.

"People find themselves impoverished for a number of reasons," she said. "And when you have nothing, the one thing you have is family. And long hours take away from family time."

To tap into millennials, Wilson, executive director of the Workplace Planning Board, added it's important to market the positives.

"I look at the industry – I see freedom, I see flexibility in hours, I see travel," he said. "Those are the things millennials find attractive and want to learn more about."

However, he said as much as you have to attract millennials, you have to attract their parents too.

"When looking at your marketing strategies, think strongly about the parents too," he said. **TN**

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Wanted: More drivers

Panelists at TTSAO conference discuss what needs to be done by schools and students to attract more drivers into the industry

By Sonia Straface

MISSISSAUGA, ONTARIO

'What can we do to get more drivers in the trucking industry?' is a question that haunts almost every carrier in North America.

And because there's no simple answer, the question is asked and answers debated time and time again.

At the second annual Truck Training Schools Association of Ontario (TTSAO) conference at the Centre for Health and Safety Innovation in Mississauga, Ont. on Feb. 16, a panel came together to discuss what schools can be doing better

to attract more drivers and what students should be doing if they're thinking about joining the industry.

Panelists included Guy Broderick, driver trainer for Apps Transport, Mike Hahn of Challenger Motor Freight, and Paul Medley, a recent graduate of the Alpine Truck Driver Training school. The panel was moderated by Manitoulin Transport's Claude Chaulk.

What can schools do?

For accredited schools to attract more drivers to the industry, Broderick believes that it's crucial for schools to educate the public on what



Panelists agreed that students need to do their research before joining the industry. L-R: Paul Medley, Mike Hahn, and Guy Broderick.

trucking does and has to offer.

"I think what they need to do is educate the public," he said. "And the best way to do that, is just like the Road Knights program does, go out to high schools and employment fairs and career fairs and teach the public about the industry. Unfortunately,

there are too many people who don't know exactly how the industry works."

Medley said it would be worthwhile for the industry to think about tying in an apprenticeship program with training.

"Electricians and carpenters all have apprenticeship programs, so maybe that's an idea," he said.

What can students do?

More than anything, do your research, stressed the panelists.

"Obviously check out your schools and carrier options that you have," Broderick said. "Because you have very good trucking companies...and then you have trucking companies that'll say 'We need that load there, we don't care if you're running over hours.' If someone is coming into the industry from an accredited school, they need to take the time to research the type of company they're going to work for."

Hahn took it one step further, adding that those thinking about entering the trucking industry as a driver should talk to carriers first – even before they enter driving school and start a career change.

"We spend a lot of time doing research on things that we're going to buy, but we don't do this with our career choices," he said. "These people maybe need to talk to the carriers first about what the expectations are coming in as a new driver. And they have to know realistically what they're getting involved in. All companies do things slightly differently so it's a benefit to talk to a number of different carriers and that research is the only way you can make an educated decision."

Hahn said at Challenger there are many applicants who "are not prepared for this industry" because either they didn't get the proper training or because they haven't looked into the biggest aspect of a job in trucking – the lifestyle.

That's because the trainers at "licensing mills" – which pump out Class A licences for \$999 – don't educate the drivers on what real trucking looks like and instead, make false claims about the industry, said Broderick.

"Not doing that research first to make that educated choice, really hurts them in the long run," Hahn said. **TN**



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Canadian ELD rule coming

Omnitracs provides several regulatory updates during its Outlook 2017 conference

By Derek Clouthier

PHOENIX, ARIZONA

Tom Cuthbertson, vice-president of regulatory compliance for Omnitracs, said a Canadian electronic logging device (ELD) mandate is soon coming down the pike, and it is a positive that thus far 80% of the bill is shaping up to be the same as the US version.

Speaking during Omnitracs Outlook 2017 in Phoenix, Cuthbertson said the Canadian version would approach three areas of an ELD mandate differently than the US – the definition of a method of certification, how GPS location files are collected, and enforcement transfer, which he said could be done by way of a PDF image file.

Cuthbertson added that Canada would likely implement an ELD mandate the same way as the US, with the two-and-two method – two years to become compliant and a two-year grandfather clause for existing systems.

“I don’t think it will change, but that’s only the preliminary discussion on where we are with this,” Cuthbertson said.

Omnitracs has been a stakeholder in the development of a Canadian ELD mandate for some time, and has submitted feedback into the process. Cuthbertson said the timeline for publication in *Canada Gazette - Part 1* should occur sometime this April or May.

He also said that Canada does not have the same level of bureaucratic processes as does the US, and the main hurdle the Canadian government will have to clear when it comes to implementing an ELD mandate will be having all provinces buy in.

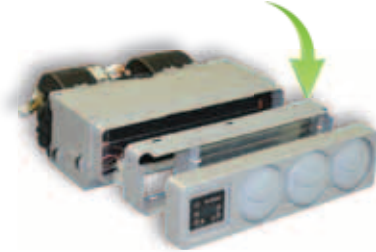
“That will be a feat,” Cuthbertson said, “because the provinces have a lot more flexibility than (states) in the (US). This thing is not going to be one of these ‘We’re not going to see anything for three years.’ This is going to be much different, and the good news is that it’s going to be similar to what (the US) has right now.”

Cuthbertson also addressed several other US transport-related regulations during the 45-minute session, including the US proposal that would mandate speed limiters on heavy trucks.

Due to what he said were many negative comments from industry with regards to the proposed regulation, Cuthbertson hinted he believes President Donald Trump will eliminate the proposed speed limiter legislation. **TN**

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ATA president says Trump administration will empower trucking industry

By Derek Clouthier

PHOENIX, ARIZONA

American Trucking Associations (ATA) president and CEO Chris Spear opened Omnitracs Outlook 2017 by telling attendees that he wants to be a partner, not an impediment, to the newly-elected Donald Trump administration.

Spear said he believes Trump will be a catalyst of innovation who will empower the trucking industry, and not be a president who will favor additional mandates.

"He's going to create an environment that empowers all of us to step

up, to lead – not follow – and provide an opportunity to help him achieve those lofty goals," Spear said of President Trump. "It's our obligation and our responsibility to step up and do something."

Spear said the trucking industry, and the general public, must wade through the distractions surrounding the new president and focus on his actual policies, which he said are what truly matter.

"This president has gotten into power and taken a much different approach, very unorthodox," he said. "I'm not talking about the 140 characters, I'm not talking about the war

on the media, I'm talking about the fact that he is the first president that I can recall in history who's going to walk into Washington owing nobody anything. This president is pretty much a freelancer."

Spear told the audience that people should not worry about Trump's tweets or battles with the media, but concentrate on his agenda and what it means to trucking as an industry.

"If we can take the time to filter all that noise out and focus on the opportunities that lie ahead with this president, and the fact that he is not loyal to anybody in Washington, we could put some pretty big wins on the board," Spear said. "And that excites me and my team. We have an opportunity to do some really amazing things."

One of those amazing things Spear highlighted was Trump's proposal to put \$1 trillion on the table toward

infrastructure, something Spear said has not been done since former President Eisenhower's administration.

"As he takes more time to provide that detail, we need to be a part of that dialogue," Spear said, adding that Trump's motivation is not just about trucking, but overall job growth and what's good for the American economy.

"We're the catalyst for all of that," he said. "Our story resonates better than probably anybody else's in Washington."

Spear said widespread adoption of autonomous vehicles is still 20 to 25 years away, but that industry has a role to play in its development.

"The discussion of how that looks, the framework of how that feels, is happening right now," he said. "Trucking has got to be a part of that...we cannot be left aside and leave the auto industry to define the parameters of how that looks and feels. This technology is here, it's now, it's real. And this industry has to take its seat or it's going to get left behind."

After acknowledging the importance of the North American Free Trade Agreement (NAFTA) to the trucking industry, Spear said there were three tools that must be used to get things done in the coming years. The first was continued calls on Washington to get the ball rolling on issues important to the industry; second was the building of coalitions; and third was Truck PAC, an ATA initiative that aims to help get candidates who understand the industry's needs and objectives elected.

Omnitracs CEO John Graham echoed Spear's theme of looking to the future of trucking and not getting left behind. Graham pointed to platooning, saying it will make trucking safer and more fuel efficient, and that testing of today's various technologies was happening all over the world.

When it comes to platooning and the distance trucks can safely travel from each other, Graham said when you take out the human factor of recognition and reaction time and only have to concentrate on brake lag, it provides the opportunity for trucks to safely operate at a much closer distance.

"This is about getting efficiency of workflow," said Graham, adding that the aerodynamics of trucks traveling closer together is beneficial.

Graham said the lead truck in a platooning formation achieves 4.5% fuel savings, while the trailing truck sees a 10% reduction. Graham also addressed issues around driver fatigue, including what he called "wearables," which help detect driver alertness and overall health.

He said alert drivers not only drive more safely, but also more efficiently, so the use of today's technology helps the driver, fleet, general public and environment.

"Who knows where this might go?" Graham said of wearables. "But the technology is there." **TN**

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Ambassador Bridge files suit to allow HazMat

By Ron Stang

WINDSOR, ONTARIO

The Ambassador Bridge is suing the state of Michigan for denying it the right to allow trucks to carry hazardous materials (HazMat).

The ban has existed ever since the bridge was built in 1929 but a recent review upheld the prohibition and even added a new banned material – infectious substances – to other non-radioactive materials, such as explosives, flammable liquids and corrosives.

This followed a recommendation by staff in the Michigan Department of Transportation (MDOT) that the ban be lifted. However, in 2014, MDOT director Kirk Steudle “reversed the recommendations,” the lawsuit says.

In the suit, the bridge complains that it is losing “million of dollars” in revenue in “decreased truck traffic” because trucks are redirected either to the Blue Water Bridge between Sarnia and Port Huron – which allows HazMat transport – or to the Detroit-Windsor Truck Ferry, which similarly allows hazardous loads.

The crux of the bridge’s complaint is that Michigan has no legal jurisdiction over the bridge.

“MDOT’s jurisdiction is limited to state trunk line highways and does not

extend to private property,” the suit, filed in US District Court, says. “The Ambassador Bridge is privately-owned and is not a state trunk line highway.”

It says the state acknowledges this. “MDOT admits on its website that it does not have jurisdiction over the Ambassador Bridge.”

The bridge company is also angry



by what it considers unfair competition from the state. “The illegal and pre-empted NRHM (Non-Radioactive Hazardous Materials) restrictions cause international NRHM haulers to avoid the Ambassador Bridge and instead use its less-restrictive, state-owned, competing international bridges.”

The Blue Water Bridge’s American side is owned and operated by MDOT. MDOT also operates the American half of the Sault Ste. Marie

International Bridge, which allows HazMat.

Bridge president Dan Stamper reiterated the company’s position in a statement to *Truck News*. He says truckers having to use the Blue Water Bridge is a major inconvenience. Alternatively, they must “pay a ransom” to use the truck ferry.

(The ferry charges \$115 per crossing, which the ferry company says is the equivalent of the cost of driving to Sarnia and paying the bridge toll).

Stamper also called MDOT hypocritical, since it has “no issue with the highly-regulated and controlled cargo using the state and provincially owned crossing at Port Huron.” He says the Ambassador Bridge is the “safest route.”

In the lawsuit, the bridge also expresses anger that, despite

MDOT’s claim of not having jurisdiction, “Michigan State troopers have detained NRHM haulers and issued citations after those trucks have exited from the Ambassador Bridge.”

While the bridge may have been unhappy that MDOT’s Steudle overturned his staff’s recommendations in 2014, Windsor fire chief, Bruce Montone, at the time, expressed relief.

Montone was alarmed should emergency crews be called to the bridge for an accident involving HazMat. The bridge has no water to suppress fires nor spill containment facilities.

In light of the recent lawsuit Montone said, “We have concerns relative to the bridge infrastructure and inability to protect it should something happen.”

The City of Windsor reported 67 traffic accidents on the bridge’s Canadian side between 2007 and 2011.

In January, the bridge carried more than 320,000 cars and 210,000 trucks, a 3% gain in trucks from the year before.

MDOT spokesman Jeff Cranston said the reason MDOT didn’t lift the ban three years ago was because of “safety considerations.” These include the bridge’s infrastructure, emergency response and accident history. **TN**

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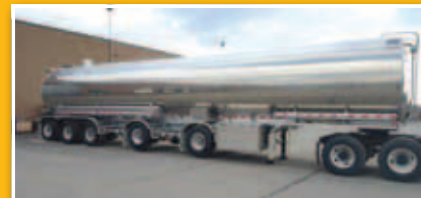
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Business

To platoon, or to LCV?

Is two-truck platooning a solution in search of an already solved problem?

By Carroll McCormick

MONTREAL, QUEBEC

As last October's platooning trials in Blainville, Que. were spinning down (see *Truck News*, December 2016), I began to wonder what two-truck platoons could offer that long combination vehicles (LCVs) could not.

I reached out to three big LCV users for some perspective. Among their thoughtful replies, a continent-sized question stood out: Why isn't the potential of the long-established LCV technique being maximized?

I opened each interview with the offer of a trade: I'll give your fleet higher GVW-per-two-truck platoons, maybe more route freedom and opportunities to link up, possibly a combined 10% fuel saving while platooning (a figure I plucked from the North American Council for Freight Efficiency) in exchange for the 35% fuel savings, lower driver, tractor, insurance, and maintenance costs, but the route, GVW, and other restrictions, of LCVs.

I came away empty handed.

"My general idea between LCV and platooning – I think the better way is to work with LCVs. We only need one truck, not two trucks. If I had a choice between LCVs and platooning, I would prefer LCVs, if the government would authorize us to carry more weight, and benefit from improved engine power and braking. I think LCVs are better than platoons," says Alain Boutin, director of conformity and risk management, Cascades.

"For sure, when you are finished with your LCV run in Montreal or Toronto, you have to split it. If you

"When I received your paper (*Truck News*, December 2016) I checked with people here, and everyone here told me that they didn't think that platooning was better than LCVs. Putting more weight on LCVs is better. Everyone here asks, 'Why use platooning?'" Boutin says.

Regarding my LCV-for-platooning trade offer, Yves Maurais, technical director, asset management, purchasing and conformity, Robert Transport, wasn't biting.

"Platooning would be a good solution for such a scenario, but the opportunity to use it would be scarce. We also have to consider the cost of the system versus the actual highway fuel savings in day-to-day operations. What would be the ROI? Most of our LCVs are running light cargo in the second trailer (LTL), if not empty."

Boutin reminds, "With LCVs you save more than 35%, and that is just the fuel."

Trevor Fridfinnson, chief operating officer, Bison Transport, offers, "The short answer would be that we wouldn't see it as a straight up trade scenario. We would see it as complementary to LCVs. Incremental. Would it allow a more casual efficiency arrangement, when trailer loads happen to travel together to gain some efficiency?"

As for the predictability of opportunities for platooning, Maurais comments, "We have been using LCVs in Quebec for a very long time. We are used to them and we plan our activities to maximize their use. On the other hand, platooning would be difficult to plan ahead since you have to get two trucks at the same time at the same place going roughly to the same area."



Three trucks conduct platooning trials at a test track in Blainville, Que. in 2016.

have a platoon you don't have to hire another driver, but with a platoon you have to pay two drivers for the whole trip," Boutin says. He does note, however, that for maybe half of the loads Cascades transports, the maximum permitted GVW for an LCV is too low. So how about those platoons, then?

On quite another tack, Fridfinnson says, "Our focus is first and foremost on the driver. Does it pass the test of safe operating probabilities, increase the quality of life having this available to him, and does it increase productivity? Any technology application has to be positive in its impact on the drivers."

Fridfinnson, Maurais, and Boutin comment on other issues: hours-of-service: "If a platooning driver is not in direct control of a vehicle, does it change their duty status?" Fridfinnson asks.

Boutin wonders, "If you go with another trucking company, log-books, for example. One driver can go all the way to Toronto, the other has to stop in Trois-Rivieres. How will that work?"

Highways: "Platooning would use the same corridors as LCVs. I don't think that platooning will be allowed on single lane highways for safety reasons," Maurais suspects.

"We can go on the highways and it would be interesting to be able to go on some of the smaller roads (with LCVs)," Boutin says.

"If I had a choice between LCVs and platooning, I would prefer LCVs, if the government would authorize us to carry more weight, and benefit from improved engine power and braking."

— Alain Boutin, Cascades

Laws: "It would be a big challenge for approvals. You would have to change many, many laws, like tailgating," Boutin says.

Inter-fleet platooning: "You'd have to be sure the other truck has the equipment. Has the equipment in

the other truck been maintained?" Boutin asks.

Safety: "I think it's all safety-related. Given the weather conditions that we have, running two rigs so close to each other could be problematic. Also, should an incident happen, there would be no room for the rigs to stop safely. There would also be the response time for the second truck," Maurais offers.

"I think (LCVs are) a safer way to move more cargo," Boutin says.

Car traffic: "Trucks go slower than cars – 90 km/h. If we had two to three trucks platooning, you would upset drivers. If they want to take exits, they can go between the trucks. I think that is the biggest problem with that," Boutin says.

Liability insurance: Crickets.

Some will complain that such con-

cerns are nothing more than the usual fretting over the sweaty details that come with technological advances. But Cascades, Robert, and Bison, veteran exploiters of new technologies all, are renown for constantly expanding their comfort zones.



Bison Transport sees platooning potentially complementing its LCV operations, not replacing it.

"We view platooning, as well as other vehicle efficiency options that are being actively pursued, as interesting and potentially exciting and needing to be validated. We've seen things come and go, some stick, some not truly get off the drawing board. Platooning is very interesting on the drawing board, but is going to have to be demonstrated in the real world," Fridfinnson explains.

But the most profound issue these fleets raise is why LCVs, a poster child candidate for the KISS (keep it simple, stupid) principle, is nowhere near being fully exploited in North America?

"We are not running LCVs everywhere we want to. Running LCVs in the US would be good for us," Boutin says.

Bison, which racks up 30 million LCV miles a year, runs primarily across and within the Prairie provinces and has smaller LCV operations in Ontario. While noting that Bison is working a start-up operation in B.C., Fridfinnson says, "Canada is really at pretty close to saturation levels with LCVs. The big opportunity that is still a puzzle to me is why it hasn't been tapped in the US. For that not to be present is a bit boggling. The pursuit of platooning in the US, it raises a question. It is one that we have put through to jurisdictions and associations in the US. It is a proven technique. It should have a light shone on it when discussing other technologies." **TN**

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How to deal with 'Code Red' scenarios

By James Menzies

CAMBRIDGE, ONTARIO

It was a busy day for members of the Central Ontario chapter of the Fleet Safety Council Feb. 14. They collectively dealt with a violent employee, the death of a senior executive, a serious crash involving an impaired truck driver, the breakout of a contagious illness, the complete destruction of a trucking company by tornado, and a missing driver and load. All that before lunch.

Fleet safety reps were participating in the organization's Code Red workshop, which worked through how to handle all the fictitious – but

plausible – scenarios listed above.

"These look like exaggerated scenarios but they're not, they're real," said Rick Gladman, risk representative with Old Republic Insurance, who participated on a panel at the event.

He also noted a plan should be in place to deal with all of those scenarios before they actually occur. "It's very important every organization puts in place a risk management process," he stressed.

Attendees at the meeting broke out into groups, each addressing one of the six Code Red scenarios provided by the Fleet Safety Council. Their responses to each incident were then openly discussed before

the panel of experts weighed in with feedback and additional suggestions. The panel included Gladman, Bobbi Anderson of Labour Canada, Jerry Krauskopf, safety and compliance with Wayfreight Services, and Mario Da Silva, corporate risk manager with Challenger Motor Freight.

Contagions in the workplace

The scenario involves the breakout of an infectious illness at a trucking company following a company potluck. Soon after the meal, half the employees are off sick. It harkened back the 2003 real-life breakout of SARS in the Toronto area.

Participants said in such an event they'd encourage office staff to work from home, schedule a deep cleaning of the office and vehicles, install hand sanitizers, and educate employees on the virus.

"Within the key staff, everyone should have everybody else's cell numbers," added Krauskopf.

Da Silva added the company has an obligation to immediately communicate what is happening to staff. He also said smaller carriers that experience such a situation should have partnerships in place with other carriers so they can offer uninterrupted service to their customers.

Anderson noted if the potluck that created the breakout was a company event, it needs to be reported to workplace safety agencies such as WSIB.

A hostile employee

The second scenario involved the termination of a hostile employee who'd made threats to staff. After his dismissal, he turns up at the company demanding entry. All that stands between him and the rest of the staff is the receptionist.

Fleet Safety Council members said the police should be notified as soon as he arrives – maybe even earlier. The receptionist should already be trained on how to handle such a situation. A workplace violence and harassment policy is needed, so that employees understand the rules.

Da Silva said there should be a plan in place even before the employee is terminated.

"Once the threat occurs, get police involved," he suggested. "Encourage staff not to deal with this individual. Update security and protocols. There was lots of warning there before the termination, so you could've prepared ahead of time."

Krauskopf suggested taking steps to protect the receptionist, such as moving them away from the windows.

Anderson added it's a good idea to contact police if there's any inclination at all that the terminated employee could respond violently. She also said to focus on the security of the building's exterior – not just its interior.

Gladman said when designing buildings, ensure the receptionist has an escape route and isn't going to be trapped if a violent employee shows up at the front door.

A missing driver and load

In a scenario that's all too common in the trucking industry, a driver and high-value load have gone missing. The satellite shows the truck's latest location as 32 kilometers off the Interstate.

Participants suggested checking the driver's history of call-in compliance to see if the behavior is unusual. They also said to speak with those who last had contact with the driver to determine how he or she was feeling. Were they seemingly off their game?

Establish a timeline of the driver's GPS locations, they suggested. Since they have the last known location of the truck, they suggested calling a local taxi company to visit the site to see if anything is amiss and to con-



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firm the truck is still there. If none of that turns up the driver, call the family, participants said. If the driver hasn't been in contact with family, it's time to bring in the police.

"At some point, you have to have that cut-off time where you make the call to the police," said Da Silva. "At some point, give yourself two to three hours where, if you don't hear back from the driver, you need to call the family and get the police involved. If you have another unit in the area, you can have that unit dispatched out to see if you can find the driver."

Krauskopf added Google Street View can be a useful tool to locate other trucking companies operating in the area, which may also be called on to check the immediate location for the truck and driver. He also suggested sending out missing driver alerts to industry associations.

Calls to the family shouldn't come as a surprise to the driver. The steps and procedures that will be taken to locate a missing driver and/or load should be written into any driver policy handbook, so drivers know a call home is to be expected if they fail to respond to messages.

Destruction of a business

In this scenario, a tornado wipes out a large section of a town, including a small trucking company. Communications are down and there is chaos all around.

Fleet Safety Council members said they'd immediately try to contain any diesel spills while accounting for employees and contacting the insurance company and first responders. While that was happening, they'd notify customers of potential lost loads while working with local partners to complete the deliveries of undamaged freight.

Since satellite communications are down, participants said they'd reach out to the satellite provider directly to see if they can send out a message on their behalf to drivers who are on the road, updating them on the situation at home.

Da Silva added first responders would immediately be on the scene tending to injured people; property damage would be the second concern. He said managers should know who was working that shift and ensure they're accounted for. He also noted getting back in business becomes a major challenge.

"Business continuity can make or break a company," he said. "You can be out of business in six months to a year. You have to have a business continuity policy. Partner up with carriers to help establish that contact with customers. Communication is key to your staff and to your customers and you want to get on top of that."

Gladman said it's important to get the insurance company involved immediately. "Prompt reporting is the most significant thing," he said.

Krauskopf offered a useful tip when fuel leaks occur: slide a mattress under the spill to contain as much of the diesel as possible and to reduce cleanup costs.

Death of a senior executive

A senior executive who controls most of the carrier's policies, customer relationships, and financial information has fallen overboard while on a dinner cruise with a client. Unbeknownst to staff, he's one of several people under investigation for missing funds at the company. His body is retrieved and it quickly becomes clear he had way too much control in the operations of the company.

This scenario should never have occurred, participants noted, since it's unhealthy to let one exec solely control so much of a business's activities.

The company needs to quickly obtain all company documents and materials. It also needs to communicate the loss to employees and offer support. Key people need to immediately be assigned duties related to the day to day operations of the company.

"This executive had way too much control," said Da Silva.

Because the death occurred on a business trip, Anderson said the feds need to be notified.

Even though the executive was under investigation, Gladman said

employees need to be comforted and offered counseling.

On the bright side, quipped Da Silva, "If the money stops going missing, that answers your question."

A serious collision involving your driver

While in Oklahoma, one of your company's drivers is arrested for impaired driving. But not before he crashes the truck, disconnects it from the trailer, and leads police on a low-speed bobtail chase on flat tires while leaking diesel fuel. Police arrest the driver and conduct a blood test confirming his intoxication.

Participants said to get the insurance adjusters on-site immediately to help with the investigation. They should be able to verify the tow company and HazMat cleanup crews that respond aren't overcharging. But the insurance company's responsibilities end with the property damage, since the driver was breaking the law, Gladman added.

"We are obligated to deal with the property damage aspect, but the driver is on his own," he explained.

Da Silva said while the first instinct is to immediately terminate the driver, that's the worst thing to do.

"When the driver comes back, get all your facts, get a copy of the police report, and suspend him until fur-

ther notice," he said. "Once all the facts are in place, bring him in then and make that decision."

The driver is likely to be a more cooperative witness if still employed by the company, Gladman added. "You want to keep him onside," he said. "It's important you don't terminate him. Suspend him pending the investigation."

Since local news outlets are likely to cover the incident, Da Silva said it's important the carrier has clear rules in place as to who can speak on behalf of the company. Gladman agreed. "The last thing you want is a dispatcher responding to a media request at 2 a.m.," he said, adding a company spokesman has about eight seconds to make a point, so keep any comments on target.

Da Silva said a written statement can be provided to media. Try to limit the number of times the company is mentioned by name, he added.

Be careful when signing tow and cleanup agreements, Da Silva added, as they can quickly skyrocket when no one from the company is on site to supervise.

"I've seen tow bills from \$20,000 to \$100,000," he said. "If you're calling someone off the Internet they're going to want you to sign a contract that's going to pay 'any and all' expenses. You may want to adjust the wording to 'all reasonable and necessary costs.'" **TN**

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OTA briefs South Asian truckers on key industry issues

Well-attended town hall meeting the first of many between the two groups

By James Menzies

MISSISSAUGA, ONTARIO

The regulatory environment in which the Canadian trucking industry operates is rapidly changing, trucking company executives from the Indo-Canadian business community heard Feb. 22 at a special information session hosted by the Ontario Trucking Association (OTA).

The town hall meeting was the first event OTA held with the Indo-Canadian Chamber of Commerce and it was preceded with the signing of a Memorandum of Understanding

between the two organizations, vowing to work more closely together.

“Both of our organizations want to grow our membership in the South Asian community and within the trucking industry, so tonight is the beginning of our partnership together,” said Stephen Laskowski, president of the OTA. “Both organizations are strong and will be stronger working together.”

If attendance at the first joint meeting was any indication, the partnership has potential. About 160 people registered to attend and it was a standing room only crowd

that gathered. They were there to hear OTA officials discuss key issues facing the trucking industry, including: electronic logging devices (ELDs); the legalization of marijuana; administrative monetary penalties (AMPS) at the border; mandatory entry-level training (MELT) standards and overtime pay.

Going electronic

Geoff Wood, vice-president of operations and safety, got the discussion rolling with an overview of the USELD mandate that goes into effect at the end of this year and a similar regula-

tion in Canada, which will follow. All Canadian carriers operating in the US will require drivers to use ELDs by December 2017. The Canadian mandate is lagging by a couple of years, but Wood said progress is being made.

“We had a significant amount of activity this summer,” he said, noting the Canadian government issued a pre-consultation document, a precursor to the formal rulemaking process.

It also conducted a cost-benefit analysis and found the benefits of an ELD mandate outweighed the costs by a two-to-one margin.

A draft technical standard was released last summer and the next step is for the proposed regulation to be published in the *Canada Gazette*. While the OTA is pleased to see the legislation advanced, it still has some concerns. The association wants to see transition timeframes finalized – it’s hoping industry has a two-year window to transition, as in the US – and it wants to see existing equipment grandfathered.

The OTA also wants clarity on how leased and rental trucks will be handled under the rule – ie., who will be responsible for equipping them with ELDs?

Attendees expressed concerns about finding truck parking in an ELD world and Wood said that issue is being discussed.

“In Ontario, we think there is hope on the horizon in terms of increasing some (parking) capacity on Hwys. 11 and 17,” he said, adding the OTA is also urging the province to increase truck parking available at OnRoute travel centers.

Laskowski dispelled one of the biggest myths surrounding ELDs: that drivers who run out of hours just shy of home will have to park. He said, just as you can do today on paper logs, an exception can be noted in the remarks section – as long as it doesn’t happen regularly.

Laskowski said he expects the Canadian law to come into effect by the end of 2018 or early 2019.

“It changes nothing in regards to hours-of-service,” he stressed. “It’s the same rules, we’re just transferring from paper to an electronic world.”

He also told carriers in the room the mandate presents some opportunities.

“This is an excellent opportunity for the industry to seize the moment,” he said. “We understand what goes on out in the business world. There’s this fear that if I don’t do it (illegally), maybe my competitor will. Electronic logs are a great equalizer and an important regulation for any business that wants to compete on business management as opposed to other means.”

Laskowski also warned carriers to plan for a 14- to 24-month implementation window, to ensure time for the training of customers, drivers and dispatchers.

Norm Sneyd, vice-president, business development with Bison Trans-

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port, said carriers and drivers don't have to fear a loss of productivity.

"Drivers are more productive, have less stress and they're making as much – if not more – money running electronic logs (at Bison)," he said. "I'm telling you right now, it's the only way to go and they are as productive, if not more productive."

Where there's smoke...

Jonathan Blackham, OTA's policy and government affairs assistant, warned carriers that the legalization of marijuana in Canada is inevitable. What this means for trucking companies remains unclear. A recent Task Force report commissioned by the federal government put forward more than 80 recommendations and touched on the two main concerns of the trucking industry, Blackham said: impairment while driving and the use of marijuana by employees in safety-sensitive occupations, including truck driving.

"The Task Force was tough on impaired driving, but not as tough when it came to safety-sensitive positions," Blackham said.

Carriers will need to update their drug and alcohol policies once marijuana is legalized, he warned. The OTA is conducting research to see how these policies will need to be updated and hopes to have materials available later this year.

Laskowski said trucking employers will also have to consider whether a zero-tolerance policy for marijuana use is realistic going forward. He said the industry may have trouble attracting younger drivers in the future if they're not allowed to consume marijuana on weekends. The problem, he said, is that while there are tests available today to test impairment by alcohol, no such tests currently exist for marijuana. The legalization of marijuana is a "societal change," Laskowski noted, which will require the trucking industry to adapt. He suggested Canadian employers should be allowed to conduct random drug and alcohol testing once marijuana is legalized, but that too is still up for debate.

AMPed up charges

A big concern for Canadian cross-border carriers is the excessive application of AMPS fines. Lak Shoan, program and education coordinator at OTA, said carriers that don't meet pre-clearance requirements under the Canada Border Services Agency's ACI program are facing compounding fine amounts. For example, the first violation incurs a \$2,000 charge, the second within a year will net a \$4,000 fine, the third an \$8,000 charge, etc.

This system, Shoan contended, is unfair – especially to larger carriers that cross the border thousands of times per year.

"We view this as overly punitive," Shoan said. "There need to be major tweaks to the system as it's currently set up to take into consid-

eration the volume of transactions occurring at the border."

The OTA is recommending capping the penalty amounts so they don't compound per offense. It prefers the US policy of turning back non-compliant trucks instead of issuing fines. It would also like to see previous fines forgotten in less than the current one-year window. While Laskowski noted fines aren't going away, he stressed the system needs to be fair.

"We have some carriers that have gotten \$30,000 in fines in a couple of weeks and their compliance rates are at a very high level," he said.

Heating up training standards

Wood told carriers Ontario's MELT standards should start churning out better prepared entry-level drivers beginning July 1. The new training

standards, requiring 103.5 hours of training, take effect in April so the first of these graduates should be employment-ready in July.

"There will still be training required (upon employment) but you'll know they'll at least be able to back up to a door and operate a vehicle," Wood said.

The new training standards also involve an updated knowledge and road test. Wood acknowledged MELT may reduce the number of A/Z licences issued in the province, but that may be a good thing.

"It will put more rigor to the system but it's probably something that needed to happen," he said. "At the end of the day, the goal is to improve highway safety and put better drivers on the road."

Overtime after 60

Blackham closed out the discussion

with a warning that Employment and Social Development Canada (ESDC) is taking a fresh look at key rules affecting federally regulated carriers, including entitlement to overtime pay after 60 hours of work.

He said the discussions go back to a federal government-commissioned report in 2004, which was the "most comprehensive review of Canada's Labor Code in 65 years." Recommendations were made surrounding overtime pay and other issues, including accessibility accommodations and flexible work arrangements. The discussion was dropped when the Conservative government came to power, but with a Liberal government now in charge, the report has been dusted off.

"All of a sudden we can start to see some of the issues the report talked about in 2004-2006 back in the agenda," Blackham said. **TN**



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Don't get left behind

FMCSA director stresses the importance of planning ahead of impending ELD mandate

By Derek Clouthier

PHOENIX, ARIZONA

With the US electronic logging device (ELD) mandate set to come into effect this December, being prepared, knowledgeable, and compliant with hours-of-service (HoS) are what carriers should be focusing on now. This was the message from Federal Motor Carrier Safety Administration (FMCSA) director Joe DeLorenzo during his address at Omnitracs Outlook 2017, who gave an overview of what to expect in the next eight months leading up to the new ELD rule.

DeLorenzo said the number one issue to ensure the transition to ELDs goes smoothly is to plan accordingly and avoid the human tendency to procrastinate.

"If you're a driver who fills out a logbook, then you need an ELD," DeLorenzo said, adding that one of the biggest mistakes people make is to take a new rule like the ELD mandate for granted until it sneaks up and bites you.

In addition to the mandatory use of an ELD, major components of the rule include the minimum performance and design standards of the device, measures to prevent harassment, and requirements for HoS supporting documents. DeLorenzo said ensuring drivers are compliant with their HoS will be the key focus moving forward.

"Make sure your drivers know what they have and know how to use it," DeLorenzo said of the use of ELDs and what will make the process easier when a driver is inspected by an enforcement officer. "The more a driver knows, the easier it is for the law enforcement officer."

Of the possible exemptions to the ELD rule, the one that concerned DeLorenzo the most was for "those using paper records of duty status (RODS) for not more than eight days during any 30-day period."

DeLorenzo said the last thing he wants to happen is to have a driver be asked to do a job on day seven and realize that they must now start using an ELD for their HoS or risk not being in compliance with the use of a paper log. Data transfer was another issue DeLorenzo discussed.

In addition to electronic transfer via e-mail and web services, when a driver must produce their RODS to an enforcement officer roadside, the driver can do so in one of two ways: a printout or by direct screen display.

Electronic data transfer can also be done via USB or Bluetooth. The data transferred to the officer is filtered through eRODS to be analyzed, which is intended to shorten the inspection process, and viola-

tions identified are manually confirmed by the enforcement official. If no violations are detected, the data transferred to the officer is then deleted. Only when a violation is confirmed is the data retained as supporting documentation.

Some technical requirements included in the ELD mandate are that dates and times must be automatically obtained without external input, the speed threshold must not exceed 5 mph, vehicle location must be within no less than one mile of accuracy when on duty and 10 miles when operating under personal con-

veyance and upon powering up the truck, and the ELD must monitor engine hours and vehicle miles.

"The key to this whole thing is going to be how are we all communicating?" DeLorenzo said.

Coming down the pike

Another piece of regulation coming to the US transportation industry is the Drug and Alcohol Clearinghouse. The legislation is not set to see implementation until 2020, but DeLorenzo wanted to bring the matter to the attention of Outlook 2017 attendees.

The mandate will create a database that will essentially act as a driver background check for carriers, indicating whether the driver has any previous incidents involving drugs or alcohol and whether they went through the mandatory

return-to-duty drug and/or alcohol rehabilitation process.

This was something DeLorenzo said is currently not available and will help carriers better determine which drivers they want to bring on board.

The Clearinghouse will have a reporting and querying requirement, with employers, consortia/third-party administrators, and medical review officers reporting on drug and alcohol violations and substance abuse professionals reporting on the rehabilitation process.

Employers will be required to query the Clearinghouse for two purposes: pre-employment screening and annual verification. There will be no cost for the driver data being entered into the Drug and Alcohol Clearinghouse, but there will be a fee for carriers; the amount is yet to be determined. **TN**

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TFI's Bedard sees improving conditions, more M&A ahead

By James Menzies

MONTREAL, QUEBEC

Improving conditions across all business segments are expected this year by TFI International chairman and CEO Alain Bedard, but weakness in the US truckload segment could continue through the first half of the year.

On a conference call with analysts and business media, Bedard said he's confident US truckload conditions

will improve in the third and fourth quarters of this year. But while US truckload was the most challenging segment for TFI in the fourth quarter, Bedard said he's pleased with the performance of the group.

"CFI is a diamond of a name," he said of the US truckload group, rebranded as such after the acquisition of XPO Logistics' truckload operations last year. "It's a great company. It was bought by Conway about 10 years ago and the

team that was running the company is still there. I'm very proud... we're no magicians but if everyone is down 30% and you're down 15%, you're doing a hell of a job. I feel very good about the people we have here. Bringing back the CFI name is helping us because it was a quality name and that's why we brought it back."

"TFI will keep on growing through M&A."

— Alain Bedard, TFI International chairman and CEO

CFI is increasing the number of owner-operators it uses and Bedard said there's some tractor "catch-up" purchases that are required there. Bedard said he's not concerned

about the Trump administration affecting the group's Mexico operations. He said improvement in US truckload operations will happen this year, "We just don't know when."

"The US truckload market is still soft, it's still a buyer's market," Bedard said. "There's still an issue with price but already a lot of the shippers are starting to get nervous (about capacity) and if Mr. Trump's economy starts to pick up and if he's able to grow by 3% the GDP in the US, that will put pressure on rates and put pressure on truckers and there will be a changing of the environment in the US truckload market."

In Canada, Bedard said conditions are improving. The LTL segment continues to shrink but TFI is still an eager player in this space and looks to continue with its consolidation approach. Bedard pointed out TFI is making more in LTL on lower revenue.

"The LTL market in Canada will keep on shrinking, there's no doubt about that," Bedard said.

He cited the acquisition of National Fast Freight as an example of the consolidation that's occurring as smaller players struggle to make money.

"That's one example of one player that's now under the umbrella of TFI and slowly we'll be improving their numbers. At least that's one guy who decided to abandon the market," said Bedard.

The recent acquisition of Cavalier Transportation is an altogether different story, he added.

"Those guys built a fantastic business over time. It's not a fixer-upper, that's a great company that's joining the family," he said.

Bedard continues to see growth for the package and courier segment, thanks to the increase in e-commerce.

Looking at domestic truckload, Bedard said the situation is improving in Alberta. The domestic van segment is likely to stay stable this year, he predicted. Specialized transportation services should see some growth.

TFI International continues to be exploring various acquisitions in Canada and the US.

"TFI will keep on growing through M&A," Bedard said. "2017 is going to be a busy year for us. Most of the growth will come from the US. I'm working on a few things there that will probably be public in the next six to 12 months. We believe you buy on bad news and sell on good news. There's a lot of bad news right now in the US, lots of unknowns and lots of instability so maybe it's the right time to make a move."

But while TFI is willing to take on the odd "fixer-upper" in Canada, Bedard said that won't likely be the approach south of the border.

"Why buy a fixer-upper when you can buy something better at the equivalent price," he said, in reference to currently depressed valuations. **TN**

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Building dreams

Transformers lover builds the world's first fan-built replica of Optimus Prime to inspire his son

By **Sonia Straface**

EFFORT, PENNSYLVANIA

Some parents will go to great lengths to teach their child a lesson.

Take Joe Fiduccia, for example, who says he built the world's first fan-built replica of Optimus Prime to teach his son the value of com-

mitment and the rewards that come with chasing your dreams.

Fiduccia isn't who you'd expect to be the face behind the big blue and red truck. He's not a trucker; never has been and doesn't have an interest in the profession at all, actually. He doesn't have a particular interest in big rigs, either. He just really



liked the *Transformers* films.

"I'm a middle-class dad, 38," he said modestly to *Truck News*. "I have no interest or experience in trucking at all. I'm just a big *Transformers* fan and Optimus Prime fan. I like what he represents and his morals. So, when my wife and I were thinking of taking on a new project, we decided on this."

The project began in late 2015, when Fiduccia reached out to Hasbro to get permission to replicate the truck. After that, he touched base with Western Star, who built the truck from the factory floor. Finishing touches were put on the truck in the summer of 2016, when it officially rolled on the highway for the first time.

"All we had were the photos and videos we've seen in the movies and on the Internet," Fiduccia said. "We didn't have blueprints to work with from Hasbro for example. We scoured the Internet for any photos or videos so we could replicate the parts exactly."

Today, the truck is fully operational. Fiduccia even got his CDL so he can legally drive it. The truck mostly goes to truck shows, children's hospitals, and comic conventions, where it can be gawked at by *Transformers* fans of all ages. Most recently, the truck made it to World of Wheels, taglined as America's Premier Custom Show Car Series, in Indianapolis.

The replica also offers some local services in the Monroe County area

of Pennsylvania where Fiduccia lives and works. You can surprise someone special and let them spend an entire day with Optimus Prime for \$175 or get a ride to school in the truck for a \$125, according to the truck's Facebook page.

And the services it offers go to show Fiduccia's true colors. He really built the truck to make everyone, his son especially, smile.

"If I'm driving down the highway...I can't tell you how many peo-

"If I can make someone smile for a few seconds on an otherwise bad or normal day for them... that sits well with me. It's more than a paint job, it's an icon."

— Joe Fiduccia

ple are taking pictures," he said. "And that was the main reason for building Optimus...if I can make someone smile for a few seconds on an otherwise bad or normal day

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wife especially has supported me all the way. I don't think it would've been done without her help and my mom's help. I don't know how many other husbands or wives would support such an endeavor," he said.

But Fiduccia said the biggest motivation for his seeing this project succeed, more than making money or making other *Transformers* fans smile, is bringing enjoyment to his nine-year-old son Ryan.

"I really did this to inspire my son," he said. "I wanted to make something that would inspire

him for the future. For me, actions speak louder than words. So, I could tell him until I'm blue in the face to pursue your dreams, but I wanted to show him how to do it. And if I failed, at least I could show him I tried. My hope now is if it's not now, it's 10, 20, or 30 years from now, he can look back and see what I did, and know he can do whatever he wants."

You can follow the replica on Facebook at www.Facebook.com/OptimusIsHere or on Instagram at www.instagram.com/optimus_is_here/. **TN**



Joe Fiduccia built the first fan-built replica of Optimus Prime with the support of his wife Ania and to inspire his young son Ryan.

for them...that sits well with me. It's more than a paint job, it's an icon. It's a symbol of good and I'm honored to sit in the driver's seat."

So far, the replica hasn't really taken off financially. It hasn't received any special sponsorship or recognition from anyone in the Hasbro or *Transformers* world. So for now, Fiduccia is funding the project on his own.

"People ask me all the time how much it cost and I don't like to give a figure," he said. "I say to them, 'a life savings and a second mortgage.'

I've had no financial backing from anyone else whatsoever."

And while Optimus does take up a lot of his time, Fiduccia still works at his full-time job running an Internet business called America's Footprints, where parents and grandparents can create and leave a digital legacy for their kids or grandkids.

Thankfully, despite the financial situation, his wife and mom have been with him, supporting him all the way. "As far as the support goes...despite all of the financial struggles, my



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11

MARK YOUR CALENDAR

Treating aftertreatment failure headaches

Customize DPF cleaning intervals to your specific operation

By James Menzies

NASHVILLE, TENNESSEE

Reducing maintenance costs related to exhaust aftertreatment systems requires fleets to develop their own preventive maintenance (PM) schedules and not rely solely on OEM recommendations.

That's the advice from Bryan Stewart, director of maintenance with Jones Logistics, who was part of a panel dubbed *A Deep Dive Into Emissions Aftertreatment System Maintenance* held at the spring meeting of the American Trucking Associations' Technology & Maintenance Council. The fleet he oversees consists of 164 tractors out of Columbia, Miss.

"It seemed our trucks were behind a wrecker as much as they were on the highway delivering product," Stewart lamented. "We decided we needed to look internally at our PM process. We started defining a checklist and adding new components. Once we had the checklist in place, we defined processes to ensure the same work out of each

technician each and every time."

The result was a four-page PM checklist that took 3.5 hours to complete. Some changes implemented by the company included a "no driver fill" policy for coolant, so the maintenance department could better track whether coolant was leaking and causing issues for the aftertreatment system.

"We needed technicians to know how much coolant we used," Stewart said, "so we implemented a coolant management system."

Other components, not directly related to the aftertreatment system, were also more closely monitored. A stronger focus was placed on battery cleanliness and the fleet moved to absorbent glass mat (AGM) batteries because of their higher current and deeper cycles. Terminals were kept clean, as were grounds and cables, with extra attention given to any terminal that touches an aluminum component, which is more susceptible to corrosion.

Jones Logistics purchased video scopes for the inspection of diesel exhaust fluid (DEF) tanks and had

technicians regularly check the debris screens. A refractometer was used to evaluate the quality of the DEF itself.

"We started having the technician inspect the doser valve," Stewart said. "We found instances where the valve had become loose and got salt buildup around it."

"It seemed our trucks were behind a wrecker as much as they were on the highway delivering product. We decided we needed to look internally at our PM process."

— Bryan Stewart, Jones Logistics

Exhaust components, including gaskets, clamps, and bellows, were all inspected. A ceramic-type bellow was adopted to address issues in which fiberglass material was escaping.

Diesel particulate filter (DPF) housings were another source of concern, with components coming loose because of insecure clamps that were overlooked. So DPF hous-

ings were added to the checklist.

"The amount of heat a DPF puts out would cause zip ties used to secure wiring harnesses to become brittle," Stewart observed.

The fleet implemented an oil analysis program to determine how often DPF cleanings would be required, rather than relying on the OEM recommendations. Stewart paid especially close attention to total base number (TBN) figures and used falling TBN numbers as an indicator a DPF needed cleaning.

"We wanted our TBN to be no less than 3.5," Stewart explained. "We set our DPF service interval based on TBN values."

Generally, that baseline saw DPFs being pulled at 250,000 miles or 5,000 hours of service. The company chose to stock extra DPFs so it could have its own filters cleaned rather than swapping filters through an exchange program.

"I didn't want to worry I was picking up someone else's problem," Stewart reasoned.

DEF filters are swapped out every 100,000 miles and drivers were educated to watch for contaminants entering the DEF tank.

"We had numerous failures because a driver allowed contamination," Stewart said. "We're constantly preaching about cleanliness when filling the system."

Air filters also received some

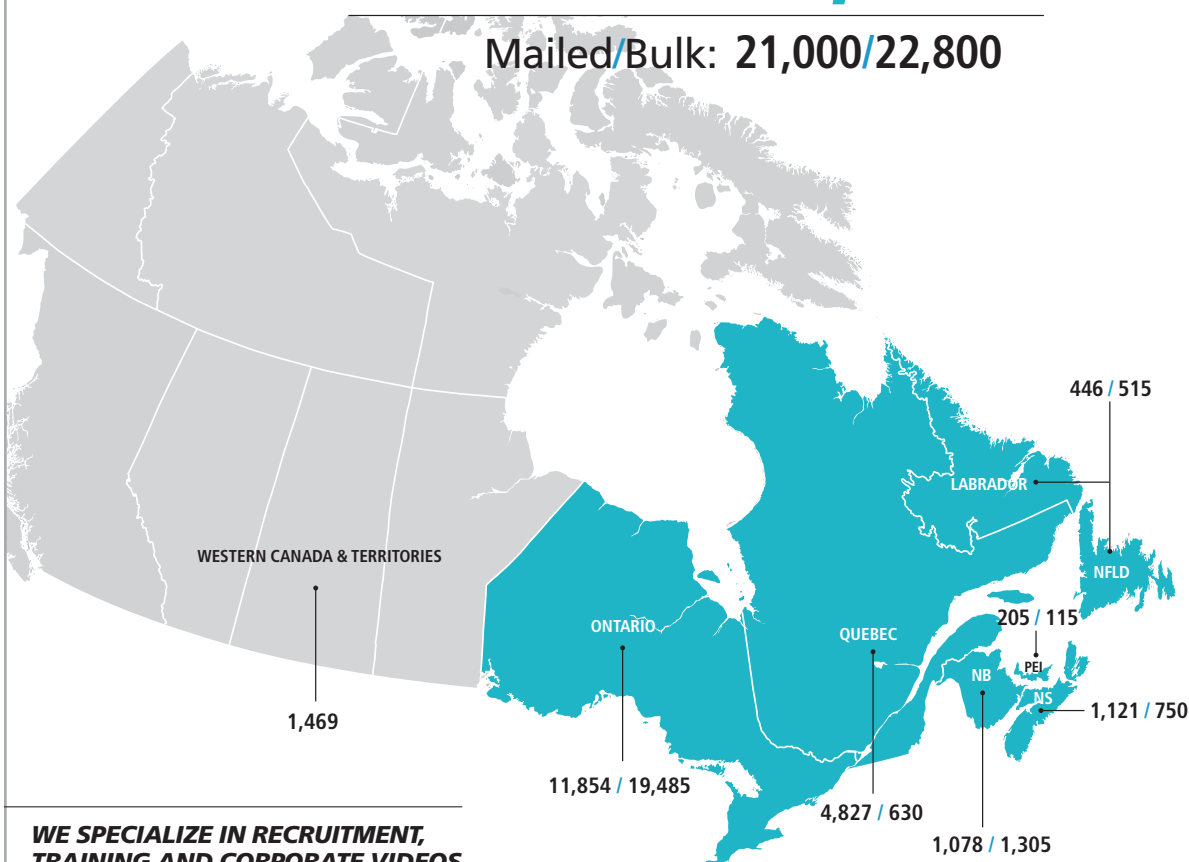
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extra attention, which Stewart said is one of the most overlooked items in fleet maintenance.

"It filters 18,000 gallons of air per gallon of diesel fuel (consumed)," Stewart said. "We opted to change air filters every service. We measured a 3/10ths of a mpg increase in fuel economy."

That improvement netted an annual savings of US\$1,656.38 per truck, he added.

"We have to change our mindset and look more at predictive maintenance than preventive maintenance," Stewart urged. "Use the data you have available to determine what your fleet needs."

Tom Chase, director of maintenance at 200-truck fleet Bellavance Trucking, agreed with the need for customized service intervals.

"Every PM we monitor aftertreatment codes. Don't only look at the active codes, look at the inactive codes too," he suggested. "Let the computer talk to you and tell you a story. Our average DPF (cleaning interval) is 250,000 miles between changes. Use the OEM number as a guideline."

This is especially important as OEMs continue to push out DPF cleaning interval recommendations to as much as 600,000 miles.

Keeping it clean

Mark Collins, director of maintenance and engineering with UPS,

shared a way his fleet reduced its DPF problems by adding a wet wash to the cleaning process. In February 2016, UPS had a 46% DPF fall-out rate. Contributing to this were cracked substrates (50%), damaged housings (25%), melted substrates (13%), contaminants (7%), and flow issues (5%). By October 2016, the fall-out rate actually increased to 51%, leading UPS to take action.

Collins said the company moved to a single-source provider of DPF cleaning to bring more consistency to the operation. It was using the bake-and-blast cleaning technique in which the filter is baked at high temperatures and then the ash is blown from the filter.

The company decided to test a wet wash system on filters that couldn't pass the bake-and-blast process and noticed some improvements.

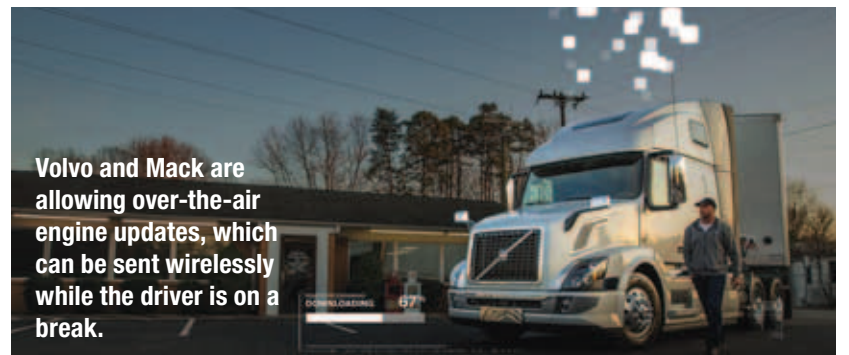
"It removes softened ash with no damage to the cells and cleans each cell individually," Collins explained, noting it's especially effective at improving flow.

UPS chose to combine the two cleaning methods and now runs all DPFs through the bake-and-blast cleaning process before putting them in the wet wash.

"We have seen an additional half pound of ash removed by using the wet wash process," Collins said.

By January 2017, UPS saw its DPF fallout rate decrease to 37%. **TN**

Mack, Volvo offering over-the-air engine updates



NASHVILLE, TENNESSEE

Mack and Volvo both announced at the spring meeting of the Technology & Maintenance Council that they'll be offering over-the-air software and parameter updates.

Ash Makki, product marketing manager with Volvo, said up to 75% of engine software updates are ignored by customers because of the time required to have them installed. He said about 2.3 days of downtime is incurred for every software update and that there are typically two required each year. Customers who ignore the updates often miss out on fixes that can improve performance and fuel economy or reduce engine fault codes.

A 25-truck fleet, said Makki, can save about US\$126,500 a year

by downloading software updates remotely.

"Mack Over The Air represents the next step in Mack's industry-leading approach to uptime," David Pardue, vice-president of connected vehicles and uptime services for Mack Trucks said at TMC. "Our customers can now make these updates whenever and wherever it is convenient for them."

Engine parameters, such as maximum speed, will also be eligible for over-the-air updates. Owners are notified when an update is available and they can complete the install via a cellular connection when the truck is parked.

The service is being offered on all 2017 Mack and Volvo engines and also cover proprietary transmissions and aftertreatment systems. **TN**

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Equipment

Manac takes stake in ABS Remorques

ASBESTOS, QUEBEC

Conveyor semi-trailer manufacturer ABS Remorques has announced that Manac has taken a minority stake in the company.

"It is with great pride that we announce this partnership as it will allow us to expand our presence in both Canadian and American markets," said François Gouin, president and majority shareholder of ABS. "Located in the town of Asbestos, Que., ABS celebrates its 30th anniversary by pursuing growth and sustainability initiatives, such as this association with Manac. We are recognized as leading companies in our respective fields as well as in our communities, and we are both focused on new technologies."

"ABS's conveyor semi-trailer is absolutely complementary to our line of products," added Charles Dutil, president of Manac. "The association of our two companies will help François and the ABS team to sustain its growth. Additionally, the sharing of best practices and access to our sales and service network will be beneficial to both companies. ABS and Manac share important values, such as their commitment to their respective communities. Sharing these values is important to both François and us." **TN**

Kenworth Montreal wins gold award

MONTREAL, QUEBEC

Kenworth Montreal received its first-ever Gold Award when Kenworth doled out its annual awards to its best dealers in the US and Canada.

Kenworth Montreal has earned four previous silver awards over the past decade. The dealer retailed more than 430 new Kenworth trucks, had an outstanding Paccar engine mix, and achieved high medium-duty sales, Paccar Financial share, and parts sales, Kenworth announced.

As well, 15 Silver Awards were given out during the meeting, two of which went to Canadian dealers. Kenworth Maska and Kenworth Amos were the two Canadian silver winners. **TN**

CORRECTION:

On pg. 35 of the March edition of *Truck News*, the percentages indicated as Utility Trailer Company's 2016 "market" share for dry vans, reefers, flatbeds and tautliners, were in fact the share of those trailer types produced by Utility. The company's overall market share was 15.6%. **TN**

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Equipment

Navistar unveils new International A26 engine

By James Menzies

NASHVILLE, TENNESSEE

Navistar International on Feb. 27 took the wraps off its new A26 engine, which it says is lighter weight and 5% more fuel efficient than its N-series predecessor.

The launch was held at the spring meeting of the Technology & Maintenance Council. Darren Gosbee, vice-president of powertrain engineering with Navistar, said the new engine was developed using a customer-centric approach with a focus on uptime, fuel economy, weight, and noise.

He said the new engine is 5% more fuel efficient, thanks to a reduction in parasitic losses and the use of lightweight components. Weighing 2,299 lbs, Gosbee said the 12.4-liter A26 is about 700 lbs lighter than a 15-liter engine.

International is offering, in applications achieving greater than 6.5 mpg, oil change intervals as long as 70,000 miles and diesel particulate filter (DPF) service intervals of 600,000 miles. When paired with the new International LT, Gosbee said the A26 will provide up to 9% better fuel economy compared to a 2017 model year ProStar with N-series engine. The company proved this over fuel economy testing along the Kentucky Hilly route, where the truck averaged better than 8 mpg.

The new engine will enter production in April and is available for order now.

Bill Kozek, president, truck and parts with Navistar, said the company is well positioned with the new engine and a fledgling partnership with Volkswagen Truck & Bus. The strategic alliance officially closed March 1.

"It's an opportunity for us to partner with a group, a world class organization, to improve our procurement, our operations, and our IT systems," Kozek said of the partnership, which saw Volkswagen take a 16% stake in the company. "It's going to be a great opportunity for us to learn a lot from the Volkswagen team and I think the Volkswagen team will learn a lot from us as well."

Kozek also said Navistar has addressed issues related to engine reliability and downtime. He said dwell time – the amount of time a truck spends at the dealer to be repaired – has been reduced by 50%, with half of trucks needing repairs turned around in one day.

"Our goal is 100% of trucks returned in one day," he said. "We believe we'll get there."

Navistar is also in the process of introducing a new product every



four to six months. It already unveiled a new vocational truck, the HX, and highway tractor, the LT, in addition to the new A26 engine. **TN**

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Insights

Private Matters

Attracting youth to the industry

It's time for action, not words, to attract youth



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

I joined this industry in 1990 at the age of 18 and even then, I was an abnormality. Most drivers were nearing or above the age of 40, and attracting youth to the industry was a challenge. What has changed in the last 27 years?

The average age of a truck driver is now nearing 50, as per a 2014 study by the Conference Board of Canada, and even fewer young people are coming into the industry. At the high school level, for the most part, our industry is simply non-existent as far as potential career consideration goes.

For years, we as an industry have laid blame for our inability to attract youth to our industry on almost anyone we could. We blamed guidance counsellors for not promoting us, the government for not declaring us a skilled trade, the media for covering only the negative side of the industry – and on it goes. For the most part, we complained to each other within the industry, however we did not promote ourselves outside of our own circle or find a way to connect with youth. Is that everyone else's issue, or is it our own?

It is time we quit complaining about our inability to attract youth, come together as an industry and find a way to deal with this problem ourselves.

It is time we quit complaining about our inability to attract youth, come together as an industry and find a way to deal with this problem ourselves.

I recently attended the Truck Training Schools Association of Ontario's (TTSAO) Striving for Excellence in Training Conference. One of the panels was entitled *Rebuilding the image of trucking*. (See coverage, pg 12).

The panel consisted of professionals outside the trucking industry. The purpose was to give attendees the view of our industry from those not directly involved in it. The comments from the panelists need to serve as an eye-opener. Jacquie Latham, a consultant with the Ontario School Counsellors Association, said "Students have no perception of the industry as they have no real knowledge of it."

That is a sad statement that reflects our inability to promote

our industry to them. But having "no perception" is a good thing, as that means the canvas is open for us to get our message out there and promote the opportunities that exist within our industry.

Alyson Truax, Employment Ontario specialist, York Region, indicated that a lot of the people who come to her with knowledge of the industry see nothing but road blocks in front of them, be it age, long periods away from home, long hours, or separation from family.

Alyson and Jacquie also indicated that we as an industry need to be better at promoting ourselves through the channels that people in today's society will consume and share with their network of friends. It was made apparent that when the industry did contact schools or employment offices, for the most part they still provided brochures and pamphlets. People today, especially youth, simply are not interested.

To attract youth, we were advised to try things like creating a link to a portal on our website to promote the benefits of the industry and its many job opportunities and to ensure it has pictures, videos, and short, interesting stories.

We need to use social media more to attract attention to our companies and our industry. We need to attend career fairs, go to our local schools, promote ourselves to the drivers of tomorrow. We need to change our way of thinking and change the way we operate our businesses. Society and youth are not going to change to suit our needs, so we better change to suit theirs.

Otherwise, we will be left in the rearview mirror.

The Private Motor Truck Council of Canada plans on taking a leading role in this initiative. With the guidance of our Young Leaders Group, we will explore ways to connect with school guidance counsellors, develop a social media marketing plan to target youth, and update and provide links to our website that will promote the industry. We need to start somewhere, and we plan to do our part. If you have ideas to share, please reach out to our office, we will be glad to listen. **TN**

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An international perspective

Continued from page 1

Morrison added this was one of the biggest trucking facilities she's ever seen. She said her favorite part of the tour was how all departments were segregated.

"My favorite part was the organization of the driver area and how the special and heavy commodities were separated," she said. "At a lot of our companies

(in New Zealand) they're all together and you have to be a jack of all trades, so to have them specialized, there must be a lot of efficiencies."

Morrison said the tour was productive and educational.

"It's always good to see someone else's perspectives," Morrison said. "We have a lot of the same issues, like driver recruitment, so getting those strategies together on how to attract more women into our industry has got to be helpful." **TN**

Learning from ladies around the world

Truck drivers, executives from around the globe talk equality at Women with Drive Summit

By **Sonia Straface**

TORONTO, ONTARIO

The problem of getting women into the trucking industry isn't one that exists only in Canada and the US. It's a global problem for the trucking industry around the world.

That's what the audience at Trucking HR Canada's third annual Women with Drive Summit heard on March 2, when five trucking professionals from around the globe gathered to speak on a panel about common issues surrounding the trucking industry.

The panel consisted of: Elin Engstrom, a professional truck driver and trainer from Sweden; Heather Jones, the director and owner of Success Transport in Australia; Meryn Morrison, the health and safety compliance manager of Regal Haulage in New Zealand; Vibeke Theisel, truck driver for Frode Laursen in Denmark; and Jenny Tipping, a professional truck driver and trainer for Manpower Logistics in the UK.



Sweden

According to statistics cited at the event, 6% of truck drivers in Sweden are women – impressive considering when it comes to Canada, only 3% are women. Engstrom said these impressive numbers are due to the culture that Sweden has in general. "Sweden is pretty good at equality," she said.

However, things as simple as providing clean washrooms for both men and women could help boost numbers, she said. "And that's just a basic right," she reminded the audience.

Engstrom said that Sweden also has a number of task forces and organizations (some of which are government-funded) that travel around the country promoting and educating students about the industry.

The biggest hurdle, she said, mirrors those that many Canadian fleets are familiar with: overcoming the stereotype of trucking being a dirty, difficult job that isn't meant for women.

"The old views of the trucking industry is that it's hard and heavy," she said. "But then also think about the picture you get if you think about a truck driver. It's a male, over 50, and fat. Where is the strength in that? In Sweden, they are promoting opportunities to learn and grow



L-R: Elin Engstrom, Heather Jones, Angela Splinter, Meryn Morrison, Vibeke Theisel, and Jenny Tipping. Photo by Peter Power.

together. So that's why I think a lot of females are encouraged and they have the guts to try it."



Australia

Just 2% of commercial drivers in Australia are women, according to Jones.

And that's a number she is actively working to improve through a group called Pilbara Heavy Haulage Girls. She is the CEO of the organization that helps formally mentor new drivers with 160 hours of free training. She said the bonds formed at Pilbara are so strong new recruits would rather phone their mentor if they have a problem or question on the job, rather than their supervisor.

"We all stay in contact," she said. "And most times, they'd rather contact their mentor than the company they're working for because (asking questions is) seen as a weakness."

Jones said that in her experience as the owner of a transport company, and head of a training facility, the best female drivers are those that have worked on a farm or who have an interest in cars and motorcycles in general.

"Those are the type that make the best operators," she said.

Jones said she has also found success in clearing up trucking issues, particularly those involving women and the stereotypes with the help of national media coverage.

"To attract more people we need to access other media outlets," she said adding that she's reached out to the Australian version of *60 Minutes* about a story on rest stops in the country.

"And they did an excellent story on it."



New Zealand

After spending time in Canada and learning about the trucking industry here, Morrison said that she has a number of takeaways to bring back to her job in New Zealand. The first being the notion that drivers are the face of most transport companies.

"Your drivers are your face," she said. "They get work and they lose work. We sort of do okay (in that aspect) but Canada is much better.

"I think your driver training is fantastic," she said, adding that in New Zealand it's still optional to

have formal driver training. "You just answer 25 questions on the computer and drive around for 25 minutes (to get your licence). It's pretty disgusting."

But Canadian fleets can certainly learn from New Zealand's ways.

For example, in Morrison's homeland, it's common to have driver uniforms, which as she says, speaks to the professionalism of the occupation.

As well, recently Morrison's fleet has changed its wording when it comes to advertising after noticing an alarming trend. Morrison said that a study recently showed that women won't apply to a job if they don't have 100% of all the qualifications listed in the applications.

"We've used this knowledge to our advantage," she said, adding it doesn't list as many qualifications on job ads anymore.



Denmark

At just 27, Theisel said she loves her truck driving gig in Denmark. Originally, she was a nurse, and as moderator Marco Beghetto of the Ontario Trucking Association put it, she went from

delivering babies to delivering fright. The job change came after Denmark's government cut wages for nurses and Theisel's boyfriend convinced her to take a ride in his truck.


"When I was out with him I could see they (drivers) weren't just in the truck all the time," she said. "They were out talking to customers. So, I decided to quit as a nurse and went to a school for driving."

She said it's not easy for her in Denmark because stereotypes are still prevalent.

"Males have the opinion that women can't drive, especially drive truck," she said.

But she is pushing on, and trying to be vocal about women joining the industry and combating the stigma.

United Kingdom

 The most impressive aspect of Canadian trucking according to Tipping, a driver and trainer in the UK, was the blurring of the lines between office staff and drivers.

"At Bison, I was very impressed with the blurring of the lines between the inside office people and outside driving people," she said. "Because I've spoken about this at a lot of conferences and in the UK, there's a wall or a door that says 'high-visibility vests must be worn past this point.' And on the shiny side of the door, everything is new and clean. And on the other side of the door (the driver's lounge) is where the furniture goes when it's broken...I've always said the more you can blur that line and the more you

can break down the barriers caused by that door, you're going to attract more people - including women - to work at that company."

Tipping is a big proponent of having more diversity in the trucking industry and believes it's the key to solving a lot of issues. She says she doesn't believe there is any one thing that makes men better than women at driving or vice-versa.

"I think its dangerous to say there's

female traits and there's male traits," she said. "I think having women in the industry frees everybody up to just be an individual...When I was writing an article on facilities and I asked a female driving forum and I asked a mixed driving forum...they both wanted the same thing. They wanted to wash their hands between going to the loo and eating their food."

At the end of the day, Tipping said she feels success in the trucking

industry will only come once there is zero judgment of female drivers.

"If we remove all of the hurdles and women don't represent an equal number, I don't have a problem with that," she said. "But we need to get to the stage where women won't feel judged. Once all of those barriers are gone and young women have a free choice (to join any occupation without judgement) then that's when we will have progressed." **TN**



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Mail

I disagree with Lee

Dear Editor:

Re: Why I embraced the switch to e-logs, Mark Lee, March *Truck News*
After reading Mark Lee's article about e-logs in the March issue, he is a clueless clock watching nerd.

With e-logs, we will go broke or quit trucking. He makes no sense. Printing this BS wrecks all the good articles you have.

Bryan Benson

Get it in writing

Dear Editor:

Re: Buyer beware, March *Truck News*

If you're in the process of evaluating different electronic logging device (ELD) providers but are unsure if they'll be compliant come the deadline, you should request a written letter. Omnitracs, for example, provides its customers with an 'ELD Compliance Guarantee Letter,' that specifically states that its products will be ELD compliant. If a provider isn't willing to put that in writing, why would you ever feel confident in their product?

Collin Carwardine

Nice new format

Dear Editor:

I just received my March edition of *Truck News*. I really like the new look. I also like that even though its marginally smaller, it will produce less waste, which is something very important to us here at Challenger Motor Freight.

Shiloh Schmidt

Cambridge, Ont.

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Tax Talk

The installment plan

Planning ahead helps to avoid surprises at tax time

Most Canadians pay income tax every payday, when their employer takes some of their salary or wages and sends it to Canada Revenue Agency (CRA) on their behalf.

People who have income but not a regular paycheck with source deductions have to pay their tax in quarterly installments. If you're a sole proprietor and your total taxes payable are more than \$3,000 this year, or were more than \$3,000 in either one of the two preceding tax years, these payments are due on March 15, June 15, Sept. 15, and Dec. 15.

Sole proprietors must have paid enough tax by Dec. 31 to cover the amount they would otherwise have to pay on Apr. 30 of the following year. Corporations must have enough tax paid by their year-end. If you wait until the end of the year and pay a lump sum amount, you'll be charged an interest penalty calculated against what CRA says you should have paid at the quarterly deadlines.

That's expensive. Interest is compounded daily at the CRA's prescribed interest rate. Furthermore, it's not an allowable expense: you can't deduct it as you would interest on any other business loan.

Any installment charges will be shown on your Notice of Assessment. Have a look at your 2015 NOA from last year (or you might have your 2016 Notice of Assessment already) and see just how much CRA has added to your bill. If you don't pay your taxes in full by Apr. 30, then even more interest will be charged as you pay the balance over the coming months.

Set money aside

The real trick to paying taxes quarterly is having the discipline to set money aside, especially when you have other bills to pay.

We advise clients to apply their quarterly GST/HST refunds to their income tax installment payments.



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

Set up a second bank account and have CRA direct deposit your GST/HST refunds into it to make sure the money doesn't get used for everyday activities. In the long run, it will help with budgeting and business planning and save you any interest and penalty charges.

Depending on where you're from, where you spend your money, and what expenses you have, a GST/HST refund could be \$2,000 to \$3,500 each quarter. Having sent that \$8,000 to \$13,000 to CRA as quarterly installments for 2016 sure

would change the look of your tax return right now.

You may not have received your January-to-March refund yet and will be filing your April-to-June GST/HST refund in July. Taking both these refunds and sending them to CRA would be a great start toward paying your 2017 taxes.

Or why not establish a TFSA (Tax Free Savings Account) at your bank and deposit your GST/HST refunds there? Your money can grow tax-free until you send your payment to CRA. There's an accumulating yearly deposit limit into these types of accounts. If you have never set one up before you will have lots of room for your GST/HST refunds as your 2017 TFSA deposit limit should be \$52,000.

I was talking to a new client recently and he told me he was an owner-operator many years ago, but lost the truck and filed a consumer proposal to get out from all of his debts.

Given how fast interest and penalties can add up, it's also good to talk about how to make sure you can pay what you owe on time.

Guess who's at the top of the list of the most money he owes? Yup, CRA. Guess who plans to use his HST refunds to pay his quarterly tax installments? Yup, this owner-op.

As personal income tax season winds down and tax planning season ramps up, a lot of you are asking how to reduce the amount of tax you owe. Given how fast interest and penalties can add up, it's also good to talk about how to make sure you can pay what you owe on time. **TN**

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Spot a defect? Tell NHTSA.

By James Menzies

NASHVILLE, TENNESSEE

Many truck manufacturing defects go unreported and unfixed because fleets are more likely to take the issues up directly with the manufacturer than report the problem to the government.

That was the message from Bruce York, who heads the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. He was speaking to a gathering at the Technology & Maintenance Council's spring meeting. York's office is responsible for identifying manufacturing defects and managing vehicle recalls.

The Office of Defects Investigation receives about 80,000 complaints a year, but York said heavy trucks are underrepresented. He noted there are about nine million trucks on the road in the US and yet his office receives just 600 commercial vehicle-related complaints each year.

"That's a huge problem for us," York said, adding commercial vehicles make up 3.52% of the total vehicle population in the US yet generate just 1.3% of complaints.

York's feeling is that most fleets, when they identify a manufacturing defect, prefer to work directly with the manufacturer to resolve the issue. But this leaves many affected vehicles – especially those owned by smaller companies that don't enjoy the same leverage with the manufacturers – running vehicles that still contain the defect.

"It's the other fleets' truck that doesn't get fixed that's going to crash and kill one of your family members or friends," York warned. "Go ahead and use that leverage you have with the manufacturer, get your trucks fixed, but at the same time reach out to contact us and let us know about the defect so we can get all the trucks fixed so no one gets hurt and killed."

York said some fleets may be reluctant to report defects to NHTSA for fear their trucks will be placed out of service, but he said NHTSA doesn't have the authority to ban vehicles, only to issue recalls.

To report a manufacturing defect and initiate an investigation, visit www.SaferTruck.gov or call 888-327-4236. **TN**

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Like Toronto Mayor John Tory, I like a user-pay system, rather than just taxing the hell out of everybody.

In recent years, some trucking associations have been protesting certain issues in the best interests of their members. I believe, from my position as a much smaller fish in the pond, their good intentions are often misguided.

Initially, toll rates on the Blue Water Bridge rose considerably. Ontario licence fees for heavy trucks did as well. Lobbyists protested the bridge hikes and asked Ontario to reconsider increased licence fees. In New York, the protesting has already started over suggested

future increases to tolls on the New York Thruway. My suggestion, while not my typical attitude, is to stop protesting.

Bring on increased tolls and licence costs, with a caveat. Any future protests should insist the bridge authority, governments, or any other such entity show documented proof that revenues from increases will go where they always should have: to improvements and maintenance. Also, a commitment that future increases occur in a structured, scheduled manner, not, as was the case in Ontario, an immediate 60% increase because they seemingly just realized they're broke.

Is anybody pleased with the condition of our nation's highways? Improvements cost money. With fewer trucks on the road than prior to 2008, there's less tax revenue.

Due to the recession, maintenance and rebuilding projects were reduced, so roads are still deteriorating at their typical rate. If higher fees are all it takes to improve road conditions, I'm in. As long as governments pass legislation that directs all revenues to highway improvements. A lack of fiscally responsible, transparent government is the obvious hole in this theory.

Compare the Blue Water Bridge to its nearest neighbor, the pri-



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

vately-owned Ambassador Bridge. Even with increased tolls, the Blue Water is cheaper. The bridge itself is in much better condition.

I rarely cross at the Ambassador. I utterly detest the place. It's too expensive and seems to take much longer to clear the same number of trucks; this after traversing an unsafe and cluttered ramp system on the US side.

In 20 years of crossing that border, I can count on one hand the number of times all lanes have been open and still have one finger left to wave at the owners. If you want border crossings improved as necessary, again, it requires money. I cross the bridge with plenty of axles and don't mind the extra few dollars per trip if it means I cross in a timely, efficient, comfortable manner.

Also, if we are legitimately trying to improve border crossings and traffic flow, a single span at each crossing isn't really wise. Contrary to my typical far-right political views, I think this is one of the rare issues that requires more government oversight.

More privately-owned bridges provide more crossings without dipping into my pocket, but in this instance, we need government oversight and firm, enforceable regulations regarding tolls. This should have been learned with the 407 toll route north of Toronto. When 118 kilometers of road carries the same toll costs as the 497-km stretch of the New York Thruway from Buffalo to Massachusetts, the need for more legislative oversight should be obvious. If companies and individuals are volunteering to be robbed on the 407, it's just hypocritical to complain of potential toll increases in New York. The money to keep that increasingly declining highway smooth obviously has to come from somewhere.

Our customers are told that you get the quality of service that you pay for. Low-cost trucking services are worth every nickel, as are low-cost roads. My rates regularly increase, so it would be hypocritical to complain of others raising their prices accordingly. So, convince me you'll spend my money properly – in a mutually beneficial manner – and feel free to dig deeper into my pocket. I'll just raise freight rates accordingly to equalize it. How about the rest of you? **TN**



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Traditional methods of attracting drivers won't work

What will a driver's job entail in 40 years?

Carriers are in a pickle when it comes to dealing with the shortage of qualified drivers. Simply put, it's a job that fewer people are interested in taking up. It's not seen as a viable career choice due to the lifestyle issues. This is especially true in the category of long-haul full truckload work. It's very difficult to find any hard numbers but it's accepted in the industry that about half of the people that obtain a Class A (Class 1) licence don't last beyond the first year. Carriers must also deal with the fact that half of the current drivers will reach retirement age in the next 10-15 years.

Over the past couple of years there has been a focus on attracting more women to the industry. Women are mobilizing and organizing themselves. That is resulting in a recognition of the need for professional training and mentoring programs, health and wellness programs, safe havens for parking, and clean accessible washroom facilities suitable for all drivers. This is also fueling a push to change the public image of the trucking industry and show it in a more positive light. These efforts are attracting new blood to the industry, but it may be too little too late.

Finding a niche to compete in as an independent trucker is becoming difficult, if not impossible.

The problem is, we don't know where we are headed when it comes to what a driver's job will look like over the course of a 40-year career. This is a result of the technology boom. It is not simply about when or if fully autonomous trucks will make their debut. If you are looking to choose a career at 21 to 25 years old, why would you choose the trucking industry? I hate to admit this, but I would not recommend it to my grandchildren as it stands today. Trucking as an entrepreneurial pathway to independence was a big attraction in the past but the industry is consolidating into fewer and larger players. Finding a niche to compete in as an independent trucker is becoming difficult, if not impossible.

With that consolidation comes a high degree of control over what happens in the cab of a truck. One of the greatest attractions to driving a commercial vehicle in the past was the freedom a driver experienced on the road. You were very much your own boss, even as an employee. Many drivers now find their time managed by the home office, even

to the point of having to travel specific routes at specific times. Drivers are finding themselves on a leash as a result of how technology is being employed and many drivers don't care for it. It is not an attractive recruiting tool.

Maybe I'm out to lunch on this whole issue. Working as a long-haul driver where I am now, I continue to experience a feeling of empowerment and control over my life. I'm made to feel an important part of the team because my voice and my concerns matter. It's not that I can do whatever I want, it's that I main-

tain control over my day, the equipment I operate, and the responsibility of delivering on time is my own. Most of all this puts my personal safety in my own hands. That's incredibly important.

The advice I offer to the industry is to make sure every driver has the ability to contribute and share their experience. There needs to be a bottom-up approach to problem solving and implementing technology in meaningful ways that advance a driver's quality of life and advance productivity. We need a universal system of training and recognition



Al Goodhall has been a professional long-haul driver since 1998. He shares his experiences via his blog at <http://truckingacrosscanada.blogspot.com>. You can follow him on Twitter at @Al_Goodhall.

to level the playing field for drivers and carriers alike. Yesterday's pathway into the trucking industry for new drivers was through ownership. Today's pathway for new drivers needs to be through professional accreditation. The same way we do it in the front office. **TN**

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Health

Back behind the wheel Off the cuff



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

The most common shoulder complaint that I see in my clinic among professional truck drivers are injuries to the rotator cuff. The rotator cuff is a group of muscles and tendons that surround the shoulder joint. It functions to stabilize the joint by keeping it firmly within the socket during shoulder movement.

Rotator cuff injuries or tears may occur from a single event or due to repetitive strain.

I often treat rotator cuff injuries in flatbedders, due to the physical demands of the job. Tarping and securing loads is usually the cause of the injury. Rotator cuff injuries can also occur due to slips and falls.

The signs and symptoms of a rotator cuff injury vary. However, most people will experience a dull ache deep within the shoulder. The pain associated with the injury can also be sharp and intense if there is a significant tear.

Many patients have difficulty sleeping due to shoulder pain. In more severe rotator cuff injuries, muscle weakness and decreased ability to move the shoulder will be seen. It is recommended you seek medical attention if you experience shoulder pain that lasts more than a few weeks or you lose the abil-

ity to move your shoulder in certain ranges of motion.

If conservative treatments, such as rest, ice, and medications are not successful, steroid injections such as cortisone may be recommended. Physical therapy may also be recommended to help restore strength and flexibility to the shoulder.

For my patients that drive flatbed, I always recommend they do a light warm-up before they load or unload. Walk around your truck a few times to increase blood flow and then do some simple shoulder and arm stretches.

The worst thing you can do after driving for several hours is to jump out of your cab and begin to do physical work. Another good tip is to take breaks while working. This will give your muscles a chance to recover and reduce repetitive strain.

Until next month, drive safely. **TN**

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Anger management: It's on you

Do you ever feel like lifting your hand from the wheel and shaking your fist at the world? The frustrations of professional driving – inconsiderate drivers, traffic congestion, detours, demanding supervisors, unrealistic deadlines, soaring fuel costs, personal concerns, etc. – sometimes can just make you angry.

Everyone feels angry at times. Anger itself isn't a problem. It's your body's natural protective response when sensing you're in danger. By automatically releasing adrenalin, tightening muscles, increasing heart rate and blood pressure, increasing blood flow to major organs, and intensifying senses, your body prepares for fight or flight. However, your response for managing anger is your own. It comes from a combination of learned and inherited tendencies, brain chemistry, and/or underlying medical conditions.

If you regularly feel you must hold in your anger; constantly feel cynical, impatient, critical, irritated, and/or hostile; frequently argue with your partner, family, co-workers, dispatcher, and/or boss; physically lash out at others; provoke fights or arguments; threaten violence against property or others; behave/drive recklessly; and/or withdraw due to anxiety or depression, your health will benefit from adjusting your methods of handling anger.

If you typically suppress anger, and bottle it up inside – be careful. Long-term, suppressed anger can lead to serious health issues. The constant flow of stress chemicals and related metabolic changes can lead to recurring headaches, digestive issues, abdominal pain, skin conditions, eczema, insomnia, high anxiety, depression, poor judgment, reduced cognition, high blood pressure, stroke, and/or heart attack. It's healthier to express anger.

When conflict situations offer the opportunity for resolution, consider ways to recognize and rationally talk about your frustrations, rather than holding them inside until you explode with uncontrolled words or actions. Remaining calm, take the opportunity to assertively express yourself and release your anger in a way that still allows you to maintain relationships with others (and avoid addictive escape activities).

Allow anger to become a catalyst for positive change. Recognize and acknowledge the early signs you're becoming angry; then consciously, positively, and logically deal with the triggering circumstances. When possible, prepare a game plan in advance to manage typical situations. Establish in your mind what you consider the ideal solution and also what compromises you are willing to accept. Take time to calm down before speaking.

Present what you would have liked

to occur (instead of what you didn't like). Listen to the other person's perspective. Ask questions. In the end, be satisfied with an ok/ok solution, instead of holding out for the ideal win/win.

In your workday, it will often be inconvenient or even impossible to resolve anger-triggering issues. Poor car drivers are an excellent example. When a driver cuts you off, doesn't signal, races in front to stop and turn left, passes you and slows down, and/or almost clips your front bumper to make the exit, you'll never have an opportunity to resolve that experience with those drivers.

So, to avoid the temptation of venting your frustration through unsafe, retaliatory actions, I invite you to

take a moment to step back from your emotions and impersonally analyze the experience. The drivers don't know you. Their discourteous, aggressive actions were not directed towards you personally (even though it felt like it); they're just displaying their ignorance of basic driving etiquette. That's on them.

In these unresolvable situations, use creative ways to healthfully vent your anger on your own. As soon as convenient, get physical; doing anything that works up a sweat will trigger calming endorphins in your brain. Focus on the funny side – humor releases tension. Consciously decide to let it go – that person/driver/situation is not worth your aggravation. Practice relax-



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

ation techniques with deep breathing, calming music, a journal and/or yoga. To avoid accumulating anger, schedule short escape breaks during typically stressful periods of your day to grab a cup of coffee, stretch, or text your friends/family.

Every workday, flashes of anger are possible, even inevitable – how you respond is on you. **TN**

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Warmer weather is a welcome sign for a truck driver, and staying on top of spring and summer maintenance is key to avoiding unforeseen roadblocks.

Spring and summer maintenance simple, but necessary

Maintenance tips for transitioning from winter to spring and summer driving

By Derek Clouthier

It may seem like the transition from winter driving into spring and summer is a welcome one – which in many ways it is – but that doesn't mean key maintenance issues can be ignored.

On the contrary, preparing your truck and its components for operation during the warmer time of year is equally important as it is entering winter, but as the service team at Cervus Equipment Peterbilt in Saskatoon, Sask. point out, most people view spring and summer as safer for equipment.

"However, this does not mean drivers can get away with skipping seasonal maintenance," said Debbie Werezak, marketing advisor for Cervus Equipment, Peterbilt Saskatoon.

Cervus Equipment's service team said cracks and damage to the body or suspension components of a truck are common during the winter months, which can bring about quite a few issues and result in riskier driving if not properly addressed.

Some of the truck components highlighted by Cervus Equipment that should be serviced prior to the transition from winter to spring and summer driving include: the air conditioning system to ensure driver comfort; air dryers to eliminate moisture in the air system, which can build up inside air brake and anti-lock brake components creating corrosion; radiators, which require fins to be blown or washed out; and the inspection of fan hubs to make sure they will operate properly in the summer to transfer heat through the radiator and A/C.

Brian Lawrence of JJK Enterprises, said one component that is often forgotten is the battery-powered, no-idle air-conditioning system,

which he said, like traditional A/C systems, if down, increases operating costs.

In the case of an original equipment A/C system, Lawrence said a truck driver will not drive a truck with a broken factory system, which means they must be assigned to another truck while it is repaired. But with no-idle systems, it's a different story because the truck can still run and complete its trip.

"The problem is that the no-idle A/C system was purchased to reduce overnight or stopover idling," said Lawrence. "So, the driver or fleet has

schedule," said Lawrence. "The addition of the no-idle A/C system's maintenance to the truck's regular maintenance will not really impact the allotted time to perform the scheduled maintenance."

Three issues must be addressed with no-idle A/C system preventive maintenance: start the system and allow it to operate for a minimum of 20 minutes; inspect the auxiliary batteries, battery wire connections and terminals and the system's power wires; and complete a visual inspection of the system's components.

Seasonal maintenance should

"On the preventive maintenance side, it is all about tying the no-idle A/C system's preventive maintenance to the truck's maintenance schedule."

– Brain Lawrence, JJK Enterprises

two choices, one is to idle the truck during the stopover, using fuel and increasing engine-related wear, or to put the driver in a motel."

Lawrence said neither option is desirable, as costs increase with both.

Like factory-installed A/C systems, battery powered, no-idle systems require both preventive and seasonal maintenance to ensure performance, longevity, and to reduce service costs.

But he claims no-idle systems, like the Fresco 9000MaXX, demand much less maintenance than traditional A/C systems.

"On the preventive maintenance side, it is all about tying the no-idle A/C system's preventive maintenance to the truck's maintenance

occur in early spring, prior to the system being heavily used during the summer months.

There are four items that should be focused on in early spring: the first being the same as preventive maintenance, inspecting the auxiliary batteries, battery wire, connections, and terminals; next, use a water hose to wash out dust build-up in the condenser core, usually located in the rear wall of the sleeper; then, run the system for a minimum of 20 minutes; and finally, complete a visual inspection of the system and its components.

If the no-idle A/C system does not operate properly, Lawrence said a qualified technician should service the unit.

"The most common problem we face in ensuring the operation of no-idle A/C systems is related to the auxiliary battery pack," Lawrence explained. "Too often it happens, once the no-idle A/C system is installed and the batteries are closed away in the battery box, the batteries are forgotten about. It is kind of like, out of sight out of mind. This is why preventive and seasonal maintenance is so important."

Bert Downton, regional used truck/trailer sales manager for Custom Truck Sales in Regina, Sask. agreed that seasonal maintenance of a truck going into spring and summer is vital.

Downton said something as simple as antifreeze strength can cause issues.

"Some operators have a tendency to increase the strength of antifreeze over the winter period, especially in -40 C degree weather," he said. "As we come into warmer weather, the cooling efficiency is lowered and could possibly cause overheating."

Downton also said to check for debris in the radiator, air-to-air and A/C components, inspect drive belts, fan hubs, the cab filter, engine hoses for chaffing, rubbing, or bulging, tire pressure, and replace fuel filters, as winter fuel can sometimes cause issues on the changeover to summer fuel.

As for the differences between new and used trucks, Downton said older models didn't have aftertreatment systems like the newer ones do today.

"I always suggest that if the truck has two drivers or high mileage, do a simple aftertreatment visual check and replace the (diesel exhaust fluid) DEF filter, as this filter may need replacing twice a year," Downton said.

Oil change intervals have also doubled, even tripled, according to Downton, with today's new synthetic products.

"I suggest a periodic engine oil sample to check soot content and other imperfections, as oil change intervals may have to be done sooner," Downton recommended, adding the engine breather filter should also be checked if one is installed, as well as the air filter, battery terminals and voltage, as battery malfunctions can cause the check engine lamp to come on prematurely.

The service department at Cervus Equipment finds the most commonly overlooked maintenance issue coming out of winter driving is the inspection of air filters, which can suffer dirt build-up.

Simple items like washer fluid and wiper blades must also be looked at, as do windshields.

"Replacing truck windshields will reduce glare from any chips and the thousands of tiny scratches on the outside of the windshield from winter road sand picked up during winter," the company said. "This is not only bad for eyes, but also a potential safety hazard." **TN**

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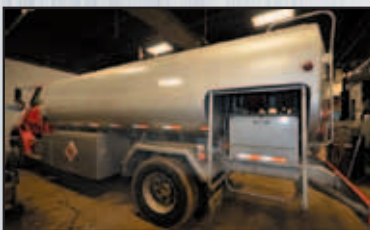
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2002 STERLING L8000 c/w 13,000 L 4 Comp't Alum. Tank, Dual Pump/Meter, Midcom, Bottom Load, Vapor Recovery, New Tank 5 yr./1 yr. Inspection, Truck Newly Certified/Safetied. Stk#S812 502042



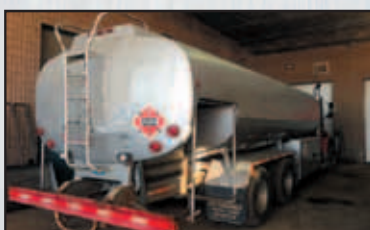
2003 KENWORTH T300 C7 Cat., 9 Spd, 2950 USWG Propane Bobtail, LCRII, DOT & B620 Certified. Stk#S804 102565



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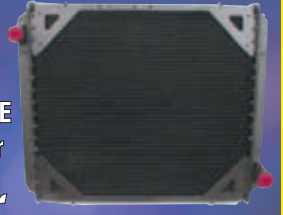
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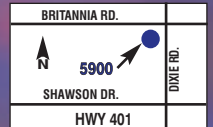


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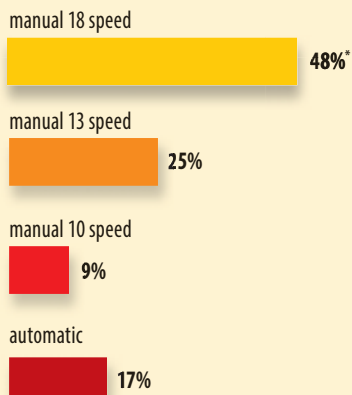
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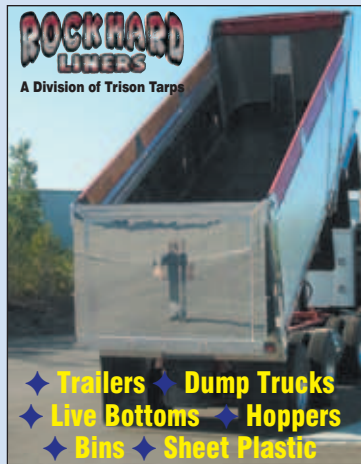
Source: Equipment Buying Trends Survey 2015, Newcom Trucking Group

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Choosing a maintenance service provider

Do you go for the familiarity of a small independent shop, or the expertise of a specialized dealer?

I spend a considerable sum on preventive maintenance on my trucks. In the long run, it's the best way to avoid unnecessary bills.

It's very easy to spend a dollar trying to save a penny, except when it comes to trucks. It's never just a dollar, but lots and lots of dollars. The implications are far greater than a hit to the back pocket, too. Breakdowns at the side of the road or out-of-service violations could land you in hot water with your carrier or customer, so it's essential to have a proper preventive maintenance program in place.

However, that's not as easy as it sounds. First, you need to find somebody to do the work. The whole idea is to ultimately save money, so giving somebody carte blanche to change out parts that may fail is not going to achieve that.

It may almost guarantee that you never break down or have an issue with the DoT, but it won't be saving you money. This is where it gets difficult; do you use a main dealer or a smaller shop?

I thought I had found the best of both worlds when I used a small shop franchised to a main dealer, but that turned out to be a complete nightmare and I'm still dealing with some of the issues arising from it.

There are positives to both. A main dealer will have lots of experience with your particular truck model and will know what needs to be looked at, but they're also pretty busy guys and it's difficult to build a relationship when you're dealing with a different person each time you go to the service desk. At dealerships, there are always any number of different technicians that could be assigned to work on your truck.

Using a smaller shop will give you that 'part of the family' feeling. The same face greets you as you approach the service desk and the same guy will be turning wrenches on your truck. But, they won't know the intricate details of your particular truck model as well as the stranger at the main dealer who works on them all the time.

It's something to consider. We're not just talking about bits of metal wearing out, those days have long gone. Now, it's sensors and modules

that need attention. You can't just look at a part and see that it's on its last legs, so you need an expert.

Which basically means that you need two different shops to properly take care of your truck – a smaller shop to take care of it in general and a main dealer shop to deal with the electronic wizardry.

That's the conclusion I've arrived at. I thought I had found the best of both worlds when I used a small shop franchised to a main dealer, but that

turned out to be a complete nightmare and I'm still dealing with some of the issues arising from it.

Instead of getting the best of both worlds, I ended up getting the worst of both and it definitely didn't save me any money. Not only were they more expensive than a main dealer shop – despite a cheaper hourly rate – but I've ended up having to pay another shop to double-check everything they've done, with very disappointing results.



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.

My trucks are in decent shape, so even though it worked out at a higher cost than I first hoped, in the long run it will still be cheaper than leaving things to chance. That's the most expensive preventive maintenance strategy of all. **TN**

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6) Are you involved in the purchase of equipment or replacement parts? YES NO

7) Are you responsible either directly or indirectly for equipment maintenance? YES NO

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UPS makes successful drone delivery

LITHIA, FLORIDA

UPS and truck-launched drone maker Workhorse Group delivered a residential package by drone, which was launched from atop a package truck Feb. 20. The drone made the delivery then returned to the vehicle while the driver continued along the route making separate deliveries.

“This test is different than anything we’ve done with drones so far. It has implications for future deliveries, especially in rural locations where our package cars often have to travel miles to make a single delivery,” said Mark Wallace, UPS senior vice-president of global engineering and sustainability. “Imagine a triangular delivery route where the stops are miles apart by road. Sending a drone from a package car to make just one of those deliveries can reduce costly miles driven. This is a big step toward bolstering efficiency in our network and reducing our emissions at the same time.”

UPS says a reduction of just one mile per driver per day over a year can save the company up to US\$50 million. Rural delivery routes are the most expensive to serve due to the time and vehicle expenses required to complete each delivery, the company said. In this test scenario, the drone made one delivery while the driver continued down the road to make another.

“Drivers are the face of our company, and that won’t change,” Wallace said. “What’s exciting is the potential for drones to aid drivers at various points along their routes, helping them save time and deliver on increasing



UPS has successfully completed a residential drone delivery.

customer service needs that stem from the growth of e-commerce.”

The drone was a Workhorse HorseFly UAV Delivery system, which is integrated into Workhorse’s line of electric-hybrid delivery trucks. The drone docks on the roof of the truck and recharges while docked. It has a 30-minute flight time capacity and can carry packages up to 10 lbs. **TN**

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- 2015 reversed a decade of decline, with a projected 0.2% YOY growth. (FIPP Trends Report)
- Printed UK magazine advertising delivered the highest ROI of all media channels, 11% higher than TV and 22% higher than online. (PPA Magonomics)
- In the US alone, 234 new titles made their debut, up 21% from 2013. (Guide to New Magazines, USA)
- FOLIO Magazine’s annual survey of US city and regional magazines said 2015 featured more new launches than any year since 2009.

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*Skip Zimbalist, chairman and CEO of Active Interest Media (AIM), which publishes titles like Backpacker, Black Belt, Arts & Crafts Homes, Better Nutrition, Ski Magazine, Vegetarian Times, Power & Motor Yacht, and Yoga Journal, told FOLIO’s recent Growth Summit that AIM is investing in circulation marketing including direct mail.
“We have not found declining yields in mail over the last 10-15 years,” he said.

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Announcements

Wahba hops aboard intermodal train; Clarke named Navistar chairman; OTA names new Road Knights squad; and Lindsay joins Seaway Express

Canadian Pacific has tapped former Kriska Group chief operating officer **Jonathan Wahba** for the position of vice-president, sales and marketing for intermodal and grain. Wahba will report to the newly installed John Brooks, senior vice-president and chief marketing officer. Before joining Kriska, Wahba held leadership positions at Schneider National, CN, and Midland Transport. He assumed his new role in February.

Navistar has announced its president and chief executive officer **Troy Clarke** has been elected chairman of the board. The election took place Feb. 14. He replaces James H. Keyes, whose retirement was previously announced.

Mike Kroetsch has been named the 2016 Central Ontario Chapter of the Fleet Safety Council's Safety Professional of the Year. The safety consultant began his career in 1972 as a city driver. He became fleet safety coordinator in 1989 and fleet safety manager in 1994. He also served as fleet safety manager with two other fleets before launching Transportation Safety and Compliance Solutions in 2008. He's an active member of the Fleet Safety Council. He also sat on the Central Ontario Truck Driving Championships planning committee for 23 years.

Seaway Express has announced **Steven Lindsay** has joined the company as its business development manager. Lindsay is equipped with a wealth of industry knowledge having spent the last 24 years in either transport or courier, the company says. Most recently, he was the director of sales for Meyers Transport. Over the years he has worked at Loomis/DHL, ATS (T-Force) and spent six years with ABF Freight.



The Ontario Trucking Association (OTA) has knighted seven truck drivers who will travel the province over the next two years, promoting the industry to the media as well as sharing their experiences and knowledge of the trucking industry and highway safety with students and community groups. The 2017-2018 OTA Road Knights Team is: **Sylvain Binette**, Toronto, Ont., Kriska Holdings; **Louis Carette**, Frankville, Ont., Kriska Holdings; **Gary deVos**, Chalk River, Ont., Bison Transport; **John Ginuta**, Courtice, Ont., Polaris Transport Carriers (owner-operator); **Brent Mater**, Fort Erie, Ont., Zavor Trucking; **Jeff Stocker**, St. Catharines, Ont., Spring Creek Carriers; and **Henry Wilks**, Port Dover, Ont., Double D Transport.

Truck-Lite has named **John Cecco** its new vice-president of sales. He will oversee the company's aftermarket sales, customer service, pricing, and forecasting departments. Cecco, previously Truck-Lite's vice-president of operations, will replace Bob Ives, who will be retiring from the position of vice-president of business development. Cecco has worked for Truck-Lite for 13 years and has extensive knowledge of company procedures, products, and customer service, the company says.



Kenworth Truck Company has revealed its 2017 Kenworth Parts Council and has named **Jo Frost** of Edmonton Kenworth its chairwoman. The council focuses on further enhancing parts quality and customer support for truck operators and fleets. **TN**

Truck and Trailer.ca Marketplace

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Mark Dalton: Owner-Operator

By Edo van Belkom

THE STORY SO FAR

Mark agrees to take on a student driver as a favor to his Aunt Mary...

After delivering his load in Toronto, Mark headed for Scarborough in the east end of the city where his Aunt Mary had her home. Parking Mother Load on a residential street wasn't allowed, so he parked his truck at a nearby shopping plaza a few minutes' walk from her home. By the time he arrived, his Aunt Mary and her sister – the mother of the young man he was going to be helping – were both waiting for him at the front door.

"So nice to see you, Mark," his aunt said. "This is my sister Darla."

Mark gave his aunt a hug and shook the other woman's hand. "I've heard so much about you," she said. "All of it good."

Mark liked her already. He followed the women into the house and was fully expecting to see the young man sitting in the living room waiting, but there was no one there. "Where is he?" Mark asked.

"He should have been here by now," Aunt Mary said. "We've called his cell-phone a bunch of times but it goes directly to voicemail."

Not a good sign, Mark thought. But he wasn't about to dampen his mood. "That's alright," he said. "I've got time for a visit if you don't mind some company."

The faces of both women lit up and the somber mood changed in an instant. "I'll put some coffee on," his aunt said as she left the living room headed for the kitchen.

"So, you've been a truck driver for how many years?" Darla asked.

Mark had to think about it. "Close to 20 years now," he said, thinking has it really been *that* long?

"I can only begin to imagine the places you've been to and the things you've seen." There was a hint of envy in her voice, and perhaps a bit of envy for all of his travels.

"I guess so," Mark said. "I never really thought of truck driving in that way. Usually I'm just looking at roadway, but yeah, I have been a lot of places."

In minutes Aunt Mary returned with coffee and cookies and the conversation began to flow.

"Never mind the places he's been to," said Aunt Mary. "Tell her about the time you helped the police uncover an international smuggling ring."

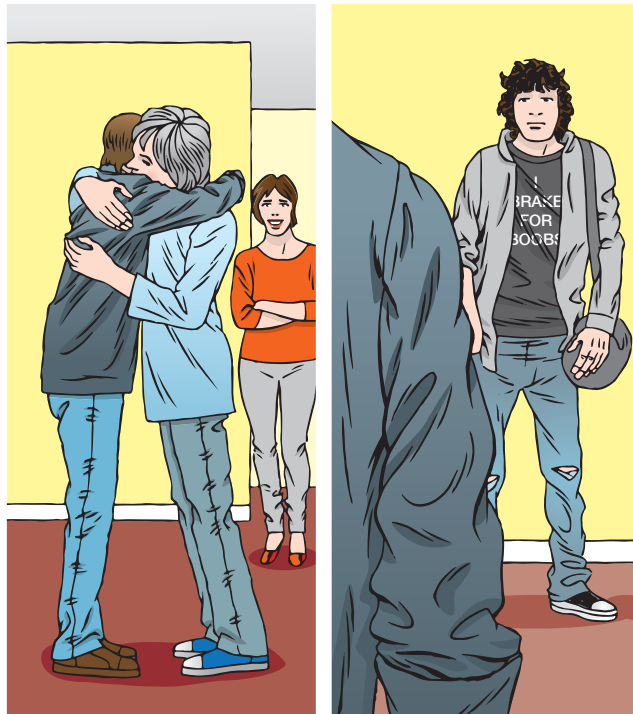


Illustration by Glenn McEvoy

The Mark Dalton Project, Part 2

"Which one?" Mark said. He realized his response made it sound like he had a big head, but he didn't really – it's just that there were two rings he helped break up.

"Or the time there was a hitman out to kill you because you were going to testify against a mob boss."

Mark smiled and let out a nervous laugh.

"I didn't know truck driving was such a dangerous job," Darla said. "Maybe this isn't the right thing for my son."

"Aunt Mary's just being dramatic," Mark said. "Most of the time the most interesting thing that happens is I make it to my destination on time without any problems."

Darla smiled, only slightly reassured. Just then, the front door opened and a young man carrying a duffle bag over his shoulder stepped inside. *Great*, Mark thought.

He was probably in his early to mid-20s with a slim build and the outlines of several elaborate tattoos on both arms between the wrist and elbow. He was unshaven and his hair was long and dishevelled, but that wasn't the worst of it. No, the thing

that struck Mark the most was the black T-shirt he was wearing that read: "I brake for boobs."

"Hello," he said.

Mark gave a little wave, prompting Aunt Mary to jump out of her chair and make introductions. "Mark, this is my nephew Kevin. Kevin, this is Mark Dalton, the man who is going to teach you to drive trucks."

"Dude," Kevin said.

"Nice shirt," Mark said.

"You like it?" Kevin said, nodding.

"No, I don't."

"Well," Kevin continued. "I'm going to be driving a truck, right. I thought I might as well look the part."

"You don't look like a trucker in that," Mark said. "Not at all. Don't you have something with a collar?"

"No."

"Then you can wear one of my shirts for now."

A shrug. "Okay."

"And about the hair?"

"What about it?"

Mark hesitated. Long hair wasn't a problem...if it was clean and well kept. Truck driving was a profession, after all. "When was the last time you combed it?"

"Yesterday, maybe. I dunno."

Mark was about to say something else, but his aunt broke in and said, "Kevin, would you like some coffee?"

"Sure."

Mark decided to ease up on the young man a bit and give him the benefit of the doubt. After all, he probably had no idea what he was getting into and there was no use in going too hard on him all at once. Kevin put down his duffle bag and entered the living room, taking a chair on the opposite side of the room from Mark. As Aunt Mary poured a fresh cup of coffee, Darla leaned toward Mark and put a hand on his knee.

"Be as hard on him as you see fit," she said. Then, she turned to look at her son while she continuing to speak to Mark. "Kevin knows this is his very last chance and if this doesn't work out he knows he'll be on his own. Period."

The young man's head dropped and his eyes looked to the carpet.

"Isn't that right, Kevin?"

"Yes, mom."

Wow, thought Mark. It looked like this really was Kevin's last chance. Still, it put Mark in a difficult spot, holding the young man's future in the palm of his hand.

"You know," he said, "I'm not sure if this is the right thing to do. I've trained new drivers before, but they were usually motivated to get into truck driving. They all wanted to be truck drivers. You sound as if you have no choice in the matter."

"Oh, I have a choice in the matter," Kevin said. "I either learn to drive a truck with you, or I go to jail and wait for my trial in custody."

It was a choice of sorts, but not exactly what Mark had meant. He was about to say something when Aunt Mary came out of the kitchen with a big plastic container in her hands.

"Here you go," she said.

"What's this?" Mark asked.

"My special chocolate chip cookies for both of you to enjoy on the road."

Mark sighed. Kevin wasn't the only one who had no real choice in the matter. **TN**

Mark Dalton returns next month in Part 3 of The Mark Dalton Project.



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Products

Accuride recently announced the launch of a new 40-lb aluminum wheel dubbed the Quantum 99, and what the company claims to be the industry's first 65-lb steel wheels. The Quantum 99 is 20% stronger than the company's previous alloy and boasts twice the fatigue life of competitive 40-lb wheels, Accuride said. While a 40-lb aluminum wheel is already on the market, Accuride chose to wait until it developed a wheel that could withstand a million cycles before coming to market. The result is a wheel that's twice as strong as its nearest competitor. The new wheel is five pounds lighter than its predecessor, which it will replace. The new wheel will be released in the third quarter of 2017. The company's new 65-lb steel AccuLite wheel is six pounds lighter than today's version and will be available Apr. 1. The two-handhold model weighs in at 67 lbs, a three pound reduction over its predecessor. Accuride pointed out steel wheels weighed in at 80 lbs 20 years ago, and suggested the new wheel is the lightest steel wheel in the world.

Maxion Wheels is bringing to market its first aluminum commercial vehicle wheels. The forged aluminum wheels will be offered in the four most common sizes: 22.5x8.25; 24.5x8.25; 17.5x6.75; and 22.5x14. The 22.5x8.25 size will weigh in at 45 lbs. The new offerings were announced during Heavy Duty Aftermarket Week. They are covered by a five-year standard warranty.



Eaton has updated its line of Advantage Series heavy-duty clutches, to increase durability, reduce vibrations and improve shifting. The new clutches were shown for the first time during Heavy Duty Aftermarket Week, with production set to begin in the second quarter for OEMs and the third quarter for the aftermarket.

Improvements include: a new strap drive system, which affixes the intermediate plate to the housing and prolongs clutch life by eliminating lug fatigue; soft rate dampers that better absorb engine vibrations to prevent drive-line damage; a spring separator that permits cleaner, quicker dis-



engagement with the engine; and a second wear tab indicator. The new clutches will replace the existing Advantage Series clutches and parts numbers will be reduced from 41 to 28. Eaton said customers in applications with frequent clutch actuations will see a noticeable increase in service life.

SAF-Holland has come out with a new lightweight fixed frame air suspension and a new terminal tractor fifth wheel. Both products were introduced at the spring meeting of the Technology & Maintenance Council.

The CBX23 AeroBeam fixed frame air suspension is rated at 23,000 lbs and tips the scales at just 465 lbs, the company says. It's intended for weight-sensitive tanker and flatdeck applications.

SAF-Holland said structural



improvements were made to maximize the CBX23 AeroBeam's strength-to-weight ratio. The CBX23 AeroBeam is 45 lbs lighter than SAF-Holland's current model and 25 lbs lighter per axle than its nearest competitor, the company said.

Durability improvements come from: heat-treated cast allow suspension beams; 80 ksi frame brackets and a 5.75-inch diameter friction-welded axle that is 12% thicker than competitive axles. The CBX23 AeroBeam is treated with Black Armour to protect against corrosion and it features the company's SwingAlign system for easy axle adjustments.

SAF-Holland also unveiled a new Holland FW35TT terminal tractor fifth wheel, designed to withstand repetitive coupling. It features a twin-lock design to prevent kingpin bounce-out. The FW35TT has a load capacity rating of 80,000 lbs and the top plate is cast with an extra thick top surface for increased life.

FlowBelow and **Aperia** have partnered to better package their respective companies' fuel-saving technologies. Aperia makes the Halo Tire Inflator, which keeps tractor tires properly inflated using the energy produced by the rotation of the wheels as a power source. FlowBelow produces wheel covers and fairings. At a press conference held at the Technology & Maintenance Council's spring meeting, the two companies revealed they've worked together to make combining their systems easier.

Josh Butler, president of FlowBelow, said the two systems combined provide a fuel savings of about 3-4%. At TMC, FlowBelow also announced an expansion to its product line. It's

now offering a tractor-mounted AeroFender and a Trailer AeroKit. The AeroFender replaces standard non-aero quarter fenders and is installed on the forward-most drive wheels of the tractor. It helps direct airflow past the tractor drive wheels and also reduces road splash and



spray, Butler explained.

The Trailer AeroKit mounts to the trailer suspension, combining wheel covers with patented fairings in front of, between, and behind the wheels. The covers and fairings work together to deflect air around the trailer wheels, and suspension. Both systems will hit the market later this year.

Autoclima is set to roll out a new upgraded version of its battery-powered Fresco 6000. The newly

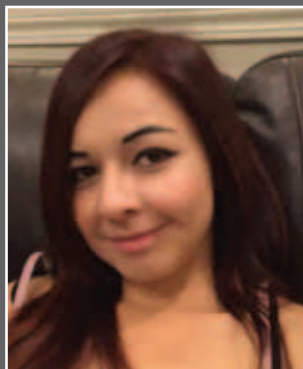
designed Fresco 9000MaXX Split offers a multitude of improvements over its predecessor, said Brian Lawrence, the company's North American representative, including having fewer components for improved durability, being more compact in size, being 25% lighter and using less under sleeper bed storage than a majority of its competitors. In addition, the Fresco 9000MaXX Split has one of the highest cooling capacities at 9,000 BTUs, the company says.

Autoclima has also recently introduced a new health-focused air filtration system. The new Saniclimafilter promises to improve driver health within the constraints of the vehicle's environment by destroying harmful airborne bacteria. The Saniclimafilter works with the company's Fresco 6000 and 9000MaXX to kill bacteria that passes through the system's evaporator and enters the cab.

The filter also removes unwanted odors from the cab, and consumes a minimal amount of power. Both products will be officially introduced and displayed at this year's ExpoCam 2017 – booth #5061. **TN**

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Missing Since:	August 19, 2016
Date of Birth:	February 17, 1995
Missing From:	Winnipeg, MB
Height:	5'6"
Build:	Average build
Eye Colour:	Brown
Hair Colour:	Brown
Additional Information:	Christine may have dyed her hair a different colour

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The Adventures of NEWLAND TRANSPORT

By Edo Van Belkom

Vic's latest load is a shipment destined for a government depot in Syracuse, New York. He's happy for a nice load that's not too far from home, but he's unsure about accepting it.

"Why not?" his dispatcher asks. "You'll be back in a day and a half."

So, Vic explains that things aren't normal at the border these days and he thinks it's a bad idea for someone like him to take loads into the US right now.

"But we ship to the US all the time. You've been across the border dozens – maybe even hundreds of times before."

"But there is a travel ban."

"That's for Muslims," his dispatcher says. "You're not Muslim are you?"
"No."

"And you're a permanent resident of Canada, right?"
"Yes."

"Alright, then. Pick up the load today. They're waiting for it already."

Vic puts off picking up the load and takes a trip to a dollar store and buys some items for his truck.

Vic picks up the load and heads for the border. He's glad that the border's so close because if something is going to happen, it will happen sooner rather than later.



Illustration by Glenn McEvoy



When Vic finally reaches the border, he is interviewed by a young customs officer who seems very enthusiastic about his role and expanded powers under the government's new administration.

"What's with all the flags?"

"I am a proud Canadian."

"Is that right? You born there?"

"No."

"Then where?"

Vic hesitates, but his home country was not part of the ban. "Ghana."

"That's in Africa, right?"
"Yes."

"Have you ever been to Somalia?"
"Yes."

"Sudan?"
"Yes."

"Why?"
"I was a truck driver there as well."

The young officer takes a long look at all the flags inside Vic's cab and says, "Get out of the truck!"

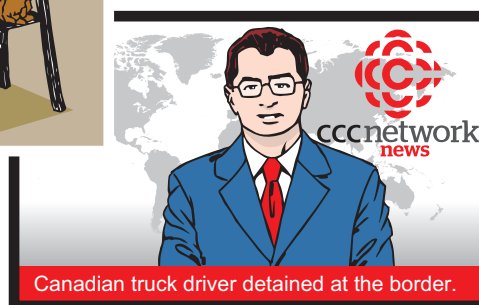


"Why are you bringing gun barrels into the United States?"
"Is that what is in my truck?"

"Yes it is. Now, why are you trying to bring these items into our country?"

Vic shrugs, feeling the answer is obvious. "Probably because some American bought them from a Canadian company and that company needed them to be delivered to the customer."

"Very funny," the officer says. "Too bad there's nothing funny about terrorism."



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The problems with our driver training system

Recently, a person dropped into the office at Altanic Transportation, looking for a job. He had no appointment, but I chose to interview and road test him. A brief conversation revealed he was from Europe, and had driven truck for a number of years. When he came to Canada, he completed a driver training course, and was able to pass a Ministry road test on his first attempt.

So far, so good. We went out to a truck to begin the road test. My instructions for any candidate are, "Pretend you are coming in to work here. Show me what you would do at the start of your day." This individual never popped the hood to check fluids. He was completely disorganized, going randomly around the truck and reciting the script he learned at the driving school to pass the Ministry exam.

We proceeded through this "pre-trip inspection," started the truck, and went to hook up the trailer. He was able to pin the tractor up correctly, and then asked me if he should wind the landing gear up. We continued the "inspection" down the driver's side of the trailer, again inspecting lights that were not turned on, until we came to the rear axles. At this point he said, "There are no air leaks." I asked him why there were no air leaks, and when he appeared not to understand, I told him, "There are no air leaks because you have not put air to the trailer." He ran up to the cab and proceeded to fan the foot-brake. I pointed out he did not have the red button pushed in, so no air was going to the trailer. I asked him what happens when you push in the red button, and he said, "you can go."

"Why can you go?" I asked. He could not tell me. I terminated the road test at this point.

I share all this not to show the deficiency of the individual, but to point out major flaws in our training system. This poor man was sold a bill of goods. He was led to believe that, if he paid his instructor many thousands of dollars, he would get a licence that would get him a job. There was no assessment of his aptitude for the job in the first place. There was no time given to making sure he understood what he was doing. He was taught to memorize a pre-trip inspection script that he could recite to an examiner, without knowing what the components in the script are, or what they look like if they are defective. Yet on the basis of his memory, he was given an A licence.

Responsibility for new driver performance and conduct on the road has been downloaded onto the transport companies. If I had given him the keys to a truck and sent him

on a trip, I would be guilty of negligent hiring, even though our government has given him their blessing.

Ontario is now introducing the MELT (mandatory entry-level training) program. MELT will not change a thing. Neither will the new road test guidelines that are being given to the testing centers. The Ministry has standardized the maneuvers a driver must successfully complete: the failing here is that they will not be tested on a maneuver if there is no facility available for the test center to perform the maneuver. Further, there is still no under-the-hood component to the testing, so the pre-

trip is a memory test, not a knowledge test.

One of the things that would drastically change the quality of candidates is a screening process. Before enrolling a student, schools should be required to give aptitude tests, so they would be training people who actually have a chance of being successful in the business. There should also be a fail rate. Schools should have the responsibility to tell individuals if they are not suited for this line of work, rather than feed the fantasy with promises of extra help. The truth is, not everyone can be a truck driver.



Roger Douthwaite is director of safety for Altanic Transportation. He has more than 30 years of driving experience and has been safety director for Altanic since 2015.

MELT should include initial training, a Ministry road test that gets you a permit to drive under supervision, leading to several thousand hours of supervised behind-the-wheel experience. The companies doing the apprenticeship should receive subsidies, as happens with trades that currently have apprenticeships. **TN**

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Small but mighty

With just 20 trucks, Wiersma Trucking shows how it can compete in the industry

In trucking, success isn't always a numbers game.

Fleets with the most drivers, the most trucks, or the most awards aren't the only carriers in Canada that are doing great things. Sometimes the old adage is true: good things do come in small packages.

Take Wiersma Trucking as an example.

Wiersma Trucking has deep roots that date back to the 1930s when 'Grandpa' E. Wiersma started the business with his Ford Model T. During World War II he hauled many materials, mostly ammunition, all over Holland. Legend has it he even used moonshine to fuel the trucks.

Unfortunately, though, the company didn't survive the duration of the war.

Eventually the Wiersma family moved from Holland to Canada, and E. Wiersma's grandson, Ed Wiersma, shared a passion for trucking just like the men in his family.

When Ed was 16, he got his chauffeur's licence and started driving trucks for companies like Day & Ross and Canada Packers. In 1973, he saved up enough money to fulfill a lifelong dream and bought his own truck. Five years later, he re-established his grandfather's business but in the Canadian marketplace.

Today, Wiersma Trucking is a 20-truck operation that hauls mostly building materials into the US and back from its one terminal in Kitchener, Ont. It is still very much a family business that takes pride in being a small yet successful fleet.

And history certainly does repeat itself as Ed's own son felt the same call to trucking that his father did.

Today Ed's son, Nic, is mostly running the show – he's in charge of sales and marketing, does the hiring and firing, and handles customer service.

"I'm kind of like a jack of all

trades, master of none," he said. "I guess my official title would be in operations management. Essentially, I do what needs to be done on a constant basis."

He joined the family business in 2007 after graduating from Cones-



Nic Wiersma says he is a big proponent of MELT and e-logs.

toga College's business management program. This year marks the end of his and Ed's 10-year plan for Nic to transition over to leading the business, and for Ed to officially take his hands off the reins.

According to Nic, the company's soon-to-be new leader, Wiersma has many strengths, but its workplace culture is the standout.

"Wiersma was founded on family," he said. "So we try to treat our drivers like family. In today's society, there's so many industries and drivers out there that are sick and tired of being just a number. So, treating our drivers like people and like family is the biggest strength we have. It's not just an open-door policy. It's so much more than that. We make sure they're home on weekends. We want to make sure they see their family regularly. And to make Wiersma Trucking their family too."

To ensure this, Wiersma makes sure its drivers have regular routes and regular customers so the unpredictable trucking life that is often a reality isn't the case for Wiersma drivers.

The company is also forward thinking. Nic is a big advocate for mandatory entry-level training (MELT) and says that Wiersma adopted electronic logs close to seven years ago.

He says the focus on training and safety that Wiersma believes in is

why drivers, too, do so well in the company.

"We've taught many drivers who have gone on to do great things who have learned how to be a successful owner-operator," he said. "Drivers contact us who say that if it wasn't for us, they wouldn't be where they are today. And it goes both ways, because I'm a big believer in if you take care of your employees, they'll take care of you."

"We also have a very good-looking fleet," Nic added. "We take pride in our trucks and make sure everything is up to date. Every one of our trucks are bought and spec'd with drivers in mind. They have leather interiors, heated seats, GPS, satellite radio, battery operated air conditioning and heat – you name it. It's a pride thing. We want our drivers to be proud of the truck they drive every day."

And while the company is one of those small trucking fleets that is finding its groove in a difficult economic climate, it isn't to say it doesn't have its challenges. It, too, is having trouble finding new drivers.

"We have a low turnover rate, so that's great," Nic said. "But I'll tell you, I do all the recruiting and it's one heck of a challenge today. Because Wiersma is not looking for just any driver. We're not looking for someone who just wants to drive straight for 14 hours a day. We're looking for those who can dare to be great. Not those who just want to sit behind the wheel. We want those drivers who are proud of the job they do strapping a load, for example."

But unlike other carriers who don't have a plan for dealing with the driver shortage, Nic is actively doing something to recruit drivers.

"I'd say I visit at least 10 driving schools a month to promote Wiersma as a unique opportunity for those students," he said, adding that he also talks to them about the realities of trucking.

"The main thing I try to tell the students is, it's not a job," he said. "Many think trucking is another nine-to-five job and trucking is not nine-to-five. It's a 24 hour a day, seven days a week, 365 days a year job. It's a lifestyle."

While there are no immediate plans for Wiersma in the future, besides the change of hands, Nic says the sky is the limit for the company.

"Maybe we'll grow by five or six trucks," he said. "But we still want to be small enough so that it still feels like family, where we can know everyone personally and by name." **TN**



Sonia Straface is the associate editor of Truck News. She has been covering the Canadian trucking industry since 2014.



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! **Fleet owner loses money on repairs**
MONTREAL, QC

! **Door knocked off trailer**
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