

# TRUCK NEWS

Eastern Canada's Trucking Newspaper Since 1981

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### Developing diversity

An in-depth look at the need for greater diversity in the trucking industry.

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### Teaching the techs

Technicians need to be taught how they best learn – by doing. A TMC panel explains.

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### Viable alternatives

More alternatives to diesel fuel are emerging all the time. What's the best fit for your fleet?

## Canadian ELD mandate to harmonize with U.S.

By Derek Clouthier

### NASHVILLE, TENNESSEE

Like the recent mandate in the U.S., Canada is working on its own electronic logging device (ELD) rule, and for the most part is looking to mirror the legislation of their southern neighbors.

Geoffrey Wood, senior vice-president of policy for the Canadian Trucking Alliance (CTA), provided an update on the Canadian proposed ELD mandate during an Omnitracs Outlook 2018 session in Nashville, Tenn.

"The goal of this effort in Canada is to mirror the effort here in the U.S.," Wood said, adding the CTA, which has had a position on ELDs for about a decade, did not want to see conflict between the two countries over e-logs.

And for the time being, Wood said there is little carriers should be concerned about.

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**RETAIL ADVERTISING**  
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(L-R) Margaret Hogg of J.G. Drapeau, Messenger Freight Systems' Louise Vonk, and Andreea Crisan of Andy Transport all abandoned their former jobs and lifestyles to lead their family businesses.

## Wonder women

A panel of influential women take the stage at Women with Drive to talk about how they've made their businesses prosper

By Sonia Straface

### MISSISSAUGA, ONTARIO

What do Andy Transport's Andreea Crisan, J.G. Drapeau's Margaret Hogg, and Messenger Freight Systems' Louise Vonk have in common?

For starters, they all began their careers at their family trucking businesses after pursuing other careers. And secondly, they are all powerful, influential women within the trucking industry today.

All three were part of this year's power panel at Trucking HR Canada's Women with Drive event in Mississauga, Ont., on March 1, where they told audience members about their experiences and how they have made their respective businesses profitable.

### Starting from the bottom

Crisan was on track to become a lawyer. However, in her last year of law school, she said, something didn't feel right. Even after interning at a variety of different legal firms, she found herself wanting something different.

"By the last year of law, I was all 'Been there, done that,'" she said. "At the same time, I had the comparison of what the family business would be like. And that's really what I saw myself doing. I made the decision, and it was just my father and I in the business. And that's when we really decided to build it."

Hogg, on the other hand, was pulled from her life in Los Angeles after an alarming phone call from her parents in Toronto.

"It was in 1999 and I got a call that my father had Stage 4 cancer," she said. "I stopped my life, drove to Toronto and jumped in (to run J.G. Drapeau). I didn't know a lot about trucking, so I had to start from the bottom. I learned how to dispatch, I learned how to go over safety and compliance, how to drive a forklift, I learned everything I could before I could run the company. It took from 2000-2005 to learn everything and be strong."

Today, Hogg says she can't imagine leaving the trucking industry to do something else.

Like Hogg, Vonk was pulled into trucking after her father fell ill.

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# Shipper savvy

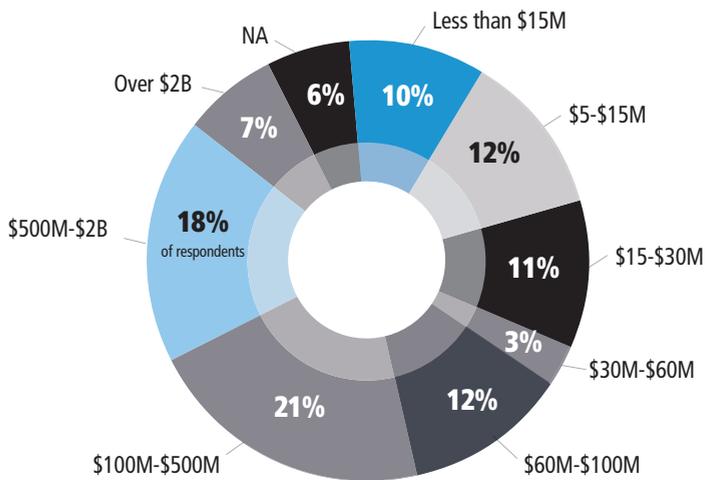
How well do you know your customers?

Eastern Canada (Ontario to Maritimes) shippers are a diverse bunch. Our annual Transportation Buying Trends survey provides a lens on their makeup and transportation spending habits. One third work for what can be considered small companies with annual revenues under \$30M. But almost half (46%) have annual revenues of more than \$100M. With Canada being such a geographically large country and also greatly focused on exports, it's no surprise that logistics budgets tend to the high side. Almost a third of Eastern Canada shippers are spending more than \$20M annually on logistics with the majority of that spent on transportation. For-hire truckload attracts the majority of that spend with 41% of shippers responding to our survey reporting they spend over \$1M annually on their TL transportation requirements.

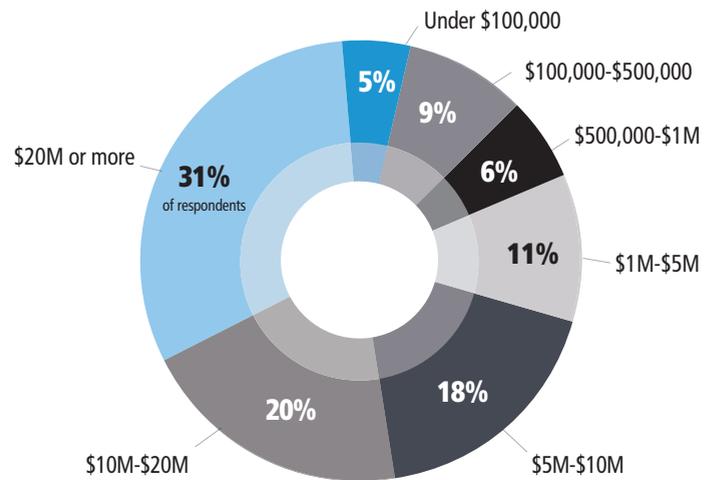


Follow Lou on Twitter @LouSmyrlis.

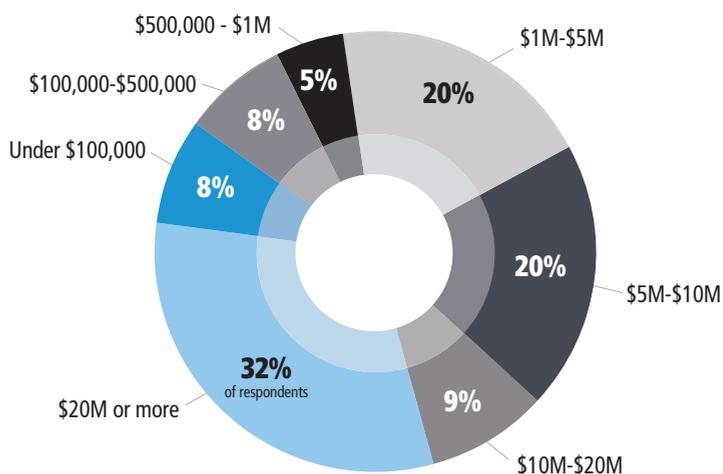
**Eastern Canada shippers estimated annual revenues**



**Eastern Canada shippers annual logistics budget**



**Eastern Canada shippers annual transportation budget**



**Eastern Canada shippers spending over \$1M annually on transportation by mode**

Rail	21% of respondents
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ISSN 0712-2683 (Print)  
ISSN 1923-3523 (Online)

**Lou Smyrlis**  
Director Business Development  
416-510-6881  
lou@newcom.ca

**Kathy Koras**  
Associate Publisher  
416-510-6892  
kathy@newcom.ca

**A. (Tony) Hohenadel**  
Publisher - truckandtrailer.ca  
416-614-5800  
tony@newcom.ca

**Dan Robinson**  
Director Digital Marketing  
416-510-5123  
dan@newcom.ca

**EDITORIAL**  
**James Menzies**  
Editor  
416-510-6896  
james@newcom.ca

**Sonia Straface**  
Associate Editor  
416-510-6890  
sonia@newcom.ca

**Derek Clouthier**  
Truck West Editor  
403-969-1506  
derek@newcom.ca

**DESIGN AND PRODUCTION**  
Carolyn Brimer, Beverley Richards,  
Michael Chimienti, Tim Norton

**ACCOUNT MANAGERS**  
**Anthony Buttino**  
National Accounts Manager  
416-458-0103  
anthonyb@newcom.ca

**Nickisha Rashid**  
National Accounts Manager  
416-614-5824  
nickisha@newcom.ca

**Delon Rashid**  
Western Accounts Manager  
403-713-1054  
delon@newcom.ca

**Denis Arsenault**  
Quebec Accounts Manager  
514-938-0639 ext. 2  
denis@newcom.ca

**Tony Jelacic**  
Regional Accounts Manager  
416-614-5813  
tonyj@newcom.ca

**Doug Copeland**  
Regional Accounts Manager  
905-715-9511  
doug@newcom.ca

**Paul Beelien**  
Regional Accounts Manager  
416-614-5806  
paul@newcom.ca

Truck News is published monthly by  
Newcom Media Inc.

**NEWCOM**

CHAIRMAN & FOUNDER:  
**Jim Glionna**

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**Joe Glionna**

VICE-PRESIDENT  
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**Lilianna Kantor**  
Phone: 416-614-5815  
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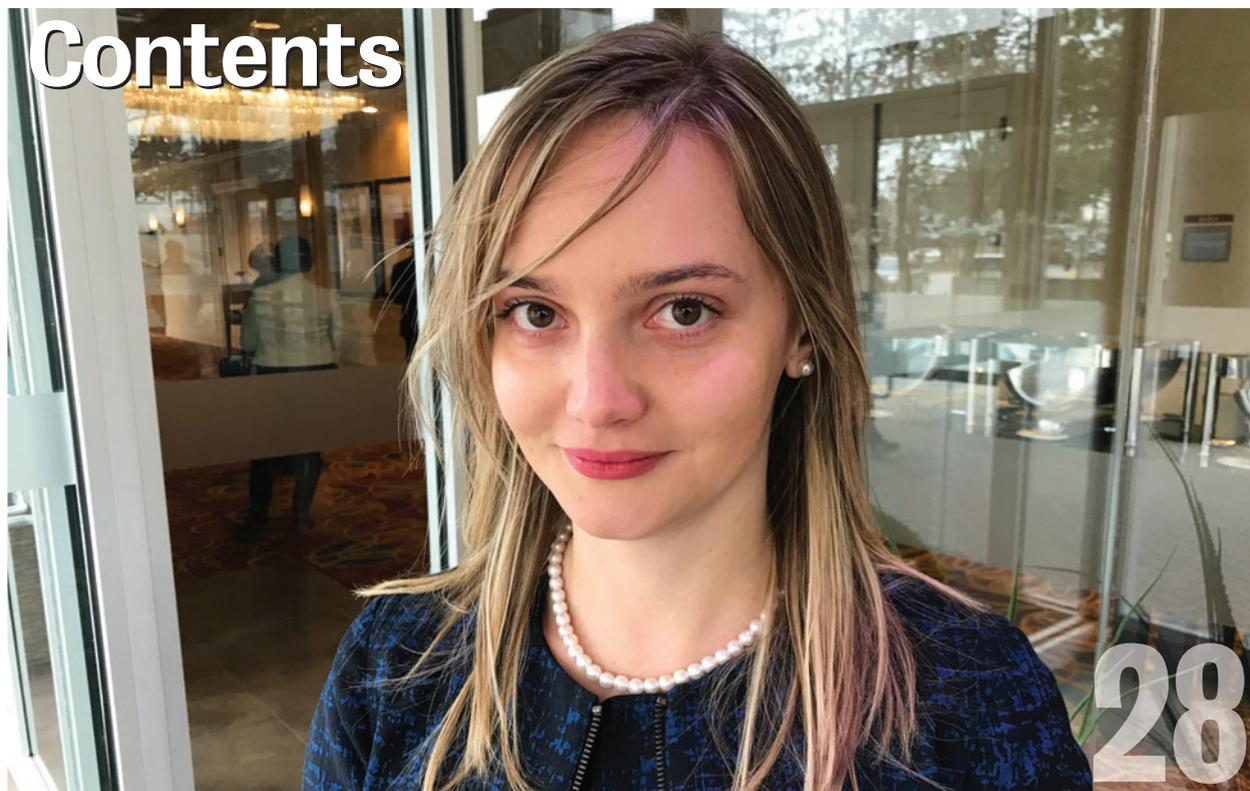
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# Welcome to the Spring Olympics

The Winter Olympics in Pyeong Chang, South Korea have concluded, with a record medal count for Canada. But no sooner have those successful Games concluded than the Spring Olympics have come to southern Ontario.

Haven't heard of them? They feature the high-skilled, high-risk sports such as pothole slalom driving, and even an event that combines the loosely related skills of driving with roadside tire changing. These are exhilarating events, fraught with danger, and best of all, they can be viewed live – for free! – any day of the week.

All you have to do is take a drive on Hwy. 401, for example, or many other well-traveled roads in the province (and others).

All joking aside, I do wonder how much damage our pothole-filled roads inflict on our vehicles. How many trucks and cars are jarred out of alignment? How many tires are prematurely destroyed by the jagged edge of a pothole? How many lives are endangered as motorists attend to these problems at the side of the road, with vehicles flying past at 120 km/h?

Well, you might argue, this is Canada, potholes are inevitable. Not true! There is a viable alternative – and that is building highways with concrete instead of asphalt. Yes, it's more expensive, and concrete high-

**I do wonder how much damage our pothole-filled roads inflict on our vehicles. How many trucks and cars are jarred out of alignment? How many tires are prematurely destroyed by the jagged edge of a pothole?**

ways produce more tire noise. But they are so much more durable.

Look to Ontario's toll Hwy. 407 as an example of this – long stretches of concrete roadway that withstand extreme temperatures, temperature fluctuations, and heavy traffic. This

is exactly what's needed in Canada. Not only that, but the firmness of concrete compared to asphalt is said to improve fuel economy substantially thanks to reduced rolling resistance.

So, why don't we have more concrete highways in Canada? For start-

ers, they're more expensive to build. But anyone in trucking understands the benefit of paying more now, to save later.

That message is lost on government, however, which always prefers to choose the lowest cost option and kick the cost of maintenance down the road to the next regime.

The other impediment is that the asphalt industry has a powerful and effective lobby movement behind it. Think of all the jobs that would be lost filling potholes each Spring if our roads were to be built of durable concrete.

So for now, it's likely we'll have to make the most of the hand we've been dealt, and continue watching and participating in the Spring Olympics. Be careful out there, folks. **TN**



**James Menzies** can be reached by phone at (416) 510-6896 or by e-mail at james@newcom.ca. You can also follow him on Twitter @JamesMenzies.



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# Business is booming

Capacity is “maxed out,” rates are rising, and equipment orders are surging

It's a good time to be moving freight in the U.S. All indicators are pointing towards a strong start to 2018, which is expected to carry well into the year. And we've yet to see the full effect of the electronic logging device (ELD) mandate, which was implemented in December 2017, but won't see full enforcement until April.

One barometer of the trucking industry's health is the FTR Trucking Conditions Index, which hit 9.2 in December, pointing to strong conditions for carriers. The industry forecaster expects the index to remain strong, and to strengthen further, in 2018.

FTR says trucking capacity is “essentially maxed out,” resulting in the strongest freight rates in years.

“Fleets have been running very efficiently the past few years, with capacity utilization in the high 90% range,” said Jonathan Starks, chief operating officer, FTR. “Couple this efficiency with increases in freight volumes and productivity hits due to weather and regulations, and it's no surprise to the industry that the end of 2017 and the beginning of 2018 have been good for carriers. We

are seeing robust orders for trucks and trailers, serious recruitment drives, and the type of rate increases which make these expenditures feasible. In terms of the overall economy and freight demand, we are looking at strong potential for further upside possibilities for carriers.”

forecast shows robust demand for most of 2018,” said Starks. “If there will be improvements for shippers, it won't be because of a softening of freight. Truckstop.com's Market Demand Index, at roughly twice the level that it was at this time last year, highlights the tight capacity situation within the spot market. It began rising again in February after softening following the strong holiday season. For shippers who haven't locked in capacity, this year's spring shipping season will be a tough one.”

ACT Research's U.S. Freight Rate Index confirmed that truckers are getting paid more for their services, setting a record high for rates.

“Clearly, the pendulum of pricing power rests with truckers as 2018 contract negotiations with shippers are getting under way,” said Tim Denoyer, ACT Research's vice-president and senior analyst. “The data provide further support for 2018 contract rate increases which are pressing up toward double digits, especially with the ongoing difficulties our respondents are having with capacity/drivers.”

The previous pricing record was set last October.

## Freight volumes strong

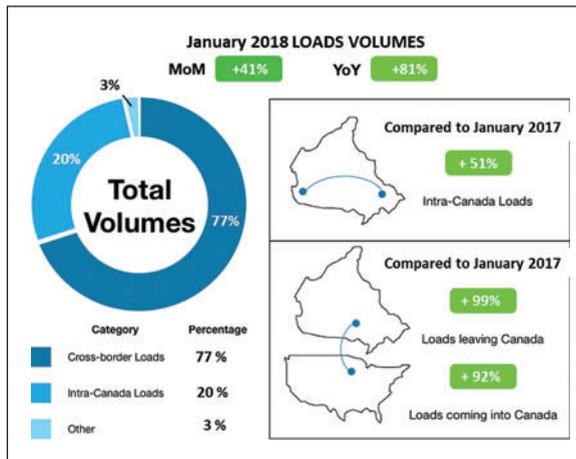
One of the factors driving higher rates is continuing increases in freight demand. The U.S. For-Hire Truck Tonnage Index, published by the American Trucking Associations (ATA), showed a 2% rise in January, reflecting a solid freight environment in a typically weak month.

The index was up 8.8% year-over-year. For all of 2017, the index was up 3.8% over 2016, the ATA reports.

“Last month's gain in tonnage fit with the anecdotal reports we have been hearing from fleets – that freight was solid in what is typically a softer month,” said ATA chief economist Bob Costello. “With the economy strong, the drivers of truck freight solid, and the inventory cycle in favor of motor carriers, I expect freight tonnage to remain robust in the months ahead.”

Canadian volumes are also on the rise. TransCore Link Logistics reported January spot market load volumes on its LoadLink load board reached an all-time high.

Canadian and cross-border load volumes surpassed all previous

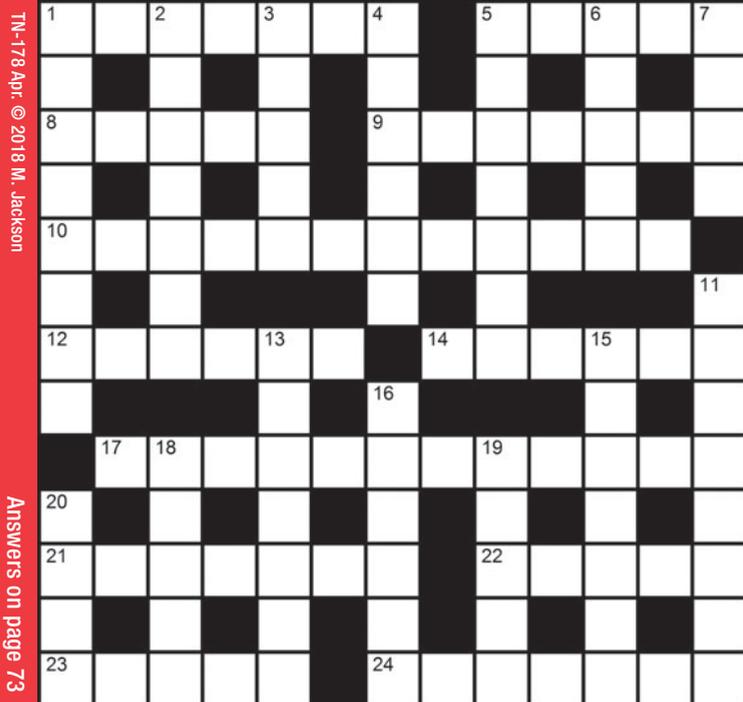


Shippers, meanwhile, were feeling the pressure, according to FTR's Shippers Conditions Index, which was strongly in negative territory in December.

“The question for many shippers is how long will the tough times last? When we look at freight demand, which has been strengthening for nearly a year now, our

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## THIS MONTH'S CROSSWORD PUZZLE



TH-178 Apr © 2018 M. Jackson

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### Across

- 1 With 9-Across, a diesel engine oil
- 5 Bulldog emblem trucks
- 8 Alcoa or Budd product
- 9 See 1-Across clue
- 10 Truck loan default result
- 12 Two trailer combo type (1,5)
- 14 Ryder rig
- 17 Truck-stop sign, perhaps (4,4,4)
- 21 “Grand Canyon State” plates home
- 22 Road inclination
- 23 Smokey's radar gun reading
- 24 Saskatoon-based transport group

### Down

- 1 Accident scene vehicle (3,5)
- 2 Truck tech's under-rig ride
- 3 Wastes fuel, in a way
- 4 Big \_\_\_\_\_, Sudbury, ON icon
- 5 Confident used truck ad words (4,3)
- 6 Trucker's load
- 7 Truck auctioneer's final word
- 11 Overnight accommodations, often
- 13 Far north seasonal route (3,4)
- 15 Road type (3,4)
- 16 Rubber-to-road surfaces
- 18 Tire type
- 19 International LoneStar trim level
- 20 Truckers' workplaces

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# Moving freight

Continued from page 9

records, surging 81% year-over-year and 41% compared to December 2017. Intra-Canada loads accounted for 20% of the volume, and reached a 51% increase year-over-year.

Loads leaving Canada to the U.S. were up 99% year-over-year, while loads entering Canada surged 92%.

Meanwhile, equipment postings declined 5% from December 2017, and were down 27% compared to last January. The truck-to-load ratio, TransCore reports, indicated 0.85 trucks were available for every load. That shows capacity tightened from the 1.14 ratio in December, and 2.10 trucks in January 2017.

## Equipment orders booming

Fleets are responding to the strong environment by adding trucks and trailers.

ACT Research reported that preliminary Classes 5-8 orders in February came in at 67,700 units, making it the third strongest order month since the 2006 pre-buy.

It is also the fifth best order month of the millennium, ACT reported.

“Despite falling 17% below January’s best-in-12-years order intake, February’s industry order volume still makes it into the pantheon of all-time great months, with both the medium-duty and heavy-duty markets contributing generously to the final order tally,” said Kenny Vieth, ACT’s president and senior analyst.

Class 8 orders were among the strongest ever.

“Robust Class 8 order placements continued in February. For the month, Class 8 orders totaled 40,600 units – the eighth best order month on record and the ninth time in history in which orders eclipsed the 40,000-unit mark,” Vieth said.

Canadian fleets ordered the second most Class 8 trucks in history in January, according to ACT, up 259% year-over-year.

Trailer orders in January were up 25% year-over-year, marking the fifth best order month in history, ACT reported.

“Reefers led the way booking that product’s strongest month in history, while total net orders were up 24% year-over-year,” said Frank Maly, director, commercial vehicle transportation analysis and research at ACT Research. “Reefers, liquid tanks, and bulk tanks all posted year-over-year gains greater than 200% in January, and we believe this surge is a result of combined strong freight demand, solid rates, tight capacity, and lengthening backlogs.”

Production volumes were also up, reaching 23,300 units. January’s build rate was up 15% from December. The backlog is now 7.5 months, meaning the industry is now committed past Labor Day. **TN**

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# Peterbilt looks to strong 2018 after record-breaking year

By James Menzies

## SCOTTSDALE, ARIZONA

Peterbilt is coming off a record-setting year and planning to take advantage of a strong truck market in 2018.

The company says it achieved a new Class 8 heavy-duty market share high in 2017, at 15.3%, surpassing its previous record of 14%. It also set a new record for vocational market share at 20%, according to Kyle Quinn, Peterbilt general manager and senior vice-president of Paccar.

The company built 43,000 vehicles last year, 70% of which were the models 579 and 567, and added 25 dealer locations. It also grew its MX engine penetration to 43%. These achievements came along with a US\$100-million investment in the company's Denton, Texas, truck plant.

Quinn said the company is bullish about the year ahead, thanks to the "strongest economic outlook in many years."

He said GDP is expected to grow by more than 2.5%, the manufacturing sector is strong, capital spending is growing at an annualized rate of about 8%, and motor vehicle sales are strong. Unemployment remains low, and recently passed U.S. tax law reforms are creating opportunities for customers to grow their businesses, Quinn said.

"All in all, we are in a very healthy environment," he said. "Our industry is heating up as well. Freight tonnage is at record levels. The driver shortage continues to be a major headwind keeping a lid on rapid fleet expansion."

Peterbilt is forecasting a Canada/U.S. Class 8 retail truck market of 235,000-265,000 units this year, which would represent the third strongest market in history. The medium-duty truck market is projected to remain steady at about 85,000 units.

Also driving growth is a recovery of the oil industry.

"We started to see a little strength last year," Quinn said of the oil and gas services segment. However, he said this year orders are truly picking up.

"We are seeing the smaller oil-field services fleets coming to us and ordering some trucks," Quinn said. "I think anything north of \$60 a barrel is healthy. It's strange to say, given where we were in 2014, but it appears to be the threshold right here at \$60 that's made a difference. Many energy customers are ready for growth, but some of that growth has arrived."

"We have seen an uptick in orders and activity from a number of energy services companies," agreed Robert Woodall, assistant general

manager of Peterbilt. "There's a lot of optimism around the energy sector. It has always been a big part of our business."

Peterbilt officials pointed to some of the work the company is doing to prepare for the future. It has set up an office in Silicon Valley, Calif., to work on advanced driver assist technologies.

Peterbilt is also working on electric-powered trucks, with 16 such refuse vehicles running in California. They have an 80-mile range and take six hours to recharge. They produce no emissions and are very quiet, driven by a 400-hp electric motor. **TN**

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# Trucks for Change moves 10-millionth pound for Habitat for Humanity

By **Sonia Straface**

## BRAMPTON, ONTARIO

Feb. 16 marked a major milestone for the Trucks for Change (T4C) Network.

At 9 a.m. that morning the charitable mover, which connects charities with affordable, or donated freight services, moved its 10-millionth pound of donations for Habitat for Humanity Canada.

The transport truck that was honored to carry the load was one from

Kriska Holdings, an original member carrier of T4C.

Pete Dalmazzi, president of T4C said the milestone was a dream come true.

“Ultimately, today is just a validation of the program that we started seven years ago that was endorsed by the Ontario Trucking Association (OTA) board of directors with the simple idea of helping charities in an efficient way,” he said. “We didn’t know if it was going to work then, so together with some leading car-



(L-R): Daryl Morrison, operations manager, Habitat for Humanity Canada; Rob Voisin, v.p. of capacity and performance, Habitat for Humanity Canada; Marty Robinson, director ReStore Support; Pete Dalmazzi, president, T4C; Sylvain Binette, driver trainer for Kriska.

riers and Habitat, we started a pilot project. Habitat was the first charity we started with back in 2011. And we started from there and built it up. So, as we sit here today and celebrate our 10-millionth pound of donated product that we’re transporting, it’s just a validation of how kind and generous our industry really is and has been for the last seven years.”

Dalmazzi said the partnership made perfect sense as Habitat had a problem finding affordable transportation services, and T4C’s goal was to promote the goodwill of the industry.

**“It’s just a validation of how kind and generous our industry really is and has been for the last seven years.”**

– Pete Dalmazzi, Trucks for Change

“This partnership is truly a match made in heaven,” he said.

Rob Voisin, vice-president of capacity and performance at Habitat Canada, said the partnership has saved Habitat more than \$170,000 in transportation costs since 2011. To put that in perspective, it costs roughly \$150,000 for Habitat to build a house – start to finish.

“What Trucks for Change has been able to do for us, has allowed us to put products in our ReStore retail stores and building products in other communities that we couldn’t make work, economically, prior to our partnership,” Voisin added. “Now we can move products to more remote places, like Thunder Bay, Ont. It’s been a great partnership, T4C has certainly been a great leader in the space.”

Driving the truck from Habitat Canada’s warehouse in Brampton, Ont., to Kemptville, Ont., Belleville, Ont., and Ottawa, Ont., was Kriska driver, Sylvain Binette. Binette is a driver-trainer for Kriska and has been driving since 1994. He is currently an OTA Road Knight. He said he was honored to deliver the load on behalf of the Kriska organization. **TN**



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# FTR boosts truck, trailer demand outlook

## BLOOMINGTON, INDIANA

Industry forecaster FTR is significantly increasing its outlook for Class 8 and commercial trailer shipments.

It is now pegging North American Class 8 factory shipments for 2018 at 330,000 units, and commercial trailers at 334,400 units. The increase comes on the heels of truck orders averaging 41,500 units a month over the past three months, and trailer orders averaging 46,000 units over the same period.

“There is a capacity crisis occurring as surging freight growth is combining with lower productivity due to ELD implementation,” said Don Ake, vice-president of commercial vehicles with FTR. “Many shippers began having problems finding trucks to move goods as early as September 2017. Conditions continued to tighten and now it is a nationwide issue.”

Barring an economic shock, FTR expects freight growth and equipment demand to continue to be sturdy into 2019, as capacity

utilization remains at historically high levels.

“In early 2017, FTR freight models began to give warning signs about a critical capacity environment likely in Q1 2018,” Ake said. “That’s why our forecasts have been so optimistic for 2018 over the past year. When the economy exceeded expectations in the second half of 2017, those forecasts were increased further. And now with the tax reform package, the economy is generating even more freight and orders for trucks and trailers are pouring in.” **TN**

# Navistar predicts ‘breakout year’

## LISLE, ILLINOIS

Navistar reported a net loss of US\$73 million in the first quarter, but raised its full year 2018 guidance and grew its revenue 15% to \$1.9 billion in the quarter.

The quarter included \$46 million in charges related to a debt refinancing.

“We are off to a strong start in 2018 thanks to our ability to grow Navistar’s position in a strengthening market,” said Troy A. Clarke, chairman, president and CEO. “We grew our Class 8 market share and improved our margins, on the way to delivering our best first quarter on an adjusted EBITDA basis since 2011.”

Class 8 heavy charge-outs were up 56% year-over-year, and its market share improved 1.2%, the company reported.

Navistar rose its 2018 full year guidance to an overall market of 360,000-390,000 Classes 6-8 trucks and buses in the U.S. and Canada, with Class 8 retail deliveries of 235,000-265,000 units.

“We expect market conditions to remain robust and we are determined to take advantage of opportunities to grow share while delivering strong margin performance,” Clarke said. “Given the progress made in Q1, and our positive outlook for the remainder of the year, we are confident that 2018 will be the breakout year for Navistar.” **TN**

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## ELD mandate

*Continued from page 1*

“We don’t see a lot of issues with what’s been put forward,” he said of the proposed Canadian ELD mandate.

There were, however, 10 specific issues the CTA identified in the proposed Canadian rule that were put forward to Transport Canada to address, none of which, Wood said, were critical.

Some of the issues highlighted by the CTA included the handling of rented and leased vehicles, the model year of a tractor the ELD would apply to, out-of-service orders for failure to have an ELD, ELD certification, and appropriate transition timeframes for ELD regulations in Canada.

The CTA’s position on timeframes for the ELD regulation was amended in December 2017 and requested that compliance be fully enforced by the fourth quarter of 2019.

“Talking to a number of folks both in industry and in government, this is a realistic timeframe,” said Wood.

The CTA differed from Transport Canada and the Federal Motor Carrier Safety Administration (FMCSA) over which model year ELDs should be regulated for. The CTA was looking for 1995 model year trucks and newer to be mandated to use ELDs, but Transport Canada has indicated it will harmonize with the U.S. and include only model years 2000 and newer.

Wood said the CTA would not advocate for model year 1995 or

newer if it caused synchronization issues with the U.S.

Currently, the Canadian ELD proposal is in the *Gazette 1* phase, and Wood said the CTA would like to see it reach *Gazette 2* (final decision) by June of this year.

Commercial vehicle enforcement officers in Canada are being trained on proper management of ELDs during inspections and will continue to be until a mandate is rolled out.

“The goal is to have consistency across all the Canadian jurisdictions,” said Wood, “and should something pop up, we have processes to deal with it.”

The CTA worked with Omnitracs to ensure harmonization from a technical standpoint with the Canadian and U.S. mandates. The two have been working collaboratively since 2011. **TN**

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## Teamsters, truck groups want ELDs by December 2019

Teamsters Canada, the Private Motor Truck Council of Canada (PMTCC), and Canadian Trucking Alliance (CTA) have joined together in a call for a quick mandate of electronic logging devices (ELDs).

In a rare show of unity, the three are calling for a final rule to be published by this June, and for each province to mandate ELDs by December 2019.

“The majority of carriers and drivers have and will always put safety first. However, ELDs will end the supply chain encouraging and turning a blind eye to companies and drivers breaking hours-of-service rules to meet shipment needs by falsifying paper log books,” they said in a joint statement.

“By forcing all companies and drivers to obey federal hours-of-service rules we are making Canada’s roads safer. As a result of ELDs, drivers and carriers will be more compliant with HOS regulations, contributing to reduced collisions and other negative activity associated with distracted driving. We are encouraging all levels of government to expedite this regulation through their legislative process by making it a top priority.” **TN**

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**P**remier Bulk Systems Ltd. is a family corporation which was founded in 2001 by Kevin Berry, President and Chief Executive Officer of the company. At the time, his small start-up was servicing the pulp and paper industry carrying liquid chemicals in North Bay Ontario. From modest beginnings, Kevin owned 2 chemical tankers and upgraded ownership to 15 tank-trailers within 1 year. As the pulp and paper industry slowed down in 2003, Kevin moved his business to Toronto.



Christine and Kevin Berry

In a previous life, Kevin was a driver and a fleet manager. His wife Christine, who serves as the company's Vice President encouraged him to pursue the dream of having his own transportation business. Having a lot of knowledge of the transportation industry, Kevin was able to develop business and diversify liquid bulk commodities transportation.

Premier Bulk Systems Ltd. has expanded its liquid bulk division between 12% and 15% every year since 2003. Today its fleet is composed of 70 trucks, 120 trailers of which 110 are tank-trailers. In 2017, Kevin diversified his fleet to include 4 flat beds used to carry steel.

## EQUIPMENT

Much of Premier's bulk liquids are carried across the United States, 90% of the tank trailer fleet are thus tandem axle units. The other 10% are multi-axle tankers used for Eastern Canada (quad axle) and Western Canada (tridem). Kevin bought his first Tremcar used in February of 2002. His modest Tremcar fleet was composed of 2 tandems and 4 quads dating 1999 and 2000. Berry indicated to us that he still owns them today. "They look like new! We still have all 6 of them on the road."

Tremcar builds tank-trailers to customer spec and according to the liquid that is carried. This is an important factor to consider when purchasing a tank-trailer if you want the tank to last you a life time! Premier tanks are all coded 407 stainless steel, the barrels are made to meet food grade regulations and 20% are kosher certified. The tank fleet



Kevin Berry with Colin Nice and Derek Varley

varies from double conical units to their house spec equipped with an air unload line used to pressurize the tanks and push the commodities out. Premier carries wax for candles, juice, body soaps, shampoo, mineral oil, dish detergent, glycerine and various chemical products.

## SAFETY

Kevin indicates that every chemical they haul is approved or disapproved by his safety department depending on their knowledge of the product. While about 55% of the products hauled are dangerous goods, there are some that require special training. Premier Bulk Ltd conducts route risk analysis, including hazmat routing and puts the emphasis on traveling around cities rather than through them.

## TANK DRIVERS – A SPECIAL BREED

One of the the biggest challenges for Premier Bulk like many carriers is finding drivers. Driving a tank-trailer, possessing fast cards and TWIC cards is a niche market, making recruitment difficult. Kevin mentions that the company offers great equipment, new trucks, a record setting safety reputation and a state of the art maintenance facility. "We are always ahead of the cutting edge technology curve, our trucks are fully equipped with the electronic logs and have been since 2016." Premier offers newly modified driver pay incentive packages and has raised the bar for the long haul drivers who are now paid hourly while at the customer's facility for the loading and off loading duration.

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# Welcome to the land of ELD confusion

## NASHVILLE, TENNESSEE

The early days of enforcing a U.S. mandate for electronic logging devices (ELDs) have been marred by confusion over the workings of individual devices and more.

Kerri Wirachowsky, director of the roadside inspection program for the Commercial Vehicle Safety Alliance (CVSA), refers to the example of one fleet that had installed automatic on-board recording devices (AOBRDs) last February.

At first glance that device should be accepted, because it was installed before the mandate took hold on Dec. 18, and would be legal until Dec. 16, 2019. The problem is that the user hadn't been able to reach the supplier to upload the related hours-of-service functions, she said during the Omnitracs Outlook user conference. That meant a ticket, and more frantic calls to the supplier.

"The inspectors are confused with this too," she said of the AOBRD requirements. "It's not the hardware, it's the software."

It's hardly the only source of confusion, and there are still plenty of questions to answer.

The alliance's driver-traffic enforcement committee meets in Portland, Ore., this April to discuss the underlying out-of-service criteria. One of the issues to be covered is how long a truck will be out of service if an ELD violation is recorded. It's currently set at 10 hours.

Then there's the matter of what happens if cellular connectivity isn't available.

"The inspector cannot write the charge for not transferring (data) until they can determine the connection is valid," Wirachowsky explained. But drivers and enforcement teams might be operating with different cellphone providers. Where one device's signal registers, another might not. "I think they will probably have to develop further guidance on that," she said.

Questions aside, full enforcement of the mandate begins April 1. As of that date, vehicles are out of service if:

- they use an unauthorized device that is not registered with the Federal Motor Carrier Safety Administration.
- a driver can't produce and transfer data electronically to an authorized safety official, or produce the output via a display or printout.
- drivers have an AOBRD and can't display or provide the record of duty status.
- a driver indicates they're using a special driving category when not involved in that activity.

There had been some question about whether carriers were already facing harsher penalties than they should. Inspectors who are writing up an ELD violation prior to April 1 are supposed to reference a special 392.22a code. That's important

because it separates ELD issues from other hours-of-service violations and won't affect a CSA rating.

"They're basically just documenting the violation," Wirachowsky said.

At first glance, CVSA itself wondered if the code was being recorded. But the codes are being entered, she insisted. "It was getting filtered into the vehicle violation data. It was in there and it was kind of lost."

Not everyone requires the devices, of course. The ELDs are not required among those who don't require log entries for more than eight days in 30 days, if the driven truck is part of a shipment (like new saddle-mounted vehicles), or if the model year of the engine is older than 2000.

The model year requirement is leading owner-operators to invest

in glider kits, Wirachowsky added. "They can if they want. The exemption is there."

Waivers also apply to the Truck Renting and Leasing Association, United Parcel Service, and Motion Picture Association of America. And 90-day temporary waivers have been issued to those who transport agricultural commodities, and those integrating PeopleNet ELD system updates.

Fleets have the power to solve many issues, she said, referring to the value of keeping any applicable waiver information in a truck cab.

"Print it off, put it in the cab, tell the driver," she said. "If (the waiver) is extended, recopy it and shove it back in so they can see the start and end date."

"It's helpful to you guys to give an

inspector what they need at roadside," she added.

So, too, does Wirachowsky recommend equipping cabs with information for the specific device found inside, whether it's an AOBRD or ELD.

The information required in the cab includes a user manual describing how to operate the ELD, an instruction sheet for producing and transferring data, and an instruction sheet for reporting malfunctions and record-keeping procedures during malfunctions. This can be electronic in nature, she added.

"Drivers are producing all kinds of stuff roadside. They don't know what they've got," Wirachowsky said. "Tell the driver what to point out, because if the inspector can figure out what they're looking at, that's step one." **TN**

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# Sharing success

NRCan's partnership with Brazil producing smart drivers beyond Canada's borders

By James Menzies

OTTAWA, ONTARIO

Transport-generated emissions don't stop at international borders, so it makes sense that techniques and expertise developed to reduce such emissions should also be shared internationally. And Canada's NRCan has become a trusted international supplier of such expertise.

Most recently, NRCan signed a Memorandum of Understanding with Brazil, to share educational tools it has developed to lead to the more efficient operation of heavy trucks. The partnership was a part of Canada's G20 commitment to support international efforts to green the freight sector.

"Brazil approached us through an international agency called the International Council for Clean Transportation," said Gary Murray, a consultant to NRCan who worked on the program. "They sent some of their executives here for four days, and we gave them copies of all our material and told them how we designed it."

A highlight of the Brazilian delegation's visit to Canada included a visit to Kriska Group in Prescott, Ont.

Kriska demonstrated its tire management program, maintenance regimes, and explained some of the technologies it has deployed to help reduce fuel consumption.

Impressed, the Brazilian team returned to their home country to roll out a training program of their own. The materials provided by NRCan – and lessons learned from Kriska – were adapted for the realities of trucking in Brazil, which includes the use of much older equipment.

"The age of their fleet is significantly beyond the average fleet age here in Canada," said Paula Vieira, director of transportation and alternative fuels with NRCan. "So, the idea of adding advanced technologies to those older trucks doesn't make as much sense as training the people who drive them and the efficiencies you can get through that."

Murray added, "We also found only 12% of the roads in Brazil are paved and they don't yet require Euro6 emission standards, so they don't have the latest technologies."

Even so, driving habits can make a significant contribution to fuel economy and reducing truck-generated emissions. Brazil has very rapidly deployed teams of trainers across its broad country to train additional trainers, who will then deliver the tools and lessons to professional truck drivers.

"They're moving this at record speed," Vieira said. "They're trying to get a substantial training force in place."

Brazil's interest in aggressively

reducing transport-related emissions did not come as a surprise to Vieira.

"We've always recognized Brazil as a leader in alternative fuel production, so we know this is a country that's very concerned with the environment," said Vieira. "And given the fact that, for over 20 years, NRCan has been recognized globally for their expertise in this area, I wasn't surprised they reached out to us to support them in this effort."

In addition to taking lessons presented through the SmartDriver for Highway Trucking program, the Brazilian program also borrowed from a Fuel Management 101 course geared towards fleet managers. The Brazilian program also developed a phone-

based app that drivers can use to collect data on their fuel economy and travel, Murray explained.

The course given to drivers is 12 hours long and includes four hours on a simulator. Most of the training is done in-classroom, rather than online.

"They're not as connected as we are here, so to them, they feel that the medium of the actual in-class session will be the most effective," said Vieira. "We've done all the documents in Portuguese. The hard copy was the first priority for them."

As Brazil continues to roll out its own training program, NRCan officials say the program is a great example of how global partnerships

can be formed to help reduce air pollution from the transport sector.

"This is part of our G20 commitment to support greening freight worldwide," said Vieira. "And we don't see ourselves only as givers; we're takers as well. We work on an international front, learning from others."

Murray said NRCan has shared SmartDriver courses previously with countries as far flung as Mexico, Chile and Saudi Arabia.

"I think the green freight movement has picked up steam," Murray said.

And as it does, Canada will look to continue being a leader in sharing the expertise and training materials it has developed. **TN**



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# Hyliion HE drive axle wins Technical Achievement Award



From left to right: Chris Langley, v.p. of fleet relations, Hyliion; Jim Park, award committee chairman; and Thomas Healy, founder and CEO, Hyliion.

## ATLANTA, GEORGIA

A powered auxiliary axle for road tractors from Hyliion, a recent start-up company, won the 2018 Jim Winsor Memorial Technical Achievement Award, the awards committee has announced.

Called 6x4HE, the fuel-saving electric drive-axle system was selected from five finalists by a panel of truck writers, and presented Wednesday, March 7, during the Technology & Maintenance Council's annual meeting in Atlanta, Ga.

The electric axle, when added to a truck or tractor, acts as a hybrid system, capturing braking energy and converting it to electricity, then uses that energy to help launch the vehicle and propel it up hills, explained Thomas Healy, founder and CEO of Hyliion. This relieves the engine of some of its usual work and thus saves fuel. It also reduces wear on service brakes.

The 6x4HE, consisting of an axle, a motor-generator, a lithium-ion battery pack and electronic controls, can replace the second axle in a "live" tandem or be added to a 6x2 tandem to effectively turn the truck into a 6x4.

Through advanced GPS and terrain maps, the system's controllers can determine power or recharge settings to minimize fuel consumption or maximize charging opportunities while driving. Another Hyliion hybrid-electric axle product is made for trailers.

"With all the great innovations in trucking this year, we are honored to have been awarded the Jim Winsor Memorial Technical Achievement Award," said Healy. "Hyliion is focused on delivering products that are easy to adopt, deliver a significant profit improvement to the trucking industry and improve the environment. The Hyliion 6X4HE is our first."

The award finalists were chosen by a group of 12 trade press editors, whose group was formerly the Truck Writers of North America's Technical Achievement Award committee. TWNA was officially disbanded in 2017, but its directors provided funding so the Technical Achievement Award can continue indefinitely.

The writers renamed the award to honor Jim Winsor, whose jour-

nalism career spanned more than 50 years in service to the trucking industry. **TN**

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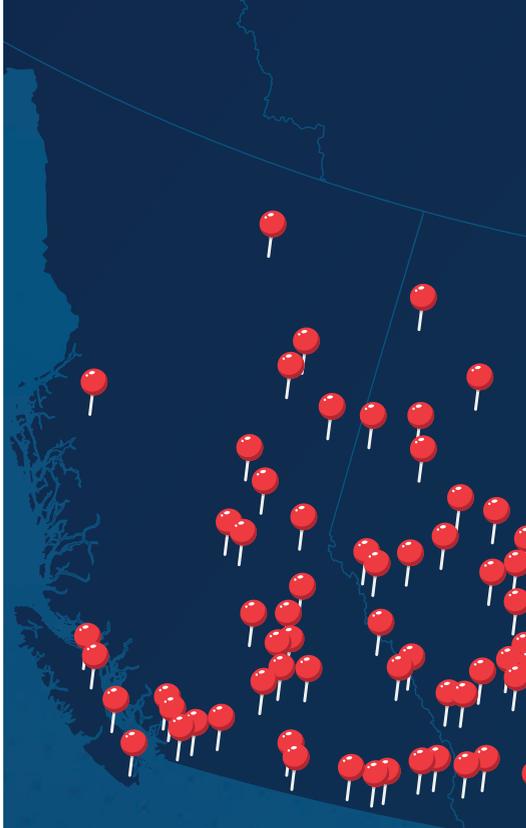
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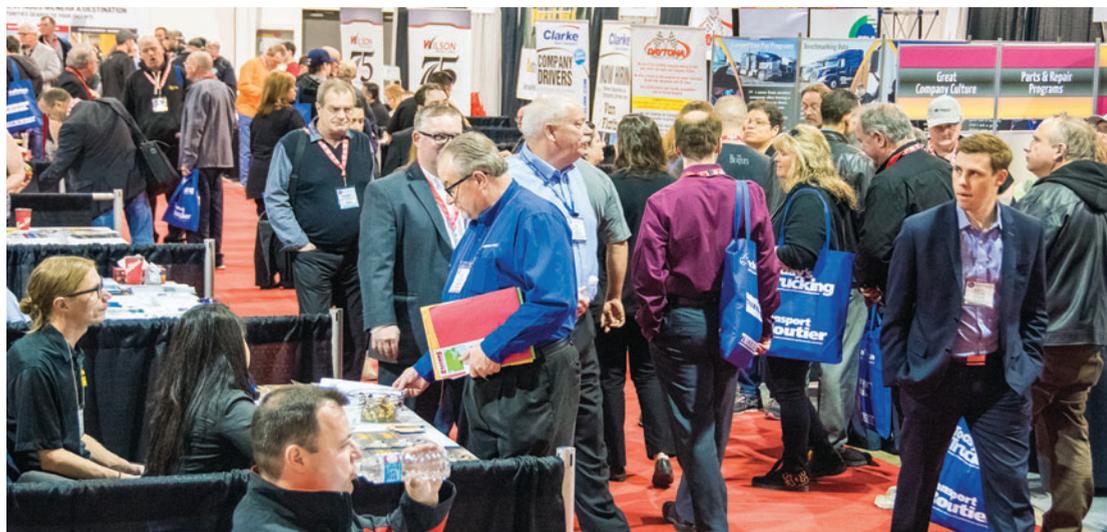
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# Truck World is coming to town



### TORONTO, ONTARIO

The country's largest truck show – Truck World – is just around the corner, and this year, organizers are promising an unrivalled experience.

Truck World is scheduled at the International Centre in Toronto from April 19-21 and so far, there are 500 exhibitors and suppliers confirmed to attend.

This year marks the first partnered show, as Newcom Media joins forces with Deutsche Messe to bring the truck show to life. Both organizations came together in 2017 to bring the first ever North American Commercial Vehicle Show in Atlanta, Ga. For Truck World, their new partnership hopes to bring more American suppliers to Canada.

“Now that Truck World is co-owned by Newcom Media and Deutsche Messe, this new partnership will give Truck World better and stronger exposure in the U.S. and international markets,” Thierry Quagliata, the new show manager, said.

Truck World is also growing this year as it opens the doors to five halls, expanding to 390,000 sq.-ft. of exhibit space. Also new this year, are a number of new products being launched and featured at the show. Products being launched at this year's show include accessories, trucks, trailers, and components.

And if you're a member of the public curious about a job in trucking, or if you're looking for a change within the industry, then Truck World is the place to be.

“We are going to have over 90 employers with booths at the show who are going to be seeking new truck drivers as well as other industry professionals, like truck technicians,” said Quagliata.

There is also a dedicated driver recruitment pavilion with more than 75 confirmed fleets attending.

Knowledge stops are also a new feature this year.

“The knowledge stops are information sessions we are going to have right on the show floor,” Quagliata added. “These are great for those middle management executives or those who are new to the industry and want to learn more about trucking or starting their business within the industry.”

The knowledge stops will be taking place throughout the show, and topics include: succession planning, cannabis in the workplace, how to win a pitch, and more.

And Truck World is going digital, Quagliata said, replacing its usual printed show guide with a mobile app show guide that will help attendees navigate their way through the show with an interactive map, agenda, and a communication feature.

“With the new mobile app, attendees can communicate before, during, and after the show using the direct messaging feature,” he said.

Attendees can download the mobile app, sponsored by Cummins, by searching “Truck World 2018” in their device's app store.

Attendees can also look forward to complementary Wi-Fi at the show sponsored by Navistar.

“I hope for Truck World 2018 to be an even better show, with more for attendees to see and discover,” Quagliata said. “Between trucks, trailers, parts, technology and services, I think the show will be a great and easy way for professionals in the industry to connect with their suppliers and customers, to create more business, and to learn something new.”

You can attend the show:

Thursday, April 19 from 10 a.m. – 6 p.m.

Friday, April 20 from 10 a.m. – 6 p.m.

Saturday, April 21 from 9 a.m. – 5 p.m.

To register, or learn more, visit [www.truckworld.ca](http://www.truckworld.ca) **TN**

## Canadian Fleet Maintenance Summit set for April 18

### TORONTO, ONTARIO

To kick off the Truck World show, organizers are bringing back the Canadian Fleet Maintenance Summit (CFMS) to interest truck maintenance professionals.

CFMS is scheduled one day before, while in conjunction with, Truck World on April 18 at the International Centre. The summit is designed for fleet maintenance professionals to learn from informative sessions and networking opportunities.

The agenda is chalk full of panel discussions on the industry latest hot maintenance topics including: how to read and exploit data, how to prevent and deal with unscheduled maintenance, fuel-effi-

ciency and electrification. Some speakers scheduled for the event include: Yves Provencher of PIT Group, Chris Iveson of Challenger Motor Freight, and Mike Gomes of Bison Transport.

As per tradition at the CFMS, one fleet maintenance manager will also be going home with some hardware.

The Canadian Fleet Maintenance Manager of the Year award will be presented during the summit to recognize one manager's outstanding performance and contribution to the heavy-duty trucking industry.

You can read the full agenda, see the list of speakers and register to attend at: [www.trucks Summit.ca](http://www.trucks Summit.ca) **TN**

# Young drivers *can* be insured: TTSAO panel

But all insurers have different criteria

By James Menzies

## MISSISSAUGA, ONTARIO

The widely held belief that commercial drivers under the age of 25 cannot be insured is a myth, according to Lisa Arseneau of Staebler Insurance.

She was moderating an insurance panel at the Truck Training Schools Association of Ontario's (TTSAO) annual conference March 1.

"I can't believe this is still being said and believed," Arseneau said. "That you cannot hire anyone under the age of 25 because insurance won't let you. That is a myth and has always been a myth."

Panelists pointed out every insurer has different eligibility requirements, which are filed with and enforced by federal or provincial regulators. Arseneau urged fleets to ask more questions of their brokers or insurance providers, because some will insure young drivers that others will not.

"Every insurer has their own rules," she said. "Ask harder questions of your broker, to your underwriter. Say, 'Are you really sure?' There are some people who live by that rule and have never asked."

Todd MacGillivray of Northbridge Insurance noted insurers face "significant penalties" if they don't adhere to the eligibility requirements they have filed with the government. However, Northbridge's eligibility requirements are 17 pages long, and take many variables into account. Training schools also have a role, noted Arseneau, in working with students to find them a suitable job and employer once they obtain their licence.

## Insurance challenges

Insurers on the panel acknowledged many challenges face the industry in the year ahead. MacGillivray said one of the biggest challenges is the size of the claims being filed against carriers continues to rise.

"Everybody sees the outrageous demands south of the border," he said. "That environment is in Canada. It's not coming to Canada, it's in Canada. We are seeing demands that are completely outrageous."

He cited a recent \$55-million claim made against a carrier over a "small event."

"That litigious environment is not a Toronto-specific thing, it's a national issue," he added.

Fluctuations in the value of the loonie relative to the U.S. dollar is another issue for the insurance industry, since premiums are collected in Canadian dollars but 60% of claims are paid out in U.S. funds.

"Managing that foreign exchange component is a big deal for us. Figuring out what it will cost to pay a claim in three years," he said.

And just like in trucking, attracting talent to the insurance industry continues to be a challenge.

Don Williams of Aviva Canada agreed that rising claims costs is a major challenge for the industry. James McFarlane of broker Cowan Insurance Group, expressed concern that more insurers will exit the transport space due to rising costs and pressure on profit margins.

"As those claims continue to mount, insurance companies involved in the trucking industry are going to face a point where they have to determine what niche of the transport industry they really want to focus on," he said. "There are risks that are higher than the norm when dealing with chemicals, logging and whatnot. We might see a change from insurers working in the transport industry in terms of what they want to insure."

Arseneau said that's already happening in some sectors, such as sand and gravel.



An insurance panel at the TTSAO annual conference said young commercial drivers aren't necessarily uninsurable.

"It's fair to say that could happen," she said of insurers exiting certain segments. "What happens if everyone's appetite changes? Where are chemical haulers going to get insurance? It's a little daunting to know their appetite could shift and we may not have an insurance carrier that has an appetite for those risks."

"Profitability hasn't been the strongest suit for our organization in the transportation field the last 24 months or so," MacGillivray acknowledged. "But we have good analytics, we've been doing this for 60-plus years, we understand this business, we're part of this business, and we're going to work with the trucking industry to solve this problem."

## Optimistic about MELT

All the insurance representatives on the panel were optimistic about the mandatory entry-level training (MELT) program Ontario implemented last year. But it's too early to determine its effectiveness.

"The thing that is going to be important for the insurance industry is getting the statistics," said McFarlane. "We have to track those metrics so informed decisions can be made later on. Is a new driver that came through MELT better than someone who has five years of experience? I think the next 12-18 months are going to be pretty interesting."

Williams agreed that all eyes in insurance will be on the quality of drivers emerging from MELT programs.

"It will take a while before that filters through to where we start seeing a reduction in claims and accidents happening," he said.

Williams also noted MELT is not going to solve all the industry's problems.

"MELT is a step in the right direction," he said. "It's going to take a while for that to actually start to come to the forefront where insurance companies are noticing this and saying, this is starting to impact our results." **TN**

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# Daimler recaps strong 2017, looks to even stronger 2018

DTNA boss Roger Nielsen outlines six goals for 2018

By James Menzies

## PORTLAND, OREGON

Daimler Trucks North America (DTNA) captured 39.8% of the North American Classes 6-8 truck market in 2017 – a new all-time high for the company, and all of its competitors.

And 2018 could be even better. Roger Nielsen, president and chief executive officer of DTNA, said the company is forecasting a total Classes 6-8 market of 420,000 vehicles this year, matching the

extremely robust levels last seen in 2015.

“It could be higher, especially if the current market dynamic continues on,” Nielsen said during an online roundtable discussion with trucking press Feb. 27. “We definitely anticipate a significant increase in overall sales.”

He said January orders were the strongest since 2006, and February continued to show strength, and may in fact turn out to be the strongest February for truck orders in history.

“And of course, we are very satisfied with our level of participation,” he said. In January, Nielsen said, DTNA grew its market share to 42.3%, building on last year’s success.

“The new Cascadia continues to be a significant driver of our stronger market share,” he said.

DTNA built 151,000 trucks in 2017. Its Western Star brand also achieved a new market share record, and the company is also achieving greater penetration of its pro-

proprietary components. Nielsen said 96% of Freightliner Cascadias are ordered with Detroit power, and 75% of Cascadias and Western Star 5700s are being spec’d with the company’s DT12 automated transmission. Nearly 90% of Cascadias are being ordered with the DT12.

“If you take a look at the penetration rate, it far exceeds what we expected,” he said.

Looking ahead to 2018, Nielsen outlined six goals for the company:

**Customers first:** Nielsen said DTNA will emphasize a “customers first” approach, meaning a focus on improving uptime.

“Uptime is the most critical aspect of managing real cost of ownership,” Nielsen said. The company is designing uptime into its trucks, in the form of longer-lasting LED lights, an improved electrical architecture, and remote diagnostics. It’s also expanding its service network, with 600 full-service dealers in the U.S. and Canada, 270 of which are certified Elite Support dealers.

Nielsen said its dealers now complete 55% of repairs within 24 hours, but the goal is to reduce that further, to about 10. One of the next steps, according to Nielsen, will be developing predictive analytics, which will notify an operator before a breakdown occurs by analyzing data generated by the full population of Daimler trucks on the road.

“This is going to change how trucks are serviced,” Nielsen said. “Customers want to avoid costly downtime and costly repairs and they really want to avoid unscheduled repairs. So, the more we can predict when a truck is going to fail, the better they will be able to get it into the shop and get trucks repaired during a driver’s downtime.”

**Further integration:** Another goal for DTNA in 2018 is to continue growing the acceptance rate of its proprietary parts. In addition to new highs for Detroit engine and transmission penetration rates, Nielsen said customers are now spec’ing Detroit front axles on 73% of their vehicles, and rear axles on 46%. It plans to grow those numbers, while also pushing its new medium-duty engine line.

“We are focused on giving choices to our medium-duty customers,” he said, “choices they don’t necessarily have anywhere else in the industry.”

**Manage the market cycle:** With truck demand soaring, Nielsen said it will be important to manage the

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**Roger Nielsen**

market cycle. He feels able to do this, thanks to the flexible manufacturing network the company has established, with multiple plants able to produce each model.

“Frankly, part of our task now is to manage the supply chain and make sure everybody keeps pace with the demand we see,” he said.

**Growing the aftermarket:** Nielsen sees the heavy-duty aftermarket as another opportunity to grow. The company is opening another parts distribution center (PDC) in Des Moines, Iowa, which will mean 80% of its dealers are within 350 miles of a PDC. This allows faster delivery times, including same-day delivery for many dealer locations.

The company also plans to expand its Alliance Truck Parts line, by opening truck parts retail stores. It will also enhance its e-commerce capabilities to keep pace with the rise in online ordering demand.

**Leverage global resources and technologies:** As a global truck maker, Nielsen said the company must leverage the expertise it has in other markets. Examples of how it has done this in the past include the introduction of engines and transmissions from Europe to the North American market. In the future, said Nielsen, electrification is an area where achievements made elsewhere in the world can be adapted to the North American market.

**Driving future technologies:** Nielsen also said the company will strive to engage its customers, and develop future technologies that help their businesses.

“We want to put future technologies out there that make sense for our customers,” he said. “Fleets don’t want new technology for the sake of new technology, they want new technology because they believe it can give them a competitive advantage in the marketplace.”

And on the subject of technology, Nielsen noted connectivity, electro-mobility, and automated

driving will remain a focus for the company. It now offers customers the ability to remotely update engine parameters. Nielsen noted a fleet that would nor-

mally require about four months to change the cruise control speed setting on its entire fleet, was able to do so remotely within 30 minutes, without taking trucks into the shop.

Nielsen said DTNA also aims to give customers easier access to data, including from third-party telematics providers. For instance, DTNA will offer the services of these providers through its own Detroit Connect platform, giving the customer the convenience of managing just one account.

Electrification is coming to Class 8 trucks in North America, Nielsen acknowledged, hinting of announcements to be made in the middle of 2018.

When it comes to automated driving, Nielsen emphasized the goal is not to replace drivers.

“The main reason we are working on automated driving is not to take the driver out of the cab, but to make driving safer for drivers and the motorists around them,” he emphasized. DTNA will continue to develop advanced driver assistance systems to help improve safety.

Platooning, which Nielsen dubs “pairing,” is another area the truck maker is actively exploring. Nielsen said a fleet customer will begin testing the technology on public highways in the coming weeks, using its own equipment, drivers, and freight. But Nielsen stressed such technologies will only find a home where they make sense.

“Customers are interested in this new technology, but only if it will pay off,” he said. “It has to be safe, it has to be reliable, and it has to be durable.” **TN**

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## Family leaders

Continued from page 1

“I was in the banking industry,” she said. “My father had a stroke and I had a brother and sister in the business that were in a power struggle. I wanted nothing to do with it or trucking. I wanted to go to work in the morning and leave at night.

“From there, my dad fell gravely ill and eventually passed away. And then my brother and sister had a lawsuit between them, and I was forced to jump in with my mother. So, I took over the reins of our company. From there, running it...it angered me to be there. Learning from dispatch and drivers, and being compassionate. I was in the role of being selfish. Trucking changed who I was as a person... (we) have a fleet now of over 200

trucks, and 300 drivers. I would give my heart and soul to the drivers today.”

### Mixing business and family

Running a family business isn't a simple thing, panelists agreed. Often, there are power struggles and work life leaking into the dinner table discussions, or family life coming to light at work, which complicates things.

The panelists, however, said they handle this by simply keeping work at work.

“It's a challenge, but it's important for family-run businesses to understand your role within the business,” Crisan said. “I like to see it as three circles. Family circle, ownership circle, and management circle. And it's important for everyone to understand their role within those circles.”



Andrea Crisan

Vonk agreed, saying she makes sure her three sons that work for the business understand this concept as well.

“When we have gatherings like Christmas or when we're together outside of the business we don't talk about work because it's our free time,” she said. “I tell them ‘When we're at work, I'm not your mom, I'm your boss.’ So, in the office, when they email me, they call me Louise. So, the family part of our business stays outside the business.”

### Handling growth

All three companies represented by the panelists have grown from small family businesses to larger, recognizable fleets in Canada. Handling this growth isn't an easy feat, said the panelists.

“My father and I handled that growth with a common goal and objective (in mind),” Crisan said. “And really it's about getting the right people. We promoted so many drivers that were with us since the

beginning. And now they're our fleet managers, our safety managers. A lot of drivers have become dispatchers. So, we built a strong foundation. What's tricky even when you build a strong foundation, when you reach a certain point, like 100 power units, you're not the same company. So, it's always this constant re-evaluation we're going through. We are always asking ‘Do we still have the right people with us to take us where we want to go? Because we are looking for easy adapters.’”

Hogg's company J.G. Drapeau was recently purchased by Polaris Transportation. Handling that growth was tricky, but ultimately, she found refuge in the acquisition.

“I'll be honest, when we were first purchased a lot of employees, who are close like family to me, they were worried,” she said, adding many asked her if they were going to lose their jobs.

“But I made sure to tell them ‘No, that's not how it works,’” she said. “And now, thank god, we have Polaris, because they are supportive on all levels, which helps us. We're just a small company. So, it's been great to have their mentorship.”

### Facing challenges

Looking forward, Vonk said her biggest concern is finance, since where she is based, St. Thomas, Ont., is facing tough times.

“As we grow and we diversify different aspects of the company, keeping that finance part up is going to be our biggest challenge,” she said. “Because your banker is your best friend and your worst enemy. I've been on both sides, so I know.”

For Crisan, the driver shortage will be Andy's greatest challenge moving forward, like many fleets in North America today. **TN**

## Leading ain't easy

Panel of leaders at Women with Drive Summit talk about the challenges of leading a trucking team

By Sonia Straface

### MISSISSAUGA, ONTARIO

Being a leader isn't easy.

And it definitely isn't easy being a leader in the trucking sphere, thanks to the driver shortage, customer pressures, and the clash of generations merging in the workforce.

That was the message given during the leadership panel at the fourth annual Women with Drive Leadership Summit hosted by Trucking HR Canada in Mississauga, Ont., March 1.

This year's leadership panel was moderated by industry veteran, David Bradley. Panelists included: Genevieve Gagnon, president and owner of XTL; Trevor Bent, CEO of

Eassons; Louisa McAlpine, president and owner of Snowbird Transportation Systems; and Grant Mitchell, COO of Kenan Advantage Group.

The panel gave audience members a look into the minds of successful trucking leaders to see what they had to say about the hot topics in the industry today.

### What worries them?

For Gagnon, the driver shortage topped her list of things that worry her as a leader.

“What keeps me up at night is the driver shortage,” she said. “How we're going to attract drivers and keep drivers worries me.”

She also cited managing people as something that is constantly changing and something



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she wishes she had more education about.

"I wish I had a psychology degree because a lot of what we do when you're managing a team has to do with psychology. You can't manage everyone the same way," she said. "When I was younger, leadership was less team-based. It was top-down managing. You had the leader and he gave the marching orders. But today, it's more a team-based approach, which I prefer."

For Mitchell, safety is the main concern for him as a leader.

"We are passionate about safety for our people and for the communities we operate in," he said. "Our responsibilities as leaders are to make sure our people are safe and that our people have the tools, training, and resources to be safe. There is simply nothing more important."

Mitchell said that he also worries about managing the younger generations.

"Each generation needs something different," he said. "So, we need to have different opportunities for people and we need to know they feel a part of the team. We spend a lot of time on that to find out what we are doing and what we can do better."

#### Attracting women and minority groups

Bent said to attract non-traditional employees in trucking (see: non-white men) he first had to compare his business to the averages in trucking.

"We know 3% of truck drivers are women," he said. "And in our fleet, we're at 11%. Other numbers we look at are in dispatch, and we're at 44% there. And so, on that side of things, what we're doing to encourage more involvement and recruit more women, we started a partnership with different associations like the Trucking Human Resources Sector Council that have a lot of initiatives and programs advancing women in the workforce."

Bent added Eassons also started partnerships with local schools to help bolster their recruitment efforts.

Mitchell said his company is also partnering with organizations to make sure they have good diversity within their operations.

"To us everyone is equal and the same," he said. "So, in our northern communities, we are partnered with a number of First Nations communities to grow and develop local talent in those markets...and that's been really successful for us."

For McAlpine, who leads the smallest company on the panel, hiring women comes naturally thanks to the wisdom her father passed down to her.

"Most of our managing team is women," she said. "It comes down to simple, old-fashioned stuff that my dad came up with: everyone

deserves a chance. It's the skills they have. So, although we don't have as many women drivers, we are trying to be more creative and be more flexible with family time and lighter loads, and things that like to help (attract more women drivers)."

Gagnon said XTL's executive team is 30% women.

"I think it's easier (to attract and retain women) when you have a woman in the role of president," she said. "The women in the roles at the front lines have someone to look up to and say 'Okay she's in that role, so I can aspire to be in that role in this organization.'"

#### Autonomous trucks

Gagnon said she believes autonomous trucks are going to be the biggest disruptor for truck-

ing companies in the next five to 10 years.

"Right now, we are in a cycle where there's been a big push of rates," she said. "And as they are being pushed up, so are driver wages. And it might be a double-edged sword, because at one point, the customer is going to put pressure on us and say 'Either get a hold of your costs or we will move to driverless trucks.'"

What comforts Gagnon is knowing that the technology for driverless trucks isn't where it needs to be for this to happen quite yet, but it's not too far in the future.

"I know, in Quebec, we don't have the technology yet for driverless trucks to for example, drive in winter conditions, but I'm sure that's coming."

#### ELDs

For Mitchell, the transition to electronic logging devices (ELDs) was smooth within his operation.

"We're happy to see ELDs," he said. "It levels the playing field for companies. The technology continues to get better and makes it better for drivers and companies to manage logs. We are looking forward to it becoming law in Canada by December 2019 and think it's a great step forward for our industry."

Mitchell added he believes ELDs will be a major plus for younger drivers, as they won't know the difference from paper logs – which was a major setback for older drivers as they didn't want to change over to e-logs when they were first introduced. **TN**

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# More work to be done

Safety, training, and honesty keys to recruiting more women into trucking

By Derek Clouthier

## NASHVILLE, TENNESSEE

The numbers are increasing, but according to Ellen Voie there's plenty of work to be done when it comes to women in the trucking industry.

With women accounting for approximately 5.6% of the driving population in the U.S. – most recent numbers in Canada indicated only 3% of drivers are female – Voie, president and CEO of the Women in Trucking Association, said many around the world are encouraged by

the rise in U.S. numbers, but she is not satisfied.

"There are more women, just not enough," Voie said during a presentation at Omnitracs Outlook 2018 in Nashville, Tenn. "We've never hit 6%, ever."

Voie made the case that hiring more female drivers would benefit trucking companies in more ways than one.

With 52% of the U.S. labor force female, she pointed to the biological differences between the sexes. Women tend to bond better with others, as well as activate their amy-

dala faster than their male counterparts, meaning fear is triggered quicker in women – a good thing, Voie said, for a professional driver.

"You want more people behind the wheel who are more bonding and don't take big risks," she said.

Citing various statistics from Stay Metrics and the University of Wisconsin, Voie highlighted the fact that women are less likely to be involved in a collision than men, and when they are, cause less damage, as the incidents usually occur during travel at low speeds, such as reversing into a shipping bay. This results

in less damage to equipment when compared to men, who are more likely to be involved in a collision at higher speeds.

Women also excel at paperwork, according to Voie, and are easier to train because of their desire to acquire the necessary tools for success, whereas men can often say they are capable of doing something they are not, to avoid embarrassment.

Women are also harder on themselves during the initial application phase. They tend to believe they must possess 100% of the criteria for a particular position, while men will

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**“Don’t think you need to come into the industry with 100% of the criteria. We will train you.”**

– Ellen Voie, Women in Trucking

apply for a job once they have 60% of the employer’s desired skills.

“Don’t think you need to come into the industry with 100% of the criteria,” said Voie. “We will train you.”

Of the women who enter the industry, 83% do so because someone, such as a male family member, convinced them it was the right thing to do. This means women are more likely to understand what a commercial driver’s job entails and there will be fewer surprises along the way.

Like men, financial compensation is a large determining factor into why women choose trucking as a career, and they do feel their pay is fair and they are not underpaid compared to male colleagues.

A good benefits package and the availability of health insurance round out the Top 3 items women look for in a career.

Building quality relationships is another important factor that determines a woman’s happiness in the workplace.

In trucking, having a good relationship between the driver and dispatcher is vital, which in turn means a woman is more likely to leave a position if that relationship suffers.

Turnover is slightly lower with women, with safety and the quality of equipment prime reasons they may walk away from a position.

One misconception as to why women leave driving jobs is because they want more home time. However, men are more likely to leave for this reason, which goes back to how the vast majority of women get into the industry because a family member encouraged them, and they are fully aware of those time commitments.

“They already know they are going to be away from home,” said Voie.

Despite all the benefits of hiring more women, challenges remain, particularly when it comes to providing a welcoming workplace.

A recent poll indicates when asked how safe they felt at work, the average female response was 4.4 out of a possible 10.

Contributing factors into the poll included personal safety, safety of

the equipment being used, and how they are treated at truck stops, and by other drivers and shippers.

Thirty-seven per cent of female drivers say they are treated differently than their male counterparts.

Voie said companies looking to hire more women should not assume the industry is not an attractive career choice.

Businesses must look at where they are doing their recruiting, how to ensure they are reaching the right audience, and that they are appealing to women. Only 4% of companies polled by Women in Trucking said they have a separate ad campaign directed at women, most being gender neutral.

Recruiters should be informative with female-driven ad campaigns, and include information on wages, benefits, a job description, and hour requirements. They should also be unique with their advertisements, make them relevant to the industry with realistic images, and maintain a level of truth and honesty.

Women in Trucking has members around the world, including 10% from Canada. The organization has established an Image Team made up of female drivers who participate in ride-along events for legislators, regulators, and industry leaders. They are also in the process of developing a Canadian Image Team. **TN**

## Trucking can do more to attract women: Jazrawy

MISSISSAUGA, ONTARIO

The trucking industry is beginning to attract more women to its workforce, but much more can be done. That was the message from CarriersEdge chief executive officer Jane Jazrawy, who addressed the Truck Training Schools Association of Ontario’s (TTSOA) annual conference March 1.

She told fleets looking to hire more women, to use visuals – such as images of women doing their jobs – in recruitment advertisements.

“Pictures are more powerful than words,” she explained.

Most of the top fleets in the Truckload Carriers Association’s Best Fleets to Drive For competition have only 0-5% female drivers, while some have more than 40%.

“Those fleets are the ones that have team drivers; the team drivers tend to be husband-wife,” Jazrawy said.

Fortunately, the percentage of female drivers in these fleets is on the rise – both in the U.S. and Canada. But how can the industry continue to increase those numbers?

“Women aren’t in the industry because they haven’t been invited,” Jazrawy said. “Do you actually ask women to come join your company? Do you tell them why it’s a good idea?”

One company that does a great job of making women front and center in its organization’s communications is Prime Inc., Jazrawy noted. It has doubled its number of female drivers in the past two years. They have female trainers and staff, and a website dedicated to its female drivers at [www.HighwayDiamonds.com](http://www.HighwayDiamonds.com). They even have a special conference.

Jazrawy also said fleets need to have harassment policies in place.

“Harassment is a huge issue for women,” she said. “If you don’t take that seriously, you’re not going to have women working for you.”

Jazrawy also urged fleets to survey their female drivers to find out what their concerns are.

“I don’t care if you have two women or 10 or 15, get their representation and find out what they think is a problem, because I guarantee you, their problems will be different than the guys’,” she said. **TN**



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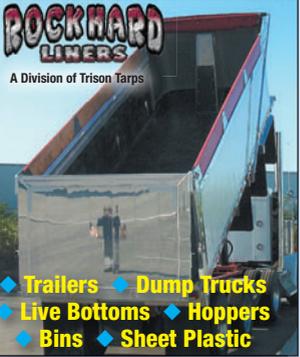




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# Women and trucking: Imagine that!

It's that time of year again, when many organizations are hosting conferences and annual meetings, and a big part of the industry is gearing up for our two major "even-year" truck shows, Truck World in Toronto in April and

Truxpo in Abbotsford the following month.

Not surprisingly, the various workshop topics, special features, and guest speakers at these events more often than not reflect concerns that are top of mind for the industry.

The driver shortage, which has been scaring the daylights out of fleet owners for years, is high on the agenda again. If you're one of those who pooh-poohs a dearth of drivers as the biggest myth in the industry, get over it. There's no denying our aging driver demographic and the absence of young people knocking down trucking's door.

And this is not just a trucking thing; technicians and drivers share Canada's list of the top 10 toughest jobs to fill, with occupations as diverse as office support workers, engineers, accountants, and senior executives.

As the population of the industrialized world grows older, there's fierce competition to attract young people entering the workforce. There's a vast range of options available to them, literally hundreds of careers that didn't even exist a generation ago. And we have the added burden of trucking being stereotyped as a last-resort kind of job.

One of the upshots of shifting demographics and labor shortages was industry turning to "non-traditional" sources for drivers and technicians. Trucking is a bit behind the curve, but most of the industry has cottoned on to the low participation rate of women in the industry and is paying more attention to them as an untapped labor pool.

And a large pool it is indeed. StatsCan data shows that close to half of Canada's workforce includes women, yet the female participation rate of women in trucking is one of the lowest, at 14%, in all transportation-related industries including air, rail, marine, and supply chain/logistics.

When you drill a little deeper into the various subsectors of the industry, the female participation rate as a truck driver is a measly 3%.



**Joanne Ritchie** is executive director of OBAC. Are you up for a new image? E-mail her at [jritchie@obac.ca](mailto:jritchie@obac.ca) or call toll-free at 888-794-9990.

But these numbers have been staring us in the face for years. In 2006 when the trucking industry was singled out by a Federal Labour Standards Commission Review, while the carriers who were interviewed generally acknowledged women as a potential source of new drivers, they also believed that a number of factors inherent in the truck driving occupation were – and always would be – barriers to women entering the workforce.

They believed the very nature of the job made it unattractive to women, and that most of the barriers women faced were beyond their control. And, they said, implementing measures to help women navigate around some of these barriers was simply "too costly."

Is it any wonder the percentage of women drivers has risen by only .05% in over a decade?

It would be unfair, though, not to acknowledge that numerous carriers in this country are making significant strides in changing operational strategies to attract women to a career in trucking. A panel of industry leaders at Trucking HR Canada's Women with Drive Leadership Summit early in March confirmed this.

A shout-out to Eassons Transport, whose fleet of drivers is 11% women. And what about XTL Transport's management team at 30% women, close to triple the

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national average? Or Snowbird Transportation Systems, which boasts an all-women management team? Kudos galore.

In 2015, the Asia Pacific Gateway Skills Table published a report *Women in Transportation Careers: Understanding Participation in Canada*. The organization was engaged by Transport Canada to conduct a study to validate the widely accepted assumption that women are underrepresented in transportation careers across Canada.

One of the key research areas focused on the challenges and barriers women face in typically male-dominated industries such as transportation. The themes that emerged from a thorough review of existing research come as no surprise.

Topping the list was lack of information and awareness. Many women simply do not know about the opportunities available in non-traditional occupations, nor the prerequisites, benefits and working conditions associated with them. It's very challenging for women to develop an interest or curiosity in a career that they simply do not know exists.

Another theme involved branding. Trucking is not actively chosen by women because it's not acknowledged as an attractive job. A lot of the problems in helping women get excited about transportation as a career choice lies in a stale brand.

The report also determined that information on associations and opportunities that exist for women is not publicized well enough. This is frustrating for those organizations, companies and individuals who work hard to encourage the employment of women in the trucking industry, promote their accomplishments, and minimize the obstacles they face.

So we continually seek fresh ways to communicate our message. That's why you'll be introduced to Canada's first Image Team at Truck World in a few weeks. The Image Team is an initiative of the Women In Trucking Association (WIT), an organization with membership in the U.S. and Canada, as well as Australia, New Zealand, Norway, United

Kingdom, and Japan. That in itself sends a strong message that we're not alone in struggling to overcome the lingering perception that transportation jobs are for men.

It's an old saw, but it has to be said: we need to find new ways to work together. A strong community of like-minded organizations and individuals will take us further, faster,

toward our goal. So please join us in making history.

If you're at Truck World, be there on Saturday, April 21 at the Salute to Women Behind the Wheel to meet the Image Team. If you can't be there, the Image Team will come to you. Curious? Well, you'll just have to wait; that's all I'm saying for now. **TN**



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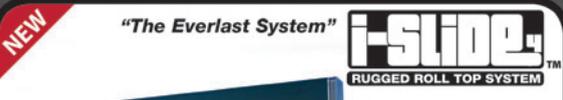
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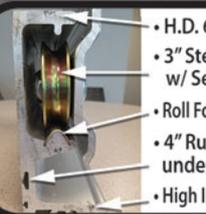
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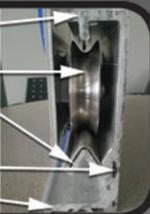


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# Teach techs how they learn

By James Menzies

## ATLANTA, GEORGIA

Technician training should be done in a variety of ways, but nothing beats hands-on experience.

“Mechanics have a different learning style, and you need to address that learning style to get mechanics involved,” Koen Berends, chief development officer with technician training simulation provider Electude said during a panel on technician training at the Spring meetings of the Technology & Maintenance Council March 6. “It’s by doing, not by listening or watching. It’s by making mistakes.”

Brad Aller, regional manager of fleet sales with Bendix, urged fleet maintenance managers in attendance to call on their vendors to help with training.

“It’s the best way to get your technicians up to speed today,” he said of the factory schools put on by various industry suppliers.

**“Mechanics have a different learning style, and you need to address that learning style to get mechanics involved.”**

— Koen Berends, Electude

Online schools – like Bendix’s On-Line Brake School – are also a good starting point, and should be completed before a technician is sent to a factory school.

“Many vendors, such as us, are now requiring the technicians to go out and complete certified online training classes before they can attend a factory school,” he explained. “The reason is, you have technicians in the class that have 25 years of experience and one that has six months of experience. If you can take that person that has five to six months of experience up to a good basic knowledge, then you can move faster through a class.”

This also reduces the risk of more seasoned technicians losing interest in the class because they can’t move at their own pace.

“Online training is important,” Aller said. “It’s a way to take a newer technician and get them up to speed.”

Like Berends, Aller is a fan of hands-on training for technicians.

“Most technicians will tell you they can look at a book all day long, but until they accomplish the task they’re not sure they understand it,” he said. “Take advantage of it. Get them out there. Get a vehicle in the shop and get the vendor to come in.

The classroom is fine, but you’ve got to get them out there on the vehicle and make them complete the task on the vehicle.”

George Arrants, ASE Education Foundation manager for medium-heavy trucks, stressed that industry and education providers must work together to ensure new technicians are being properly trained before hitting the workforce.

“The way they learned how to do something and the way you do it in your facility may be two different ways,” Arrants said. “It’s not because they didn’t know how to do it, it was because they were trained a certain way how to do it, and your organization has a different philosophy on

Continued on page 37

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# Tech training

Continued from page 35

how to approach that task or skill, and no one brought them in to teach them your methodology and how to approach those things. Maybe you and that entry-level technician parted ways and we scared someone away from the industry who was valuable.”

Berends said the Electude training simulators his company developed allow technicians to learn by doing, but in a simulated environment. He demonstrated the simulator to technicians attending the study group. He said technicians become frustrated with traditional teaching methods because they don't learn the same way as doctors or lawyers.

“Technicians are intelligent people. They need to be, because the technique itself becomes more complex and abstract over time,” he said. “But the technician is frustrated because the way we learn is different than the way people learn a language, or to become a doctor or lawyer. We have a different learning style, and if we don't address our educational content and make it fit this learning style, we're going to lose people.”

Asked which areas tend to pose the biggest learning challenges for technicians, Arrants cited electrical systems.

“To be completely honest, most people do not understand basic electrical circuits or how to do diagnostic procedures,” he said. “We are still using two positions on our multimeter. All those other positions are on that meter for a reason, if we go for just volts and continuity we are missing something in the process. Do we really utilize the tool we are putting in our hands every day? Clearly we don't, because someone hasn't taught us how to use all the other selections on the dial.”

Aller said the same can be said of air systems.

“Technicians don't have air gauges and can't figure out how air gets from Point A, to B, to C, so they start replacing parts,” he said. “For us, we use air boards and we have gauges and when we go out and do hands-on training we encourage technicians to put gauges into the circuit so when you step on the brake pedal you know how much brake pressure is going to the relay valve.”

Each of the panelists urged attendees to provide their technicians with sufficient training time and opportunities. And Aller suggested regularly testing technicians' skills to ensure they have retained what they learned in the past.

“Technicians have to be certified to adjust brakes and it's up to the fleet to certify their technicians,” he said. “The question I ask is, do you ever go back and have them re-do it in front of you? Are they up to speed on changes? We get them certified so they can go out and adjust brakes, but do we ever go back and see how they're doing?” **TN**



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## Insights

### Human Factors



**Angela Splinter** leads Trucking HR Canada, a national not-for-profit organization dedicated to addressing the human resources challenges and opportunities in the trucking and logistics sector. Learn more at [www.TruckingHR.com](http://www.TruckingHR.com) or follow them @TruckingHR.

## Better together

Make health and wellness part of your HR plan

In an industry where the age of the workforce is higher than average and recruiting younger workers is a challenge, human resources (HR) strategies that promote employee health and well-being can have a positive effect on your workplace and bottom line.

Employees who feel supported and enjoy their job will want to go to work and perform well. However, developing a culture that values health and wellbeing takes a proactive approach. Here are some ideas to get you started.

### Culture is the base

Ensuring that health and wellness becomes part of your organizational culture involves both formal HR policies and everyday workplace practices.

The policy level involves a review of benefits plans, including disability leaves and accommodations, flexible work opportunities, compassionate care leave, etc. Take, for example, ONE for Freight, our Top Fleet Employers Program 2017 Top Small Fleet.

They offer their company drivers and office staff paid mental health or wellness days on top of their regular sick days. They have made a conscious investment to recognize that employees need as much time off when they don't feel well mentally as they would if they had the flu. Do your policies about health and wellness reflect the culture you want to create?

You can ask the same question about workplace practices. Offering healthy snacks in your driver lounges, encouraging employees to take their lunch breaks, promoting your Employee Assistance Program, making sure employees feel comfortable disclosing their life challenges to you, and incorporating fitness and physical activities into team-building and leadership training are ways to proactively address health and wellness.

### Knowing your workforce

Your workforce demographics should inform your wellness policies and practices.

For instance, if you have routes that involve extended periods away from

*Continued on page 41*

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## Insights

### Human Factors

## Driver wellness

Continued from page 39

home, can you take steps to match those routes to drivers who want that type of work-life balance?

Innovative fleets that implement such steps are reaping the benefits of active and engaged employees. For example, Challenger Motor Freight, our Top Fleet Employers Program recipient of the 2017 Achievement of Excellence in Innovation award, organizes “lunch and learns” for employees on topics like work-life balance and offers extensive health and wellness support to their employees through the Healthy Trucker program.

Respecting the demographics of your workforce will help you shape an approach that is relevant and valued by your employees.

### Shifting health concerns

HR managers are developing health and wellness policies to manage issues they may not have planned for or confronted before.

One is mental health. In any given week, 500,000 employed Canadians are unable to work due to a mental health issue, and the cost of a disability leave is about twice the cost of a leave due to physical illness. And a U.S. study showed that truck drivers are more prone to depression and anxiety than other occupations due to the time alone and away from home.

A comprehensive mental health and wellness policy should also address training managers and other employees to recognize these issues. It sends a clear message to your employees that their mental wellbeing matters to you.

Another health issue for HR managers is the increasing rate of cancer diagnoses among employees.

Recent studies show that Canadians 50 years of age and over account for nearly 90% of all cancer diagnoses. Keeping in mind that the average age of a Canadian truck driver is 49, chances are high that your employees or their loved ones will face a cancer diagnosis. A cancer diagnosis, should they choose to disclose it, will affect their colleagues as well.

How you handle medical issues of your employees – from explaining their care and benefits to managing the impact their absence might have on productivity and morale – should be an important part of your plan.

### Communication

As with everything in HR, a plan only works when everyone knows what it is. Anchor your health and wellness approach by including specific policies and procedures in your HR strategy. Communicate them to all employees (prospective and current). They need to know what they are, what is available to them, and that they will be supported.

At a time when the industry is struggling to attract and retain a skilled workforce, it simply makes sense that you also ensure a healthy workforce. **TN**

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## Insights

You say tomato,  
I say tomahto



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.

## Repair frustrations

As owner-operators or small fleet managers, we have to have an edge, something that sets us apart from the crowd.

That can be a greater need to go to work – the big bills and payments ensure that we have to make a certain amount of money or we will fail – or it could be a better attitude and customer service, or it could just be that we have less hassle than those employing drivers and having the additional back office infrastructure necessary to support them.

However, being a one-truck operator or having just a handful of trucks isn't always an advantage. One such area being repairs and maintenance. Here, we are left with little choice. Trucks today are infinitely more complicated than they were in the past – you cannot simply go to a workshop and get something fixed. The workshop has to have the correct software to find the problem in the first place and there are very few generic parts on a truck nowadays, so parts stock is of paramount importance.

In short, we're a captive audience. For anything more complicated than an oil and filter change or a chassis lube, we're forced to go to a truck dealer's workshop and in my experience, this is not always a good thing. It was the main reason behind my decision to get a heated shop in which to park my trucks and try to do as much of the work as I could.

On my glider kit, it's pretty simple basic stuff. On my post-emissions truck, it's not so easy. However, I have a small local workshop that is affiliated with a main dealer, so anything requiring plugging in to a computer is done by them.

I felt that this step was necessary due to a catalogue of errors that I've had to contend with after having work done within the manufacturers' dealer networks – and take note that I say manufacturers, plural.

I'm not just singling out one manufacturer or dealer workshop – I've had issues with different manufacturers and different workshops in different provinces.

My first problem started after the first service with my new truck in 2014. I had a starting problem. It turned out to be a pinched O-ring on a fuel filter, a pretty

*Continued on page 45*

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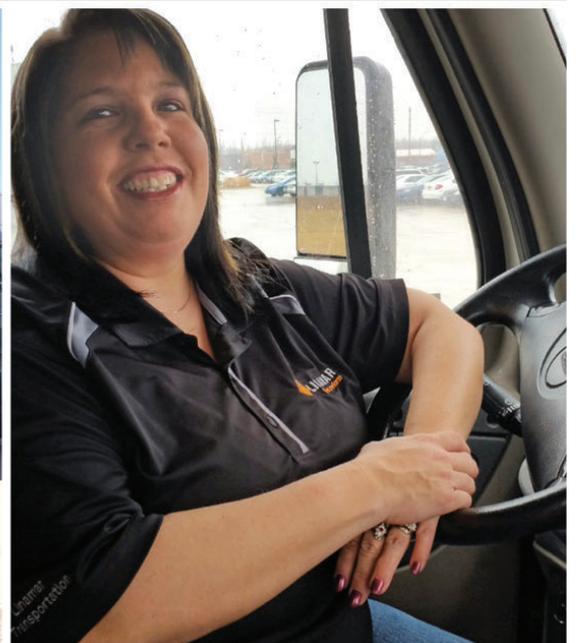


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## Insights

You say tomato,  
I say tomahto

### Little shop of horrors

Continued from page 43

insignificant thing in and of itself, but it left me dead on the side of the road.

Next time was far more serious. After fixing an oil leak at the rear of the engine my truck developed a vibration. I called the dealer and they said to bring it back when I was back in town. The vibration got worse and I pulled on my coveralls and slid under the truck looking for the cause.

I found it and was horrified to discover that the hanger bearing had not been secured to the frame properly, leaving the driveshaft to wobble around. Now this could have had dire consequences. If the driveshaft had come apart and dug into the ground at highway speed, I doubt I would be here now; that would have caused a catastrophic crash.

Two stupid mistakes that should never have happened. Mechanics 101 teaches not to pinch O-rings when changing filters and if you loosen something, make sure you tighten it back up.

I managed to put it right myself and after taking it back to have the hanger bearing replaced, I collected the still new truck, only to find the interior trashed, grease on the seat, and my GPS charger broken – some other things that should never have happened.

Another truck, another dealer, another workshop, a truck developed a coolant leak. It needed a water pump replacement.

This was done in good time and at a reasonable cost. So far, so good. Until the driver pulled out of the dealership and discovered the tensioner pulley next to the water pump had seized. During the multi-point free check the truck received whilst in the shop they discovered a slightly cracked rubber gladhand seal and something else so minor that it wasn't worth mentioning.

Yet, they didn't pick up that the tensioner pulley was seized, even though they had worked on it to change the water pump! They also managed to break one of the catches that secured the side fairing and not only did they not mention it, they also denied responsibility and wanted to charge me for its replacement! Needless to say, I rejected their kind offer.

On the same truck at another workshop, it needed a new cylinder head, a couple of months out of warranty. Ouch!

Anyway, this was done and upon collection the truck developed a coolant leak, which I discovered to be from a cracked radiator top hose elbow. It wasn't leaking before the new cylinder head was lifted into place by the overhead gantry, yet it was after that. A simple deduction tells me that the head came in contact with the elbow during installation. When I suggested this, I was told to "prove it."

These are just some of the things I've experienced, and I'm sure many of you have similar horror stories. I have many more too, so you can understand why I want to do things myself and why I believe that there should be more choices available regarding who works on your equipment – in those cases where you don't have the time and/or knowledge to do things yourself. **TN**



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# Mullen grows logistics operations

**OKOTOKS, ALBERTA**

Mullen Group has announced the acquisition of DWS Logistics, expanding its third-party logistics and warehousing services.

DWS is based in Mississauga, Ont., with distribution centers in the Greater Toronto Area and the Lower Mainland of B.C. Its services include warehousing, distribution, order fulfilment, cross-docking, and transloading, supported by an inventory management system. It boasts more than 500,000 sq.-ft. of warehousing space, including four distribution centers in Mississauga, Ont., with a focus on the consumer products sector.

The company will operate as a standalone entity within Mullen Group's trucking/logistics segment.

"We are very pleased to announce the acquisition of DWS as it marks our first step into the VAWD (value-added warehousing and distribution) industry. The VAWD services that DWS provides are a natural extension to our trucking/logistics segment particularly since DWS' service focus is on the consumer products sector which is a sector that is closely correlated to our regional less-than-truckload operations," said Richard Maloney, senior vice-president, Mullen Group.

Greg Miller, a former owner of DWS, will serve as the unit's leader and president, Mullen Group announced.

DWS is expected to add \$15 million in annual revenue to the company. **TN**

# Matco buys I-Care

**EDMONTON, ALBERTA**

Matco Moving Solutions has announced its purchase of I-Care Office Solutions, strengthening its commercial moving business.

Matco is part of the Manitoulin Group of Companies. I-Care Office Solutions is based in Edmonton, Alta., and becomes a part of Matco's growing commercial relocation

business, providing an entry into the office systems installation and reconfiguration markets.

I-Care was founded in 2007 by Aaron and Michelle Eicher. All staff and operations will be relocated to Matco's Edmonton facility. The Eichers will remain with the company for a period of time, to ensure a smooth transition. **TN**

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## Fleet News

# U.S. turnaround underway: TFI's Bedard

### MONTREAL, QUEBEC

TFI International delivered a mixed bag for its Q4 and 2017 full-year results, but chairman and CEO Alain Bedard is confident the U.S. truckload division has turned the corner.

The company reported Q4 revenue of \$1.06 billion, up 2% year-over-year, and net income from continuing operations of \$120.2 million. For the full year 2017, TFI International grew total revenue from continuing operations 18% to \$4.74 billion. Acquisitions contributed \$824.1 million of the increase, but decreasing revenue in existing operations offset the gains. Net income for the year was \$158 million, compared to \$157.1 million in 2016.

The company's 2016 acquisition of CFI has not been without its challenges, but Bedard, on a conference call with analysts Feb. 20, said stability has been returned to the organization. It had undergone several ownership changes before its acquisition by TFI International. Now, Bedard said, stability has improved along with improving U.S. truckload market conditions.

"We are optimistic that the attention we paid to this segment has set the stage for a turnaround," Bedard said. "We're excited about the outlook for 2018 with North American economic growth on the rise, led by strong consumer spending that's driving a recovery in trade volumes and rates. This inflection point should be most evident in our U.S. truckload operation going forward."

Bedard said the right leadership team is now in place at CFI, and that the group's January performance was "very encouraging."

"These guys are on plan," he said.

The electronic logging device (ELD) mandate in the U.S., which came into effect in December 2017 but won't be fully enforced until April, has not yet had an impact on the market, Bedard noted. But freight rates are improving, and with them, the quality of revenue.

"The U.S. economy is really, really strong," Bedard said. "I feel very good about the quality of rates and then the quality of revenue in 2018."

However, a strengthening market also means greater cost pressures, including rising driver compensation.

"We've increased salaries for our drivers during the year, because we want to be very competitive with the rest of the industry," said Bedard.

Strengthening U.S. truckload fundamentals also put more pressure on TFI's logistics division, which saw declining margins.

"Adjusting is always difficult when the market starts to tighten up, because truckers will ask for more money, and this is exactly what's going on right now," Bedard said. "So, all the brokers' operations are suffering to a certain degree because the truckload guys are saying 'I need more money' and then you have to get in touch with the customer and say, 'Hey, Mr. Customer, the market has changed, we need more money.' So, there's a lag there. So, this is why results were negatively affected in Q4 and it's still going on now."

**"We've increased salaries for our drivers during the year, because we want to be very competitive with the rest of the industry."**

— Alain Bedard,  
TFI International

Meanwhile, on the truckload side, customers are trying to lock in multi-year contracts with their carriers.

"I don't know any truckers that are stupid enough to say (yes to) two to three years," Bedard said.

As for the domestic market, Bedard said TFI International will be building a hub in Calgary, and relocating a Vancouver facility. He sees a stronger market in Alberta and Saskatchewan, but weaker conditions in the Ontario and Quebec LTL markets, because brick-and-mortar retailers are losing share to e-commerce.

"If you're not in the package and courier (P&C) business, and you're only an LTL guy in Canada, good luck," Bedard said.

TFI International remains bullish on the P&C segment, though some e-tailers are taking delivery in-house.

"My competition, in the U.S., has been the e-tailer that decided to do it themselves," Bedard said, noting most other competitors are small. The focus at TFI International will continue to be on achieving strong margins, not just capturing market share.

"Our culture is that we are in business to make money, we are not in business just to practice delivery," Bedard said. "P&C in 2018 will definitely do way better, way better." **TN**

## Market conditions will drive strong organic growth: Titanium

### BOLTON, ONTARIO

Titanium Transportation Group grew total revenues by 24% year-over-year in the fourth quarter, to \$35.4 million.

It also increased its EBITDA 14% to \$3.5 million, and completed its acquisition of Xpress Group in Windsor, Ont. It also reached a settlement with ProNorth Transportation, reducing the amount of the original acquisition cost by \$3.4 million.

Now, says the company, it's well positioned to drive organic growth in 2018 thanks to stronger logistics performance and improving trucking industry conditions.

"We performed well on many measures with improving volumes in the fourth quarter. We made significant progress on operational and technol-

ogy initiatives and delivered strong revenue and EBITDA growth," said Ted Daniel, chief executive officer of Titanium Transportation Group. "In recent months we have seen improving industry dynamics reflecting tightening capacity and an increasing rate environment. Our continued investment in people and technology, along with a focus on driving increased organic growth, positions us well to respond to and benefit from a strengthening environment."

For the full year in 2017, Titanium increased revenue 11% to \$129.6 million with adjusted net income of \$400,000. It also paid down its debt by \$1 million beyond its obligations.

"With our infrastructure firmly in place to take advantage of improving

market conditions, we are increasing our revenue and EBITDA run rate to \$155 million and \$16 million respectively. Looking ahead, we expect market conditions to support stronger organic growth in 2018 enhanced by acquisitions should the right opportunities present themselves," Daniel said.

"We are committed to creating value through organic growth as well as acquisitions. However, we are sharply focused on disciplined capital allocation to ensure we are generating the highest long-term shareholder return."

In the fourth quarter, truck transportation revenue increased 20% to \$24.1 million, while logistics revenue rose 35% to \$11.8 million. **TN**

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## Equipment

# Hino getting into the North American Class 8 market



By Derek Clouthier

### INDIANAPOLIS, INDIANA

Hino Trucks on March 7 announced its all-new XL Series line of Class 7 and 8 vehicles at the Work Truck Show in Indianapolis, Ind.

The Hino XL7 and XL8 2020 models – which will begin production in early 2019 – are equipped with the company's A09 turbo diesel 8.9-liter inline six-cylinder engine with a B10 life of one million miles.

Yasuhiko Ichihashi, chairman of Hino Motors, said during the

unveiling that both models were extensively tested in Canada and the U.S.

Hino Trucks North America president and CEO Yoshinori Noguchi said the time was right for the company to enter the Class 8 market in North America.

"Considering our remarkable success in Classes 4-7 in North America and our growing global presence in the Class 8 market, entering the North American heavy-duty segment makes for the next logical step," said Noguchi. "Not to mention, our cus-

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tomers and our dealer network have been asking for this for some time.”

Hino XL Series trucks will be available in a variety of straight truck and tractor configurations, including from a GVWR of 33,000-60,000 lbs, and a GCWR up to 66,000 lbs. It will have a max performance of 360 hp with 1,150 lb.-ft. of torque, and have wheelbase selections of up to 304 inches, and tandem axle configurations.

On the safety side of things, there is electronic stability control, which comes standard on the tractor, collision mitigation systems, payload management suspension options, and a body designed for ease of serviceability.

“The first thing you notice is the styling – the aerodynamic yet bold design could proudly represent your business,” said Glenn Ellis, vice-president of customer experience with Hino. “Then you open the door to a wide, easy-access entry and an automotive grade finished interior ready to provide the best service possible to drivers and teams.”

For driver comfort, Hino XL Series trucks also come with an air-ride cab and driver’s seat, hands-free Bluetooth, steering wheel controls, cruise control, and air-conditioning.

The company also announced it will expand its U.S. operations with the purchase of the Cold Water Creek distribution center in Mineral Wells, W.V., where the Hino XL7 and XL8 will be assembled. **TN**

## MacKay’s named Mack’s top Canadian bulldog

### TRURO, NOVA SCOTIA

Mack Trucks has named its top dealers in North America, and MacKay’s Truck Center in Truro, N.S., was named the top Canadian dealer in 2017.

The winner of the overall award, the 2017 North American Dealer of the Year, was Tri-State Center in Memphis, Tenn.

Gabrielli Mack Sales & Service was also named U.S. Mack Financial Services Dealer of the Year, while Vision Truck Group of Cambridge, Ont., was named Canada Mack Financial Services Dealer of the Year. **TN**

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# Mack makes enhancements to its Granite model trucks

By Derek Clouthier

## INDIANAPOLIS, INDIANA

With continued economic growth in the U.S. and truck sales surging, Mack Trucks announced a handful of enhancements to its products during the Work Truck Show March 7.

Most notable, was an increase in ground clearance of six inches to the Granite axle-forward model underbody scrapers.

The escalation in chassis ride height provides additional clearance enabling the scraper to have a full range of motion to move in excess of 45 degrees in both directions, making them a more versatile

vocational offering for both winter and summer applications.

“In the off-season, these trucks are clearing gravel off the sides of roads, so they are multi-functional,” said Tim Wrinkle, construction product manager for Mack, during the announcement in Indianapolis, Ind. “The increased ground clearance allows for easier plow installation without the need to move other chassis components like fuel tanks and exhaust aftertreatment systems, saving the customer both time and money. The new configuration also allows for a shorter wheelbase for greater maneuverability and decreased weight, offering cus-



The Mack Granite now provides extra ground clearance.

tomers a cost savings without compromising performance.”

The increased clearance offers up to 21 inches of ground clearance for installation without relocating chassis components. It also maintains a 24-inch maximum first step height for no compromise to ingress or egress.

The Mack Granite is available with both the MP7 and MP8 engines

and the mDrive HD 14-speed automated manual transmission with creeper gears.

The new heightened configuration will be available in the third quarter of this year.

The Granite medium heavy-duty (MHD) model is also getting improvements.

An additional lower horsepower rating of 330, a new under-frame exhaust system, shorter wheelbase 4x2 and 6x4 axle-back or axle-forward configuration, and all new interiors will be available on the vocational truck.

“Vocational customers have a wide variety of needs,” said Wrinkle. “Some require lighter-weight options but still need their trucks to meet the difficult demands of the application. The MHD model delivers both without compromise.”

Wrinkle said the interior enhancements did not happen overnight.

“We spent a lot of time researching and doing driver interviews to get this right,” he said.

Coming with the Cummins L9 engine, the MHD lower horsepower option offers up to 1,000 lb.-ft. of torque with the Allison 3500 transmission, gives customers the options for body adaptation with the new under-frame exhaust, such as tankers, flatbeds, box trucks, and cranes, and can be spec'd as a Class 7 or 8 vehicle. The shorter wheelbase in the 4x2 configuration is ideal for a 10-foot dump body and provides better maneuverability.

### GuardDog Connect

Mack Granite model trucks also come with GuardDog Connect, which has also seen some improvements of late.

Mack's proactive diagnostic and repair planning system, GuardDog Connect enhancements for uptime include a 50% increase in Mack One-Call staffing to assist customers with issues, a \$2.5-million investment into technology for better data analytics and vehicle data, tripling the number of fault codes monitored, improved repair information in ASIST to speed repair, and over-the-air remote repairs and parameter updates.

“It's a service, it is not a system,” said Roy Horton, Mack product strategy director. “It's about connecting the people with the technology.”

Horton said GuardDog Connect is the highest-rated OEM uptime service in the industry, with 121,000 customer interactions last year. **TN**

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# Michelin introduces new X One, trailer aero kit

By James Menzies

## ATLANTA, GEORGIA

Michelin has introduced a new X One Grip D wide-base single tire, for improved traction, and an aerodynamic kit for trailers.

The products were announced at the Technology & Maintenance Council's (TMC) Spring meetings. The X One Grip D tire is aimed at dry van truckload, tanker, and refrigerated longhaul fleets. It replaces the X One XDA2 and provides 25% better traction in snow than leading competitive tires, according to Adam Murphy, vice-president of marketing.

It has received Three Peak Snowflake certification for performance in snow, and is SmartWay-verified. The tire also features an open shoulder for improved grip, as well as matrix siping to form biting edges.

"It's an incredibly difficult technology to master in molds," Murphy said of the matrix siping. "It's a very unique and key technology that enables us to achieve that 25% better snow traction than leading competitors."

The newest X One wide-base single also features a dual compound; the top layer contributes to a longer tread life while the one underneath keeps the casing cool for maximum retreadability, Murphy explained. Wide-base singles are also lighter-weight than duals, and can save a fleet more than 700 lbs if the tractor and trailer are so equipped. Michelin is backing the new tire with a driver and operator satisfaction guarantee. If drivers are unhappy with the performance of the tire, Michelin will refund the tire and wheel purchase price, in addition to \$30 for labor, up to 150 days after purchase.

If owners aren't satisfied with the performance after run-out, Michelin is offering to buy back the casing for \$150 and will pay 75% of the original value of the wheel. The new tire will be available May 1.

The second product introduced by Michelin at TMC was less traditional from a tire company. It has developed an Energy Guard aerodynamic system for trailers.

"If we are truly about contributing to the progress of sustainable mobility of people and goods, we need to be thinking of fleets' challenges and thinking of potential solutions that are beyond tires," said Murphy.

Michelin heard from its customers that some of the aerodynamic devices for trailers out there today resulted in higher maintenance costs.

"It became clear there was massive pain fleets were experiencing with some of the aerodynamic solutions (on the market)," said Murphy.

The system includes a trailer side skirt that is fully flexible, and can bend over objects and snap back in place, aerodynamic flow-through mudflaps, a wake reducer to increase



Michelin has turned its focus beyond tires to help fleets reduce fuel consumption.

pressure on the back of the trailer and reduce drag, and drag-reducing trailer end fairings. All the components were designed for durabil-

ity and to limit driver involvement, Murphy noted.

Michelin says the kit provides a 7.4% improvement in fuel efficiency,

which has been validated through fleet testing. It will be available June 1 as a complete kit – individual components won't be offered. **TN**

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# Volvo, Mack begin rolling out over-the-air updates

## ATLANTA, GEORGIA

Volvo Trucks North America and Mack Trucks both announced they have commenced over-the-air remote updates for engine software and parameter changes.

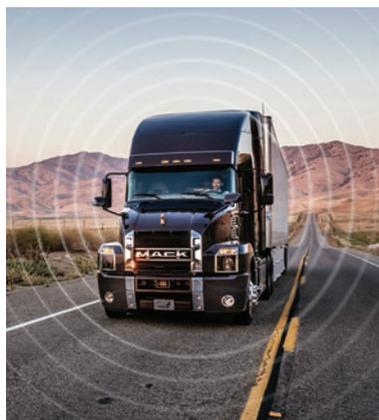
Volvo reported it has updated 1,300 trucks since last June, and is in a controlled roll-out phase. For its part, Mack says it has performed 1,300 updates on 3,500 vehicles, supporting 20 customers, and saving 500-plus days of downtime overall. About 5,000 vehicles should be connected in the next couple of weeks, Mack announced at the Spring meetings of the Technology & Maintenance Council, where both companies provided an update.

“What we learned through the pilot and customers, is there’s a

process when we roll it out,” Conal Deedy, director of connected vehicle services with Volvo said. “We are adding customers as we go and talking to them and explaining what the service is, and making sure they understand it before we bring them into the program. That’s going on right now with multiple customers every week, and over the next four to five months we will get all the customers into the service.”

Mack officials said the service is provided at no charge during the initial two-year base engine warranty, and customers can extend it after that. Fleets can update their engine software without booking shop time.

“It could be in a warehouse and they’re getting loaded or unloaded,



Mack and Volvo trucks are now receiving engine updates over the air.

it could be at a grain bin,” said David Pardue, vice-president of connected vehicles and uptime services for Mack, referring to the quick, flexible nature of the work.

Volvo estimates its remote updates have already eliminated more than 600 days of downtime. The average Volvo update has taken 20 minutes, and so far, half are overseen by the driver while half are performed by fleet maintenance personnel. Remote updates are available for the powertrain, including the engine, aftertreatment system, and transmission.

Customers are notified by a Volvo or Mack rep when an update is available. They schedule the update and then notify the driver when it’s to occur. The driver parks the truck with the key in the on position, and then allows the update to be completed. Cellular coverage is required. The human interaction is an important differentiator for Volvo and Mack.

“It’s not just about technology. It’s combining the human element in the process to make sure we get the best outcome for our customers,” said Deedy. “We want a human there to support them through the process.”

In addition to powertrain software updates, parameter updates can be done remotely as well. These include road speed configuration, and activation of fuel economy mode, fuel economy mode, performance mode, or balanced mode. These are limited to two per year for free, with subscription packages available for further parameter updates.

Saia is one of the first Volvo customers to take advantage of over-the-air updates, and director of maintenance Jason Plumlee said it’s been beneficial, since the fleet runs its tractors around the clock.

“We have a short window we have to work in,” he said, referring to when to do scheduled maintenance. “It’s one of our largest challenges.”

Saia tested the technology with a pilot fleet of 10-20 trucks.

“It was a very seamless, very easy process,” Plumlee said. “We got very comfortable with it, then we rolled that out to the rest of our fleet that had the capabilities of doing over-the-air calibration updates, and now we do that at all our maintenance facilities.”

Saia has an expansive terminal network, but not all are equipped with shop facilities, so it gives the fleet the opportunity to quickly update its entire fleet without driving to the nearest shop. Plumlee said the biggest benefit is being able to quickly take advantage of software improvements that will improve performance.

“The technology is evolving so rapidly, it’s very important to us that we keep the most current updates so we can take advantage of the improved fuel efficiency, safety technologies, and product improvements,” he said. **TN**




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# International introduces new MV Series



## INDIANAPOLIS, INDIANA

International Truck took the wraps off its new MV Series vocational truck, as the company focuses on drivers and putting tough jobs to bed.

“Vocational is a focus for us,” said Michael Cancelliere, president of truck and parts for International, during the unveiling at the Work Truck Show March 7 in Indianapolis, Ind. “Now is the perfect time to capitalize on our economic momentum.”

Designed to “work harder all day, every day” the new MV Series truck offers redesigned features with drivers in mind, including new cab doors with lower bottom glass edges and a removed vent window for better vision, reshaped doors and side glass, a new premium gauge cluster with digital driver display, and up to 15 customizable digital gauges.

Jeff Sass, senior vice-president of sales and marketing, said one thing drivers really wanted to see was wider switches on the dash so they could operate them while wearing gloves – a request the new MV provides.

“The new International MV Series reflects our vision for the future of commercial vehicles with a host of advancements that support improved driver safety and productivity,” said Sass. “We challenged ourselves to make the best even better and this new vehicle was designed to provide the best driver environment in the industry and we exceeded all of our targets.”

The MV comes with an improved HVAC system, which includes a high-performance MAX defrost system.

Diamond Logic, an electrical system that streamlines chassis and body equipment integration and

permits programmable automated tasks is also included with the new MV truck.

“Our Diamond Logic electrical system is known for its ability to provide control and communication between trucks and body equipment,” said Sass.

The truck can be managed digitally through the OnCommand Connection platform, featuring a remote diagnostics system which helps

enhance fleet efficiency, and over-the-air programming.

The MV Series is also fit to be upfitted.

“As a result of customer and truck equipment manufacturer feedback during the design process, we have designed the MV Series to seamlessly integrate with any body solution,” Sass said. “This truck can be easily configurable for any application.” **TN**

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## Equipment

### Peterbilt unveils driver-inspired UltraLoft sleeper cab

More storage, a flat floor, and additional headroom are among the benefits



By **James Menzies**

#### SCOTTSDALE, ARIZONA

A flat floor, more headroom, additional storage, and a more spacious living area are a few of the benefits drivers will enjoy with the new Peterbilt 579 UltraLoft sleeper.

Fleet owners will like it too, since the integral design improves aerodynamics by 2%, resulting in a 1% improvement to fuel economy compared to the traditional discrete sleeper design. The company unveiled its 80-inch UltraLoft sleeper to trade press at an event here

Feb. 15, and noted that drivers had a hand in the design.

"We visited truck stops, rest stops, we hosted groups from our customer councils, Women in Trucking, and we listened to what they had to say," explained Kyle Quinn, Peterbilt general manager and Paccar senior vice-president. "We watched as they interacted with our products, and we worked with them on what did work and what didn't work and what we could do better to make their lives easier. We went to work and gave our engineering teams the tall task

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More storage, a flat floor, and additional headroom are among the benefits.

of delivering on as many of these wishes as possible.”

The result is a sleeper cab that’s far more driver-friendly than the traditional cab. It boasts 70 cubic feet of storage space, wider beds – including a folding upper bunk that can double as a storage area when not in use, providing more headroom – and a new foldaway ladder for easier access to the top bunk. Thanks to its integrated design, the ridge along the floor between the cockpit and the sleeper has been removed in favor of a flat floor. More headroom is available throughout the cab.

Additional power outlets have also been built into the design, including some that are accessible from the upper bunk.

“We talked to over 400 drivers and operators to understand what their needs are, and some themes that came up over and over again were storage space, they need extra power outlets for the many devices they bring with them, and they need a large, comfortable bunk so they’re well rested for their next day of work,” explained Scott Newhouse, chief engineer.

Peterbilt took that feedback to the lab and designed a prototype sleeper it then presented to drivers.

“We had drivers and operators come back in, and they didn’t just look at it, they interacted with it,” Newhouse said. “By doing that, we got to see how they would interact with our designs. They ultimately became the designers of the UltraLoft sleeper. That’s really what drove the success of our end product.”

More headroom can be found throughout the cab – up front and in the sleeper. Even in the bunk. There is 48 inches between the lower and upper bunks, so a driver can sit on the lower bed comfortably. The lower bunk features an 85-inch mattress, while the top bunk is 82 inches long. A seven-foot tall man can comfortably fit into the lower bunk. Newhouse said the UltraLoft features the widest bunks in the industry, at 42 inches in the bottom and 36 inches above.

The top bunk can fold in half, to provide more headroom and additional storage. This provides an additional 14 cubic feet of storage when folded. Newhouse said the single bunk UltraLoft boasts 70 cubic feet of storage, while a double bunk version offers 64 cubic feet.

Twelve-volt, 110-volt, and USB power outlets are abundant and well

placed for easy access. The upper bunk has the same power port configuration as the lower bunk, eliminating the need to have cords and wires running all over the sleeper.

The interior lighting within the bunk area was improved, and a large wardrobe with 42 inches of hanging space was provided. Storage areas are available on the driver

and passenger side of the cab, which are large enough to house two CPAP machines, if needed, Newhouse pointed out.

Drivers will also appreciate the additional space for a larger TV, which can now be up to 32 inches. A slide-out table serves as a workspace or dining area. The cabinets can accommodate a larger 1.1 cu.-ft. microwave.

The new design will no doubt be a hit with drivers, but Peterbilt will also continue to offer its traditional discrete sleeper design, which some customers prefer because the sleeper can be easily removed, giving the truck greater versatility in the secondary market. The 579 UltraLoft is available for order now, with production set to begin in July. **TN**

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## Health

### Preventive Maintenance

# All cramped up

Are nighttime leg pains cramping your style?

Have you ever drifted off in your bunk only to be awakened from a sound sleep with excruciating cramps in your legs? Many people experience painful nighttime leg cramps – involuntary spasms that usually involve the muscles of the calf, thigh, or feet.

Unfortunately, there is not one identifiable cause for nighttime leg cramps. They may just be related to natural aging or might be caused by a variety of physical conditions that could be resolvable or treatable, such as: overworked muscles; compromised circulation; physical structural disorders; mineral deficiencies; medications; medical procedures; metabolic issues, etc.

Overworking the leg muscles in a particularly strenuous physical activity or exercise, or becoming active after hours of relatively inactive driving could trigger nighttime cramping. Lessen the possibility by gradually warming up and increasing blood flow to the inactive muscles with stretches before extreme or prolonged movement.

Restricted blood circulation in your legs and feet throughout the day can also lead to cramping at night. If

your rig's seat position cuts off the circulation to your feet, adjust its height so your knees remain parallel to the floor (or slightly higher) and regularly shift your sitting position while driving to provide unimpeded circulation to your lower extremities.

As well, the following internal, physical structural disorders commonly affect blood flow or create nerve pressure – peripheral artery disease (PAD) and spinal stenosis. With peripheral artery disease, the blood flow to your legs is reduced because of narrowed blood vessels, causing ischemic pain in advanced stages. If you have leg pain from PAD, stretching your legs, lowering your feet below your hips and flexing them and/or taking a short walk around the room or circling your truck can increase blood flow and provide temporary relief.

With lower back spinal stenosis, the spaces within your spine become narrowed, putting pressure on the nerves running to your legs. Although surgery and drug options are available when this condition becomes debilitating, you may try these less invasive pain relief options: massage therapy; acupuncture

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ture; or chiropractic treatment, for earlier stages.

Other physical causes for leg cramps include: flat feet; dehydration; diarrhea; muscle fatigue; osteoarthritis; Parkinson's disease; pregnancy; nerve damage from chemotherapy; nutrient deficiencies; and/or medications. Ask your doctor for other options if you take the following medications that often trigger nighttime leg cramps: blood pressure drugs; statins (cholesterol-lowering drugs); diuretics; asthma medications; osteoporosis treatments; and/or oral contraceptives.

Although it's unlikely you are driving professionally with the following metabolic issues in their advanced stages, they do create a high risk for leg cramping: kidney failure/disease – especially with dialysis; Addison's disease; anemia; cirrhosis of the liver; hypo- and hyper-thyroidism; and/or Types 1 and 2 diabetes.

While leg cramps are generally just annoying, not dangerous, if you have severe, persistent cramping, or if the cramping begins after exposure to a toxin, such as lead, be sure to consult your doctor.

If you often experience nighttime leg cramps, consider the following preventive activities. Monitor your diet. Increase your intake of nutrients that maintain and restore your muscle and nerve tissues, including



**Karen Bowen** is a professional health and nutrition consultant, and she can be reached at karen\_bowen@yahoo.com.

foods high in potassium (squash, sweet potato, and potato), magnesium (seeds, nuts, and whole grains), calcium (dairy, salmon, beans, and lentils) and Vitamin B-12 (eggs, dairy, meat, fish, and shellfish). Drink plenty of fluids throughout the day to avoid dehydration.

Adjust your nightly routine. Before going to bed, prepare your leg muscles for sleep by stretching and/or doing bicycle-type exercises. In the night, allow your feet and lower legs full movement by keeping the bedding loose at the foot of your bed.

If you are still jolted awake by a leg cramp: relieve the spasm by massaging the affected muscle; applying ice or heat to the area of tightness/pain; flexing the foot of the affected leg toward your head; walking; stretching; wiggling the foot; taking a warm bath or hot shower; and/or drinking a glass of water.

Taking these proactive steps will help prevent leg pain from cramping your style (or disrupting your sleep). **TN**



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# Preventing the pain

Truck drivers are at a higher risk for developing musculoskeletal disorders, the most common type of workplace injury

By **Sonia Straface**

## TORONTO, ONTARIO

Have an aching pain in your back? Are your muscles and joints stiff? Do your legs fall asleep and tingle when you're sitting for prolonged periods of time?

If you answered yes to any of these questions, chances are you suffer from a musculoskeletal disorder (MSD).

MSDs are injuries or pain in the human musculoskeletal system, that includes the muscles, joints, ligaments and tendons that support the limbs, neck and back. Common MSDs include back pain, tendonitis, carpal tunnel syndrome, rotator cuff syndrome, tennis elbow, and shoulder pain.

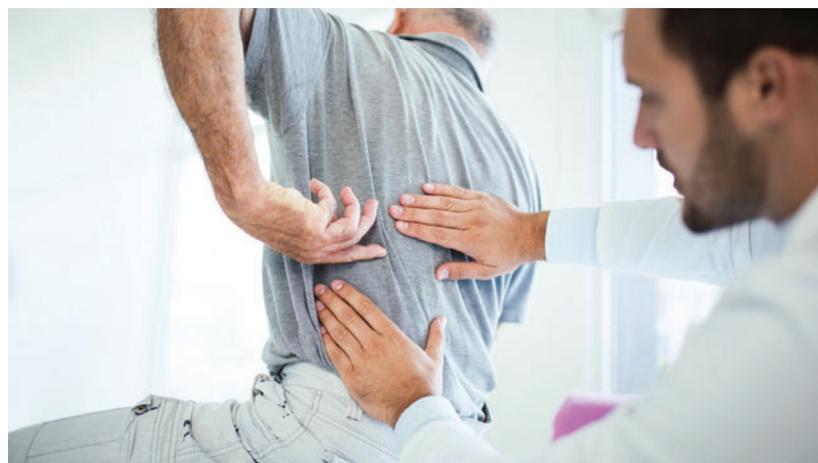
According to the Workplace Safety and Insurance Board, MSDs are the most common type of workplace injury, as they account

for close to half (43%) of all work-related injuries.

Between 2003 and 2007, data shows that MSDs claims resulted in 2.5 million days off work.

According to Dr. Wayne J. Albert, the dean of Kinesiology of the University of Moncton, MSDs develop when muscles and tissues stay in a fixed or constrained position for a long period of time, or when muscles and tissues are moving in continuous, repetitive motions. Another risk factor is force or straining of the muscles.

"This wears down the muscle and fatigues it," he explained. "But as MSDs concern truck drivers, staying seated for a long period of time is to blame. When you don't move around for a long time, the muscles and soft tissue get tight. Truck drivers always have to keep their eyes on the road so their head is always up



making their neck muscles stiff and their shoulder muscles tense. So, mix the prolonged sitting with physically demanding work when they get to their site, it's never good."

Dr. Albert says it typically takes 15-20 minutes for muscles to loosen up after they've been stationary for so long.

"I know it's hard for drivers to warm up because of the nature of the job and being on time, but many don't stretch before they go and unload the truck, and that makes them vulnerable to MSDs and other injuries," he said.

Symptoms of MSDs include: tightness, soreness or general discomfort in the hands, forearms, legs and back, tingling or numbness in the hands and limbs, and pain that keeps you up at night.

To prevent these injuries while in the workplace, Dr. Albert recommends a number of solutions.

### Sit properly and comfortably

First, he said, if you're forced to sit for a long period of time, and can't frequently stop and stretch, it's important to make sure you're sitting in a proper way, and in a comfortable supportive seat.

"The most comfortable position to sit is on the sit bone," he explained. "If you sit too far forward or too far back, you restrict blood flow to the legs and that's what causes the legs to tingle. You want to also make sure you have a comfortable back rest position. Typically, what we recommend is a 10% incline. And you want a seat to fit you with comfortable padding."

### Get a massage

One method of treatment to MSDs including back pain and stiffness that is recommended by the Canadian Medical Association is therapeutic massage.

According to Richard Lebert, a registered massage therapist based out of Sarnia, Ont., the massage and manipulation of tight or fatigued muscles is beneficial to truck drivers all of sorts.

"The benefits of massage are really two-fold," he explained.

For one, having a massage is a way to really relax and give your body and mind a break, he said, which drivers need. And second, massage can alleviate the pain drivers suffer with.

### Stretch it out

Make sure to stretch and move around when you can, Dr. Albert said. He also stresses sufficient rest and good nutrition are key components to keeping your muscles and tissues healthy.

Lebert also advises drivers to do some simple stretches when they are off duty, especially after sitting for so long.

He recommends a simple figure four stretch, where, while seated you put one leg over your knee where the ankle can meet the top of the knee. Another is a simple stretch where you pull one arm across your chest, then the other.

Hold these stretches for 10-15 seconds, he advised.

"Stretching is so important for drivers so it's important to remember that," he said. "When you're stretching you're helping flush out any inflammation that's built up." **TN**

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Every year when tax season fires up we dredge through Canada Revenue Agency's (CRA) website for changes that we should be aware of.

Obviously, we focus on trucking-specific items but we also look at the *General Tax Guide*, as everyone has to file a personal tax return even though we may take different routes to get there.

There's not much new in this year's "What's New" section. In fact, I can make a rather long list of items that CRA has taken away: monthly education and textbook allowance deduction for students, public transit amount, children's art amount, children's fitness tax credit, etc.

I guess the good news is you don't have to keep those receipts anymore.

While there may be few new deductions, you can still reduce the tax you owe by following some tried and true advice.

### File electronically

According to CRA there were 29.3 million federal income tax returns filed last year. Of those, 85% were filed electronically. More importantly, 58% of all tax returns produced refunds, with 68% of filers choosing direct deposit versus waiting to receive a check in the mail.

My advice is to file your return electronically including a Form *T1-DD(1), Direct Deposit Request-Individuals* or to set up direct deposit for your refund (and other tax credit payments, such as GST/HST) using the "My Account" service on the CRA website.

The combination of electronic filing and direct deposit means CRA can kick out your refund much faster, usually within 10 to 15 days. So, getting the ol' "instant cash back" on your refund through a tax preparer means you're giving away hundreds of dollars just to have the money a little sooner. Ask yourself if it's worth it.

### Don't be late

The filing deadline is April 30 this year. If your return is late, there's a minimum 5% penalty of the balance owing plus 1% per month for a maximum of 12 months. The penalties may be higher if you've filed late before.

Even if you can't afford to pay the balance, filing your return on time can save you penalties and fees. You'll also be in a better negotiating position with CRA regarding a payment plan.

### Payment arrangements

Roughly 22% of tax returns last year had a payable balance, with the average amount being \$5,610. CRA

has an online Payment Arrangement Calculator to help you formulate a plan to pay down what you owe. It's not binding in any way to you or CRA but the calculator is a useful tool.

So, let's say you owe \$5,610 in taxes and can't pay it all at once but you can afford to send CRA \$500 a month starting on April 30. The calculator will tell you it will take 12 payments to pay your balance, with the last payment being a bit smaller, including interest of \$167.24. If you can adjust those payments to \$1,000 per month

you'll pay your balance in six installments including interest of \$97.71.

If you don't make a payment plan, then CRA will gladly make one for you. For instance if you're a sole proprietor, CRA may take your January-to-March and/or April-to-June GST/HST refund to pay your tax bill.

Itemized deductions make preparing a tax return more complicated and it's easy to miss obvious opportunities to reduce the tax you owe especially when you're against a deadline.

If you need help preparing your return, see a qualified professional, preferably one who's familiar with the trucking industry. And then talk to an accountant or business advisor about planning for 2018 and beyond. **TN**

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Over The Road

# Increased artificial intelligence won't benefit drivers

The greatest challenge we currently face as drivers, is adapting to changes happening across the trucking industry. What really drives me crazy is how little input drivers have in the design of the systems we use every day. Some days, I feel like a piece of equipment and not a human being. Some days, I feel like there is a grand conspiracy to replace drivers as quickly as possible with technology driven by artificial intelligence (AI).

I know that sounds a little bit nutty. But at the same time, we all receive constant messaging about the strength of our economy and positive economic growth but sprinkled throughout this messaging are

news articles about things such as the permanent layoff of 48 workers announced at the Goderich rock salt mine on Feb. 21 of this year due to the implementation of "continuous mechanized mining."

The news release from Compass Minerals, which owns the mine states, "It helps improve efficiency and increases our competitiveness in the market and, more importantly, it creates a safer work environment for our employees and contractors and reduces our environmental impact."

It's easy to stay safe when you don't have a job.

So we have a problem, and the problem is a societal one, not just

a trucking industry one. We need to redesign the workplace. If we continue down a path of constant layoffs because of improved efficiency, when does that economic model fall apart? No work means no money, which means no consumers at the checkout.

As drivers, ignoring what is happening all around us when our services are still in high demand is easy to do. Every trucking company needs qualified drivers. The industry can't get enough of us behind the wheel. So, we're safe from the layoffs that are happening all around us. We have to realize that this is not a long-term position that we are in.



**Al Goodhall** has been a professional longhaul driver since 1998. He shares his experiences via his blog at [www.truckingacrosscanada.blogspot.com](http://www.truckingacrosscanada.blogspot.com). You can follow him on Twitter at @Al\_Goodhall.

Based on what we know today, I don't think that it would be unreasonable to forecast that in 20 years' time the trucking industry may require 50% fewer drivers to move the same amount of freight we are moving today if the implementation of AI continues at its present pace.

In fact, it may be an overly conservative estimate. Given that AI is projected to reduce collisions by as much as 95%, think of how that would affect the people working in the claims department at all the insurance companies. Think of how that would affect the people that repair all that damaged equipment. Think of how that affects the truck stops that have 50% fewer drivers coming through their doors. There is a waterfall effect.

## If we continue down a path of constant layoffs because of improved efficiency, when does that economic model fall apart?

Going back to the rock salt mine in Goderich, what will the impact of losing 48 permanent full-time jobs have on the residents of this small city? How do they benefit from this improved efficiency and competitiveness in the global market?

I believe there is great value in the hands-on work that I perform as a driver. A great value to my own well-being, mental health, and the financial security of my family.

As I finish writing this column, I am in Winnipeg and the city is in a mess from, hopefully, the last winter storm of the season. I can't imagine how a truck equipped with AI would manage the extreme weather I have had to deal with in the last 24 hours. But that doesn't mean it isn't possible. In fact, it's becoming increasingly possible with each passing month.

As drivers, we have an opportunity to attend Truck World this month (April 19-21) at the International Centre in Mississauga, Ont. It provides us with the chance to talk directly to all the exhibitors – carriers, OEMs, media, enforcement – about our rapidly changing workplace.

I believe technology can improve our work environment but at the same time let's keep in mind those 48 laid-off mine workers. Are their lives better today? **TN**



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# Capacity crunch and rates

## Are ELDs already having an effect?

The ink is barely dry on the U.S. electronic logging device (ELD) mandate that took effect Dec. 18, 2017, and the *Gazette 1* posting of Canada's proposed ELD mandate, and already we are hearing and seeing signs of major change and disruptions to the immediate and long-range future of our industry.

For the carriers heading into and out of the U.S., we are hearing from more than just a few, that loads that were hard to come by just months ago are suddenly in abundance.

In a lot of lanes, heading in both directions, the freight available exceeds the capacity. For the first time in a long while, load boards are full, trucks are full, and freight is being delayed getting to its destination as a result of too few trucks being available for the loads that need to be handled.

All this while hard enforcement has yet to begin. (The U.S. FMCSA is under a soft enforcement period until April 1, during which no out-of-service orders are being handed out, and points for violations are not yet assigned to a carrier's safety profile).

Once out-of-service orders come into play, we are likely to see a further tightening of capacity on U.S. lanes. Is the tightening of capacity really a result of ELDs, or just a small blip on the radar? While no one can say for sure with the extremely short timeline since the mandate has come into effect, the increase and associated talk in the industry is hard to ignore.

We are hearing from carriers in the industry that were prepared, that they are being overtaken by load offers they were not receiving before. We are hearing from shippers that a lot of loads, especially LTL loads, are seeing major shortages of trucks to haul them.

Some of the reasons being given include: volume of work has gone up; carriers don't have the capability currently; or the drop or pick is too far out of route (the assumption being with the new ELD rule, a delivery or pick-up that was being done prior, can not be legally done under the ELD mandate).

The good we are seeing out of this in the short-term, from a carrier perspective, is rates are heading northward, and in some cases, significantly. On some lanes we are hearing of 50% rate increases, while in almost all lanes we are hearing of at least 5% increases.

Many carriers, in anticipation of this, and to ensure they were able to keep their drivers on-board and attract new ones, had already adjusted their pay rates upward. Carriers who had prepared, and were ready for the mandate, are currently reaping the rewards.

Those that didn't plan are suffering, experiencing driver shortages,

and either parking their trucks willingly, or being forced to due to the shortage of drivers. For those who were unprepared and non-compliant with the law, the ELD mandate, in the short-term at least, seems to be doing exactly what I, and many others in the industry had hoped for: a removal of those in the industry who were undercutting rates by not complying with the hours-of-service regulations.

Is the news all good? Of course not. As a diehard Maple Leafs fan, a Mike Babcock line comes to mind: "Have no doubt, there will be significant pain."

If the short-term indications are correct, we will see a further

tightening of capacity, we will see a real driver shortage, and we will see increased consumer costs as a result of long-overdue increased freight rates.

As always though, the carriers in the industry who were prepared and ready for the mandate long before they were required to be will come out ahead. For carriers that operate in Canada only, and are not yet affected by the ELD mandate, let what is occurring south of the border be a lesson. Begin preparing now. Check your routes, make sure they can be legally completed, research ELD providers, pick the one that best suits your needs, train



**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.

your operations staff, your IT staff, and your drivers.

Once this is done, turn on the switch before you are required to, iron out the bugs, work with your staff and be ready long before the Canadian mandate is in play. Those who are prepared will reap the rewards; those who are not will feel significant pain. But really, isn't that how it should be? **TN**

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# Cleaner alternatives

Alternative fuels and the shift toward electric-powered work trucks

By Derek Clouthier

Even in the age of skyrocketing oil and gas production south of the border in 2015 and continuing its upward tick today, there is no shortage of alternative fuels available on the market. Liquefied natural gas (LNG), compressed natural gas (CNG), biodiesel, propane, and now, more than ever, electricity is getting some in the industry excited about the possibilities on the horizon.

Many of the possibilities alternative fuels offer have already come to fruition, with several fleets, especially in vocational applications, taking advantage of diesel substitutes.

Many believe now is the time for alternative fuels to close the gap with diesel when it comes to powering trucks for certain applications, including last-mile delivery.

Some of the obvious reasons highlighted during a Green Truck Summit panel included national security, increased domestic fuel production, fuel price volatility, and meeting emissions reduction targets. Other less obvious reasons for the shift toward alternative fuels include improving a carrier's operating costs by lowering fuel consumption and maintenance costs, and extending vehicle life-cycles. Idle-reduction and creating a safer job site by reducing emissions and extending workday hours by reducing noise are also benefits of using alternative fuel and electric vehicles.

Michael Berube, director of the Vehicle Technologies Office, said 70% of the world's petroleum is used for transportation, with 85% of that being on-road. Here are some alternative fuels being used today:

## Biodiesel (renewable biodiesel)

New York City has been employing the use of alternative fuel vehicles for about 12 years now.

Keith Kerman, chief fleet officer for NYC's Department of Citywide Administrative Services, said there are more than 11,000 city services vehicles – police, fire, ambulance, utility – using biodiesel.

Biodiesel is derived from vegetable oil, recycled restaurant grease, or tallow. It is commercially sold as blends with diesel ranging from 5% to 100%. The city started using biodiesel in 2005 after a donation urged them to adopt the cleaner alternative fuel, and the move has been a positive one on several fronts.

"We've been paying dramatically less in fuel," said Kerman, adding that maintenance costs have also been down compared to traditional diesel or gasoline engines.

The NYC Police Department operates the most alternative fuel vehicles of any agency in the city, with 1,833 hybrid units.

Kerman is equally excited about his fleet's future use of renewable biodiesel, an endeavor the city plans to move forward with this year in a testing phase.

Renewable biodiesel offers the chance to reduce greenhouse gas (GHG) emissions, move away from fossil fuels, and utilize existing infrastructure, Kerman said.

## Natural gas

Dan Gage, president of NGVAmerica, said there are currently 165,000 units in the U.S. operating on natural gas, 48,500 of them being heavy-duty trucks. Gage said urban GHG emissions are the problem with diesel.

"It's a simple truth, if we want cleaner air, we need cleaner trucks," said Gage, adding that 74% of heavy-duty trucks are currently not certified to meet the latest NOx emission standards set out by the EPA. Gage believes natural gas is the way forward.

He said it is sustainable, responsible, provides lower fuel costs, and that the cleanest heavy-duty truck engines in the world are powered by natural gas. Natural gas comes in two forms – liquefied natural gas (LNG) and compressed natural gas (CNG).

Natural gas is produced as a fossil fuel or from landfill and water treatment plants. The U.S. is the largest producer of natural gas, and when it is derived from renewable sources like food waste, waste water, agriculture waste, and landfills, emissions are much lower. Cost is also a selling point for Gage.

"Even though diesel is a great price today," he said, "over time there is price stability (with natural gas)."

Gage said many long- and short-haul fleets are slowly transitioning to natural gas, while other applications, like refuse and utility trucks, are around 60% natural gas.

Keshav Sondhi, director of fleet engineering and sustainability for PepsiCo, said 40% of his fleet is powered by natural gas, a shift away from diesel that began in 2011.

"The objective is to use as much of this type of fuel as we can," said Sondhi, adding that natural gas reduces his company's carbon footprint and helps with other operations at PepsiCo.

Even non-road applications such as marine and rail have been exploring the use of natural gas. B.C. Ferries, for example, has nearly completely switched its fleet over to the alternative fuel.



## Propane

Propane is another viable alternative fuel that can be used as a power source, but has fallen a bit from the conversation with the rise in popularity of natural gas, and in particular, electricity.

Propane is a by-product of petroleum refining and is used in a liquefied form (LPG) and along with LNG offers the most range.

Tucker Perkins, president and CEO for the Propane Education and Research Council, addressed propane as an alternative fuel source during the Green Truck Summit a couple of years ago and said there were around 200,000 vehicles in the U.S. powered by propane.

When it comes to propane, the focus is usually on Class 7 and smaller vehicles, but there is growing activity with Class 8 with continuing research on propane-diesel blends.

About 70% of propane-fueled vehicles are in the aftermarket, with the remainder being OEMs. Light-duty vehicles made up 67% of new propane sales in 2015 and 33% came from medium- and heavy-duty. Propane is also becoming the dominant fuel source for school buses.

## Electricity

Electric-powered vehicles (EVs) are certainly having their moment in the spotlight right now, and many in the industry believe that trend will continue. Battery electric vehicles for short range and urban operations are becoming more common. And continued work into range-extended



electric vehicles (REEV) for longer haul applications is ongoing.

The cost to repair electric vehicles compared to diesel, Berube said, is lower.

"All the indications we have is that it's pretty favorable for EVs," he said.

Kerman agreed, saying the cost to repair NYC's fully-electric vehicles is 66% lower compared to combustion engines.

Sondhi said PepsiCo made the move toward electric starting in 2010 with the deployment of 280 EVs.

"Finding the right technologies is great, but you must find the right way to monitor that technology," Sondhi said.

Scott Phillippi, director of maintenance and engineering, international operations for UPS, said with all the buzz around electric, his company sees potential, but challenges, such as cost, weight, and range do exist.

Battery costs have come down significantly over the years, dropping 75% between 2008 and 2016.

But nothing on the market is perfect. "If we wait for perfection it will never come," said Phillippi. "You have to get on the train at some point."

UPS has ordered 125 Tesla Semis and will test out the fully-electric truck once they are released. **TN**

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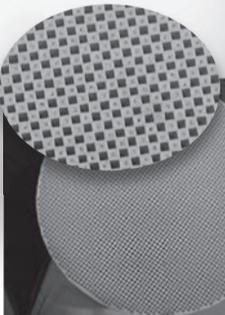
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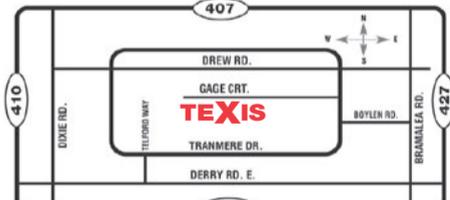
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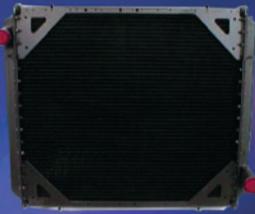
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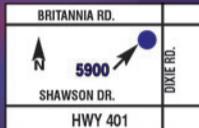
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**(10) 2009 UTILITY 53' TRIDEM REEFERS**  
Thermo King Sb310 Units, Hendrickson Air Ride With 6' And  
6' Spreads, Hd Flat Aluminum Floor, 3 Rows Recessed "E"  
Track, 24" Scuff Liner, Exterior Rub Rail. -1261785



**(12) 2007 MANAC 53' TRIDEM INSULATED VANS**  
Thermo King HK III heaters, Hendrickson air ride suspension  
with 6' and 6' spreads, clean, well maintained units. -1261786



**2013 STOUGHTON 53' PLATE VAN**  
Galvanized door case & bumper, exterior rub rail,  
**like new condition.** -1263595



**(6) 2009 GREAT DANE 53' X 102' REEFERS**  
Thermo King Spectrum multi-temp units, 3 remote  
evaporators, 2 sets of ceiling mounted bulk heads,  
24" aluminum scuff liner, HD flat floor, 1 row recessed "E"  
track, Overhead rear door, Stainless rear door case. -592016



**(20) 2015 HYUNDAI 53' REEFERS**  
Carrier 7300 units, chute & bulkhead, Stainless front  
and rear, vents, Hendrickson air ride suspension, alu-  
minum wheels, tire inflation system, side skirt, trailer tail,  
2 rows recessed "E" track. -1262480



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High cube, Thermo King Super II reefer unit, wood floor, Hendrickson  
air ride suspension, aluminum wheels, tire inflation system,  
Versa tech interior lining, 2 rows "E" track, side skirt,  
galvanized rear door case & bumper, well spec'd, very clean. -1257076



**(50) 2011 - 2013 WABASH & GREAT DANE  
53' REEFERS**  
Thermo King SB210 units, chute and bulkhead, duct floor,  
Hendrickson air ride suspension, 445/50R 22.5 super sin-  
gles, aluminum wheels, side skirts, Trailer Tails, corrugated  
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# Announcements

**Kriska** appoints executive; **Wabash Canada** adds to sales team; and **Tremcar** bolsters western staff.

Thermo King Eastern Canada has announced that it has added **Guylain Belanger** to its sales team. He has more than 25 years of experience as an entrepreneur, account manager, and customer service associate.

Kriska Transportation Group (KTG) announced it has promoted **David Tumber** to senior vice-president. Tumber will report to CEO Mark Seymour. He will provide support and guidance to the general managers of the operating companies at KTG and will oversee operations, commercial leadership,



marketing, safety, logistics, fleet and warehousing.

Wabash Canada announced it has added two members to its sales team. **Don Miller** is the new director of fleet accounts and **Trevor Isaacs** has been named corporate account manager.

Dayton Parts has hired **Mark Colbran** as its regional sales manager for Western Canada, including Alberta, B.C., Manitoba, and Saskatchewan.

He brings experience and understanding of the industry, obtained

from years of experience in both the original equipment and aftermarket segments, Dayton said. He has experience in this territory selling all of the product lines in the Dayton Parts portfolio.

Daimler Trucks North America (DTNA) has announced **Sanjiv Khurana** has been appointed to the position of general manager of truck connectivity. In this newly created position, Khurana leads DTNA's connected vehicle solutions and spearheads efforts to ensure customers receive critical insights that allow them to achieve maximum efficiency, uptime and safety. The position reports directly to the CEO.

Tremcar West has hired **Doug Weir** as general manager of its Weyburn facility and **Kathy Lokinger** as its office manager.

Weir comes into the position with more than 45 years of experience in the oil patch, with a decade at Westank Willock, 29 years at Advanced Engineered Products, and the last few years with Edmonton Trailers Sales and Leasing.

Lokinger was hired last month to lead the Tremcar West office, bringing with her more than 23 years of experience in the oil industry working for Cenovus Energy. **TN**

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## Mark Dalton: Owner-Operator

By Edo van Belkom

### THE STORY SO FAR

Mark is traveling to Winnipeg on Hwy. 17. He checks the forecast and it looks bad, so he chains up long before the snow. After driving a while Mark is wondering if the snow will ever come, but it does eventually hit and when it does, it's a monster.

After a while on the road, Mark comes across a driver stuck in the snow. Apparently, he has chains, but doesn't know how to install them. Mark helps the man out and shows him how to install his chains.

Mark stops to help another driver install his snow chains, but the chains are the wrong size. Instead, he uses a cable to pull the stalled truck out of the snow and then tells the driver he's on his own.

The farther along Hwy. 17 Mark drove, the more vehicles he came across parked on the shoulder. After a while he was passing so many cars and trucks it was impossible to help them all. As he came up on another rig pulled over onto the side of the road, Mark rolled down the passenger-side window and waited for the stopped driver to notice him.

"You alright?" Mark asked.

"Yeah," the man said. "I'm going to wait it out. At least till the plows come through. I should be okay after that."

"Alright," Mark said, rolling up his window. "Take care."

Further along, there was another truck off to the side. This one seemed to be spinning his wheels in the snow, but as Mark passed, the driver gave him a wave as if nothing at all was wrong. Obviously, Mark needed some help deciding just who out on this road needed his help. And so, he called Bud to ask him a question.

"Hello?" Bud said.

"Bud, this is Mark. And before you ask, it's Marksicle Dalton driving the snow-swept Hwy. 17 in Northern Ontario, right around the corner from the Arctic Circle."

"Hwy. 17 isn't anywhere near the Arctic," Bud said.

Mark took a look out his window. "You could fool me with the way the snow's blowing across the highway."

"That bad, huh?"

"Yeah, that bad. I've had my chains



Illustration by Glenn McEvoy

## The Chain's in Command – Part 4

on for hours and I've already helped a bunch of other drivers put theirs on. Even pulled a driver out of the snow whose chains were the wrong size for his rig."

"You're a real hero," Bud said, the sarcasm in his voice almost dripping out of the phone.

"Knock it off!"

After a moment of silence on the line, Bud asked, "Why are you calling me for, anyway? You've got another day before you have to deliver that load. I've got nothing for you right now."

"I'm calling to ask if you've got any of your drivers on Hwy. 17 at the moment. There are so many drivers spinning their wheels here I don't know which ones to help. If any of them are your drivers that would make it easier for me to decide."

"Let me check," Bud said.

Mark waited on the line as he drove past a rig that was parked to the side with its hazard lights flashing.

"Okay," Bud said. "I've got the list right in front of me."

"How many?" Mark wanted to know.

"Including you?"

"Yeah, including me."

"One."

Mark let that sink in for a moment, then said, "Are you kidding me? Of all the drivers working for you I'm the only one in this storm? Where are the rest of them?"

Bud took a moment to respond. "They're all in the U.S. right now."

"Minnesota? Oregon? Maine?"

"No, more like Florida, Texas, and California."

"If you've got so many loads in the southern states right now, why am I the lucky one driving through Northern Ontario on his way to Manitoba?"

"I give my drivers what they can handle," Bud said.

Mark knew it was a compliment, but he wasn't exactly flattered. He'd been driving for Bud for years now and he'd proven himself to be reliable and professional time and again. But instead of getting a sweet load to a sunshine state, he was slogging his way through what looked to be the storm of the century in this part of the province. "I could handle some sunshine right about now," Mark said.

"Okay, alright," Bud said. "You get this load to Winnipeg and I'll see what I can do to get you an extended tour of the west coast. Maybe a day

or two off in Southern California."

"You're just teasing me right now," Mark said as he turned up the temperature of the air blowing against the inside of his windshield to take care of a bit of built-up ice.

"No, I mean it. I'll take care of you."

"Thanks," was all Mark said, knowing that Bud was a man of his word and in a couple of days he'd be worrying whether or not his air-conditioning was working well enough to combat the heat. That would be sweet. And just the thought of warm weather and sunshine was making Hwy. 17 much easier to drive. It was also having an effect on his willingness to help his fellow drivers.

He'd wanted to help those who needed it, and he had helped one driver install his snow chains and pulled another out of the snow. Then he'd stopped to check on two other drivers and neither of them seemed to need or want any help at all.

If he wanted to, he could spend the rest of the day helping people chain up or get out of snowbanks. But he had just over four hours to go before he was into Winnipeg, and after that he'd be headed south. His mind was already turning to warmer weather and the last thing he wanted to do was get out of his truck and get into the cold and wet of a Northern Ontario blizzard.

Up ahead there was another rig that appeared to be struggling to navigate the icy conditions. It was moving forward at a crawl and the drive wheels seemed to spin and skip through the snow. However, just ahead of the struggling rig was a heavy-duty wrecker that had pulled over to help.

Mark pulled wide and drove around the rig and the wrecker.

He'd had enough of helping other people do their job. Fortunately, by now there were plenty of people out on the highway whose job it was to get other people out of the snow and on their way.

Who was Mark to stand in the way of someone trying to make a living? **TN**

*Mark Dalton returns next month in another adventure.*

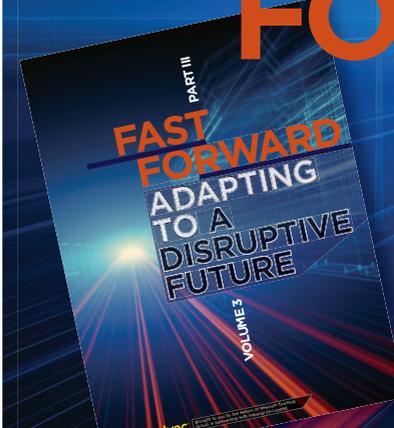
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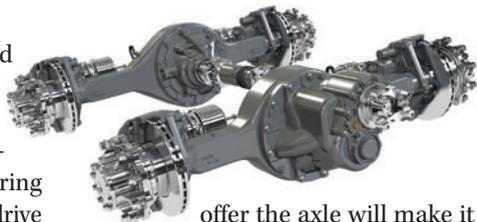
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## Products

Two new **lighter-weight axles** and an updated **tire analytics platform** were among product introductions made by **Dana** at the Technology & Maintenance Council's Spring meetings. The Spicer S172 single drive axle and D172 tandem axle will replace the 170 series, Dana announced. The company said it was able to reduce weight by up to 60 lbs. Both axles come with broad ratio coverage from 3.07 to 6.14.

The S172 is aimed at Classes 7 and 8 applications with a gross axle weight rating of 25,000 lbs and a gross combination weight (GCW) rating of 100,000 lbs. The D172 tandem axle also reduces weight by up to 60 lbs, and is well suited for Canadian linehaul applications or heavy-haul work, with a GCW rating of 160,000 lbs. The first OEM to



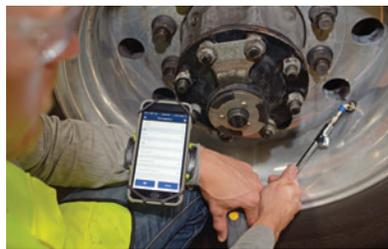
offer the axle will make it available in the second quarter of 2018, Dana said.

Dana also announced the second-generation Rhombus TireAnalytics system. It builds on the initial platform introduced at this show last year.

New features include: greater efficiency in gathering tire data using Bluetooth; life-cycle management capabilities using serialization; benchmarking capabilities; tread wear analytics; and tire performance comparisons by region. Dana said it's the "only system with cradle to grave tracking capability" available on the market. **TN**

**Goodyear** recently introduced its new **Tire Optix tire management program**, which will allow its tire technicians to increase productivity by 20-25%. The new service, part of Goodyear's Total Solutions suite of tools, was announced at the Spring meetings of the Technology & Maintenance Council meetings.

The program provides Goodyear truck tire technicians with a special scanning device, which allows them to electronically record air pressure and tread depth. That information is automatically uploaded via Bluetooth to a cloud-based platform. The



data can be viewed in real-time by the fleet.

If a problem is identified on a tire, a picture can be taken and uploaded for analysis by the fleet. A note can also be made in the app by the tire inspector. The new program is available now through Goodyear dealers. **TN**

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# The Adventures of NEWLAND TRANSPORT

By Edo Van Belkom

**O**n the trailer he's assigned, the tires are a bit worn, but not bad enough to worry about on this trip. Perhaps in a couple of weeks the tires need to be changed, but they would do for now.

**V**ic went into the office to explain the problems with the trailer. When he found the shipper and told him about the problems with the brakes, the man acted genuinely surprised that there was a problem at all.

**T**he shipper offers Vic a different load and he takes it, happy that he didn't have to take a dangerous trailer out on the road.

Two days later, Vic gets another load out of the same truckyard. As he pulls into the yard he sees that the trailer he'd refused was still in the exact same spot it was in before and obviously had not been moved for two days – to be fixed or otherwise.

He gets out of his truck and goes over to the driver.  
 "Are you taking this load?" he asks.  
 The driver nods.  
 "Where?"  
 "Montreal."  
 "No," Vic says, shaking his head.  
 "This truck is not working."

**V**ic wonders if he should get more involved than he already is, but as he's trying to convince the driver NOT to take the load, he manages to hook it up and drive it out of the yard. Then Vic wonders how far he'll get.

The answer was not very far at all. Not more than five miles from the yard, at a four-way light, the truck was sitting with its hazard lights flashing. Apparently, the brakes on the trailer had failed and the semi plowed into the back of another truck sitting at the light. The driver was outside of his truck talking to the police already on the scene and luckily it looked as if no one had been seriously injured. But the driver's career in trucking was likely all but over.

**V**ic is assigned a load from a new shipper out of a truckyard he's never been to before.



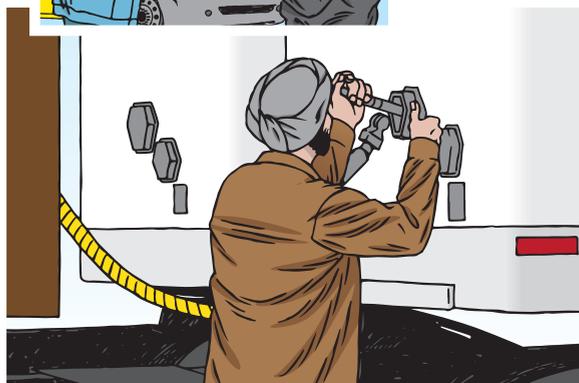
Because he's unfamiliar with the trucking company, Vic makes sure he does a more than thorough circle check, taking his time to make sure everything is in better than working order after he'd hooked up his tractor.



The brakes, however, were another story. There was evidence of all sorts of leaks coming from the rear axles and there were so many air leaks that he was unable to get them to work well enough to get the rig underway.



When they got out to the trailer, Vic pointed out the lubricant and air leaks and the shipper showed concern and apologized for sending a load out on what was clearly a sub-standard piece of equipment. He promises to get the problem fixed and takes out his phone to make a call... presumably to his mechanic.

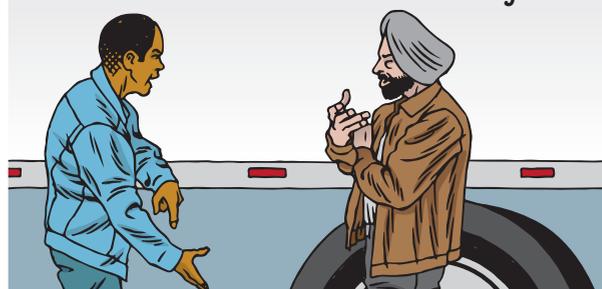


But as Vic is hooking up the trailer for his next load, he notices a tractor pull up to the broken trailer. A man gets out of the tractor and begins preparing the trailer for a hook-up.

"He can't be taking that trailer," Vic says out loud. There has to be some mistake, he thinks, or maybe he's taking it to get repaired.

Vic had to know for sure.

"See? Broken!" "I need job. I have to take it or I have no job."



There seems to be a language barrier. Either that or the driver doesn't want to hear that the trailer is damaged. And as Vic thinks about it, he realizes the man had yet to do a circle check. He decides to point out the problem so there could be no doubt.

**O**r maybe not... At the light Vic pulls over onto the shoulder at the accident scene and gets out to talk to the police officer. Hopefully he can convince the officer that the driver is only partially at fault and the real culprit is the trucking company that took advantage of the man's need for work and convinced him he had to take out an unsafe trailer or there would be no other work for him... ever.



Illustration by Glenn McEvoy

Maintenance  
Best Practices

Driving Uptime



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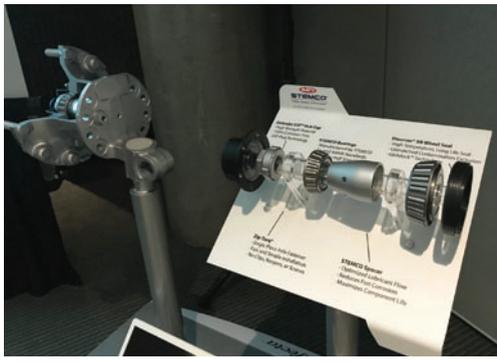
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## Products

Stemco has introduced the **Trifecta pre-adjusted hub assembly**, designed to deliver safety, performance, and confidence. The company showed it for the first time at the Spring meetings of the Technology & Maintenance Council. It was introduced with the support of Webb Wheel, which supplies the hub.



On the safety front, the zip torq wheel-end fastener features an integrated locking mechanism. Installation is easy and mistake-proof, Stemco added. The Discover XR seal with GlideTech technology requires no pre-lube and reduces installation force by 50%, minimizing failure modes.

A new spacer design allows lubricant to flow where it's needed, maximizing spindle, bearing and seal life. It prevents the problem of metal wearing when the wheel

travels down the road, which is an issue with traditional spacers. As for confidence, the new offering is backed by both Webb Wheel and Stemco. It has undergone more than 1.4 million miles of field testing, and the individual components that make up the Trifecta have been proven in real world applications.

Stemco is accepting pre-orders now, with availability on tractor positions scheduled for the second quarter of 2018. It will be offered on trailers later this year. **TN**

Truck-Lite has added a new **Smart-Bridge Integrator (SBI)** to its Road Ready trailer telematics system, which allows the system to integrate with existing trailer devices. The updated system was announced at the Technology & Maintenance Council's Spring meetings.

Truck-Lite also announced it has teamed up with several technical partners to seamlessly integrate their

own systems. These include: Continental (tire pressure monitoring), Purkeys (liftgate charging), P.S.I., Hendrickson, and Stemco. Truck-Lite also introduced a new mobile app, which provides step-by-step instructions for hardware installation and setup. It also allows users to pair trailers with the Road Ready user interface, which previously had to be done at a computer. **TN**

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# Appreciating drivers goes a long way

Trailwood Transport finds success in recognizing drivers

By **Sonia Straface**

## ALLISTON, ONTARIO

For Trailwood Transport, appreciating its drivers has helped it retain its best talent.

The company was founded in July 1984 and was later purchased by the Becksteads in April 2002.

Today, Trailwood boasts 500 trailers, 70 company trucks, and 65 owner-operators. A majority of what its drivers haul are automotive parts to Michigan, Ohio, and Indiana. The other small percentage of what it carries is general freight.

Its main facility and head office is located in Alliston, Ont., and it has another yard in Putnam, Ont.

Trailwood is known by drivers for having immaculate trucks. In fact, according to Norma Clarke, the self-proclaimed jack-of-all-trades at Trailwood, claiming she is in charge of personnel, safety, compliance, and licensing, a majority of recruited drivers enquire about jobs because of the clean equipment it runs.

“We don’t run junk,” she said. “All of our equipment is new. The trucks we have today are 2017/2018 Freightliners. When we get calls from drivers interested in working for us, they always say ‘I noticed your trucks and they all look so clean and new.’ It’s always how the conversation starts.”

Driver turnover at Trailwood is quite good as well, according to Clarke.

“We have a lot of long-term drivers that have been here 18-20 years,” she said. “We have a low turnover. I think drivers like working here because they get home time, they have dedicated runs, and they are able to balance their home and work lives. We really try to accommodate work-life balance for our drivers because we know it’s hard for them to miss family things and miss their kids and such.”

Clarke said that driving for a family business has its perks as well. For example, she said, the company is small enough, and close-knit



Howard and Norma Clarke

enough, that Clarke knows every driver personally and that helps with retention.

“I know all the drivers,” she said. “I know about their kids and their grandkids. So, when they come in, I can talk to them about their families. They’re not just coming into the office to get in trouble or whatever. Even on drivers’ birthdays I’ll make sure to send them a text message or a satellite message to wish them a happy birthday, because I make sure to record all of their birthdays on my calendar so I don’t forget.”

Clarke said this helps all the drivers and owner-operators feel a greater connection to the Trailwood family. She added that Trailwood makes sure its drivers know they are appreciated and it tries to recognize them as much as possible.

“For example, this past winter we had some drivers who went above and beyond for us,” she said. “And we rewarded those drivers with brand new winter jackets for doing that for us.”

For those drivers Trailwood does lose, Clarke says that most of the time, they end up coming back after they get a taste of other carriers out there.

“They always think the grass is greener when it’s not,” she said.

However, like many in the industry, Trailwood is worried about the driver shortage.

“Finding drivers period, is getting so hard,” she said. “It’s a driver’s world right now. They can go anywhere they want and drive. I tell applicants the truth about the job up-front. Because if I lie to them, they’re not going to stay.”

To help get more drivers in its trucks, Clarke said Trailwood is working with driver schools to help get the best and brightest from the programs to work for it.

Training at Trailwood is rigorous as it has a large focus on safety. Trailwood has a number of senior drivers who act as driver trainers when the company recruits a student driver.

“Trainers and students get paired up with a different trainer every week so we can get more than one opinion on the new driver,” Clarke said. “And this way, the student can learn something new and different from a new trainer every week. First week, they go with a local trainer to brush up on any driving skills. During week two, they’ll go with a cross-border trainer and learn border crossing. Then the week after, we put them on with a trainer who has the same run as them so they can learn exactly where they are going. If they need more training after that, then they get more training.”

Howard Clarke, Norma’s husband and the mobile recruiting and safety

trainer at Trailwood says that every driver hired goes through a hard road test regardless of experience.

“The drivers are the face of our company,” he said. “And what we’re looking for are professional and courteous drivers on the road because that’ll always reflect better for us as a company. And so far, we’ve been doing really good so far with that.”

Howard added the company does annual safety meetings. And if something happens throughout the year, like a violation or collision, action is taken immediately. Howard doesn’t have an office within the Trailwood facilities. Instead, he runs a mobile office, where he can go out and train drivers wherever they are.

“I’ll meet with that driver one-on-one within 24 hours to discuss what went wrong and how things could be corrected so it doesn’t happen again,” he said. “I’ll actually do training that is related to what went wrong. For example, if it was an air brake violation, then I’ll do air brake training with them. Or if there was a collision on a left-hand turn, I’ll re-enact it with them to show them how it could be prevented.”

For the Clarkes, their hope for the future of Trailwood is a slow and steady increase of drivers who want to work there.

“I think we’re going to be around for a while,” Howard said. “We’re not going anywhere soon.” **TN**



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



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