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Reach us at our Western Canada news bureau **Contact Derek Clouthier** Derek@Newcom.ca or call 403-969-1506



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JULY 2018 VOLUME 29, ISSUE 6

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Women have long faced challenges coming into the trucking industry, and the image that has been portrayed has evolved over time.

Making the past prologue

All-female panel discuss past, present, and future of trucking

By Derek Clouthier

CALGARY, ALBERTA

The number of women entering the trucking industry remains low, and it's not always easy for those who do.

That's according to a panel of four women with various levels of experience in the industry. Each discussed what it was like when they first entered the traditionally male occupation, how their careers have progressed, and what they would like to see in the coming years.

Speaking during a panel discussion on the industry's image, past, present, and future during the Western Women With Drive event in Calgary May 30, Lora Covinha, president and general manager of Phoenix Truck and Crane, admitted that it was difficult first entering the industry, as her initial impres sion was not an optimistic one.

"I came in with not a very positive perspective on how drivers were being treated," said Covinha, whose husband is an owner-operator.

Covinha said she witnessed firsthand what she called a lack of respect for drivers at times within the industry.

When the opportunity to join Phoenix Truck and Crane arose, it was then that Covinha realized her company was trying to make a difference in the industry, and she wanted to be part of that effort.

Linda Young, vice-president of human resources and people development for Bison Transport, also had reservations about entering the world of trucking, having to be talked into it just to give it a chance.

With experience in pretty much every industry aside from transportation, Young said the level of professionalism she witnessed, as well as what she called frank dialogue, was a deciding factor in her remaining in trucking, and changed her overall perspective.

She said the interest, investment, and effort to improve the people within the industry was another factor that drew her in.

But Young still sees issues when it comes to attracting more women to trucking.

"I certainly see a huge challenge in getting more women into the transportation industry," she said. "That three to four percent number, we can't tolerate that any longer, and that means we have to act."

Young harkened back to a time when there was a childcare issue associated with the hiring of women, and how men had an issue with what that entailed. With solutions now available for the childcare issue, Young said men now need to be enlisted into the same problem.

Christine Van Essen, National Safety Code manager for Ledcor, had no preconceived notions coming into the industry.

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Now accepting applications

B.C. trucking industry thriving, but desperately needs workers

By Derek Clouthier

WHISTLER, BRITISH COLUMBIA

B.C.'s trucking industry is facing a dire employment picture, with 10% of industry positions needing to be filled immediately.

That's according to Ken Peacock, chief economist and vice-president of the Business Council of B.C., who admitted to attendees of the B.C. Trucking Association (BCTA) annual AGM and Management Conference, "I don't know what you're going to do."

With one out of every 10 positions in the industry in the province sitting vacant and companies struggling to find qualified workers, B.C.'s thriving trucking sector is in need of approximately 4,000 people to fill the empty spaces.

And the province's industry is indeed thriving, Peacock confirmed, who said the economic outlook for trucking is a "surprisingly good story."

The industry grew yet again in 2017 from the year prior, while other sectors, such as real estate, residential construction, and oil and gas did not see the same gains they did in 2016.

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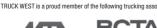
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The buyer bio

The skinny on Canadian buyers of transportation services

The annual Shipper's Choice Awards Survey, conducted by our sister publication Canadian Shipper, publishes the performance of Canada's motor carriers across 8 Key Performance Indicators, as rated by Canadian purchasers of transportation services. The report showcasing those carriers who score above the survey's Benchmark of Excellence is included in the upcoming issue of Canadian Shipper and is also available online at www.canadianshipper.com. In addition to the ratings, the survey also includes key information on the Canadian transportation buyer demographics and annual spend.



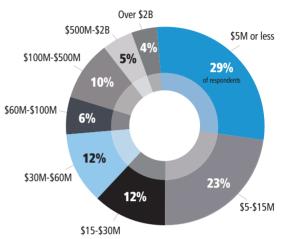
Follow Lou on Twitter @LouSmyrlis.



Canadian purchasers of transportation services by sector

Manufacturing	Third-party logistics	Retail	Freight forwarding	Other
43%	15%	12%	9%	20%

Canadian purchasers of transportation services by annual sales

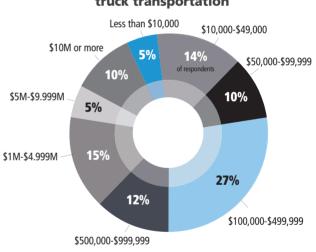


Canadian purchasers of transportation

of respondents

services by annual supply chain budget budget spent on transportation Less than \$100,000 1-20% 81-100% \$100,000-\$500,000 17% 18% 39% 26% More than 13% 61-80% 18% 11% \$10M-\$20M \$500,000-\$1M 11% 14% 20% \$5M-\$10M 21-40% 41-60% \$1M-\$5M

Annual expenditures on truck transportation





Percentage of supply chain

Derek's deliberation

You may be on your own behind the wheel, but you're not alone

It's not often the death of a celebrity - someone I obviously didn't know personally - has an emotional effect on me, but the recent news of Anthony Bourdain's suicide has had a strange impact on me.

For those who do not know who Bourdain was, he was the host of the CNN series *Parts Unknown*, a

travel/food/social issues show that I watched religiously, as I did his previous show on the Travel Channel, No Reservations. I have also read his books, most notably his first, Kitchen Confidential, in which he outlines not only some behind-the-scenes perspectives of the kitchen. but also his own difficult life, including his addiction to drugs, including heroin.

To me, Bourdain was a larger than life personality, and someone I always said had the best job in the world, as he traveled around the globe, eating, drinking, and learning

about the people and culture of so many countries. People opened up to him, and although Bourdain was forthcoming about the demons of his past, I wish he would have been able to open up more about the demons of his present.

This goes for anyone, famous or not, who may have feelings of depression and loneliness and may have contemplated suicide.

Truck drivers are among the highest occupations when it comes to suicide rates. According to the Centers for Disease Control and Prevention (CDC) truck drivers are



in the Top 10 of suicide rates for all occupations, with the numbers only going up with age.

Drivers between the age of 45 and 64 have the highest rate of suicide, and those over 65 are not far behind. A 2016 article indicated that 22 out of every 100,000 truck drivers commit suicide.

Studies have shown that jobs where there is a significant amount of time spent alone, irregular hours, and unsteady employment increase suicide rates.

Other occupations that see high suicide rates include those in con-

> struction, production workers, and the highest, farmworkers and forestry workers.

Choosing a career as a truck driver is a choice people make not for glamour or fortune, but the lifestyle. It's not an easy life to lead, and though some are attracted to the idea of being on their own on the open road, they may not realize the effect it could eventually have. Drivers are alone most of the time, work irregular hours, and most certainly face feelings of loneliness. Being away from family and friends is fine - and at times, welcome – but not to the extent drivers must endure for the sake of their jobs.

All this being said, you never know what's in a person's head. Like I said, Bourdain had the best job in the world. He traveled, drank and ate great food, socialized with so many, had money, fame, and a great deal of respect from the journalistic community, writers, and

political world - Barack Obama reached out to Bourdain wanting to sit down and have a meal in Vietnam, something they did on his CNN show. He even had a young daughter.

This was not enough.

For someone like me who can't comprehend how a person could get to a point where they commit suicide, there is one thing I think I understand about those who do – a person's life is not always as it appears.

Which is why it is so important that people understand they have support and there's help available.

In Canada, visit www.suicideprevention.ca/need-help, and in the U.S., call 1-800-273-TALK (8255).

You're not alone. TW



Derek Clouthier can be reached by phone at (403) 969-1506 or by email at derek@newcom.ca. You can also follow him on Twitter at @DerekClouthier.

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Still some work to be done

Panel talks automated trucks and how they could create 'more desirable' jobs

By Derek Clouthier

EDMONTON, ALBERTA

There may be a consensus on what still needs to be done for autonomous trucks to thrive, but opinions vary on the timing.

A panel addressing freight transitions during the Conference Board of Canada's Autonomous 2018 convention in Edmonton June 7 agreed that infrastructure and training would be key factors if and when driverless trucks were to hit the roads, but it was the 'when' that had the three-person panel at odds.

Chris Nash, president of the Alberta Motor Transport Association, said there is a lot of confusion today around autonomous vehicles and how quickly they will become a reality.

Nash said there are plenty of autonomous trucks being used for certain applications, such as mining, but having them on the road with the general public would not be happening any time soon.

"Public perception of trucking is that it's really not understood," said Nash, pointing out that there is much more to the industry than moving freight from one point to another.

Nash underscored that with such a variety of freight, the notion of moving everything with driverless trucks is something that needs to be carefully examined and tested. He also said the term "autonomous" has a negative impact on those looking to get into the industry, and the focus should rather be on "driver assist," which is where Nash sees the technology at this time.

Marlea Sleeman, president of Sil Industrial Minerals, said she sees autonomous trucks becoming a reality much sooner than many others – though she admitted that she could be dead wrong.

"It's something that evolves with demand and evolves with technology," said Sleeman, adding that driverless trucks could start with simple freight, such as sand, gravel, and water.

She said the transition would

not be difficult, but the technology does need to improve.

"It's not going to make sense to go down that road until we see the level of automation needed," said Sleeman.

Dan Baxter, chief systems engineer of transportation for Stantec, said connectivity would be key to the introduction of autonomous vehicles, as will be what he called "safety infrastructure," which he said must be in tune with autonomous technology.

"I don't like the term 'automation' that much because it implies it is out there not communicating and thinking for itself," explained Baxter, who said when it comes to autonomous technology, the focus should be on both safety for the truck and driver, as well as the public.

Cost was a significant factor according to Baxter determining when autonomous technology would become more commonplace, as he said it is extremely expensive at this time.

Despite its high price tag, Baxter said autonomous technology needs work.

"Don't believe all the advertisements you see," he said, "it's not quite ready."

"Don't believe all the advertisements you see, it's not quite ready."

- Dan Baxter, Stantec

As for the contention that autonomous trucks would eliminate jobs in the industry, Nash put the brakes on the notion, saying jobs in trucking will evolve over time, and positions will change, not disappear.

"It seems like the driver has nothing to do when it comes to autonomous," said Nash, "but there's going to be a lot."

Baxter said there will be a shift from the baby boomers who were drawn to a career as a driver to today's generations that look for more technical roles, and the hope is that all this new technology will create jobs that were not there before.

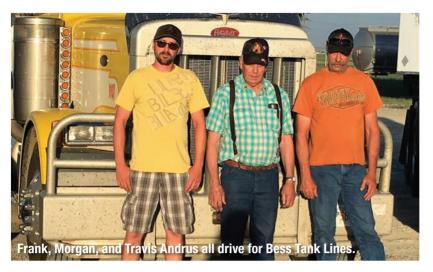
Sleeman agreed, saying that with the driver shortage it's not about taking jobs away, but transitioning the position to a more technical one, which she said would be more sustainable and enjoyable.

Panel moderator Chris Beringer, director of transportation solutions, industry development branch of economic development and trade for the Alberta government, said he believes the new technology being introduced into the industry would make jobs more attractive and desirable to young workers. **TW**



No generational gap

Three generations behind the wheel for Bess Tank Lines



By Derek Clouthier

CALGARY, ALBERTA

It's rare these days to see two generations, father and son, working for the same company. It's even rarer to see three generations.

Frank, Morgan, and Travis Andrus all work for Bess Tank Lines. Three generations working side by side, and the elder, Frank, could not be happier with the family affair.

"Having them working under the same roof is just great," said Frank, who started his trucking career on a small farm in Gem, Alta., in 1960.

Frank eventually worked for Gibson Energy hauling crude oil from Gem to Calgary until 2008 when he joined Cooney's Farm Services. It was then that Frank started with Bess Tank Lines, as the company purchased Cooney's and as Frank said, he "just carried on working for them."

Morgan, Frank's son, started working for his father after completing school, and so far it's been a blast.

The best piece of advice his father ever gave him?

"Don't drive beyond your means or ability," said Morgan, good advice for any driver who sees safety as a priority.

The newcomer, and youngest of the Andrus triple threat, Travis, is a recent recruit for Bess Tank Lines, and he sees a lot of similarities between him, his father, and grandfather.

"I don't believe that there is much difference between us as drivers." Travis said. "If I had to, I would say there's a lifetime of experience on my grandfather's part."

Despite his limited experience hen compared to his family cou terparts, Travis said he has still helped his father with a few things on the job.

"I had to help him with the new electronic logging device from time to time," he said with a chuckle.

Unlike his grandfather, who may be eyeing retirement sometime in the near future, Travis has an optimistic outlook of his future in the industry.

"(I'd like to) own my own truck or company," he said, adding that when it comes to retirement, some place tropical would do just fine. TW





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LETTERS

Stop the race to get through town

Dear editor:

I liked your June article on truck drivers going through Salmon Arm, B.C., and have to say that after living in Salmon Arm for years, I'm fed up with trucks speeding and racing to get ahead of a "slow" truck.

The racing and aggression starts in Calgary all the way to Vancouver. I'd fully support strict enforcement on speed against trucks and agree with Jim Kimmerly's comments.

Many times I've gone through and passed the RCMP detachment going west and see six to eight vehicles parked. Speed goes from 90 km/h down to 70 km/h near McDonald's, and then as you pass the RCMP detachment it drops to 50 km/h Rarely will you see any truck doing the speed limit.

It's a race to get through town before it's back to the single-lane road. TW

David Wale

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BRITISH COLUMBIA

Hiway Refrigeration acquires Eskimo Refrigeration

PORT COQUITLAM, B.C

Hiway Refrigeration announced that it has reached an agreement to acquire Calgary, Alta.,-based Eskimo Refrigeration.

Eskimo provides sales and aftermarket support in Western Canada for products in transport refrigeration, air conditioning, and heating.

In business for 52 years, Eskimo sells and services Carrier Transicold truck and trailer refrigeration and heating units, Red DOT's complete product line, Webasto diesel fired engine and cab heaters, Proheat coolant heaters, and Arctic Fox fluid warmers.

In addition to Calgary, the company has locations in Edmonton and Lethbridge, as well as associate dealers throughout Alberta, British Columbia, and Saskatchewan.

"This acquisition is a major step towards our goal of being Western Canada's premier provider of temperature controlled transportation equipment and service," said Kevin Johnson, president of Hiway Refrigeration. "The move will provide our customers with an enhanced service offering throughout Western Canada."

Eskimo president Robbie Fleming dded, "By combining the Eskimo and Hiway teams, it allows us to grow a strong, consistent customer-focused business that continues the Eskimo/Hiway legacies."

Hiway Refrigeration has provided sales and aftermarket parts and service support of temperature-managed equipment in the transportation industry and other industrial and specialty equipment applications since 1968. **TW**

Trailcon breaks ground on new Edmonton facility

EDMONTON, ALBERTA

Trailcon Leasing has broken ground on its new 20,000-squarefoot facility just outside Edmonton, Alta.

Announced in January, a ground-breaking ceremony was held May 24 at the six-acre site at 11690 Bevington Road where the new building is expected to be completed in the first quarter of 2019, replacing the current location, which was built in 2007.

Trailcon chose the location in Acheson, Alta., because of the proximity to the company's client base, as well as a rich labor pool.

Dave Ambrock will be the Edmonton branch manager once the new facility is complete.

"With our significant growth in business, the new facility will triple current capacity, improve productivity, improve turnaround time for customers, and provide a number of extra options with regards to equipment pool and availability," said Ambrock.

Tremcar West now **ABSA** certified in **Edmonton**

EDMONTON, ALBERTA

Tremcar West's Edmonton location has been certified by the ABSA, the pressure equipment safety authority, to repair and perform alterations on pressure vessels, as well as modifications on pressure rings.

Salvatore Tanzi has been appointed as Tremcar West's propane supervisor. Coming from Westcan Bulk, Tanzi has more than 26 years of experience in the industry.

"We are dedicated to being a full tank service and parts facil ity," said John Sadoway, general manager for Tremcar West in Edmonton. "With our experience in testing and servicing liquid tank trailers and trucks, it was only natural to diversify our services to include pressure vessel certification and repair. Mr. Tanzi's knowledge and professionalism is a great addition to our Tremcar West team." TW



Eight shop mechanics, three mobile mechanics, a service manager, operations coordinator, and two administrators will round out the staff. TW

AMTA names its annual award winners

BANFF, ALBERTA

The Alberta Motor Transport Association (AMTA) doled out a handful of awards during its annual conference, including the Volvo Trucks Provincial Driver of the Year Lawrence Reichert.

Reichert, of Bushell Transport, was the first heavy haul driver to win the award.

Also taking home some hardware was Stan Weber, a bus company pioneer who received the Historical Award.

The Associate Trades Person of the Year went to Sherry Barge, vice-president, client executive and national transportation leader with BFL Insurance, and former AMTA board chairwoman.



AMTA's Volvo Truck Canada Driver of the Year, Lawrence Reichert.

David Cousins of Bison Transport was named Safety Person of the Year, and the Service to the Industry honors went to Grant Mitchell of Westcan Bulk Transport.

John Robinson, a driver for Westcan, was recognized during the AMTA's 80th Annual Leadership Conference and AGM for being named National Driver of the Year. TW





Women in trucking

Continued from page 1



A panel of women discussed their experiences in the trucking industry during the Western Women With Drive event in Calgary on May 30.

Van Essen said her company opened her eyes to more than the stereotype of the old, white male driving long haul. She said the operators she works with are a proud group, something that aided her decision to stay in the industry.

"Of course it is predominantly male at this point, but the operators that I deal with are very knowledgeable and experienced and take a lot of pride," said Van Essen, "and as a young woman coming in, it wasn't easy."

Van Essen's professional relationships have improved over time, but there were challenges when she first stepped into the field and had to work with some more experienced drivers.

"I learned very quickly (the importance of) having to have the appropriate approach... making sure that our operators understood that I'm not there to try to tell them how to do their job," she said. "I can't get behind a big truck and drive it. I have a lot of respect for those people who can, but I personally cannot."

"I certainly see a huge challenge in getting more women into the transportation industry."

Linda Young, Bison Transport

Stephanie Theede, vice-president of human resources at Westcan Group of Companies, never saw herself working in the transportation sector, but now, she can't imagine herself anywhere else.

"We need to get uncomfortable to grow, but when we make ourselves uncomfortable, that's when we are truly going to excel," said Theede, adding that she viewed the industry as an opportunity no matter how intimidating it initially was.

Theede said she did not face any specific challenges when first entering the industry simply because she was a woman, but was rather due to her young age and inexperience.

Being open to communication and learning from more seasoned employees, particularly drivers, helped shape the knowledge Theede holds today.

Theede said one aspect of the industry that should help attract more women is its stability, and with more opportunities on the horizon, trucking should be strongly considered as a career option.

Young added that the industry needs to turn myths into opportunities, dispelling the misconceptions of the trucking sector and shedding a light on what a career in the industry is really all about.

With experience in both male and female dominated industries, Young said one simple approach has helped her career flourish.

"If I'm looking at it from a business perspective and not gender perspective, I end up in a better spot," she said, adding that she can still get bothered when she knows someone treats her a certain way simply "because I'm five-foot-two-and-a-half."

Covinha said she is constantly encouraging more women to get into the trucking industry.

"When Phoenix first started, there were no women drivers in the fleet, and now we have a crane operator who's a woman and about seven women who are driving everything from a pickup truck to a five-ton flat," she offered as an example of some of the progress being made.

Covinha highlighted how companies that support women with children often see more loyalty and trust as a result, aiding in employee retention in the long run.

Van Essen said there are numerous positions available for women in the industry. She added that women should remain confident in their abilities, not pretend to know something they do not, and not be afraid to ask for help when it's needed.

Recruitment and retention topped Theede's to-do list for the future, as well as a need to promote health and wellness in the workplace.

And for Young, the industry may never be the same.

"We are on the cusp of what I would consider a major disruption," Young said, advising companies to stay on top of current trends to be ready for the change. "I don't know what that is, we don't know how to anticipate it, but I'll surely tell you it's going to affect your people." TW

Getting out of your comfort zone

CALGARY, ALBERTA

Margot Ross-Graham provided some motivation for the women attending Western Women With Drive to reach for the stars, saying, "If you are going to always do what you've always done, you're going to be what you've always been."

Telling a story of when she was told by a colleague how she would never be more than what she was at the time, Ross-Graham said women need to be willing to try something others have not been willing to attempt before. Emphasizing the importance of listening, she said being attentive to others leads to success.

"Because I'm a good listener, I'm also a good question asker," said Ross-Graham, adding that a good approach is to take non-practical things and make them practical.

Ross-Graham, owner of Sandbar Coaching and Consulting, addressing women in leadership roles, told the audience to ask themselves if they want to be leaders in their workplace and why it is important to them.

She said people often prop leaders up on a pedestal, make it intimidating to measure themselves against those they admire, and end up scaring themselves away from an opportunity.

"Nobody is 100% ready for that next job, so step into it if it's something you really want," said Ross-Graham.

Joining Ross-Graham on stage was Wendy King, chief information officer/chief operating officer for WCB Alberta, who said some new leaders are great at solving problems, just not the right problems.

King said asking "why" is an essential step to finding the root of a problem before being able to come to a proper solution, no matter how many times you have to ask the question to pinpoint the cause.

King believes providing support to coworkers is another step in the right direction, as it is much better to lean in and support than to lean back and judge.

"I can guarantee you that people will remember that support," she said, adding that people tend to judge others for one simple reason. "Most people stand back because they are afraid."

Addressing the #MeToo movement that highlights inappropriate behavior in the workplace some men have subjected on women, both Ross-Graham and King said they were concerned the movement could have unintended consequences on relationships between men and women professionally.

Ross-Graham said the movement has at times gone to the extreme, where men are afraid to mentor or be left alone with a female colleague for fear of being accused of inappropriate behavior.

King said it is "a shame" that some men now have fears as a result of the #MeToo movement, that the conversation around the issue needs to continue, and workplaces must be a place of mutual respect.

Angela Splinter, CEO of Trucking HR Canada, added that companies should have a system in place for how they would deal with a situation should it arise.

During another panel discussion on the importance of education in transportation, Michael Mooney, area vice-president of Alberta and N.W.T. for First Transit, said it's important to identify an employee's strengths and weaknesses in the effort to improve overall performance.

Whether an employee adheres to all the education they have received, Mooney said some may perform flawlessly when being observed, but fall short out in the field, which means it is not a training issue, but a behavioral one, and can be more difficult to remedy.

Mooney added that setting quotas for performance is not the way to go, as they do not result in employees rising up to the occasion, but rather lowers the bar for the company itself.

"You need to build things that work," he said, "and they need to be evidence based."

As for recruiting, Mooney said hiring procedures should be tailored to what a company is looking for, and with an understanding that different generations and individuals have various skill sets, who can all add to a company's growth over time.

"Everybody is an investment," he said. Amy Richards, vice-president of people and organizational support for Trailer Wizards, echoed the opportunity for employees to work through their strengths and weaknesses, adding that when leaders provide feedback, they learn about the passions and skills of their staff.

She said training and development takes time and can be overwhelming, so a sound approach is to start with the small things and slowly work your way up.

Communication is also important.

"The reason I learned what I learned wasn't from reading a book, I talked to people," said Kathy Fenton, owner of Fenton Bus Lines. "People want to share with you...start asking the questions."

In addition to a pair of panel discussions and motivational presentations, the WWWD 2018 event included a presentation from Women Building Futures (WBF), which helps women receive the educations needed in careers traditionally dominated by men. TW

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A brighter future

Scope and success of WBF's Class 1 driver program continues to grow

By Derek Clouthier

EDMONTON, ALBERTA

It didn't take long for the second graduating class of Women Building Futures' (WBF) Class 1 driver program to get noticed.

In fact, within one week of completing the course, all 10 students were hired into the industry.

In all, 22 women have now successfully graduated from the Class 1 drivers program, 20 of whom are currently working in the industry.

With a near 91% success rate, it's understandable that the staff at WBF is ecstatic with the results of the 10-week commercial driving program, which launched last year with the first

Continued on page 15

Much ado about something

Pine Grove Rest Area safe for now, but lack of rest areas in Canada remains a concern

By Derek Clouthier

WINNIPEG, MANITOBA

Following a public outcry from various Manitoba motorists, as well as the Manitoba Trucking Association (MTA), the provincial government has decided not to close the Pine Grove Rest Area.

Responding to Truck West May 29, the Manitoba government said it was reviewing the previous NDP government's plan to close 12 of 17 rest areas across the province, and Pine Grove was one of two remaining that had not yet been closed.

"It will remain open for travelers, and our government is committed to re-evaluating this NDP plan," the government stated. "Manitoba Infrastructure is currently in the process of reviewing the previous government's decision to close this facility."

As the lone public rest area between Winnipeg and the Ontario border, Terry Shaw, executive director of the MTA, said it is a key location for several association members.

"This is the Trans-Canada Highway," said Shaw. "This isn't some throw-away item." Shaw said some MTA members teach their new drivers to utilize Pine Grove as part of their hours-of-service management plan, making it an essential rest area for driver compliance.

But Pine Grove is just one rest stop, and for years the MTA and other trucking associations have been advocating for more - an issue that will be underscored once ELDs are mandatory in Canada.

"If this rest stop never even got mentioned," said Shaw, "there still aren't enough rest stops."

Shaw pointed to an American Transportation Research Institute (ATRI) study done in the U.S. as evidence that Canada is in desperate need of additional rest stops for commercial vehicles.

"American infrastructure, it's well documented and well known, is better than Canadian infrastructure, and the Top 4 issue on the Top 10issues of trucking companies list was truck parking," he said, adding that hours-of-service and driver health and wellness were not as high on the list as rest areas.

The MTA presented the ATRI report to Manitoba's minister of infrastructure as proof there is a need for more rest stops.

"What are you doing to meet the needs of the road public and the provincial economy, such as the trucking industry?" questioned Shaw.

Shaw had also heard from various media outlets that the government was reviewing several rest areas in the province, not just Pine Grove, and made a request to sit down with the government and review which areas would potentially be impacted.

With a new conservative government leading the province over the last two years, Shaw understands there will be a different approach compared to the NDP.

"They are a significantly different government than the one we saw...we had 17 years of NDP now we have two years of conservative, so we know they are focused on reducing costs and financial tightness," said Shaw. "So we didn't want to bombard them with our infrastructure plan, we wanted to see what theirs was and critique and provide input."

The MTA met with Manitoba Infrastructure late in 2017 to discuss what its long-term funding plan would be moving forward for infrastructure in the province. Shaw said the MTA had ideas that were not provided at that time, as the association was waiting for the release of the plan, which was due to be unveiled this spring, but as of the end of May, had not been announced.

Communication between the new provincial government and the MTA has been a concern for Shaw.

"The lack of communication consultation from the department (of infrastructure) is something we've seen in the past," said Shaw, recognizing that he does not believe the absence of communication on the Pine Grove Rest Area was by design, but rather an oversight.

Shaw said he heard of the potential closure of Pine Grove through the media and other concerned parties, not from the government itself.

Though there are alternative places to stop in the area around Pine Grove, they are smaller, causing issues for trucks, not open 24 hours, and privately owned, which means motorists must make a purchase to use the facilities.

"What seems like a reasonable alternative to (the government)," Shaw said, "may not necessarily be considered to be a reasonable alternative by the trucking industry." TW



Alberta Motor Transport Association

THIS MONTH'S CROSSWORD PUZZLE Answers on page 35

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- Engine synonym,
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Back-pay for drivers upheld by B.C. court

VANCOUVER, B.C.

The B.C. Court of Appeal ruled in favor of container truck drivers in late May, dismissing the appeal of two trucking companies seeking to challenge the Container Trucking act.

The appeal sought to overturn a lower court's interpretation of the act that upheld back-pay and damages for drivers.

Ten fleets were involved in the lower court attempt to overturn parts of the act, but only two - Gantry Trucking and TSD Holding - continued to appeal.

The act was introduced after a March 2014 strike by container drivers saw a shutdown of the Port of Vancouver for four weeks. Among other things, the act sought to raise pay for drivers as part of a Joint Action Plan with the government to get them back to work and bring stability to the sector.

While the action plan was implemented March 27, 2014, the act itself didn't come into effect until October of that year. The act specified pay and fuel surcharge rates were retroactive, some companies have argued the new rates shouldn't be in effect until the date the legislation was passed.

Justice Hunter's opinion on the case said the legislation made the intention to have the increase in rates be retroactive.

'This intention was well known at the time the walkout ended and was made clear during the consideration of the draft legislation," he said. "There is no substantial risk that those companies who are called upon to pay the rates will be surprised to discover that they are effective as of the dates set out in the regulation."

The continued fight over wages has resulted in multiple fleets being fined in court as a result of failure to pay wages owed. Contempt fines have also been levied against companies refusing to follow court orders.

Unifor national president Jerry Dias said the union will continue to work with provincial and federal governments, as well as within the courts, to create a system that is fair.

Since the act was introduced in 2014, over \$2.5 million in wages and fines have been imposed.

Unifor is seeking to have the rates increased again, lobbying the B.C. government to raise rates and hourly pay by 2.6% by fall 2018. **TW**

B.C. container truck drivers see boost in enforcement and rates

VANCOUVER, B.C.

The B.C. government has committed to beef up enforcement and increase trip rates and hourly wages for container truck drivers.

"Our government has heard clearly from the container truck industry that more needs to be done, urgently, to help make things better for truck drivers, and we're taking action," said Claire Trevena, minister of Transportation and Infrastructure. "We're putting more money in the pockets of drivers by increasing trip rates and hourly wages, and empowering the commissioner to look at the overall rate structure. These are the first of many steps we are

starting immediately to make sure Canada's busiest port runs as efficiently as possible while ensuring the sector's long-term stability and competitiveness."

The rate increase is the first container truck drivers have seen in four years. Effective June 1, trip rates and hourly wages will be raised 2.6% for licensed container truck drivers serving the Port of Vancouver. The minimum daily call-out rate will also increase to \$300 from \$200.

The overall rate structure's review will include looking at payments on a round-trip basis and the regulation of off-dock trips, with final recommendations due this fall.

On the enforcement side, the B.C. container trucking commissioner will have more capacity to enforce and investigate existing regulations with additional auditor and investigative support.

The Tag Management Policy and its impact on the industry will also be monitored by the container trucking commissioner, with improvements expected in the fall.

Unifor, a Canadian union representing 315,000 workers, said the B.C. government's announcement will help container truck drivers "earn a decent living and move closer towards peace at Vancouver's ports."

"Unifor worked hard to negotiate a plan that all sides agreed to," said Jerry Dias, Unifor national president. "Unlike its predecessors, this government is moving to faithfully implement the signed plan." TW





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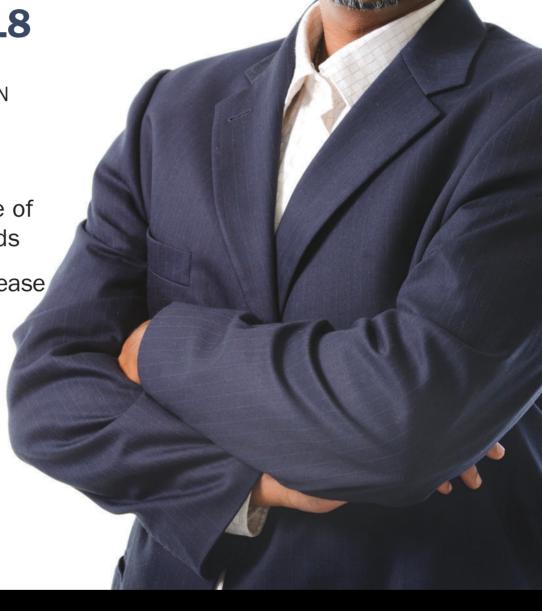
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WBF Class 1 training

Continued from page 11



The second graduating class of WBF's Class 1 driver training program.

class of 12 women graduating in September.

The second group celebrated the completion of the course April 27, and along with continued success of the Class 1 program has come additional industry partners to help make it a success.

Westcan Bulk Transport and Caron Transportation Systems were first to step up and sponsor the program. And now, Trimac Transportation, Rosenau Transport, and Watt and Stewart have joined the party, with all industry partners looking to reap the benefits of a highly skilled pool of women drivers from the WBF program.

"These companies are industry leaders," said Heather Markham, brand and marketing manager, strategic communications for WBF. "They have all collaborated closely with us which has been essential to the success. Together, we have ensured there are regular debriefs and 'lessons learned' and we keep in touch far beyond graduation in the effort to gather continuous feedback.

Markham said the key to the success of the WBF Class 1 course is based on awareness, the admissions assessment process, program development, and industry partners.

"We know that women experience unique barriers when entering the trades beyond the ability to get training, including stereotypes around the type of work women can or should do, and questions about whether women are appropriate or successful in the trades," said Markham. "WBF has the ability to reach women and educate them about opportunities for training and employment in the transportation industry."

In addition to a thorough assessment process of all applicants, the program itself was developed with the assistance of industry experts, and includes more than driver training, including guest speakers, ride-alongs, a scale visit, fitness and nutrition, and an introduction to Commercial Vehicle Enforcement, among other facets.

For women looking for training that addressed the unique needs and challenges women face in male-dominated positions, Markham said WBF would be a smart choice.

"WBF is so important for women because they are trained in a supportive environment by instructors who understand the unique needs of women," said Markham. "They come to WBF because we do things differently - we pride ourselves on offering ongoing support services and boast about our high employment rate."

WBF also looks for advice from past graduates.

"We brought back a few alumni from the first program to gather their feedback now that they have been working for over six months to ensure we keep an eye on continuous improvement with the program," said Megan Bates, manager of industry relations for WBF.

Markham said interest in the Class 1 program has grown in two ways - the number of women applying to take the course, and the number of companies looking to partner with the program.

"With a new program, momentum builds with every cohort," she said. "As more women see WBF alumni being successful as professional drivers they can see themselves in that role, and as more companies see the WBF alumni succeed with industry leading companies, this attracts great interest."

The predicted driver shortage expected to impact the industry in both Canada and the U.S. could use a significant number of new drivers, and women, which are underrepresented in trucking, would certainly help alleviate the effect of that shortage.

"We know the transportation industry is one that offers long term, rewarding and stable careers," said Markham. "We are encouraged by the efforts being made to look at how to best bring diversity into the industry in a way that is successful, and we thank the industry for trusting WBF to be a partner in these efforts."

WBF will hold its first Work Proud Summit Oct. 2-4 in Edmonton. With the theme "Trade Perspective," the summit will address issues that impact businesses and best practices that create workplaces that meet the challenges of the next generation.

Visit www.workproudsummit.ca for more information. TW



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B.C. needs workers

Continued from page 1

But with job vacancies plaguing the trucking industry, growth, which is projected to continue, could be hindered in the coming years.

Alberta was second on the list of provinces that are experiencing a shortage of workers in the trucking sector, with 5% of positions needing to be filled, half the number B.C. is grappling with. Ontario, Quebec, and New Brunswick are all hovering around the 4% vacancy mark, which is also the average for all industries when it comes to vacant positions.

B.C.'s economic outlook was overall a positive one for the past four to five years, as it has been the country's growth leader during that time. Peacock said that could slow in 2018, with labor scarcity a contributing factor.

Real GDP is expected to fall from 3.9 in 2017 to a projected 2.3 this year. Housing was a significant influence in that estimate, with housing starts dropping slightly, as well as retail sales slumping in 2018.

Canada's economy has and will mirror B.C.'s, according to Peacock, who said the country's economy, which has been doing well in recent years, is expected to ease the brakes this year and next, going from 3% growth in 2017 to 2% this current year.

"I don't know what you're going to do."

 Ken Peacock on the shortage of workers in trucking industry

The U.S. on the other hand is on a solid economic footing, Peacock said, despite what he called "toxic politics."

With 34 continuous quarters of positive GDP growth and employment continuing to rise, Peacock said housing starts are climbing south of the border and business investment is rising, outperforming Canada on that front.

Peacock said Canada's business investment has plunged, and policy makers must address the issue of capital investment if that is to turn around.

The U.S. economy is projected to expand by 2.5% to 2.8% in 2018.

Change your words

Customer service strategist, author, and speaker Jeff Mowatt said changing the way you speak to your customers can make the biggest difference in your results as a business.



The BCTA's Volvo Trucks Canada Driver of the Year, Gordon Price.

Opening the BCTA's annual conference, Mowatt said, "If we can just choose our words a little more selectively, we get more significant results."

Mowatt highlighted the Top 7 customer expectations during his presentation, starting with value.

Contrary to popular belief, customers do not always look for the cheapest service or product, said Mowatt, but rather for the value in what they are purchasing.

Acknowledging your customer's time and needs is also important, as is being honest with the message you are offering, and your knowledge, not just of your product, but the needs of your customers.

Convenience and empathy toward your customers were other areas Mowatt addressed, as was selection, which revolves around the "rule of three."

"We give them information because we feel it's our role to inform our customers, and that used to be true," explained Mowatt, saying customers today are faced with too much information and too many options, which should be narrowed down to three.

Mowatt said people are simply looking for some "aid" from their service providers – analysis, interpretation, and direction – when it comes to making decisions.

In addition to the seven items customers look for, Mowatt said building and maintaining loyalty is a vital cog in any successful business model.

"Sometimes we're nice but friendliness can sometimes backfire," Mowatt said, breaking the myth that simply being friendly to a customer leads to loyalty.

Mowatt said the key to customer loyalty is the ability to make their job easier and make them appear smarter.



Customer service strategist, author, and speaker Jeff Mowatt.

Smoke signals

The B.C. government said driver and public safety is a key focus with the impending legalization of cannabis.

Mike Farnworth, minister public safety and solicitor general for the B.C. government, said the trucking industry should be concerned about what he called the "biggest public policy change in Canada in decades," which will have an impact on the transportation industry.

He said both his government and the industry share a focus on safety, highlighting changes to the provincial motor vehicle act creating a 90-day prohibition period when an enforcement officer has reasonable grounds to believe a driver is impaired by alcohol or drugs.

"We support the trucking industry as it relates to the proposed changes in legislation around cannabis," said Farnworth.

During his address to BCTA conference attendees, Farnworth thanked carriers in the province that helped during last year's devastating forest fire season, which

burned 1.2 million hectares of land in the province.

"I can't tell you how much that meant," said Farnworth.

He also addressed mandatory entry-level driver training, saying the provincial government has asked the Insurance Corporation of B.C. to review the training process and recommend any improvements that are needed for the program.

Driver of the Year

Gordon Price, a driver with 32 years of experience behind the wheel, accident-free, was named the Volvo Trucks Canada Driver of the Year during the BCTA's annual conference.

Price, who drives for DCT Chambers, was in the news not long ago for saving the life of a woman, Patricia Galloway, whom he found on the side of the road while hauling wood chips from Chemainus to Nanaimo, B.C.

Galloway's last memory was stepping out of her house to look for her cat, and next thing she knew, she was waking up in an ambulance, thanks to the assistance of Price. **TW**

Support needed

Alberta truck stop needs support from industry if it is to thrive

By Derek Clouthier

NISKU, ALBERTA

If you're looking for some grub, a place to rest, or simply a place to unwind after a long haul on the road, Nisku, Alta., may be the place for you.

Just south of Edmonton, Alta., Blackjacks Roadhouse has been catering to truck drivers since 2009, but those who run the facility are seeing reasons behind the continued recline of the traditional truck stop in Canada.

Owner Clarence Shields has been in the hospitality industry for 45 years, including the truck stop business for more than 30. Starting with the Nisku Truck Stop, a 24-hour restaurant, bar, and games room for the first 20 years, he opened Blackjacks after selling his former operation on Alberta's busiest corridor, the intersection of Hwy 2, 19 and 625.

The business has expanded three times to meet the needs of both the Nisku Industrial Park and the trucking community it relies upon so greatly.

Blackjacks is now over 20,000 sq.-ft. and is licensed to seat 850 customers and house over 160 units in its truck parking area.

"The trucking industry has played an important role in the success of Blackjacks," said Tyler Grant, social media manager for Blackjacks. "We estimate that over 60,000 trucks utilize our parking facilities yearly."

This is not a surprising figure considering the response Truck West received in its effort to gain feedback on the best truck stops in Western Canada on Twitter

this past month. Several Twitter users lauded the Central Alberta truck stop as one of the best in the region, and not just for the services it offers.

But not all are using those services, which can pose challenges for the business' bottom line.

"A recent two-week-long onsite study in 2016 showed us that less than 25% of more than 160 truckers parking at Blackjacks each night actually supported us," Grant pointed out. "Many just using Blackjacks as a free place to park, or drop their load."

"I understand now why more and more privately owned truck rest areas are disappearing."

Clarence Shields, owner of Blackjacks Roadhouse

Shields said he expanded the services and infrastructure of Blackjacks in 2017 in an effort to offer more to the trucking industry in the hopes of increasing the number of drivers utilizing the facility.

Currently, Blackjacks offers truckers a 24-hour restaurant, bar, games room, 10 executive showers and laundry facilities, parking for more than 160 trucks, shuttle service to local attractions, a



Blackjacks Roadhouse is considered a good place for truck drivers to stop and rest, and several have been taking advantage.

state-of-the-art weight scale with an 18' platform to accommodate oversized loads, Wi-Fi coverage throughout, and video monitoring and LED lighting covering the entire site, something Shields said was mandatory for female drivers.

"Blackjacks wants to be a trucker's 'home away from home' when they are required to park over night or for that 36 hour reset providing all the essential services they need," said Grant. "Studies have shown that 30% to 35% of all commercial truckers in Canada park illegally every night. Those numbers should alarm everyone in the industry."

But despite the effort to entice increased commercial truck usage at Blackjacks, Shields is concerned that several drivers take advantage of the location.

Shields said every morning they are forced to "collect garbage and pee bottles thrown into his yard," and that some carriers drop oversized loads without notice despite signage that recommends otherwise.

"Surprisingly it is most of the major carriers who take advantage of my prime location using my site as a free relay or transfer yard," said Shields. "I understand now why more and more privately-owned truck rest areas are disappearing."

As a result, Shields said Blackjacks will be implementing a \$10 pay-to-park program for all truck drivers parking for longer than three hours at the location.

"Those who park will receive a \$5 coupon that can be used toward any purchase at Blackjacks Roadhouse," said Shields. "So realistically, they can expense the \$10 and pick up \$5 for just parking at my facility."

Shields said it has become difficult to support the trucking industry with the lack of support he sees from those who reap the benefit of his services.

"The industry must realize that they must support facilities that provide the full compliment of services their drivers require," he said, "or rest stops such as mine will continue to disappear." TW





Permits & Licensing

Tax on the Oregon Trail

Ah, vacation time. You've packed the car and hit the road, but there's this niggling feeling that you've forgotten something.

Is the stove on, or maybe the iron? Do you have your bathing suit?

It's only after you get back from basking in the sun that you see the pink notice in the mail from Oregon DOT.

What? Suspended? In the rush to file your IFTA return in April and plan your summer getaway, you forgot about that reminder from Oregon asking you why you filed a "nil" return when you actually had distance in January. Now your Oregon motor carrier account has been suspended.

What to do?
First of all, how the heck does
Oregon know you had distance in
their state in January? Well, I'll tell
you: Oregon Ports of Entry. There
are six, and they keep track of
when you enter and when you exit.

Oregon is an anomaly in the motor carrier tax world. Unlike other states that charge a mileage tax, Oregon does not collect fuel taxes on heavy trucks. They count on mileage taxes for a higher portion of their revenue, so you'd better report your distance correctly and on time because

Oregon is dead serious about enforcing the rules.

The good news is, typically, Oregon people are pleasant to deal with. Here's what you need to know:

Reporting responsibility

Oregon requires motor carriers operating commercial vehicles on public roads within the state, and with a gross weight over 26,000 lbs., to report and pay weight-mile tax. Tax rates vary depending on how heavy the vehicle will operate at during the reporting period, so

You'd better report your distance correctly and on time because Oregon is dead serious about enforcing the rules.

you'll be asked to declare the vehicle's lowest and highest weights when you apply for your Oregon operating authority. You'll get a printed "Weight Receipt and Tax Identifier" with these tax-declared weights on it to keep inside the cab. Most motor carriers report mileage tax on a monthly basis. If you report your taxes on a quarterly basis, the reporting period is each calendar quarter. Carriers without an established account must carry a temporary permit and pay tax up front at the time of issue.

Paperwork

Oregon requires all carriers to keep daily records of vehicles used during the current reporting period, and that they keep records for a minimum of three years. Retention periods may be longer when the records are also used for registration (IRP) or fuel tax (IFTA) purposes.

Distance records from onboard recording devices or vehicle tracking systems can be used provided they meet all the necessary tax-filing requirements and can be printed upon request.

File no matter what

Motor carriers with established accounts must carry credentials and file reports even when there are no operations in Oregon and no tax is due. Failure to do so could result in suspension of the account and penalties equal to 10% of the late tax.



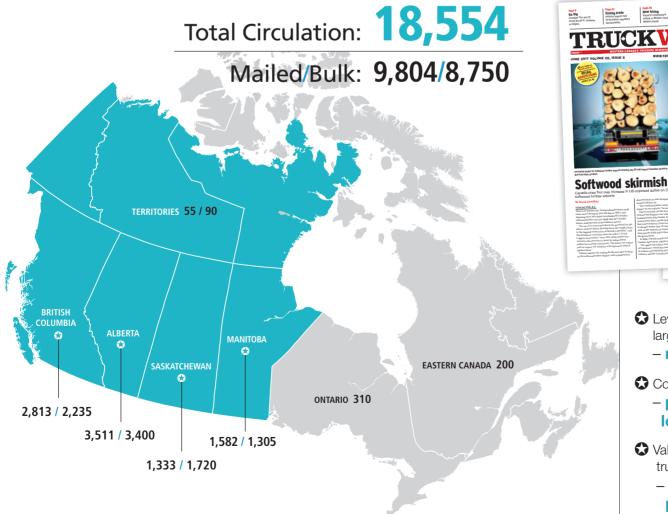
Sandy Johnson has been managing IFTA, IRP, and other fleet taxes for more than 25 years. She is the author of the book, 7 Things You Need to Know About Fleet Taxes, and operates northstarfleet.com, which provides vehicle tax and license compliance services for trucking operations. She can be reached at 1-877-860-8025 or info@northstarfleet.com.

Oregon can also suspend your account when you file a tax report with zero mileage and zero tax paid but operations were observed. That's the pink slip from the example at the start of the column.

With fuel efficiency improving and potentially putting fuel-tax revenues at risk, distance taxes are getting a lot of attention as a way to raise infrastructure funds. There may come a time when vehicles use telematics to automatically record and transmit mileage to governments for you and governments can just charge your account.

Until then, just make sure you file your tax return. Those Oregon people are nice, but they want their money. **TW**

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Body, Mind and Spirit

Making healthy snack choices on the road

A huge advantage to bringing snacks from home is that you have the choice to bring healthy snacks that will not only make you feel better but help you get trimmer.

What can you bring? Let's brainstorm.

Protein is a good place to start. The advantage with a protein snack is that it will keep you satisfied longer. Some great protein snack ideas are hard-boiled eggs and hummus dip (there are several varieties on the market including a hummus made with beets). Bring all kinds of nuts; almonds, and pistachios are fantastic choices. Pack some Greek yogurt, and be careful you don't pick the kind with all the added sugar. Greek yogurt has a higher amount of protein, so it will keep you full longer. Cheese sticks, or a reasonable portion size of cheese are also good choices. What is a reasonable portion size? One ounce of cheese is about the right amount. What about low fat versus regular cheese? That's up to you, but it really isn't a deal breaker as long as you eat a healthy portion size. If you love a certain kind of cheese, enjoy it rather than choking down something you think lacks flavor. Another great choice is to go to your deli and pick up healthy chicken or turkey breast (free from nitrites). Turkey pepperoni sticks are also an easy protein snack source, and again, choose the nitrite-free version.

By replacing
high sugar and
carbohydrate snacks
with healthy protein,
veggie, and fruit
options you will be
much better off and
you will notice your
energy levels
improve.

Let's add some pizazz to our protein choices. How about a little salt and pepper on the hard-boiled egg and add a few precut veggies to make a healthy combo? You can add a little hot sauce to your egg if you like the extra heat. The nice thing with the veggies is it is easy to pick up the precut versions at your local grocer, and they taste delicious with a hummus dip of your choice.

Now I am going to introduce some of you to jicama, which is a fantastic veggie a lot of people have never tried. It is a cross between and an apple and a potato. It is eaten raw and tastes great in salads as well. It is usually found near the potatoes, ginger, garlic, and yams. Sometimes we need a change from those carrot sticks.

Try making a roll with a couple of pieces of thinly sliced chicken breast with some slices of pickle inside or pickled asparagus and/or pickled beans. The pickled veggies really kick up the flavor of the meat, and a little cheese will also bring your snack to the next level. The Laughing Cow cheese triangles are great added to the chicken and pickles for more flavor.

Add your favorite fruit to Greek yogurt to sweeten naturally and add cinnamon for even more flavor.

Greek yogurt can also be made into a healthy dip for vegeta-



Donna Benjatschek is an experienced health and nutritional coach based out of Calgary, Alta. Her participation in the Healthy Trucker initiative has launched a passion for helping people in the transportation industry live the benefits of healthier food and exercise choices. Donna can be reached at donnabenjatschek@shaw.ca.

bles by adding 3/4 tsp of garlic powder, 1/2 tsp of onion powder, 1/2 tsp of dried dill, 1/4 tsp kosher salt, 1/4 tsp of Worcestershire sauce, and 1/8 tsp of cayenne pepper. You can top with some fresh diced green onion or chives. Mix the ingredients together and serve. It can be saved for up to three days in your fridge.

By replacing high sugar and carbohydrate snacks with healthy protein, veggie, and fruit options you will be much better off and you will notice your energy levels improve.

If this is a drastic change from what you are used to, start off changing at least one snack a week. Give it a try...your taste buds adjust and soon you will be craving healthier choices. **TW**

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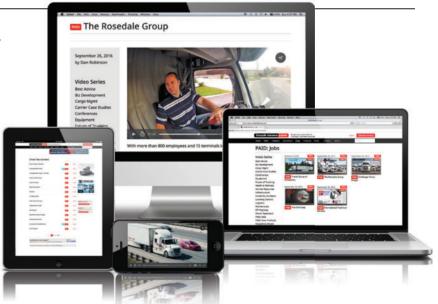
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Petrol Points

No government can control pump prices

"We all learn from our mistakes," a yet-to-be-named sage once said out loud, to no one, and to which I counter to myself, just don't make the mistakes in the first place and go back to sage school.

It must be a relief to the beleaguered populace of British Columbia now that the "you know what" has been nationalized and attention can now revert to other parts of the country and other issues.

But can the rest of the country learn from the still-not-solved B.C. debacle?

At the time of writing this report, the polls in Ontario were just opening. The floodgates of confusion now flood the land of the confused.

This looks like a two-party race between the PC Party and the NDP with the leader of the former promising to cut gasoline prices by 10 cents a liter while the NDP are calling for gas and diesel prices to be regulated, which is another form of nationalization.

The first offer by the conservatives shows that they need to go back to the Pump Pricing 101 handbook.

No politician anywhere in this country has any control whatsoever over the cost of crude. The cost is established on the global stage.

The wholesale portion of the price in Canada, thanks to NAFTA, follows those in the U.S., so there is no control north of the border.

The retailer, or pump margin, is set by local market conditions that are determined by the retailer, not necessarily the oil companies, so that too is out of political control, or better put, interference.

The NDP's plan to regulate prices needs clarification.

How would they do this? Prices are regulated in the Maritimes and parts of Quebec and are based on the daily NYH futures cash price movements. These are tracked by a provincial government panel that adjust the pump prices if they are out of line with the NYH changes.

This is what the oil companies did before regulation anyway sinc prices in the east, including in Ontario, follow the daily NYH prices.

Any formal plan to regulate, (another word for control), gasoline and diesel prices may result in the withdrawal of U.S owned refiners in the Sarnia hub.

This would force the Ontario government to either own or - oh my God, please, no! - run them; or, import gasoline and diesel from

our friends in the U.S.

Is this beginning to sound familiar?

In Alberta, the oil industry is being abandoned by investors due to misguided governmental policies and lack of direction. Now they are further intimidated by the nationalization of the Trans Mountain pipeline.

The future of the oil sands was being controlled by a three-member Green Party propping up a minority NDP government.

Any formal plan to regulate, (another word for control), gasoline and diesel prices may result in the withdrawal of U.S owned refiners in the Sarnia hub.

In Ontario, the race is a tie, which could be broken if the Liberals can retain party status.

This would entail them supporting either the PCs or the NDP, neither of whom know anything about gasoline or diesel pricing methods nor the energy industry in general.

Electing a new political leader is a game. A game where declining the penalty is not an option open to the Ontario voter.

Never too late to learn? Not sure about that. TW



Roger McKnight is the chief petroleum analyst with En-Pro International Inc. Roger has more than 25 years of experience in the oil industry. He is a regular guest on radio and television programs, and is quoted regularly in newspapers and magazines across Canada.





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Shopping for shunt trucks

Experts weigh in on what to look for when choosing your next yard truck



By Sonia Straface

The days of choosing a simple shunt truck are long gone. Today, there are countless spec's and options to add to your yard truck to make them last longer, and get the demanding job done. We spoke to yard truck dealers and experts to ask them about shopping trends they're noticing today and what customers should be looking for when choosing a shunt truck.

Forget the gimmicks

"The biggest change I've noticed is the days of the gimmicks are done," said George Cobham Jr., vice-president of sales and marketing with Autocar dealer Glasvan Great Dane. "There is a lot of pressure to improve reliability on these trucks. A lot of changes on our end have been made to make wiring more reliable, and to improve aftertreatment systems. Little nifty features are what we find not selling the trucks these days. It's all about reliability. People need productive trucks."

An example Cobham Jr. cites to exemplify this are cool door controls.

"Things that used to be mechanical, went to air operated or operating on solenoid," he said. "But a lot have gone back to mechanical, because it's all about making these things heavy-duty and high-cycle. It's neat to have a door open and close at the push of a button, and I'm sure a lot of these spec's work great in the southern states. But that's not where we are. These nifty gimmicks that maybe were hatched for a port in California, don't survive up here."

Consider leasing

Many more buyers are opting to lease instead of owning their yard trucks, explained James Blake, vice-president and general manager of Tico dealer CheckerFlag Leasing.

"More and more customers are opting for the full-maintenance lease," he said. "Which means we are responsible for all the maintenance. Because they don't want to worry about all the maintenance. They want to know their budget for the next two to three years. It's the biggest trend I've seen today, and I think it's because it's just such a benefit to customers. Plus, we have 24/7 maintenance so they can call us day or night."

Maintenance on shunt trucks is of the utmost importance, Blake said.

"They take a beating, but every crossdock needs them – and with a full-maintenance lease, you don't have to worry about when one of them goes down."

Think about comfort

"Just like highway drivers, shunt truck drivers – the cab is their office," Blake said. "They need room to move around. They need space for their lunch. And they need comforts like every other driver gets."

Blake said newer shunt trucks have a lot more room than their older counterparts. "And that's a good thing," he said.
"More room, more visibility, and
there's more ergonomics. Because
it doesn't matter if you're driving
a shunt truck or a highway truck,
it's competitive to get drivers right
now. So, anything you can do to
make it better for them, it makes a
difference."

Blake added that most opt to choose a more comfortable seat for the driver because of the nature of the job. Radios are also a common spec' Blake sees customers going for.

"It's not necessary but it's a comfort," he said. "The drivers can hook up their phone or iPod if they have music on there, too. There's CD players too. Sometimes, people like to work with background noise. Even in my office, I turn on the radio sometimes."

Go green

Kalmar Ottawa says it's the first to market with its T2E electric terminal tractor. The manufacturer claims the new shunt truck produces less noise, vibration, and of course – emissions. Kalmar Ottawa says going electric will cost operators less in the long run (as they're saving big bucks on fuel) and has

fewer moving parts, saving you on maintenance costs.

"We're excited about this," said John Uppington, sales manager at Kalmar Ottawa for the Tallman Group. "We just launched this last month (in May) so right now we are just going through a process with interested customers asking them a lot of questions to make sure the trucks will work for their application."

And if you're worried about downtime, Uppington says you shouldn't. Kalmar Ottawa recommend using opportunity charging during breaks, lunches, and shift changes.

"The truck will last up to three shifts a day this way," Uppington said. "And that's pretty significant for us."

Don't forget the warranty

Arguably the most important part of the shunt truck shopping experience is talking about the warranty, said Cobham Jr.

"If you're buying, you have to ask questions about warranty and you have to be specific," he advised.
"At the same time, if and when you're returning a truck, warranty is important. Above all, questions need to be asked and warranties need to be consider whether you're buying on- or off-road trucks."

And while both on- and off-road trucks have aftertreatment and standard warranties, Cobham Jr. says to think hard about upgrading them.

"Spending a few thousand dollars on upgrading the warranty, can save you many more than that in your third, fourth, or fifth years. People were just not buying extended warranties back in 2005-2010, even 2012. We are asking people to look into that now. It makes the customer experience better when they don't get an unexpected bill in those third, fourth, fifth years."

And while the initial cost is steeper than most would like to pay for an extended warranty, Cobham Jr. says, in the grand scheme of things, it's not that much.

"We attempt to talk to every customer about the warranty and if they're not interested, then that's okay, but we explain to them about the best customer experience," he said. "Amortized over the five-year lease or finance, it's really not a lot of extra money. They're doing it on the highway truck side, but then when it comes to yard trucks it's ignored and people forget they can have all the same issues as a $highway \ truck, plus \ the \ problems$ that go along with hydraulics. It's important to consider those warranties for sure." TW

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WHEELBASE, WHITE IN COLOR, CIM 16"
WHITE GRAVEL BOX W, ASPHALT PKG, PINNACLE INTERIOR 245/907026 FORM INTERIOR. 315/80R22.5 11R22.5 REAR TIRES, STK#JM994109 -1261875



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MX-13, 510 HP, 18 SPD TRANS; 13.2K/46K MXLE(S), 4.30 RATIO, AG460 SUSP; 236" WHEELBASE, 4 WAY LOCKS, 11R24.5 TIRES, STK#JJ995666. -1261860



2018 KENWORTH T800

HIGHWAY TRACTOR
62" ACFT SLEEPER, CUMMINS ENG; X15,
565 HP, ULTRASHIFT TRANS; 13.2K/40K
AXLE(S), 3.91 RATIO, AG400L SUSP; 224"
WHEELBASE, BLUE IN COLOR, STK#JF995664 -1261863



2018 KENWORTH T370 FEED/GRAIN TRUCK

PACCAR ENG; PX-9, 350 HP, 14.6K/40K AXLE(S), 5.57 RATIO, HAS402 SUSP; 220" WHEELBASE, 4 WAY LOCKS, 315/80R22.5 FRONT 11R22.5 REAR TIRES, STK#JM993046. -1261874

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2013 KENWORTH T800

2013 KENWOHTH T800 HIGHWAY TRACTOR 62" ACFT SLEEPER, PACCAR ENG; MX-13, 455 HP, 13 SPD TRANS; 14.6K/40K AXLE(S), 3.90 RATIO, AG460 SUSP; 212" WHEEL-BASE, WHITE IN COLOR, 295/95R22.5 BASE, WHITE IN 11R22.5 TIRES, 768,897 \$65,000 STK#DR958714A. -1266237



2016 KENWORTH T880 DAYCAB TRACTOR

PACCAR ENG; MX-13, 500 HP, 18 SPD TRANS; 14.6K/46K AXLE(S), 3.91 RATIO, 199" WHEELBASE, WHITE IN COLOR, DAY CAB, GRAY INTERIOR, 11R24.5 TIRES, 4 WAY LOCKS 315,118 KMS, STK#GJ978625. \$129,900



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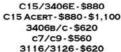
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MP8-505C Eng., 18 Sp., 13.2/46 Axles, 243" W/B. Stk#026223 -1264664



2019 Anthem 64T Daycab

MP8-505C Eng., mDRIVE-HD, 13.2/46 Axles, 197" W/B, Stk: 027791 -1266752



2013 CHU613 Tank Truck

MP8-505C Eng., 18 Sp., 14.6/46Axles, 16000 L alum tank, Stk: 005829 -354182



2015 GU714 Combo Vac Truck

MP8-505M Eng., 18 Sp., ITI/Arctic series DOT 4200 gal. S/S combo vac unit, Stk: 013016 -354184



2019 GU714 Chassis

MP8-505C Eng., 14 Sp. mDRIVE-HD., 20/50 Axles, 300" W/B, Stk: 026127 -1264705

MP8-415C Eng., mDRIVE, 14.6/40 Axles, 20' NeuStar grain box, Stk: 023809 -1041492

2018 CHU613 Grain Truck

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2019 MACK ANTHEM 64T DAYCAB TRACTOR

70" HR SLEEPER, MACK ENG; MP8, 445C HP, M-DRIVE TRANS; 12/40 AXLE(S), 3.36 RATIO, MAXLITE AIRRIDE SUSP; 233" WHEELBASE, WHITE IN COLOR. -1266639



2018 MACK CXU613 DAYCAB TRACTOR

MACK ENG; 445 HP, TMD12AF0 TRANS; 12 & 13.2 AXLE(S), 3.55 RATIO, AL461 SUSP; 197" WHEELBASE, STK#JM087869 -1265894



2018 MACK CXU613 HIGHWAY TRACTOR

70" MID RISE SLEEPER, TMD12AFO TRANS; 12 & 40 AXLE(S), 3.58 RATIO, MAXLITE SUSP; 227" WHEELBASE, STK#JM085940. -1265895



2018 MACK CXU613

DAYCAB TRACTOR
MACK ENG; 445 HP, TMD12AFO TRANS; 12 & 13.2 AXLE(S), 3.73 RATIO, AL461 SUSP; 203" WHEELBASE, STK#JM088030. -1265892



2018 MACK CXU613 **HEAVY-HAUL DAYCAB**

MACK ENG; 445 HP, AUTOMATIC TRANS; SILVER IN COLOR, STK#JM087611, -1262862



2014 MACK CHU613 **HIGHWAY TRACTOR**

60" MR SLEEPER, 505 HP, 18 SPD TRANS; 12,000 FA, SILVER IN 46,000 BA AXLE(S), AIR RIDE SUSP; 231" WHEELBASE, \$152,600 WHITE IN COLOR, 1 KMS, STK#17017. -1261115 \$59,000



2008 MACK CXU613 HIGHWAY TRACTOR

70" MR SLEEPER, 485 HP, 10 SPD AUTO TRANS; 12/40 AXLE(S), 3.55 RATIO, AIR RIDE SUSP; 233" WHEELBASE, LOADED, NEW SAFETY, THERMOKING UNIT, DUAL EX-RATIO, AIR RIDE SUSP; WHITE IN COLOR, 650,000 KMS, HAUST STK#17001. -797451 \$24,000



2012 MACK PINNACLE CXU613 **HEAVY-HAUL TRACTOR**

STK#16009. -482213





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2018 MACK GU813 DUMP TRUCK

MACK ENG; MP8-505, 505 HP, M-DRIVE AUTOMATED TRANS; 16,500 LB / 46,000 AXLE(S), 3 58 RATIO AIR SUSP 201" WHEELBASE, WHITE IN COLOR, STK#50459. -1260652



2018 MACK GU813 DUMP TRUCK MACK ENG; MP8-505, 505 HP, M-DRIVE AUTOMATED TRANS; 3.58 RATIO, 201" WHEELBASE, WHITE IN COLOR, DUMP TRUCK RIGGED AND READY, 16,500 LB FRONT AXLE, 46,000 LB REAR AXLE, STK#50460. -1260653



2018 MACK CXU613 HIGHWAY TRACTOR

48" FLAT TOP SLEEPER, MACK ENG; MP8-445C, 445 HP, 12 SPD TRANS; 13,200 LB / 40,000 LB AXLE(S), 3.40 RATIO, TWIN Y BEAM SUSP; 209" WHEELBASE, WHITE IN COLOR, STK#50415. -751693



2018 MACK GU813 DUMP TRUCK

MACK ENG; MP8-505, 505 HP, M-DRIVE AUTOMATED TRANS: 3.58 RATIO. 209" WHEELBASE, BLACK IN COLOR GRAVEL TRUCK SPEC, STK#50446 -869854



2019 MACK ANTHEM DAYCAB TRACTOR

MACK ENG; MP8-445, 445 HP, 12,000 LB / 40,000 LB AXLE(S), 3.08 RATIO. MAXLITE 40 EZ SUSP: 180" WHEELBASE. WHITE IN COLOR, STK#50531, -1265884



2018 MACK GU813 DAYCAB TRACTOR

MACK ENG; MP8-505M, 505 HP, M-DRIVE AUTOMATED TRANS; 205" WHEELBASE, WHITE IN COLOR, HEAD ACHE RACK, DUEL LED STROBE LIGHTS, STAINLESS STEEL 1/2 FENDERS, POWER WINDOWS/LOCKS STK#50416 -713277



2019 MACK ANTHEM

70" STAND LIP HIGHWAY TRACTOR MACK ENG: MP8-445, 445 HP, M-DRIVE TRANS: 12,000 LB / 40,000 LB AXLE(S), 3.08 RATIO, MAXLITE 40 EZ SUSP; 227" WHEEL-BASE, BLACK IN COLOR, STK#50579 -1265695

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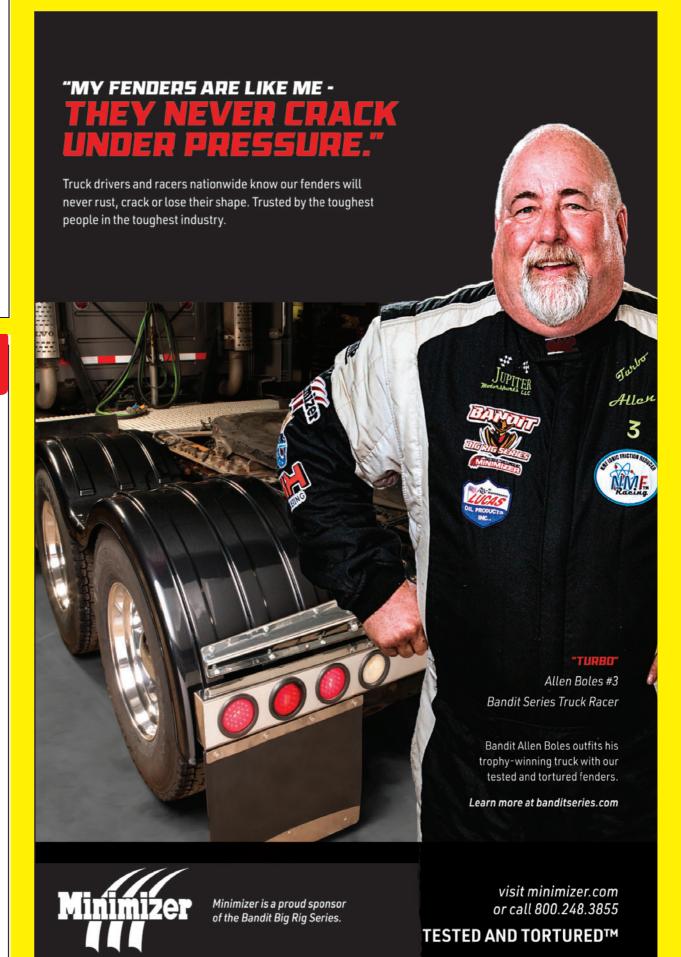


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Leveling the playing field for the trucking industry



CTA president Stephen Laskowski speaks during the AMTA's 80th Leadership Conference and AGM.

By Derek Clouthier

BANFF, ALBERTA

In business, it's important to have a level playing field.

The Canadian Trucking Alliance (CTA) has made achieving this its top priority, and the effort will address five key issues to reach its goal.

CTA president Stephen Laskowski underscored the five areas that need to be addressed during the Alberta Motor Transport Association's (AMTA) 80th annual Leadership Conference and AGM in Banff, Alta., starting with Driver Inc.

In a nutshell, Driver Inc. is when a truck driver is hired by a company and then incorporates him/herself without any equipment (unlike an owner-operator). In doing this, these drivers drive the truck with no source deductions and remit nothing to the government. This is illegal.

"There's no free lunch, everybody pays taxes," said Laskowski, adding that labor is currently the trucking industry's biggest struggle and there are no consequences for those participating in Driver Inc. "This is the biggest issue we need to fix and it's fixable."

Laskowski said Canada Revenue Agency must make an example of offenders, and show that there is no gray area when it comes to tax contributions.

Laskowski said source deduction payments from both the employee and employer represents between \$12,000 and \$15,000 per driver, and to reach \$75 million per year it would take 5,000 misclassified drivers, or less than 2% of the total population. If 25% of all drivers were misclassified, it would cost the industry over \$1.12 billion annually.

"This is a big level playing field issue," he said. "It's taking away good drivers from companies doing the right thing."

Delete kits – which have stemmed from frustrations with cold starting and breakdowns – was the next issue raised by Laskowski.

The CTA president said the industry should be proud that it is the leading freight transportation sector investing in environmental equipment, and carriers cannot pick and choose their principles.

"You can't play that game as an organization," Laskowski said, adding that the CTA has brought this issue to the federal government.

Hours-of-service (HOS) and electronic logging devices (ELDs) is another issue.

Underscoring that ELDs do not change HOS regulation but rather moves them from paper to electronic platforms, Laskowski said in the past it was the customer that benefitted from non-compliance.

"I don't think we can be defeated by the past, but we can learn from it," he said, confirming that the industry does not want drivers who are fatigued and non-compliant.

Fleet safety compliance is another area that will help level the playing field for the industry.

Laskowski said the industry's dedication to safety is evident, in that since the mid-90s there has been a 66% decline in the fatality rate from large truck collisions despite a 75% increase in truck traffic.

Labor compliance was the final aspect of the CTA's five leveling of the playing field effort.

Despite the fact that federally-regulated long-haul drivers must be paid overtime after 60 hours, more complaints are filed from the trucking sector than all others combined when it comes to this issue.

The CTA has been working with the government to develop a compliance document to address this concern. **TW**

Having a drug policy in place is essential for carriers

By Derek Clouthier

BANFF, ALBERTA

The main takeaway from a panel discussion on the legalization of marijuana could not have been clearer – companies must establish a drug and alcohol policy, and a good one.

The panel, which was held in Banff, Alta., during the Alberta Motor Transport Association's (AMTA) 80th annual Leadership Conference and AGM, were in agreement that impairment in the workplace must become a point of emphasis.

"Impairment is impairment, and whether it's legal or authorized or not makes no difference," said Dr. Melissa Snider-Adler, chief medical review officer for DriverCheck.

Snider-Adler made the point that alcohol is legal, and employees cannot come to work impaired, and the same goes for cannabis.

Ryan Wass, executive vice-president of HighStreet Insurance Group, agreed, saying carriers must invest in the training and education of



Panelists discuss the impact of legalized marijuana during the AMTA's 80th Leadership Conference and AGM.

staff when it comes to impairment and marijuana use because when something goes wrong, the courts will look at a company's efforts to prevent an incident from occurring.

"Investing in a policy that can identify what impairment looks like will be of critical importance to you," said Wass.

Wendy Doyle, executive director of the office of traffic safety for Alberta's Ministry of Transportation, said the basic goal for carriers is not allow drivers behind the wheel if they are impaired.

Doyle said the government has been working on a new policy to address impairment for about a year, with impairment from cannabis added to the policy. Dr. Xiangning Fan, director of medical services for Alberta Labour, said companies should have a conversation with employees about impairment to educate on risks and company policy procedures.

"Workers have a role to play to make sure the workplace is safe," she said, adding that workers do understand and care about how a coworker's actions could impact them in the workplace.

Snider-Adler said there is no debate over the impairment effects marijuana has on individuals, whether regular users or not.

She added that recreational use of the drug is not protected under human rights, so having a policy in place to address this matter is vital. There are, however, human rights issues to consider if a person is using cannabis for medical reasons, which also requires a strong company policy. Snider-Adler admitted that much of the onus of determining impairment is placed on the employer, which means companies may need to hire someone who is capable of dealing with the task.

Wass added that testing for marijuana impairment is difficult and right now can't be defined legally speaking.

He said to carriers in the room that if they do not update their drug policies, they will be made an example of by the courts should an incident occur. **TW**

WCB changes could impact some carriers

By Derek Clouthier

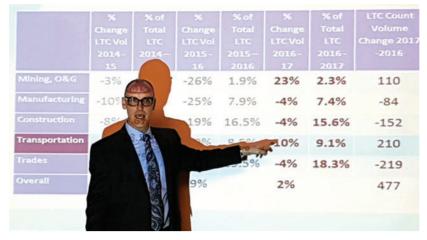
BANFF, ALBERTA

Some key changes to the Workers' Compensation Board (WCB) legislation slated to kick in Sept. 1 could have an impact on some carriers.

Pieter Lambooy, vice-president of operations for WCB of Alberta, said the obligation to reinstate continuous employees of your organization, as well as some changes to healthcare contributions will take effect soon, and employers need to be aware of what they mean to their business.

As of Sept. 1, the new WCB legislation (Bill 30) will offer seven alterations, including extending the window for an appeal to two years; removing the cap for maximum compensation earnings (current cap is \$98,700); enhancing benefits for severely injured young workers (aged 25 and younger); improved benefits for all surviving spouses; interim benefits for workers or employers in the appeal process and in necessitous circumstances; continued coverage for workers under their employer's health benefits plan; and the obligation to reinstate for continuous employees.

Under the new health requirements, employers will be required to make health benefit contributions when a worker is absent from work due to a work-related injury if contribu-



Pieter Lambooy outlines upcoming changes to WCB regulations during the AMTA's 80th Leadership Conference and AGM.

tions were already being made to the employee and the worker continues to pay for the contribution. If this is the case, the employer must continue to make contributions for up to 12 months after the date of the injury.

With regards to an employer's obligation to reinstate, Lambooy said it would be wise to focus on two areas – prevention and modified work.

"If you can really invest in training right now then I think it's really going to pay off," Lambooy said of prevention, adding that new employees have a significant increase in the chance of getting injured on the job during their first six months of employment.

Having a modified work program in place is also important

to managing your biggest controllable cost. If an employee does get injured, having a modified work plan in place right away when they are capable of returning to work is key.

Modified work plans also lessen the chance a worker will need a pension claim, which comes at an average cost of \$250,000.

Lambooy said about 75% of workers in the trucking industry come back to work with modified duties following an injury.

Lambooy also pointed out that WCB claim costs are on the upswing due to several claims in the payout process and others being added. The rise in claims is a result of what Lambooy said was 8% to 10% growth in the industry following the recent downturn in Alberta.

Rates are driven primarily by claim costs, so with increased claim costs, carrier rates go up.

In the general trucking category, the disabling injury rate from 2016 to 2017 rose 8.41%, and the lost time claim rate also increased by 6.64% between the same timeframe.

The average number of disability days went from 35.7 in 2016 to 42.7 in 2017, a 19.61% increase. And the modified work percentage dropped 5.2%

Overall, Lambooy said the trucking sector remains in a positive position when compared to pre-2014 numbers, but the risk is that the short-term trends could become long term.

WCB has also launched its "Training on the Job" program, which offers employers wage subsidization, risk coverage, where injuries sustained during the program are not charged to the participating employer, workplace modification, and training costs.

The program enables companies to test out a potential employee, with WCB taking on much of the costs, such as partial wages and training, to help the worker become "employable."

Employers can then decide whether to hire the program participant; if not, Lambooy said, the worker has at least been trained and is employable. **TW**

Alberta government aims to improve road safety

By Derek Clouthier

BANFF, ALBERTA

In the wake of the tragic collision involving the Humboldt Broncos bus, Alberta Minister of Transportation Brian Mason said government must take a more robust approach to ensure road safety.

Speaking during the Alberta Motor Transport Association's (AMTA) 80th annual Leadership Conference and AGM in Banff, Alta., Mason said the provincial government is also looking at the safety, design, and sightlines of major intersections.

"I've asked department officials to start a comprehensive review of intersection safety in Alberta," Mason said, adding that alternative designs will be considered to increase safety. "Statistics show that roundabouts can reduce fatalities by up to 9% and injuries by 8% at intersections where they've been installed. That's a very significant difference."

At the forefront during the aftermath of the Humboldt bus collision is driver training, an area Mason said his government will address.

"It needs to be put on the front burner in light of this terrible tragedy," he said. "This is something where I want involvement from the industry very much."

Mason said driver training needs to address whether drivers have enough training and experience to operate the type of vehicle they are driving and the type of load they are carrying.

The Alberta government is looking at mandatory entry-level driver training in the province, but no decisions have been made, and the cost a program would impose on the industry is being taken into consideration.

"It's important that we have the right regulation, not under-regulation, not over-regulation," Mason said.

Mason also discussed the rapid change technology has brought to the industry.

He said autonomous vehicle research has become more sophisticated and driverless vehicles will be "on our roads very soon."

"It needs to be put on the front burner in light of this terrible tragedy. This is something where I want involvement from the industry very much."

 Brian Mason on mandatory entry-level driver training

"It will change how we do transportation planning and it will change how we think about transportation," Mason said. The Alberta government is currently working on a regulatory framework that will allow for the use of autonomous and platooning vehicles on roadways to ensure they are tested in the safest way possible.

That framework is expected this year.

Mason said there are presently tens of thousands of jobs available in the transportation industry in Alberta, all of which may be affected in the future by new technologies like automation.

"There's no stopping technological change," he said. "We need to decide how to adapt to it and how to adopt it in productive ways."

The provincial government's capital spending going forward will be reduced, said Mason, to "more normal levels."

An investment of \$26.6 billion will be invested into capital spending over the next five years, with nearly \$8.6 billion going to transportation projects, \$5.6 billion for highway and bridge projects. **TW**

Mark Dalton: Owner-Operator

By Edo Van Belkom

THE STORY SO FAR

Mark is in a coffee shop outside Calgary where a trucker is on the phone with a company that's late in paying. The man makes a spectacle of himself and Mark offers to give him a few pointers on how to collect money owed.

Mark gives the man a few pointers and encourages him to call the company back. He calls again and manages to get them to agree to send him a check later in the week...

Mark shook hands and waved goodbye to the driver who he'd helped with the collection of an overdue invoice and walked back to Mother Load with a spring in his step. Usually, whenever Mark helped out another driver there was some sort of risk involved, something a bit dangerous. But this encounter had been easy and pleasant and the result – now there was at least a chance the man might get paid – made it all the more satisfying.

But as Mark climbed up into the cab of Mother Load and started up her engine, he wondered if he, himself, had any invoices that were currently overdue. It was possible since Mark was sending out invoices daily and it seemed he received payment electronically, or confirmation of payment made, on almost a daily basis and if one or two payments were late, he might not realize it unless he specifically checked.

Which got him thinking. Do I have any overdue accounts?

He'd just picked up his mail the day before but hadn't yet gotten around to looking through it. He also hadn't checked his accounts in a few days so it was entirely possible that he had payments overdue.

It wasn't until he hit the sixth month in his history that he realized that there were two companies he drove for on a semi-regular basis that hadn't paid him on time.

His first instinct was, of course, to be angry. He had provided a service in good faith, used his own money to provide fuel and a vehicle to move someone else's freight. He had delivered that freight on time and the customer was reaping the benefits of that delivery – especially since they hadn't paid for any of it.

Mark took out his phone – took a deep breath to calm himself – and made a call. Luckily, this was a company he'd dealt with before and he knew the woman in payables by her first name. Her name was Amanda and Mark realized that knowing the payables person by their first name was probably a good indication that he shouldn't be working for that company in future. Every

I have an (in) voice - Part 3 -





time he had to track down a payment, it was costing him money and the easiest way to avoid that was to do work for someone who paid on time.

"Hello, this is Mark Dalton calling," he began. "I transported a load for your company last month and submitted an invoice – I have the number handy if that's a help."

Throughout the conversation he remained polite and professional, asking if a payment plan would help and then offering to swing by to pick up the check. Amanda said there was no reason for that since his invoice had somehow fallen through the cracks. She would be authorizing payment and if all went well he would have his check within two weeks.

Mark thanked her and said he would let her know when the check arrived. With the first call out of the way, Mark moved on to the second overdue account. This was a different situation where he had delivered just one load for this company (on Bud's recommendation) but hadn't done another job for them in months.

"Hi, this is Mark Dalton calling. I carried a load for you late last year and sent an invoice but haven't heard anything back from you..."

"Your name again?" It was a man's voice and just from those three words, Mark detected a condescending tone.

"Mark Dalton," he said, already feeling like this was a lost cause. He went on to explain the date, load, pick-up location and drop-off destination,

and gave the invoice number and day it was submitted, but the person on the other end had no information about any of it.

"We've switched over to a new accounting system and a lot of things have gone missing."

Mark's heart sank. "Is that right?"

"Yeah, you're not the first person that's called today about their invoices."

"You don't say."

"I can put your name and invoice at the top of our payment schedule, but I really think it might make things go quicker if you resend the invoice along with any other information you have on the load. When our system gets back up to speed at least we'll have all the information we need to facilitate payment."

"Oh, I'll send the invoice again," Mark said, his voice even and steely. "And I'll send a copy to the collection agency I use."

There was a moment of silence on the line. "Oh, you don't have to do that. I'm sure we'll get to the bottom of this in short order."

Mark could only shake his head. "When you say WE, you really mean just YOU."

"No, there is more than one person in my department. I have a supervisor..."

"Can I speak to him or her right now."

"Unfortunately, they're off until next week."

"I'm sure they are."

"I have an idea," the man said. "We have a load going out tomorrow on a super tight deadline. If you'd like to take that – it pays top dollar – you can piggyback your other invoice onto this load and get paid even quicker."

Mark was stunned. The payables person was asking him if he wanted another load when they were already three months overdue on their payment for the last job he'd done for them. It was at that moment that Mark realized he would never be seeing a dime from this company without the aid of a collection agency.

"It's a rush job. Has to be in Chicago by the end of tomorrow."

"Sounds good," Mark said. "I'll be there in the morning, bright and early."

"Terrific, and don't worry this time – we'll make sure we pay on time."

"Sure, sure," Mark said.

Mark hung up and put Mother Load in gear. He had a load due in Vancouver by Wednesday and was a thousand miles from Toronto at the moment and would be hundreds of miles further away by tomorrow morning. His only regret was not being able to see the shipper's face when he realized Mark wasn't showing up for his rush load in the morning. Or ever. If they wouldn't pay, Mark, and hopefully every other trucker out there, wouldn't work for them. In the trucking business, just like in life, what goes around comes around. **TW**



Freightliner debuts electric Cascadia, M2

By James Menzies

PORTLAND, OREGON

Daimler Trucks boldly proclaimed it intends to be the world's leader in electric trucks, and it showed for the first time its electric-powered eCascadia and eM2 for the North American market.

The announcements and electric truck debuts came at the company's Capital Market and Technology Day here June 6, in

front of investors and media.

"The Freightliner eCascadia and eM2 are designed to meet customer needs for electrified commercial vehicles serving dedicated, predictable routes where the vast majority of daily runs fall between 45 and 150 miles," said Roger Nielsen, president and chief executive officer of Daimler Trucks North America (DTNA). "These innovative trucks reflect DTNA's commitment to bring practical, game-changing tech-



nology to market. The eCascadia, utilizing North America's bestselling Class 8 platform, and eM2 106, based on one of the most in-demand medium-duty truck designs, are built on validated, series production trucks in extensive use by our customers every day."

The eCascadia boasts up to 730 peak horsepower, with batteries located at the axle ends that produce 550 Kwh of usable power. It'll have a range of up to 250 miles and can be recharged to 80% of its power within 90 minutes, providing another 200 miles of range. It's aimed at regional distribution and drayage applications. It's capable of handling a gross combined weight rating (GCWR) of 80,000 lbs.

The eM2 medium-duty truck produces 480 peak horsepower, with batteries that provide 325 Kwh of capacity for a range of up to 230 miles. It can be charged to 80% within an hour, provid-

ing another 184 miles of range. It's designed for local distribu-

tion, pickup-and-delivery, food and beverage delivery, and last mile logistics applications. The eM2, said Nielsen, represents the broadest range of opportunities that are practical today. It has a GCWR of 26,000 lbs.

"Our primary goal at DTNA is bringing vehicles to market that are safe, reliable, and efficient. Heavyduty electric vehicles present the greatest engineering challenges, but they also are the best learning laboratories," Nielsen said. "We have decades of experience in successfully producing durable commercial vehicles in high volumes that stand up to the demands our customers place on them. We now bring this unmatched experience and expertise to the electric truck category."

Martin Daum, head of Daimler Trucks globally, said electrification is not new to Daimler. He noted the company produced a Fuso eCanter prototype as far back as 2010. Daum said Daimler will work closely with customers to jointly gain knowledge of how to use electric trucks, and in which segments to do so. Daimler also launched a new electrification strategy dubbed EMG – its e-Mobility Group. **TW**

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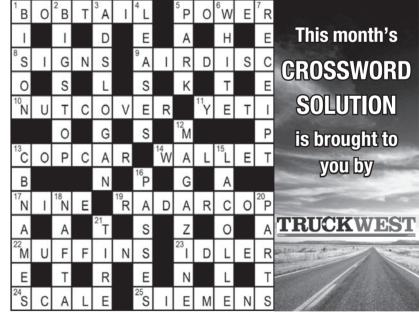
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The Adventures of

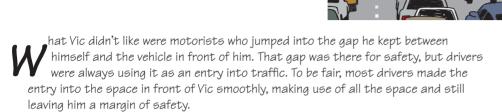
By Edo Van Belkom

ic is hauling a heavy load. He's been driving a lot of scrap metal from a scrap yard that is closing down north of Toronto to make room for a new housing development. The loads are going to another established yard just outside of St. Catharines so his route takes him down Highway 400, across the 401 and then onto the 403. So, Vic is driving heavy loads

> of steel on three of the busiest highways in Canada, often during rush hour.

Vic doesn't mind the route, even when it's clogged with stop-and-go traffic because the work is steady and he's home every night.

Illustration by Glenn McEvoy



ut some drivers saw that open space and jumped right in with complete disregard for the job Vic had to do... How much distance he would need to stop his truck, or how hard it was to get up to speed again in rush hour traffic. There were times when Vic was cut off numerous times in the space of just a few kilometers.

ore than a few times Vic has been forced to slam on the brakes and use his air horn to let drivers know what he's thinking. This resulted in more than a few rude gestures being sent in Vic's direction.

After several days of this, Vic had had enough.

n the ramp from Highway 400 to the 401, there was some sort of police problem ahead. Because Vic was high up in his cab, he saw the flashing lights of a police cruiser on the side of the highway. But drivers who didn't have his vantage point and couldn't see the problem, or the police, were cutting him off one after another.

Vic decides to move his truck to the right, straddling his lane and the narrowing entry lane to prevent anyone else from cutting in front of him.

But one driver wasn't having any of it. The guy behind the wheel of a red sports car was driving on the shoulder, giving Vic the finger and honking at him to move over and let him by.

The driver eventually went fully onto the shoulder to get around Vic, but by then they were on top of the police who had pulled over onto the side of the highway.

As Vic eased back into his lane, he watched as the impatient driver was flagged by the police and directed to pull over.





Vic just laughs as justice is served.



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It's impossible to keep a good company down

By Derek Clouthier

NISKU, ALBERTA

Resiliency. There's no better way to describe Frank Guy, John Kilmochko, and Rory Hellings of SKS Logistics.

After being laid off in 2007 after their branch was closed during an economic downturn, the ball was in their court, and the choice whether to find another job or start their own trucking company dangled before their very eyes.

And the choice was never more obvious.

"We decided that we need to go out and get a job, or we do what we already know what we're doing, so we started up on our own," said Guy, principal owner of SKS Logistics in Nisku, Alta.

Launched in the fall of 2007, just one month after losing their jobs, SKS Logistics had but one truck, and quickly grew to three, despite staring a company during an economic downswing.

"We've lived through a couple of recessions," said Guy. "We started when it was pretty quiet and we're just coming out of another one now. But somehow we've managed to keep it all going. The first few were rough, but this last one we're just coming out of was as rough if not more."

And Guy's not ashamed to admit that at times he and his partners felt a bit discouraged having to face such a tough time when they first entered the trucking sector on their own, as well as the recent economic recession, one of the worst in Alberta history.

But business is looking up, and Guy remains cautiously optimistic about the future.

Having been in trucking since completing high school in the late '70s, Guy holds years of experience under his belt, including being a driver back when he was in his 20s.

During that time, he has seen plenty of good times, as well as bad times, and that makes Guy yearn



Frank Guy, his business partners, and staff have proved resilient during some rough times in Alberta.

for something more stable when it comes to the Alberta economy.

"I've seen lots of ups and downs, spikes, and peaks and valleys," Guy said. "So yes, steady is better and if it can get to that I think everyone is better off."

SKS specializes in super B flat deck hauling, moving primarily drilling mud, lumber, road matting, and steel around Alberta, B.C., Saskatchewan, Manitoba, and the N.W.T.

The company also provides a variety of additional services, such as hot shots, over-dimensional hauling, pilot trucks, winch tractors, and rental trailers.

There is also no business like show business.

During slower times in the oil and gas industry, SKS hauls show supplies, like those used in Cirque de Soleil.

Guy said moving show material is a good gig when other commodities are suffering.

"It's easy work and it's good work," he said. "We have a couple of guys who quite enjoy it."

After quickly growing to three trucks, SKS currently has a fleet of 10, with additional owner-operators working for the carrier.

During busy times, SKS can have around 20 trucks on the road at any given time, with eight to 15 operating most days.

And Guy is always looking for good owner-operators.

'We're always looking for the owner-operator types...the guy who owns one truck and drives it himself and wants to be with a company that works," he said. "They're very nice to have around, they're very independent guys, and generally speaking are experienced."

When it comes to technology, Guy said they are well aware of the impending ELD mandate in Canada, but are also cautious when it comes to what types of technology should be used by drivers.

"You have a map on your dash and you have things that are maybe taking your eyes off the road a little bit," said Guy. "Great tools, but not necessarily always the best thing."

Guy said much of the technologies that are used today comes down to each individual company, and how those choices are used to ensure they are accomplishing what they are intended to.

SKS does not currently use ELDs, though some company drivers are taking it upon themselves to test the waters with various apps on their phones.

Guy said with the type of product SKS typically moves for the oil and gas industry, they can often require drivers to deliver freight late in the evening, so HOS can at times be an issue.

"That's where we're going to find our biggest challenge.," said Guy. "It's all well and good if a guy can start at 8 a.m., do your day and call it a night. But it doesn't always work that way."

One of the keys to success for Guy is for the industry to work together toward a common goal.

"Us as transport guys, we can only do so much," he said. "People who need our product for drilling, or whatever the case may be, need to work together as well. And you have to get buy-in from your drivers."

Parking is another concern for Guy. With ELDs and better enforcement of HOS, drivers need safe rest stops across Canada, Alberta included.

"That's an infrastructure and government thing," Guy pointed out. "You can't have guys just sitting on the side of the road on the shoulder just because they are out of hours. They have to be parked somewhere."

Then there's Alberta's carbon tax, which has not been a simple financial issue to deal with for SKS. Guy said over the past six months, his company has forked over an additional \$60,000 in fuel costs -\$10,000 each month - because of the carbon tax.

"For the little bit of fuel we burn, our costs are up 4% just on fuel," said Guy, unable to imagine how much the larger fleets have had to pay because of the tax. "So it's a huge difference."

Though SKS did implement a slight rate increase to offset the carbon tax, Guy said he hopes the government is using the extra revenue for the right reasons.

"I don't know what (the government) is doing with all that money they're getting," he said, "but hopefully there doing what they say they're going to and research to decrease the carbon footprint."

Though growth may be in SKS's future, Guy and his partners will not relinquish their commitment to being resilient and maintaining a cautiously optimistic outlook of the future. TW



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