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



TRUCKWEST

WESTERN CANADA'S TRUCKING NEWSPAPER SINCE 1989

OCTOBER 2018 VOLUME 29, ISSUE 9

WWW.TRUCKWEST.CA



Carriers need to engage with Aboriginal communities, much like Northern Resource Trucking has, through training and relationship building to entice more Indigenous workers into the industry.

Tapping into the Aboriginal advantage

Training and building relationships key to recruiting Indigenous workers

By Derek Clouthier

SASKATOON, SASKATCHEWAN

Recent statistics show that in 2016 there were 315 truck drivers who spoke a Cree language, and the numbers have been in decline for the last 15 years.

More truck drivers in Canada speak Greek, Gujarati, Hebrew, or Creole languages than do Cree. Compare that to the number of Punjabi and Hindi speaking drivers, which numbers 35,085 in total, and it puts the lack of Aboriginal drivers in perspective.

With the well-documented shortage of qualified drivers in Canada, and North America as a whole, Indigenous workers are clearly an untapped resource for many in the industry.

But that does not mean this group has gone totally unnoticed.

Northern Resource Trucking (NRT) is one carrier looking to entice more Indigenous workers into the industry. Launched in 1986, the company was originally structured as a partnership between the Lac La Ronge Indian Band of La Ronge, Sask., with a 51% share, and Trimac Transportation with 49%. In 1995, the partnership expanded to include northern Aboriginal and Metis communities.

At present, NRT is 71% Aboriginal-owned, many of the owners representing the northern communities impacted by the development of the uranium industry.

Wendy Featherstone is the human resources manager for NRT, and she said there are several challenges when it comes to recruiting Indigenous workers into the industry.

"One of the easiest ways to get into trucking is by having a family member as a truck driver, or having trucking as a necessary part of an associated business, like farming or construction," said Featherstone. "The more exposure people have to trucking and mechanics, the easier it is to learn the business and pass the required training and tests. Even obtaining a truck to take the road test can be a barrier for people."

Featherstone said for Indigenous Peoples, trucking has historically not been a traditional industry in their culture, and the only way to learn and experience what it's all about is through training, which is expensive.

Northern Resource, however, has been proactive in this area, creating its own training school based out of La Ronge.

"We have had hundreds of students graduate through our training program, and it increases the pool of drivers available," said Featherstone, "not only to NRT,

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Western Canadian roads

With winter approaching, Western Canada has its fair share of roads in need of upgrading

By Derek Clouthier

WINNIPEG, MANITOBA

Driving a truck is difficult enough in ideal conditions, and when you toss in winter weather hazards, the level of risk rises dramatically.

Western Canada has its fair share of dangerous stretches of highway – whether it's a mountain pass in B.C., a deteriorating road in northern Alberta, Saskatchewan, or Manitoba, or an isolated area at 40 degrees below zero in Canada's north.

Technology and other advancements in how today's trucks are built have helped increase safety while on the road. Stability control, automatic braking, lane departure, and other automated driver assist features can help, but nothing can prepare a driver for what they will face driving in Canada's west during the winter months – other than perhaps experience.

Truck West talked with western trucking associations, government, and law enforcement officials about the risk of highway driving,

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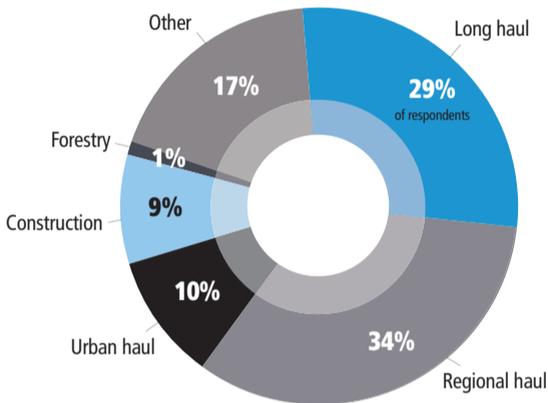
Canadian motor carriers share their plans for fleet replacement

Almost two thirds of Canada's carriers are planning replacements to their fleets this year, our latest annual Equipment Buying Trends Survey reveals. The survey also found that three quarters are planning replacements for 2019. Twenty three percent of survey respondents are on 4-5 year truck replacement cycles while another 23% are replacing their vehicles every 6-7 years. It's interesting to note that almost 40% are hanging on to vehicles for 10 years or more.

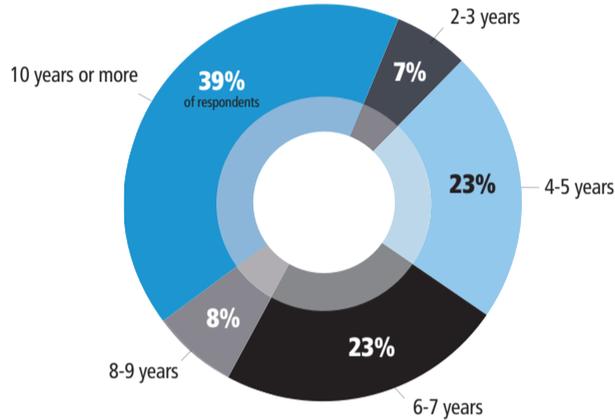


Follow Lou on Twitter @LouSmyrlis.

Fleet activities



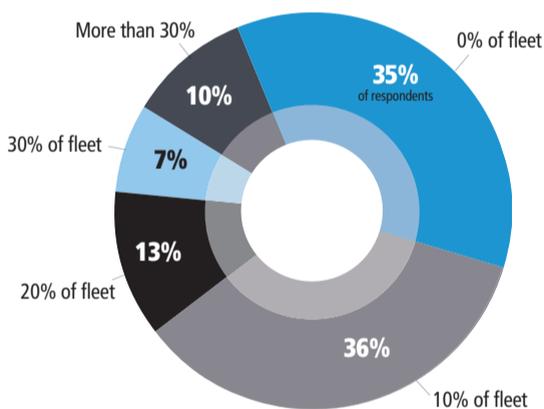
Trade in cycle for heavy duty vehicles



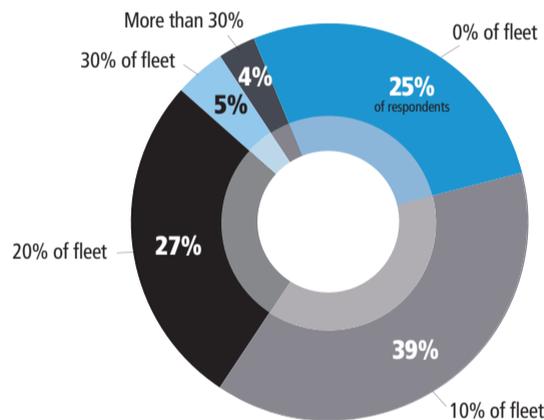
Main brand of HD vehicles in fleet

Freightliner	33% of respondents
International	12%
Kenworth	15%
Mack	9%
Peterbilt	10%
Volvo	12%
Western Star	4%
Other/NA	6%

Percentage of heavy duty vehicle fleet anticipate replacing by end of year



Percentage of heavy duty vehicle fleet anticipate replacing next year



Main brand of HD vehicles most likely to consider purchasing

Freightliner	23% of respondents
International	7%
Kenworth	14%
Mack	13%
Peterbilt	14%
Volvo	12%
Western Star	6%
Other/Don't Know	11%

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Derek's deliberation

Understanding the changing face of the trucking industry

Much like women, Aboriginal Peoples are under-represented in the trucking industry.

This is not the case for all visible minorities in Canada. This month marks the launch of our Changing Face of Trucking project, which goes alongside the acquisition of *Road Today* and the creation of Newcom South Asian Media.

The project – which spans several publications, including *Truck News*, *Today's Trucking*, and the one you're reading now – is a wonderful endeavor to highlight how many of the faces that can be seen in trucking today are not always like the ones you would have seen 25 years ago and beyond.

But despite the desperate need for qualified drivers across North America, there are certain communities within Canada that have not flocked to the industry in the same way others have. There are various reasons for this, of course: opportunity, cost, connections to the industry, and preconceptions.

South Asians – Punjabi and Hindi speaking people – have been getting behind the wheel for years now in large numbers. The Indigenous community, however, has not.

As I documented in our cover story this month – “Tapping into the Aboriginal advantage” – the numbers are beyond low for Indigenous

workers in the trucking industry, despite some carriers making valiant efforts to turn that trend around.

The solution to the qualified driver shortage in Canada and the U.S. is to entice these under-represented groups into the industry, but there is an unfortunate repercussion to an influx of immigrants and visible minorities into the industry.

As we have seen with South Asians, underlying feelings of resentment from some – not all – Canadians who are not descendants of another country has been all too common in the trucking industry.

Stereotypes and assumptions surrounding the “immigrant driver” contribute to this hostility, something that has unfortunately mirrored many societal views in our world today.

Viewed as untapped resources, groups like Aboriginals, and more successfully, South Asians, have been targeted by carriers for a few years now. Though we may not have seen numbers in the Indigenous community grow in the trucking industry like they have with South Asians, those who do chose to start a career in our industry need to be welcomed and treated with the same kind of



respect as anyone else who made that difficult choice.

In reality, though it may not seem this way from the outside looking in, trucking is a very culturally diverse industry.

There are roughly 181,000 truck drivers in Canada, approximately 59,000 are immigrants. Several of the younger drivers come from the South Asian community, as few young Canadians are choosing trucking as a career.

There are also 1.5 million Aboriginal People in Canada, nearly half of which are under the age of 24 and more than half live in cities where demand for truck drivers is strong.

Of those who live off-reserve, 72% have a high school diploma and 43% have acquired post-secondary credentials.

Misconceptions, myths, assumptions, and lack of knowledge of several of these minority groups is exactly why we believe it is important to do projects like The Changing Face of Trucking. The reality of the industry is that if we are to combat the driver shortage – or find more qualified drivers, as many believe is the case – then we need to look beyond our borders, as well as within, for the segments that make up our working population yet go unnoticed.

So look across our family of magazines this October and leading up to the holiday season and check out how the trucking industry has and will continue to change. **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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Study conducted on Alberta long-haul drivers

SASKATOON, SASKATCHEWAN

Alberta truck drivers recently had the chance to provide insight into their health and working conditions for a new study.

The University of Saskatchewan's School of Public Health traveled across Alberta looking for long-haul truck drivers to participate in a study that collected information on their health and wellness, lifestyle, and working conditions.

Dr. Alexander Crizzle, a faculty member of the School of Public Health, led the effort and has been interested in road safety for some time.

The majority of Crizzle's

research over the years has been conducted on private vehicles, but in 2014, he was asked to be part of a project examining the health and wellness of commercial drivers, a project funded by Transport Canada, which included an environmental scan consisting of a literature review and stakeholder consultations.

"We were also asked to provide recommendations for how to improve the health and wellness of commercial motor vehicle drivers, such as collecting baseline information on Canadian drivers, as there is very limited information in Canada," said Crizzle. "Since 2014, we have taken

gradual steps to build on our recommendations."

Alberta's Ministry of Labour provides grants focused on improving occupational health. Because Crizzle and his team secured funding from an Alberta agency, they focused their research on truck drivers from the Wild Rose province.

The study consisted of three components: a survey, a few objective health measurements, such as height, weight, and blood pressure, and ultimately an interview.

Crizzle was hoping to have approximately 400 drivers participate in the study, which wrapped up Sept. 16.

"We are trying to get information on several things," said Crizzle. "The general health and wellness of long-haul truck drivers. This includes the number of drivers with medical conditions, but also those who may have risk factors for poor health, such as access to poor foods, lack of exercise, fatigue, and obesity."

The study also looked to evaluate truck drivers' environment, such as where they stop for gas, food, showers, to access the internet, and other services.

"We are asking questions on a wide range of issues," said Crizzle, "including the use of electronic logs, parking, and rest areas, access to food, truck driver training, and even potential issues related to marijuana use."

"Typically, it is difficult to find support for any type of change, particularly in the government, without a large enough sample of drivers that can provide their thoughts and perspectives."

— Dr. Alexander Crizzle

All three aspects of the study took around an hour to complete. The collection of data began Aug. 5 in Lloydminster, Alta., and moved to Edmonton Aug. 10. Crizzle and his research team then moved to Red Deer Aug. 24, before heading to Calgary Aug. 29-31 and again Sept. 4-8 at the Flying J truck stop. Their last stop was at the Husky truck stop in Medicine Hat Sept. 9-15.

Drivers who partook in the study received \$20 to complete the survey, \$10 for the health measurements, and another \$20 for the interview.

"It's important for long-haul truck drivers to participate," said Crizzle. "Typically, it is difficult to find support for any type of change, particularly in the government, without a large enough sample of drivers that can provide their thoughts and perspectives." **TW**



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Mack's sixth RoadLife episode features pair of drivers from Western Canada

GREENSBORO, NORTH CAROLINA

Mack Trucks' sixth episode of its RoadLife series titled "Long Way From Home" features two western Canadian long-haul truck drivers.

Bill Flynn, originally from Newfoundland, has spent the last 14 years working in Edmonton, Alta., as a driver for bulk transport company FL Carriers.

Hauling raw materials for the concrete industry, Flynn's truck weighs in at up to 63,500 kg when fully loaded.

"When you look at a truck driver, it's a lot of sacrifice. It's long hours," Flynn said. "Your social life is not what a normal person's social life is. I don't think people realize how much you have to do to make it all work."

Dawson Creek, B.C.'s Dwayne Hamann is the second driver featured in the series. Hamann is a driver for Peace Country Petroleum, which serves portions of B.C., Alberta, and the Yukon, delivering shipments of diesel and gasoline and traveling up to 1,000 km each day.

"Everything that comes to your town comes on trucks," Hamann

said. "Guys are working 24/7 just to make sure the shelves are full and your gas tank is full."

RoadLife shines a light on drivers who work long hours and spend significant time away from home to ensure goods are delivered across North America.

"Not being home, that's the biggest challenge for me," Hamann said, who carries a reminder with him at all times: the names of his daughters tattooed on his forearms. "You look at those some days and you remember what you're doing it for."

Flynn embraces the life of a truck driver, and couldn't see himself doing anything else for a living.

"How many people do you know who have worked a job all their life, and they get up every morning with a lump in their stomach because they don't like their job and they really don't want to go to work?" Flynn said. "That's stressful. I've never felt that way. I never once wished that I was doing something else."

RoadLife's "Long Way From Home" is available on roadlife.



tv and Amazon Prime Video. Viewers can also access RoadLife bonus content from Mack Trucks'

social channels – Facebook, Twitter, Instagram, LinkedIn, and YouTube. **TW**

STA hands out \$5,000 in scholarships

REGINA, SASKATCHEWAN

The Saskatchewan Trucking Association (STA) doled out its annual scholarships recently, with three students receiving a combined \$5,000.

The recipients must have a family member who owns or is employed by a Saskatchewan trucking company.

Emily Galey of Swift Current was awarded a \$3,000 scholarship; Liam Kerr of Moose Jaw, and Zoe Selimos of Regina both received \$1,000.

Scholarships are handed out each year. In addition to being a dependent of an owner or employee of an STA member company, applicants must be a high school graduate, have applied to a post-secondary institution, submit transcripts, and complete the scholarship application no later than June 30. **TW**

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- 11-Down reefer line

Down

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- Mullen Group's Alberta HQ town
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- CB or scanner
- Snowbelt windshield cleaning tool
- Trailer brand with Chicago corporate HQ (5,4)
- Truck auction participants
- Allied or Atlas (3,4)
- Big name in rental rigs
- GMC's Chevy Titan clone
- Nasty winter precipitation
- Slippery Snowbelt surface

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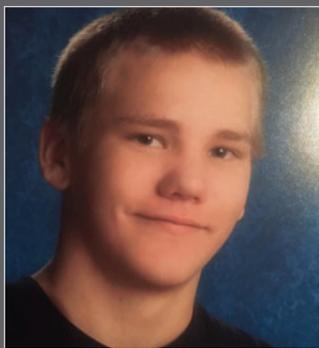


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IN-BRIEF

Humboldt victims to have stars named in their honor

HUMBOLDT, SASKATCHEWAN

The International Star Registry's Canadian office has agreed to name a star after each person who died as a result of the Humboldt Broncos bus collision last April with a tractor-trailer, thanks to Saskatchewan truck driver Blaine Davies.

Davies, an avid Broncos fan and former hockey commentator, advocated for the stars to be named in their honor, with team players, the coach, assistant coach, statistician, athletic therapist, broadcaster, and the bus driver all being recognized.

The 16 stars are located in the same section of the Ursa Minor



Blaine Davies' tattoo.

(Little Dipper) constellation, which is visible year-round in Canada.

International Star Registry packages were presented to the families of each person who lost their lives when Washington Capitals' forward and Saskatoon native Chandler Stephenson brought the Stanley Cup to Humboldt this Aug. 24. **TW**

Ritchie Bros.' Edmonton auction breaks \$78 million in sales

EDMONTON, ALBERTA

Ritchie Bros. Auctioneers held another successful auction in Edmonton this week, selling more than \$78 million of equipment.

"We continued to see strong pricing for equipment and trucks in this week's auction," said Trent Vandenberghe, regional sales manager for Ritchie Bros. "Transportation pricing remains solid and bidding on heavy construction equipment was very active, showcasing depth in the market for this equipment right now."

The auction took place from Sept. 4-6 and attracted more than 9,000 bidders from 49 countries, including more than 6,850 people registered online.

Approximately 88% of the equipment was sold to Canadian buyers, 56% of which in Alberta. International buyers included those from the U.S., Singapore, and New Zealand, and online buyers purchased around 67% of all the assets sold.

"The auction was great, prices exceeded our expectations," said Jason Weinberger, president of W Corporation, which sold more than 75 items as part of a complete dispersal of his company's trucking and drilling division. "We chose Ritchie Bros. because of the size and scope of their audience. I saw our equipment get bids from across Canada, as well as Mexico, and Colombia." **TW**

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OPINION

Petrol Points

Concern over diminishing oil reserves

I am a believer that things go backward because it makes no sense to go forward. But if you keep looking backward you can't see where you're going. Take that Confucius!

Confusion would be an appropriate word to describe or explain the hazards lurking in the murky logic pool of taking a futures position in crude oil or its refined derivatives.

I have expressed concern lately over the diminishing crude oil inventories in Cushing, Okla., which, as we all know, is the pricing fulcrum for the WTI futures contracts. Current inventories are at 23.4 million bbls, which is 60% below the level a year ago and nearing the minimum operating level, which is in the range of 15 to 20 million bbls.

So, why not just fill up the tanks and quell the fears?

Enter the magic of futures trading.

Crude is not going into storage as the market is in "backwardization" – meaning the futures price is higher than the spot. Therefore, it makes no sense to put the crude into storage, but better to buy now and release it to the open market. This tells me that there is a feeling within the fraternity of traders that prices in the short term are set to increase. I see some reasons to agree with this pricing emotion.

U.S. refinery runs are at pedal-to-the-metal levels due to record exports, a continuing healthy demand for transportation fuels supported by a strong U.S. economy backed by positive consumer confidence and record high crack spreads, or refining margins.

The question is: how long can the refining industry run at 98% capacity?

Gasoline inventories are 5% above the five-year average, but the driving season is over, and has been for over two weeks as far as the refiners are concerned.

Futures traders should not be looking with glassy-eyed awe at gasoline supply and demand, but the distillate equation, which is out of balance and is the reason for the rumbling thunder on my pricing horizon.

We are entering the period of semi-annual refinery maintenance, as preparations are made for the upcoming heating oil season. This will reduce refinery outputs and lower inventories of both crude (due to lower refinery demand) and refined products, including distillates – a family of products that includes diesel. This is a problem, as diesel demand jumps in late September and October to cope with the harvest season, and the stocking of warehouses for the Christmas holidays.



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.

To top it off, we have the U.S. sanctions on Iranian crude starting in November, next to zero supply from Venezuela, and Mexican crude is diminishing to drip levels.

So, when we get into fall, consumers may look back to August in envy, not in anger.

Leave the anger for this winter as there will be a lot of that around. **TW**

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Four factors that may leave your cargo at greater risk of theft

By Garry Robertson

Cargo theft is on the rise across Canada, and this should come as no surprise to carriers: With the increasing value of goods being transported across the country every day, it's a relatively low-risk crime with the potential for very high returns. In fact, cargo theft has become so lucrative that it's attracted the attention of large criminal enterprises to fund other illegal activity.

Over the past decade, cargo theft has evolved from a crime of opportunity to a much more complex endeavor. Criminal circles are becoming highly sophisticated in their organization and approach, leveraging new technology to target loads with a greater payout and developing networks that quickly move stolen goods through the black market economy. And cargo itself isn't the only target: carriers and owner-operators are at risk of losing their very means of transportation as well, with some thieves now stealing the entire trailer to sell as scrap metal.

So what do you need to know to stay better protected? Here are four factors that may impact the safety of your cargo, based on current theft trends that we're tracking across Canada.

WHAT YOU'RE CARRYING

Mixed load cargo that contains a variety of generic goods (i.e., household items or clothing) is often a primary target for theft. Since there are no distinguishing marks to look for, such as serial numbers or other tracking characteristics, it's often the hardest to trace. This ensures that these products are also the easiest to off-load to nearby buyers such as local flea markets or inconspicuous neighborhood shops, where they can be sold immediately, reducing thieves' risk of exposure. Consider a product like laundry detergent: the load can be split up quickly, sold almost anywhere, and will often blend seamlessly with the rest of a store's inventory.

Other types of cargo seem to be garnering more attention these days, too. Aside from mixed loads, grocery and food products are notoriously tempting for thieves, as they're even more difficult to track and relatively easy to resell.

WHERE IT'S HEADED

Cargo being targeted for theft varies significantly across the country, and even within the same province. Certain places are historically more vulnerable than others; for instance, Ontario and Quebec have been identified as the riskiest provinces, especially major cities like Montreal and the Greater Toronto Area. These regions see higher rates of theft for specific goods. In Eastern Ontario and Western Quebec, auto parts and metal are attracting more cargo thieves this year. And in the west, lumber loads have become targets.

In Southern Ontario, one possibly surprising type of food that's rising in popularity is meat products. Moving perishable goods relies

on an advanced logistical framework that requires coordination and investment: criminals are enticed by the fact that meat can be unloaded quickly, but it also needs to be. Spoiled meat is worthless, so refrigerated trucks are needed to transport the stolen load, and networks of people must be at the ready to sell and deliver the product to customers. All of this takes time, money, and practice.

WHEN IT'S TRAVELLING

Cargo that's not moving is always more vulnerable – especially when it's kept in an unsecured yard – so there are certain times of year that require extra vigilance. For instance, long weekends and holidays are prime time for cargo theft, because thieves gain a full day to transport and unload their stolen goods; the crime can be carried out on a Friday and go unnoticed until work starts back up on Tuesday.

A good way to keep cargo safer is to keep it moving, ensuring it gets to its destination as quickly as possible. Any extra time spent between point A and point B is an opportunity for theft.

HOW YOU'RE TRACKING IT

In many cases, theft comes down to a weak link in the system. More than ever before, identity theft is being used to steal cargo loads. Thieves visit online load broker sites and target specific loads that are scheduled to be picked up. Then they create false documents and pick up the load early using the stolen identity of an existing logistics company, effectively posing as their agent. Unless a real-time asset tracking system is in place, no wrongdoing is suspected until someone goes to retrieve the load – only to find out it has already been picked up.

Although this information is enough to worry carriers of all sizes, there are ways to help mitigate your cyber-related risks – like the implementation of fleet management tools and the use of an asset tracking system like BlackBerry® Radar.

With the help of an experienced risk management professional, it's possible to develop a strategic approach that will help minimize losses related to cargo theft. At Northbridge, we're working to protect our customers by educating industry groups, working closely with law enforcement, and raising awareness of this issue with the public so that they can make informed buying decisions.

To learn more about how to set up a risk management program, call us at 1-855-620-6262 and ask to speak to a Northbridge Insurance Risk Services manager in your area.



Garry Robertson is Manager of the Claims Special Investigations Unit for Northbridge. A Certified Fraud Expert, Garry has over thirty years of experience in insurance and corporate fraud investigations.

Permits & Licensing

The fine print is no small matter

Disclaimers. They're everywhere. Every product, contract, and service comes with a warning these days. Want to change lanes on the freeway? Your mirror will tell you that objects may be closer than they appear.

As someone who works with fuel taxes, vehicle registration, and other trucking regulations, I need bifocals for my bifocals in order to read the fine print.

But I'm glad I have them. Case in point: let me tell you about Lloydminster.

Lloydminster has the geographic distinction of straddling the border of Alberta and Saskatchewan. The main street, 50 Avenue, runs right through the middle of town. Business names like the Lloydminster Border Market and the Best Western Plus Meridian Hotel connote a border city.

Charming.

But for truckers, the border creates distinctly different sets of rules for operating commercial vehicles.

For example, Saskatchewan regulations state that an Alberta-plated commercial vehicle can be driven within 16 km of the border without penalty with respect to registration.

The Alberta Operator Licensing and Vehicle Control Regulation says differently. It specifies that an Alberta-based carrier can operate a commercial vehicle within an area not more than 17 km from the Alberta-Saskatchewan border without a Saskatchewan vehicle-licence permit as long as the vehicle is properly registered and insured in Alberta.

This exemption does not impact a carrier's requirement to obtain a Safety Fitness Certificate (SFC) with federal operating status.

Legally, Alberta-based carriers with provincial operating status are considered to be within the authority of their SFC under two conditions: they're within the city limits of Lloydminster on either side of the Alberta or Saskatchewan border, or on Hwy 17, provided the trip starts and ends in Alberta and no services are received or provided in Saskatchewan.

Sounds good.

But in the fine print, "Services received or provided" include fuel, accommodation, vehicle loading/unloading; meals, vehicle repair/maintenance, other work activities, etc. It does not include any such service received or provided wholly within the city limits.

Therefore, if you're an Alberta carrier and fill up with food and fuel or have a nap in Saskatchewan, boom, your operating status is federal. You can pick up a hot dog at the 7-Eleven on the Saskatchewan side, but you'd better not drop a load there.

In the end, whether you actually pay a penalty for your transgression comes down to enforcement. One block into either jurisdiction, would law enforcement tag you? Probably not. But they could, especially if they see you there often enough.

Maybe you'll never come within a day's drive of Lloydminster, but it shows how regulatory details can trip you up if you're not careful.

If you're unsure about fuel tax or licensing rules in the jurisdictions where you operate, or may operate, the simplest way to reduce your risk is to register your vehicles with the International Fuel Tax Agreement (IFTA) and International

Registration Plan (IRP). These agreements were established to make it easier for jurisdictions to collect fees and taxes on a prorated basis. They supersede provincial legislation and their exemptions.

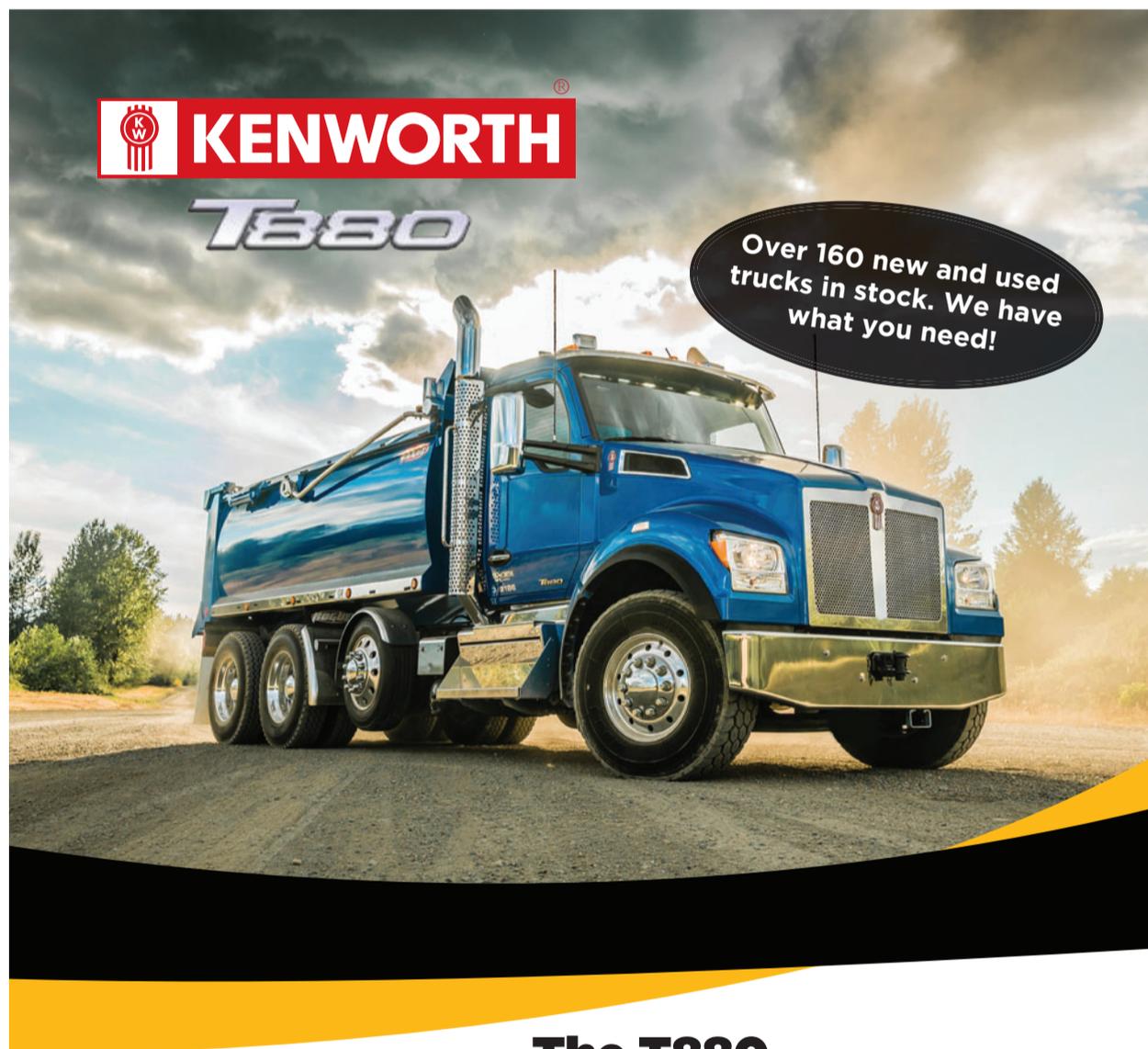
Want to stay a provincial carrier for National Safety Code and not a federal carrier? Be careful of your area of operation. But if you're already a federal carrier, just license your trucks under IRP and/or IFTA.

When you operate a commercial vehicle in places other than your home state or province, you probably owe those jurisdictions a portion of your fuel taxes and vehicle registration fees.



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.

You don't have to read the regulatory fine print to know that they're going to want their fair share. But you should anyway. **TW**



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Dave Earle

From disruption, a new road for trucking



We live in times of turmoil and change. Climate, technology, demographics, and population growth all influence our lives. We can be overwhelmed by these changes or choose to redefine how we live and work.

The trucking industry must continue to be flexible and open to the opportunities disruption presents. National Trucking Week was a great time to consider where to go from here.

Wildfires, flooding, and other catastrophic weather events are forcing us to confront the effect of excessive greenhouse gas (GHG) emissions. Transportation generally is a scapegoat, and heavy trucks bear part of the blame. But trucks are also a testing ground – largely successful – for devices and strategies that reduce GHG emissions.

Fewer emissions mean increased fuel efficiency, and no one likes that more than trucking. The industry has been developing and adopting efficiency measures for years. Some are ubiquitous, like the aerodynamic profile of most highway truck tractors. Others have become more common in the past decade, such as trailer side skirts, boat tails, and wide-base single tires.

We're also witnessing a race to introduce new electric or hybrid zero-emission Class 8 tractors, the highway workhorse that makers from Kenworth to Volvo and newcomers like Tesla, Nikola, and others are working to develop and launch across North America and globally.

These changes, along with automation and truck platoons, are rebranding trucking as "futuristic" and could do what the industry's old-school roots cannot: attract a young cohort of drivers and technicians who want hands-on time with clean, sustainable, high-tech equipment.

Addressing licensing restrictions to allow 18-year-old high school grads access to commercial certification (currently only available to 19 year olds in B.C.) is a step out of the industry's hands, but makes sense as newer, safer, better-tracked equipment reaches the market and the industry. The commercial driver shortage, a demographic challenge, could become less of a threat as a result.

On the horizon for years, the driver shortage is now a reality trucking companies are scrambling to address. The industry is changing the way it does business, not only in terms of its equipment, but also its HR practices. Companies are increasing truck driver salaries as a way to attract new drivers, but salaries alone are not an incentive for recruitment.

Given accurate tracking by ELDs, companies need to safeguard a truck driver's time, and many are

Shippers need to work with the industry on scheduling and wait time expectations. And, where possible, companies should re-examine the long days permitted by hours-of-service regulations (in Canada, a maximum of 14 hours on duty/13 of those driving; in the U.S., 14 hours on duty/11 driving). Imagine asking the rest of the workforce to extend an eight-hour day to meet those standards, and, as long-haul service providers do, to spend the majority of their time away from their families and communities.

Companies are developing individual solutions for their operations. Ideally, they need to engage their

current and prospective drivers in a meaningful conversation to ask what they need to balance their working and personal lives.

The job of a truck driver requires a level of professionalism that employers need to demand and support. That could mean calling for a truck driver training standard, requiring new hires to have adequate training and experience, and mentoring entry-level drivers. Truck drivers who take pride in what they do already operate with professionalism and skill – expertise we should respect and acknowledge.

Times of turmoil and change can be exciting for the industry, for

Dave Earle is the president and CEO of the British Columbia Trucking Association. In addition to his industry experience, Earle was vice-president of government relations and HR services for the Construction Labour Relations Association of B.C. and was an adviser, manager, and executive director with the provincial Ministry of Labour's Employers' Advisers Office.

trucking companies, and for the women and men willing to drive for a living. Thank you to everyone who's already leading the way. **TW**

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The state of Canadian fleets discussed during in.sight User Conference

By Derek Clouthier

HOUSTON, TEXAS

Several issues affecting the Canadian trucking industry were addressed in Houston Sept. 10, including the idea of mandating on-board video for fleets.

Discussed during the PeopleNet and TMW Systems in.sight User Conference and Expo, several attendees, who either owned or were employed by a Canadian carrier, were already using on board cameras, both forward and in-cab facing, in an effort to protect their operations, but more importantly, their drivers in the event of an incident.

Jason Gould, director of operations for PeopleNet Canada, said the Canadian Trucking Alliance (CTA) is looking at how video is used for fleets, and posed the question if those in the room would support a mandate on cameras.

Bill Shannon, logistics and transportation manager for Shandex Truck out of Pickering, Ont., said he would support a mandate for the use of on board cameras, partly

because his company has already employed their use.

Shannon said video evidence can be used to protect drivers from being blamed for collisions where they are not at fault, and can also be used to ensure company drivers are operating their equipment in a safe manner.

Whether insurance companies would recognize fleets that use cameras to prove or disprove driver error by lowering premiums, Gould said it's not just about having video proof of an incident.

"You can install an on-board computer, but that doesn't mean it's going to solve your company's problems," he said, adding that several insurers he has spoken to have indicated that a carrier's use of cameras could mean no increases in rates, but not necessarily a decrease.

Shannon said carriers using cameras would see cost savings down the line, particularly if it gets them out of paying a large settlement where a driver was not at fault for an incident.

Driver retention was also discussed during the state of

Canadian fleets roundtable, and the consensus in the room was that increasing pay is the best way to keep drivers around.

Shannon said his company has bumped up driver pay around 22% in the last few years, which has had a positive impact.

Other incentives to keep drivers from walking out the door include good equipment, automatic transmissions, and other driver comfort accessories in the cab.

Technology also plays a role in driver retention, as well as hiring. Some carriers in the room said they use technology as a recruitment tool, as they have found that the easier they make the job for the driver, the happier they are.

The upcoming Canadian ELD mandate will soon result in more uniformity between Canada and the U.S., which is coming up on a year since implanting its e-log regulation.

Canadian fleets have seen mostly a positive impact with the U.S. ELD mandate, according to those in the discussion. Increased rates of up to 25%, better driver pay for less miles,

and making HOS compliance that much easier to follow were reasons many said "it's a great time to be a truck driver."

Attendees felt the Canadian ELD mandate would result in the retirement of some older drivers who simply do not want to make the switch at such a late time in their careers, while younger drivers would welcome the change.

Ongoing negotiation between Canada and the U.S. over the North American Free Trade Agreement (NAFTA) was an issue for cross-border carriers.

Some believe failure to reach an agreement would result in significant cost increases with added surcharges, and have even seen costs rise with uncertainty surrounding NAFTA negotiations and freight coming into Canada from the U.S. decline.

ELD update

By far, the session with the most attendees in the first day of the conference was the ELD update from FMCSA director of the Office of Enforcement Joe DeLorenzo.



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Alan Hooper, research associate for ATRI.

The good news since the implementation of the U.S. ELD mandate is that HOS violations have declined dramatically, which DeLorenzo said is not a big surprise.

But there remain several areas of the regulation that continue to confuse people and have caused issues during inspections.

DeLorenzo touched on three key aspects of the mandate that needed clarification, the first being what he called a simple one: make sure your driver know what device they are using.

Whether an ELD or AOBDR, a driver's lack of knowledge of what they are using has caused issues during roadside inspections and dragged the process out.

"It's maybe the most important thing you can do as a company," DeLorenzo said of properly training drivers on the use of ELDs and AOBDRs. "If they know what device they have, it will make process go a lot smoother."

How to transfer data during an inspection was another area drivers need to have a good handle on.

With U.S. officers focusing on HOS compliance during the early stages of the ELD mandate, DeLorenzo said there are times when e-log devices malfunction, and when this occurs, drivers can use the display screen, a PDF, or printout form the ELD as proof of compliance.

Drivers must make a note when a device malfunctions and carriers must maintain paper logs generated during the malfunction. One of the most common causes of a malfunction is incorrect odometer readings.

FMCSA also urges drivers to use an ELD's edits and annotations feature.

DeLorenzo said drivers would routinely make edits or an annotation on paper logs when something happened on the road, but few do the same with e-logs.

When drivers make an annotation, which are required to explain an edit, DeLorenzo said it is much easier for drivers to explain to an officer during an inspection.

The last topic DeLorenzo addressed was the usage of a truck for personal conveyance.

Unlike Canada, where there is a 75-km maximum on driving a commercial truck for personal reasons,

there is no limit in the U.S.

Drivers, however, must remember that they are still subject to regulations when driving for personal conveyance.

Determining whether a truck is being used for personal conveyance or for work purposes can be tricky. DeLorenzo underscored some common scenarios where it is not personal conveyance, such as any movement of a truck in order to enhance the operational readiness of a motor carrier; continuation of a trip in interstate commerce in order to fulfill a business purpose; time spent driving a passenger-carrying commercial vehicle while passengers are on board; driving to have the vehicle maintained; and driving to a motor carrier's terminal after loading or unloading from a shipper or receiver.

If, however, you are moving your vehicle in order to get rest, which is required by law, because you have reached your max HOS, it can be classified as personal conveyance given you stop at the nearest, more reasonably safe location.

Top issues

The ELD mandate is the top concern for drivers, according to the most recent list by the American Transportation Research Institute (ATRI), and it's not far behind for motor carrier executives.

Rounding out the Top 10 list of industry concerns for drivers were parking, HOS, economic impact of trucking regulations, driver distraction, CSA, health, driver retention, infrastructure, and autonomous vehicles.

For executives, the top issue is the driver shortage, which did not make the drivers' list. ELDs were second, with driver retention, CSA, HOS, economic impact of regulations, infrastructure, driver distraction, parking, and tort reform rounding out the Top 10.

One of the main causes of the driver shortage, explained Alan Hooper, research associate for ATRI, is age, with the average age of today's driver being around 45 and only one in five under the 35 years old.

"We're facing a demographic cliff," Hooper said of the high age demographic of truck drivers.

Hooper said the American Trucking Associations predicts a shortage of approximately 51,000, and could reach 174,000 by 2026.

Though commonly pointed to as a culprit in the driver shortage, wages have been on the rise for several years, and is now the highest cost center for carriers, with an average cost per mile of \$0.523, significantly high than any other factor, including fuel at \$0.336.

ATRI also released its Top 10 most common predictors of why drivers get into collisions.

Reckless driving habits was top, making drivers 114% more likely to be in an accident. Failure to yield to right-of-way was second, proper lane conviction, improper signal conviction, a past crash, lane location, improper pass conviction, negligent driving conviction, erratic lane changes, and improper lane conviction made up the remainder of the Top 10.

"You really want to be aggressive with your coaching so you can reduce their likelihood of getting into a crash," said Hooper. "If you coach your drivers effectively, you can really mitigate whether your driver will be in a crash further down the road."

Statistically, men are 20% more likely to get into a collision than women. **TW**



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Put me in, coach

When implementing change, coaching and training is a process that should not end

By Derek Clouthier

HOUSTON, TEXAS

Change is inevitable, and as a professional, if you approach it like Oakland A's executive Billy Beane, you will find success.

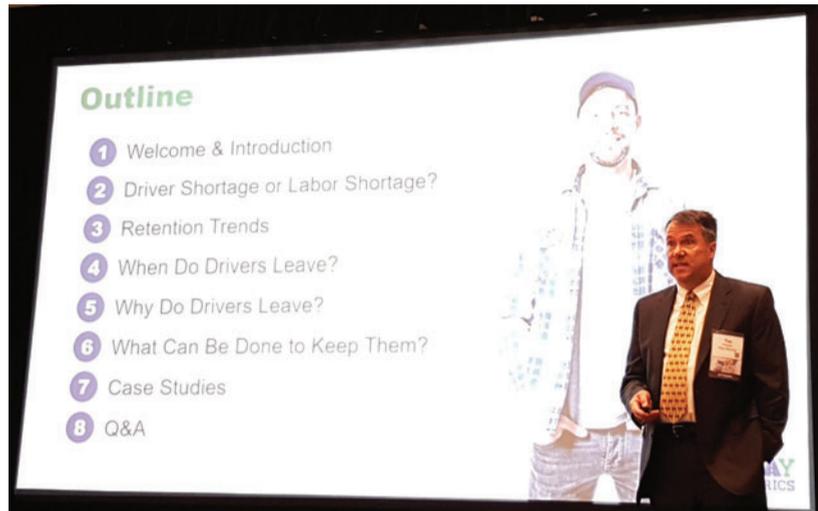
That's according to Laura Long, project manager, professional services for Trimble Transportation Mobility, who showed a clip of the movie *Moneyball* to highlight how to manage change in the workplace. In the movie – which is based on a true story – there is significant change happening within the A's organization by building an entire new way to manage the baseball team. The way Beane handles the change is the way Long believes

everyone should approach the challenge.

"Change your game," said Long. "We all know none of this is easy, especially in our industry."

Long's presentation during the PeopleNet in.sight User Conference in Houston Sept. 11 focused on how carriers can make the change to ELDs a smooth process, one that has already begun in the U.S. with last year's mandate and soon to occur in Canada when it follows suit.

Long addressed operational change management, specifically the ADKAR method for implementing change – awareness, desire, knowledge, ability, and reinforcement.



Tim Hides, CEO of Stay Metrics, says recognizing, rewarding, and listening to your drivers is the best way to ensure they stick around.

With regards to awareness, those going through the change need to ask themselves why they have to make the changes being asked of them. For ELDs, there is the mandate, which requires carriers to make the change, and the benefits ELDs provide.

Desire poses the question, why would I want to do things differently. Do you want to continue your career as a professional driver? Look at the ways an ELD can help you do your job, and do you have any thoughts on how to better use the device?

Whenever a change is made in a company, training is a must to ensure all staff has the knowledge necessary to be successful.

Ability addresses how staff will perform their tasks differently after the change. Training, assistance, and being made aware of the change prior to its implementation are vital.

"As we go along the peaks of the mountain, we require more and more coaching," said Long of the process.

Finally, ongoing reinforcement will make sure the change continues to be utilized. Drivers must receive daily, weekly, and monthly assessments to establish accountability.

"Most fleet managers can identify the drivers who are going to need that extra help," said Long, adding that it can often be employees who have been with the company the longest who are most reluctant to the change, and can be transformed into leaders in the effort.

Retaining drivers

Recognizing, rewarding, and listening to your drivers is the best way to keep them from walking out the door.

Tim Hides, co-founder and CEO of Stay Metrics, is a big believer in this mantra, saying it could make a significant difference in a carrier's driver retention efforts.

"Reward your drivers more than you ever did in the past," said Hides, adding that the driver shortage is indeed a real issue and not one that has been exaggerated in the media. "We're not getting kids picked up from school, we're not getting loads picked up. It's real."

In a time when drivers are so difficult to come by, retaining drivers is all that much more important.

Hides showed research from the American Transport Research Institute that in 1994, the largest age demographic for drivers as between 20-34 at 39.6% and the smallest was over 55 at 11%. In 2003, the largest group was between the ages of 35-44, the smallest still over 55. However, by the year 2013, the largest age group for drivers was aged 45-54 at 29.3%, and the smallest group had shifted to those aged 20-34. Drivers over the age of 55 jumped to 26.2%.

Another trend Hides underscored was that 57% of drivers leave a company within the first six months.

Some of the predictors of why a driver leaves were that orientation did not prepare them for the reality of the job, a lack of respect from the carrier, the recruiter misled the driver about the job duties, and compensation was not what the driver expected.

"Pay is not a predictor of turnover for drivers...that was true up until about a year ago," said Hides. "We're starting to see some carriers move the needle on the rate of pay and pay some bonuses."

In order to keep new drivers, carriers must align their recruiter's message with the actual experience working for the company.

Conducting regular driver surveys has also shown to help retain drivers, according to Hides.

Surveys should be done regularly, with a larger 125-word version conducted every year. Exit surveys are also important, but should be done by a third party to ensure honesty. **TW**

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Funding automation

Federal government providing grants for automated vehicle research

By Derek Clouthier

VANCOUVER, BRITISH COLUMBIA

Thanks to federal grant funding, the City of Vancouver will be looking to expand its use of autonomous vehicles, including vocational trucks used for city services.

In collaboration with Vancouver's Fire and Rescue Services, Police Department, and the Board of Parks and Recreation, the city will use the \$386,000 it received from Transport Canada to prepare for the wider use of connected and automated vehicles on its streets. The city will also allocate funds for research to inform future infrastructure requirements and autonomous vehicle types, as well as prepare for a pilot program that is expected to be implemented with future additional funding.

Sabrina Scalena, corporate communications for the City of Vancouver, said the funding, which is through the federal government's Program to Advance Connectivity and Automation in the Transportation System (ACATS), will include research and collaboration with civic operations and input from the University of British Columbia and other experts with experience in connected and automated technologies.

"Through this work," she said, "we will examine a variety of autonomous vehicle types and the infrastructure needs to answer questions like, how will connected and autonomous technologies integrate with our streets and public realm? How should autonomous vehicles be enforced and regulated? How can we ensure we the benefits of these technologies support our mobility and safety goals while mitigating potential risks?"

Vancouver mayor Gregor Robertson said he is pleased the federal government is supporting these kinds of initiatives and how they fit into the future of the transportation network.

"Thanks to this funding," he said, "we will learn more about how automated vehicles can help make our cities safer, less congested, and 100% renewably powered."

Vancouver is not the only city in Canada to receive funding for autonomous research and testing.

Under the ACATS program, Transport Canada is providing \$2.9 million in funding to help jurisdictions prepare for connected and autonomous vehicles.

Pierre Manoni, media relations with Transport Canada, pointed out several municipalities and



Trucks like those used by Vancouver's Board of Parks and Recreation will work collaboratively to prepare the city for wider use of autonomous vehicles.

organizations that have received ACATS funding.

In Alberta, the City of Calgary was granted \$290,000 to establish a connected vehicle test bed and another \$50,000 to test an automated shuttle connecting light rail transit with the Calgary Zoo and the Telus Spark Science Centre. The University of Alberta received \$500k for technologies to enhance the privacy of connected vehicles.

"Thanks to this funding we will learn more about how automated vehicles can help make our cities safer, less congested, and 100% renewably powered."

—Vancouver mayor Gregor Robertson

In Saskatchewan, the City of Saskatoon got \$25,000 to help support capacity building on connected and automated vehicles.

Funding has also been allocated for several initiatives in Ontario, Ottawa, and nationally.

Transport Canada is currently looking at a number of connected and autonomous vehicle technologies, including those for light truck and long-haul applications.

On-board sensors, cameras, global positioning systems, and telecommunications technologies are a few examples of where the government is doing its research.

"Many of today's vehicles, including some commercial vehicles, already feature partial automation, including speed control, braking, and conditional steer-

ing," said Manoni. "Transport Canada has been assessing some of the components of automated vehicles for many years, including the safety performance of automated-braking, forward-collision-warning, and lane-keeping technologies."

Transport Canada has also conducted "extensive testing" of truck platooning systems. Over the last two years, the government has collaborated with the University of California Partners for Advancing Transportation Technology and the National Research Council of

Canada to test truck platooning on a closed test track.

Last year, testing focused on various separation distances, aerodynamic configurations, speed, and weight. This year, they have looked closer at separation distances, as well as passenger vehicle cut-ins, speed variations, and mismatched vehicles.

In June 2017, Transport Canada published a regulation to mandate electronic stability control in heavy trucks and buses – a crash avoidance technology it says will improve driver control and help prevent rollovers.

Canada's minister of Transport, Marc Garneau, said connected and automated technology will have a tremendous impact on the country's transportation system, including in Vancouver where the most recent funding has been allocated.

"This funding will help our stakeholders improve their understanding of connected and automated vehicle technologies," said Garneau, "and how to safely and securely integrate them into our road system in order to capture their many benefits." **TW**

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Amazon makes big commitment during grand opening of U.S. Sprinter plant

By Derek Clouthier

CHARLESTON, SOUTH CAROLINA

The Sept. 5 grand opening of the new Sprinter plant in North Charleston was met with some added good news for Mercedes-Benz Vans, with Amazon announcing it will take delivery of 20,000 units over the course of the coming year.

Pricing for the 2019 Sprinter vans was also released, with starting costs ranging from US\$33,790 for a four cylinder, 2.0-liter gasoline option to the 4x4 crew van, six cylinder, 3.0-liter turbo diesel Sprinter at US\$56,790.

Mercedes-Benz Vans invited media from Canada, the U.S., and overseas to Charleston, S.C., for a tour of the newly opened manufacturing plant, as well as a test drive of the new Sprinter.

The 2019 VS30 Sprinter will for the first time be built in the U.S. for the American market, which, as Volker Mornhinweg, head of Mercedes-Benz Vans pointed out, is the van's second largest market in the world. Of the approximate

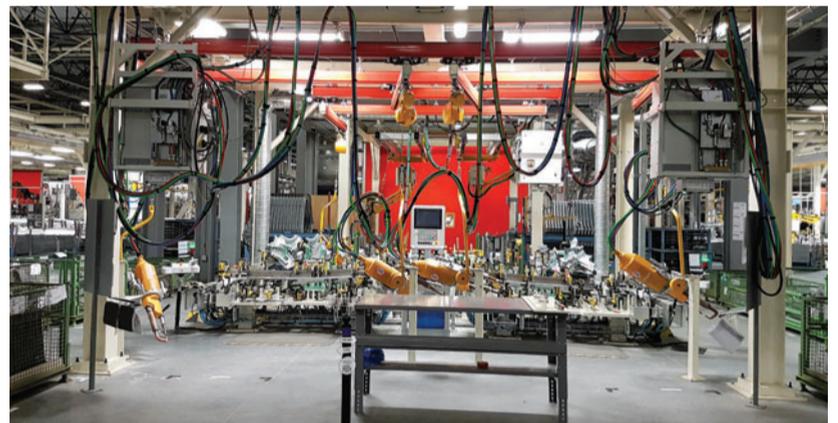
400,000 units the company sold worldwide last year, around 44,000 were destined for the U.S. and Canada.

Mornhinweg said North American demand for the Sprinter was a big factor into why the company chose to call South Carolina home for the new plant.

"Building a full-scale production plant in this market makes perfect sense," said Mornhinweg during the grand opening ceremony. "With the new, state-of-the-art production site in South Carolina, we will be able to supply our customers in North America even faster and with more flexibility in the future. The new plant in North Charleston combines our global expertise and experience resulting in a state-of-the-art facility in every respect. It is a valuable asset that completes our global production network. Our priority at Mercedes-Benz Vans during the planning process for this facility was maximum flexibility. This enables us to react in an agile and anticipatory manner to current developments and customer desires. Additionally, it guarantees



Amazon announced it will need 20,000 new Sprinter vans over the next 12 months during a grand opening ceremony of the new Sprinter plant in North Charleston, S.C., Sept. 5.



Inside the Sprinter manufacturing plant.



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excellent quality within our proven, standardized production system."

The company invested approximately US\$500 million into building the plant. Currently, more than 900 people are employed at the location, with the number expected to rise to 1,300 by 2020.

Amazon's need for 20,000 Sprinter vans comes on the heels of the company's announcement of its new Delivery Service Partner program, where anyone can apply to become an Amazon-branded delivery driver and can lease up to 40 vans to deliver packages from warehouses to homes.

"We're proud to partner with Mercedes-Benz Vans to contribute to local economies through the order of Amazon-branded Sprinter vans produced at their new plant in North Charleston," said Dave Clark, Amazon's senior vice-president of worldwide operations. "Thanks to the tremendous response to Amazon's new Delivery Service Partner program, we are excited to increase our original order of branded Sprinter vans to 20,000 vehicles so new small businesses will have access to a customized fleet to power deliveries of Amazon packages."

Clark said the program, which was announced last June, is expanding to more U.S. cities, but at this time has not been rolled out in Canada.

The 222-acre Sprinter plant site includes a multitude of facilities, including a body shop, paint shop,



Test driving the 2019 Sprinter van in Charleston.

final assembly, autonomous transport systems, paperless documentation with RFID technology, and onsite training.

New features

In addition to the gasoline option for 1500 and 2500 cargo, crew, and passenger vans, the 2019 Sprinter offers several new features, including an increased GVWR on the 2500 and 4500 models, a seven-gear transmission standard on six-cylinder diesel models, increased cargo space and usability with loadable wheel arches, interior roof rack, and shelf above roof rim, and the Mercedes-Benz User Experience with optional seven- or 10.25-inch touchscreen multimedia display.

“Building a full-scale production plant in this market makes perfect sense.”

– Volker Mornhinweg, Mercedes-Benz

Another optional piece of technology is Mercedes Pro Connect with three bundles available – optimized assistance, efficient fleet management, and data interfaces for vans.

Test drive

Two years ago, I was in Charleston for the groundbreaking ceremony of the new Sprinter plant. Late last year, I was invited to Germany to learn about what Mercedes-Benz had in store for the 2019 Sprinter. And now, I’ve revisited South Carolina to finally test drive a vehicle the company has been touting for some time.

As you would imagine, driving a Mercedes-Benz vehicle is a joy for someone more used to less costly makes. It is a smooth ride, and a comfortable one at that.

The navigation system – from what I have heard from those

who test drove the vehicle in Amsterdam a few months back – has been improved. My drive was just shy of an hour-and-a-half, and the navigation system was responsive and gave fair warning when I needed to make a turn.

The turning radius on the van is impressive, which makes it easier to maneuver around corners and fit into parking spaces.

If I could change something on the 2019 Sprinter, it would be the distance the dashboard gauges are from the driver. I am just over six feet tall and still had to stretch out to reach the on-board display to use the map and adjust the air temperature.

The interior also seemed to lack an obvious place to rest your phone while driving. Several vehicles these days have a rubber, no-slip spot on the dash where cellphones can be charged or used as a navigation device.

On the driving side of things, though the ride was smooth, on two occasions the active lane keeping assist kicked in – and I really don’t think it needed to, as I was well within my lane at all times, but I digress – which felt strange on the steering wheel. The best way to describe it is that it vibrates when activated and made me feel like I had lost traction with the road, which was not to my liking. Almost like driving on icy roads and starting to slip...not fun.

I’m sure this is something you would get used to, however.

Other than that, the new Sprinter really focuses on driver comfort, as well as versatility for various applications.

The particular model I was driving was the six-cylinder diesel offering, set up as a passenger van. With a top speed of 90 mph, it had 190 hp, 324 lb-ft of torque, a max GVWR between 9,050-9,480 lbs, and a towing capacity of 5,000 lbs.

Following the test drive, we were given a safety demo that highlighted three key features – rear cross-traffic assist and distronic cruise control, both optional features, and brake assist, a standard on all new Sprints.

Rear cross-traffic assist comes in handy when backing out of a parking space with limited vis-

ibility. The vehicle recognizes objects in its path and will come to a halt when another vehicle passes by when it’s backing out of a parking space.

Distronic cruise control maintains a safe traveling distance from other vehicles while in cruise control – approximately four vehicle lengths during our demo, but depends on speed. This helps take some of the stress away from driving, as the driver will always know the Sprinter will maintain a safe distance from the vehicle in front.

The standard brake assist feature is useful when driving in urban or heavy traffic areas, particularly when a driver is looking for an address or business and may not be paying full attention to the road. The feature will recognize a vehicle in front and brake or stop to avoid a collision.

From a technology standpoint, the Sprinter is fully equipped.

In addition to the features mentioned above, the vehicle boasts assistance with blind spots, parking, traffic signs, crosswind, driver attention, and offers internet in the car.

I’m well aware how all of these functions are intended to increase safety, but for me, it does take some getting used to. As I mentioned, the lane keeping assist function felt strange, as did the crosswind assist. Driving over several bridges in the Charleston area, when a crosswind blew, I could feel the Sprinter make a correction. Experienced drivers are used to making these kinds of adjustments on their own, and it is still strange to feel the vehicle do it for you.

But this is the way of the future. **TW**



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RUN WITH SUPPORT.

Dangerous roads

Continued from page 1

and which roads are most in need of upgrades to make a truck driver's job safer.

British Columbia

B.C. could very well fill a list of most dangerous highways in Canada, given the number of mountain passes, steep grades, and sheer sense of peril if you were to go off the highway.

Global News even did a list of B.C.'s 12 deadliest highways, with the stretch on Hwy 1 from Revelstoke to Golden topping the list with 38 fatal collisions between 2004 and 2013.

Shelley McGuinness, communications specialist with the B.C. Trucking Association (BCTA), said the Trans-Canada through the province poses its challenges because of geography, including steep grades and sharp turns.

"Highway 1 has been on BCTA's advocacy list for years for improvements, and we are fortunate that B.C. governments have agreed and committed to four-laning between Kamloops and the Alberta border," she said. "In sections, it is still a two-lane highway with inadequate shoulder room."

McGuinness even pointed out that the provincial government's

website states: "There are more kilometers of two-lane highway between Kamloops and Alberta than there are between the B.C.-Alberta border and Ontario."

The BCTA has also advocated for better winter highway maintenance standards, with more stringent conditions now in place. Service Area 11 (East Kootenay) is the first to be subject to these new standards, and two areas on Vancouver Island followed.

McGuinness said there are still two portions of Hwy 1 that need attention – the Brunette Ave. interchange with Hwy 1 in New Westminster and Coquitlam, which is one of the Top 10 crash intersections in the Lower Mainland, and Langley to Hope.

"Because of extreme congestion and the crash risk this represents, we would like to see Hwy 1 from 216th Street in Langley six-laned all the way to Hope," said McGuinness. "This is a four-lane, divided highway, but traffic can crawl between Langley and Chilliwack and further east in both directions."

According to the Insurance Corporation of B.C. (ICBC), collisions involving heavy vehicles average 13,000 per year (a five-year average from 2012-16). From those accidents, 58 people on average are killed.

The brunt of those incidents (9,000 on average) occurs in the Lower Mainland.

Alberta

Hwy 63 north of Edmonton has the distinction of being nicknamed the "Highway of Death."

Recent twinning of the highway will likely lower the number of collisions that occur on the section of road that stretches from Edmonton up to Fort McMurray. But that doesn't take away from its notorious past.

In 2017, the Wildrose Party (which has since merged with the province's PC party to form the United Conservative Party) created an interactive map of Alberta's deadliest highways. Hwy 44 from west of Edmonton up to Westlock topped the list of deadliest stretches of highway in the province with 22 fatal collisions between 2005-14.

Second on the list was Hwy 3 (Crownsnest Highway) between Lethbridge and Fort MacLeod with 20 fatalities during that same time frame.

Chris Nash, president of the Alberta Motor Transport Association, pointed to Hwy 40 between Grande Prairie and Hinton as high up on the list of roads that need upgrading.

"This two-lane highway is not built for commercial traffic due the

lack of road shoulders and a lack of places available for commercial vehicles to pull over to rest, or even to pull over at all," said Nash. "This is most prevalent with the commercial traffic from Grande Prairie with the oilfield and lumber industry on the northern portion of that road."

Saskatchewan

The fatal collision between the Humboldt Broncos bus and tractor-trailer this past April made international news and highlighted the dangers of driving in certain areas of Saskatchewan.

The National Post did an article shortly after the collision, and its title said it all – "The most dangerous road in Canada: Why it's so deadly to drive in Saskatchewan."

The story claims that since 2008 Saskatchewan has suffered double the national average of fatality rates every year from collisions.

Susan Ewart, executive director of the Saskatchewan Trucking Association (STA), said the province's northern roads are in desperate need of attention.

"Trucks are a lifeline for many of those communities and make the goods (more) affordable, as the only other option is float planes which carry much less cargo," Ewart said. "We have come a long way with northern infrastructure, but there is still a very long way to go."



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Winter driving conditions and deteriorating highways in Western Canada can be stressful for drivers.

Ewart pointed out that until recently there were no communication services for businesses and trucks operating in the north, which put drivers in danger should they break down or need other assistance.

“This is typically why northern folks have such a good perception of our industry because truck drivers have saved many lives by picking up stranded people who had no means to call for help,” she said.

The provincial government announced this year its intention to build a highway to replace an ice road to access the north.

But that’s not the only need for Saskatchewan’s northern “highway” system. Ewart said Hwy 155 – the only road in and out of La Loche and only highway north of Meadow Lake, was voted Canada’s worst road last year.

“It is not only an access issue, it is a safety issue,” said Ewart. “Highway 2 is the only highway to connect the mid and east portions of the northern part of the province. There is a vast amount of resources in the north, including timber and uranium, which generate revenue for the province.”

Russ Turgeon, membership development and service coordinator for the STA, said the provincial government does have a plan to address highway upgrades, but more needs to be done.

“I would like to see an initiative where Highway 16, the Yellowhead Highway, is twinned from its current spot east of Saskatchewan to the Manitoba border,” he said, “and Saskatchewan and Manitoba governments work together to twin this highway from the border to where it intersects with Highway 1 in Manitoba.”

Manitoba

Accidents along the South Perimeter Highway, on the south edge of Winnipeg, continue to rise, so much so that Manitoba Trucking Association (MTA) executive director Terry Shaw said the government is taking short-term steps to remedy the problem while they look at long-term solutions.

“Our concern with the short term steps is that they remove access, meaning problems are possibly just moved down the road with significant extra miles for all road users,” said Shaw. “If the ‘short term’ really is short term then that shouldn’t be an issue. However, the longer term plan is fully expected to cost \$1 billion plus and the province is currently, and dramatically, reducing road infrastructure budgets.”

Shaw would also like to see improvements to Hwy 17 in Northwestern Ontario. Though not in Manitoba, several MTA members use the highway regularly, and Shaw says the road is “treacherous.”

Another road that needs improvement to ensure the safety of truck drivers and the public, according to Shaw, is Hwy 75 through St. Norbert leading to the Emerson/ Penbina port, the fifth busiest port in Canada.

“There are literally crosswalks on that road so citizens can get from

a community center to residential areas,” said Shaw. “It’s crazy.”

Northern Canada

If it’s not deteriorating roads, the isolation, lack of services, or abundance of wildlife that causes issues for motorists in Canada’s north, it will undoubtedly be the weather.

RCMP officer Marie York-Condon in the N.W.T. echoed the number of hazards commercial driver face in her region, adding that driver need to plan their route carefully.

“Research your route, understanding there can be vast stretches of road without cell phone coverage,” she said. “This can affect the response times for emergencies and should be taken into consideration using extra caution. Check weather before departing, and be prepared for unexpected delays due to changing road and weather conditions.”

Between 2010 and 2017 there were 474 collisions involving commercial trucks in the Yukon, resulting in 125 injuries and five fatalities. Hwy 1 (Alaska Highway) is the by far the busiest highway in the Yukon, with 143 of the 474 truck collisions occurring here. Hwy 2 (Klondike Highway) accounted for 43 collisions, and Hwy 4 (Robert Campbell Highway) 16.

Non-highway incidents involving trucks numbered 250. **TW**

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Build relationships

Continued from page 1

but to other companies in northern Saskatchewan, as well.”

Deb Steel, news director for the Aboriginal Multi-Media Society of Alberta, said the most important thing when it comes to attracting Indigenous Peoples to industries like trucking is relationship building, as well as knowing which groups are already working with those communities.

“If there is a need in an Indigenous community, there is a group trying to fill that need,” said Steel. “Take for instance, Women Building Futures, a company that trains women in the trades and industry professions. From the grassroots to the corporate level, like the Canadian Council for Aboriginal Business, a simple call will get you a referral to the right source and qualified, trained and experienced staff. And that call might just open up other opportunities for your business.”

Steel said there are huge networks of companies working together to employ Indigenous workers, as well as Aboriginal businesses as sub-contractors and experts in their field.

“Let’s remember that 60% of First Nations people live off reserve, and Indigenous Peoples also include Metis, Inuit, and non-status peoples too,” she said. “That’s 1.4 million people across the country. That’s a lot of potential.”

A lot of potential indeed.

A study completed by Trucking HR Canada this past May indicates that 46% of Canada’s Aboriginal Peoples are under the age of 24, and more than half live in cities.

Canada’s Aboriginal communities are made up of 60.8% First Nations, 32.3% Metis, and 4.2% Inuit.

The study says some of the barriers in recruiting Aboriginal workers include assumptions about the industry, a lack of understanding of what kind of jobs exist in the industry, and on the employer side, a misconception of what Indigenous



Carriers that provide in-house training can gain an upper hand when it comes to recruiting Indigenous workers, which helps when drivers are in high demand.

Peoples look for in a career.

Terry Shaw, executive director of the Manitoba Trucking Association (MTA), said his association shares and promotes Trucking HR Canada’s research with its members.

Trucking HR Manitoba submitted an application for the Manitoba industry sector council, and one of the four targeted objectives was to solicit partnerships with the Aboriginal community, an effort that is not new to the MTA.

“The MTA has previously partnered with the Centre for Aboriginal HR Development and we applied for program funding for a Class 1 training program,” Shaw pointed out, adding that they also recently met with representatives from the Aboriginal Business Council and the Aboriginal Chamber of Commerce.

Shaw said there is a large Aboriginal population in Manitoba, a younger population, which means partnering with the community makes sense for the industry.

Arrow Transportation Systems out of Kamloops, B.C., is another carrier that offers a professional driver training program for Indigenous Peoples.

A partnership between Arrow, BCT Projects, Thompson River University, and Columbia Transport Training, the effort is an attempt to combat the driver shortage in the industry and high unemployment in First Nations communities.

“We have a history of building long-standing working relationships with First Nations communities based on trust, respect, and cooperation,” said Kevin Gayfer, regional manager of Arrow. “Our partnerships with First Nations groups have been established through formal joint ventures and informal collaborative initiatives. Arrow plans to build on these unique partnerships while providing employment opportunities for First Nations communities.”

The program provides training and education through Thompson River University to acquire a Class 1 licence. Graduates then do on-the-job training with Arrow’s driver mentor program.

Dave Earle, president and CEO of the B.C. Trucking Association, said his association does not have any specific policies to address the hiring of more Indigenous workers, but recognize the need to engage this under-represented group.

“Engaging Canada’s Indigenous Peoples is important for the continued success of our industry,” said Earle. “We have begun working with public and Aboriginal training centers to better understand the needs of Indigenous persons and the obstacles that they face entering our industry.”

Earle said the price tag attached to provincial licensing programs can be a barrier to individuals looking to acquire a commercial licence.

“The expense of quality training and a lack of financial supports is another issue we are working with government to mitigate,” he said.

Featherstone said her company’s ability to train its own drivers has been the key to their success.

“The routes that we travel are directly through some of our partnership communities,” she said. “No one knows the roads or the needs of the communities better than those members, so it makes sense that we direct our training there.”

Featherstone said other carriers have also benefited from NRT’s training program.

“Our graduates and drivers are in high demand from not just other trucking companies, but other industries as well,” she said. “We have had our graduates move on to successful careers in mining, milling, policing, construction and countless other careers. The key to the success of our drivers, both with us and elsewhere seems to be the training and the safety standards that are in place.”

Steel said relationship building with Aboriginal communities has been happening for some time.

“They won’t be starting from scratch or inventing the wheel,” Steel said. “There are huge benefits to this relationship building. If your head is in the place where you are willing to learn about working with Indigenous populations, then there are plenty of folks who will help guide that effort.” **TW**

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Biggest and baddest

Pacific trucks were uniquely Canadian with their power and strength

By Derek Clouthier

VANCOUVER, BRITISH COLUMBIA

There's a piece of Canadian trucking history that many people have forgotten, and several newcomers to the industry never realized.

A few decades ago, Vancouver-based truck manufacturer Pacific Truck built the biggest and baddest rigs on the road.

Launched in 1947 by three men who departed another truck builder from Vancouver – Hayes Manufacturing Company – Pacific trucks were built for off-road applications, especially for B.C.'s logging industry.

Because a group of former Hayes employees started the company, Pacific produced trucks that looked similar to counterpart, but with the same attention to detail.

"Hayes and Pacific have a shared DNA," said Larry McNutt, Pacific Truck Manufacturing's proprietary parts, export parts sales. "They were all hand-built, and are still hand-built...no assembly line work."

Hayes closed its doors in 1975.

McNutt is a wealth of knowledge when it comes to Pacific Truck, having worked for the company for several years.

He started with Pacific in North Vancouver stacking heavy steel wheel rims in the yard, and then got into material handling, moving raw materials to various work stations, which gave McNutt insight into several aspects of the business.

"It exposed a lot," he said, "and then I was asked if I wanted to come up into the front office into parts sales."

Now managing the export desk, and much of the Pacific division of its parent company, they no longer manufacture trucks, but they were a common sight in the '70s and '80s, hauling logs in B.C.

The main aspect of the business today is building parts and pieces for maintaining Pacific trucks.

"Anything on the Pacific is designed in-house, blueprinted in-house, and built in-house," said McNutt.

The parts you would find on a Pacific are similar to what you would see on a Kenworth or Hayes truck, but, as McNutt described, are "bigger and beefier."

"Especially on what we call the 'fat trucks,'" said McNutt. "The big P12s and P16s, the big off-road loggers, everything was Pacific."

During the '70s and '80s, Navistar (then referred to as International Harvester, or IH) owned Pacific Truck.

It was during that time that IH released a highway model of a Pacific – the P500. Some were made of fiberglass, which McNutt said didn't work out so well because they



Pacific Truck, as well as Hayes, was the pride of Canadian truck manufacturing for decades.

shook and bounced on the road.

"Anyone at Pacific, it was not our favorite," admitted McNutt. "We were all about the big steel and the big iron. Putting a Pacific on the highway, it would out haul anything, but not legally...the truck is too heavy. Our trucks were built to last forever and they were built for off-road."

Pacific trucks were always intended for off-road, with the cream of the crop being the P12 and P16, and its highway model never took off.

"Clients in our business hate those (new) engines. They have nothing good to say."

– Larry McNutt

"That's what we built our reputation on," said McNutt, "so when IH bought us and had us do this smaller version, for the diehard Pacific guy, there was some friction."

Dave Stewart is the owner of Coast Powertrain, which owns the heritage side of Pacific Truck, meaning anything that deals with the trucks that were manufactured back from day one of the company.

Pacific Truck and Trailer still exists and is located in Edmonton, Alta.

Stewart's father started Coast Powertrain, originally called Stewart Truck Parts, in 1973. He took on a group of partners in the mid-'80s (changing the name to Coast Powertrain), bought them out in 1990, and purchased the Pacific Truck division in 2001.

At the time, Pacific was winding down the manufacturing side of the business and propping up the parts distribution division, focusing primarily on parts by early 2000.

Pacific Truck is a small portion of Coast Powertrain's business, which manufactures transmissions, drive-lines, differentials, and the entire powertrain on predominantly heavy trucks.

"Unfortunately, (Pacific trucks) are a bit of an extinct dinosaur," said Stewart. "But they sure did the yeoman's work on the island. There were unbelievable weights they were carrying."

Stewart's father emigrated from Ireland and quickly realized that large, heavy-duty trucks were where the money was. He was heavily involved in the lumber industry on the powertrain side in the 1970s.

"He loved the Pacific and the Hayes (trucks)," said Stewart. "That's where he cut his teeth back in his youth. He was the heartbeat around here for the heavy trucks, and that's why he was interested in picking the Pacific project up when it became available."

Stewart's father passed away in 2008 at the age of 63.

"We kept it going in his honor," said Stewart, "and Larry does a great job."

Doing rebuilds is a big part of what Pacific Truck does today, and McNutt said they will only work on trucks that are worthwhile.

Some customers – which come from all over the world – look for rebuilds that will enable them to show their Pacific truck, while others want them restored to full working condition.

"Some of our rebuilds are well over 15 years, and pushing 20 on the rebuilds," said McNutt, adding that the average lifespan of a new Pacific truck is around 40 years.

Pacific trucks were in high demand in Western Canada, Quebec, and overseas, with the U.S. a smaller market for the heavy-duty hauler.

Because they are hand-built, Pacific trucks could take up to three months to finish. They could also be tailor-made for a customer's needs.

"We did a lot of one-of-a-kind (trucks)," said McNutt. "We built a pair of trucks for Boeing Aerospace and shipped them to (F.E.) Warren Air Force Base in '86, designed to haul silo missiles around."

Still located in Vancouver, Pacific Truck Manufacturing is the only location in the world for genuine Pacific parts.

"I get calls from people saying, 'Oh, you're still around, thank goodness,'" said McNutt.

One thing McNutt said Pacific truck owners don't want is new technology.

"Clients in our business hate those (new) engines," he said. "They have nothing good to say. If you're pulling a hundred tons on log or more, you're on an 8% grade, and you fire it up, you need to go up."

"If we build brand new, with a new VIN number, by law we have to put in tier four engines, DEF exhaust, computer controls, and emission controls. On the old VINs, we can grandfather the old power plans."

Today's logging trucks are built differently for an ever-changing industry. They are manufactured for second growth trees, all around the same size, smaller than first growth, which is what Pacific and Hayes trucks were hauling.

Times change, and the trucks have changed as well. But Canada, particularly B.C., can take pride in knowing that at one time it produced the toughest trucks on the market. **TW**



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Mack to continue playing offense

Martin Weissburg takes the helm as Anthem demand boosts on-highway market share



Martin Weissburg.

By James Menzies

ALLENTOWN, PENNSYLVANIA

As he settles into his new role as president of Mack Trucks, Martin Weissburg is well aware he has taken the reins during a surging truck market and he's grateful for the groundwork that's been laid by his predecessor.

"Smoking" and "explosive" are a couple of the terms Weissburg used to describe the current truck market during an introductory roundtable discussion with the trucking press here Aug. 20. The key to building on Mack's success in the wake of the launch of its new Anthem highway tractor, is to continue playing offense, added Weissburg, who stepped into the role June 1.

"Mack's newest member of the family (the Anthem), couldn't have come at a better time," he said. "We ramped up production in the first quarter of this year and demand for this product has greatly exceeded our expectations."

Weissburg said Mack has grown its on-highway segment market share with the launch of the Anthem. He said customers are using it as a tool to attract and retain drivers, or to reward top-performing drivers. Some fleets are parking it out front of their facilities during recruitment fairs, he said of the distinctive Anthem.

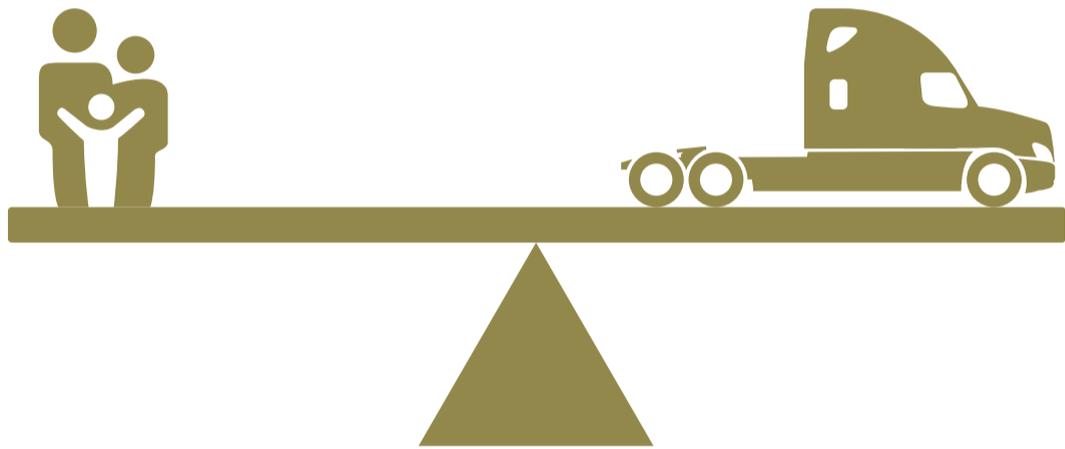
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Breaking down brakes

Four ways to reduce brake violations

By James Menzies

Brakes continue to be the trucking industry's greatest pain point when it comes to vehicle-related out-of-service defects. However, there are steps fleet managers, maintenance departments, and even drivers can take to greatly reduce a carrier's brake-related defects.

It starts with PM

Having a good preventive maintenance (PM) schedule in place is critical to identifying brake-related defects early, says Joseph Kay, director of brakes with Meritor.

"I'd start with making sure that preventive maintenance is being conducted at regularly-scheduled times," he explains. "It's really important for the fleet manager to know the vehicle, and the duty cycle those vehicles are subjected to."

He reminds that the wheel-end is on the unsprung side of the suspension, meaning pot holes and other bumps can contribute significant fatigue to wheel-end components, including brakes. They're also subject to all the corrosive de-icing agents being sprayed on the roads.

"There are some pretty nasty contaminants out there that can play havoc on the parts," Kay says, adding technicians should regularly grease wheel-end components to protect against these corrosive agents.

Kevin Pfof, technical services coordinator, Bendix Spicer Foundation Brake, agrees that technicians should be inspecting the brakes every time the truck visits the shop.

"If you bring a truck into a garage, it takes about 10 minutes to go through and actually measure the brake's stroke," Pfof says. "Most maintenance departments will tell you they don't have enough time. But if they bring the truck in for any reason, take that extra five or 10 minutes to measure brake stroke while you have the truck in there."

Understanding slack adjusters

Kerri Wirachowsky, director of roadside inspection programs for the Commercial Vehicle Safety Alliance (CVSA), says some fleets continue to use manual slack adjusters on trucks built after 1994, not realizing that it's illegal to do so.

In one instance, she recalls, a fleet stocked up on manual slack adjusters because they were on sale, and placed them on all its vehicles.

"Don't do that," she emphasized on a recent brake safety webinar hosted by ERoad. "When you do that, you are subject to violations."

She says manual slack adjusters are easily identified because they have three holes in them instead

of just one. They're currently only allowed on trucks built prior to 1994. Also, automatic slack adjusters should never be manually adjusted. And if a brake is out of adjustment, don't assume the slack adjuster is to blame, points out Meritor's Kay.

"If the brake is out of adjustment, it could be the adjuster that's bad or it could be something else," he says. "Air chambers, bushings, bearings, camshafts – different components can create out-of-adjustment conditions, so just going and adjusting the brakes could be masking a bigger problem."

Pfof says technicians should be reminded to lubricate the automatic slack adjusters during PMs, but he said manually adjusting an automatic slack adjuster can cause internal damage to the component.

Drivers need to do their part

Wirachowsky says roadside inspectors are regularly frustrated when they find obvious brake defects that should have been discovered during a proper pre-trip inspection.

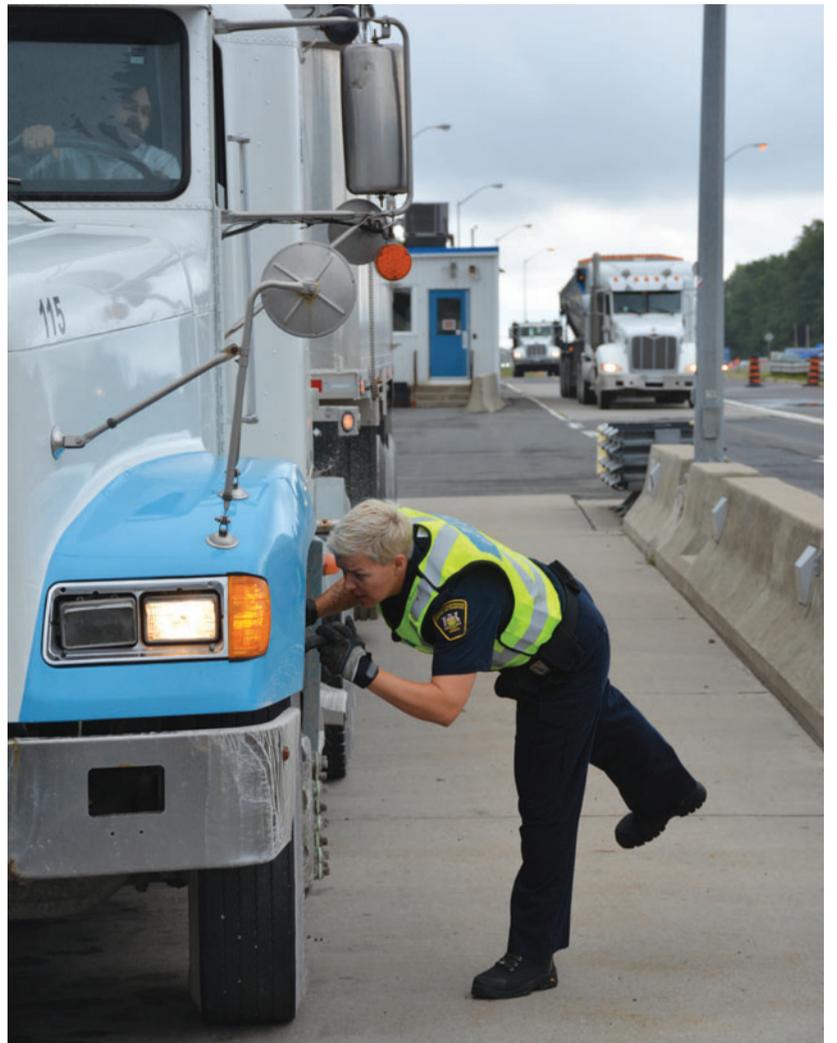
"I'm not suggesting drivers can find them all, but I'm suggesting, in most cases, they can find more than they do," she says. "I've seen drivers do trip inspections and check their tires, rims, wheels, but I don't see them looking underneath the truck at the pushrod stroke and the broken springs and other things they could potentially find before I, as an inspector, find them. We all want a safe truck on the road and if they can find it before an inspector, great, because that is what we are trying to do and then they can get it repaired at a facility rather than at the side of the road where it costs carriers thousands of dollars more."

Drivers, during their pre-trip inspection, should also look for air hose chafing, which Wirachowsky notes is the second most common brake violation outside of adjustment, and something a driver can easily see. This is often a problem when the air hose is laid across the catwalk or deck.

"A crack in the spring brake housing is an automatic out-of-service violation, and the driver just needs to bend at the waste to be able to see that," she adds.

From behind the wheel, there are other symptoms of brake issues that drivers should be aware of, Pfof says.

"You may have a brake pull when you apply the brakes," he explains. "You can get pull from one side to the other. The other thing you could be looking at is you have to apply more brake pressure to get the vehicle to stop under normal stopping. Grinding noises. Even friction smell. Let's say you have a brake that's hanging up, you can smell



Ontario enforcement officer Samantha Sarasin inspects a truck at roadside, where brake violations continue to be the leading cause of vehicles being placed out of service.



A Bendix technician inspects automatic slack adjusters.

that friction burn. It's not a good smell. So, those are a couple things that a driver if he is listening and paying attention, would notice."

Switching to air disc brakes

One way to greatly reduce the risk of brake violations is to switch to air disc brakes, where the individual brake components are contained out of sight. But that doesn't mean disc brakes are maintenance-free, or that they don't have to be inspected.

"With a disc brake, your inspection is visual. You're looking for cracks, or you look up between the wheels and the caliper. You're looking where the pads sit and you look for mismatched pad thickness," Pfof explains. "Then you'll move the caliper and you'll check caliper movement and you want to make sure there's running clearance. People get it in their heads that disc brakes are maintenance-free, but you still have to visually inspect this."

Kay agrees, suggesting drivers and technicians carefully inspect disc brakes for road damage. Disc brakes continue to be standardized by more truck manufacturers and more fleets are making the switch to reduce roadside violations as well as to provide better stopping performance.

They're even being touted as a driver benefit, according to a new white paper from Haldex.

"Fleets today are looking for any way they can get a leg up in recruiting and retaining good drivers and having vehicle equipped with air disc brakes sends a message that they are serious about their safety," the Haldex white paper said. "There is also an argument to be made that the pedal feel of a truck with air disc brakes is similar to that of a passenger car might open up the driver pool similar to how automated transmissions drew more people to the vocation." **TW**

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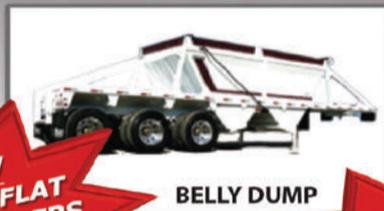
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2018 MACK CXU613 HEAVY-HAUL DAYCAB

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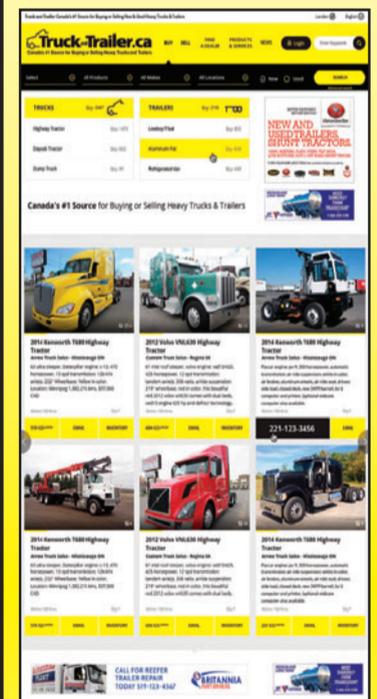
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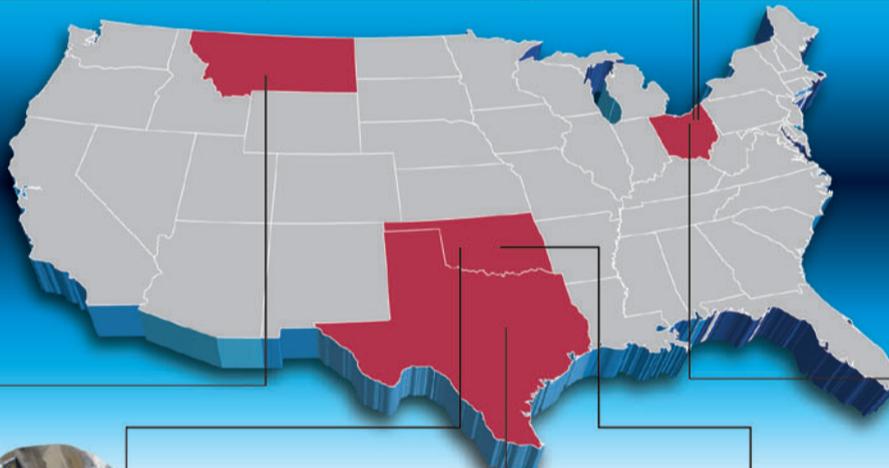
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Mark Dalton: Owner-Operator

By Edo Van Belkom

Greatness is in the eye of the beholder

- Part 3 -

THE STORY SO FAR

Mark travels to New Mexico for a load back to Canada. While he's there, another driver shows up for a load to Los Angeles. The driver looks Mexican and the shipper was expecting someone white, and tells the driver there is no longer any load. Mark offers his load to the man, and the shipper ends up giving the man his original load.

On a return trip to the U.S., Mark is in Texas and decides to see what would happen if he flew a gay pride flag on his truck. He's questioned by the shipper, and is almost refused the load. Finally, the shipper removes the flags for Mark's own safety. Later, even with the flags removed, he is pulled over and questioned by police...

After two days of driving, Mark was able to cross the border into Canada without incident and by mid-afternoon of the third day, he was pulling into the warehouse to deliver his truckload of Texas-made pet food.

As he was backing Mother Load up to a loading dock, he saw a bunch of drivers hanging around at one end of the yard.

Of the four drivers, at least two looked familiar to him and he decided he'd join the group once his delivery was accepted and unloaded.

Within minutes of the loading dock door being rolled up, receivers were lined up with a pair of forklifts and a third man was on the ground to coordinate the unload.

That left Mark free to wander over to where the other drivers were and shoot the breeze.

As he approached the group, Mark recognized one of the men as one of Bud's drivers, and another with whom he had spent plenty of time in the waiting line up at the railway depot in Vaughan, Ont.

"Well, well, well," said the driver dispatched by Bud, a native of Guyana who came to Canada as a teenager and who had been driving for some 20 years. "If it isn't the trouble-magnet himself, Mark Dalton."

"Hey Leon!" Mark said, shaking the man's hand.

"I recognize you," said the container driver who knew him from Vaughan. "You bought me a coffee once."

Mark waved hello and then was quickly introduced to the other two drivers in the group. "This guy's famous," said the first man. "My

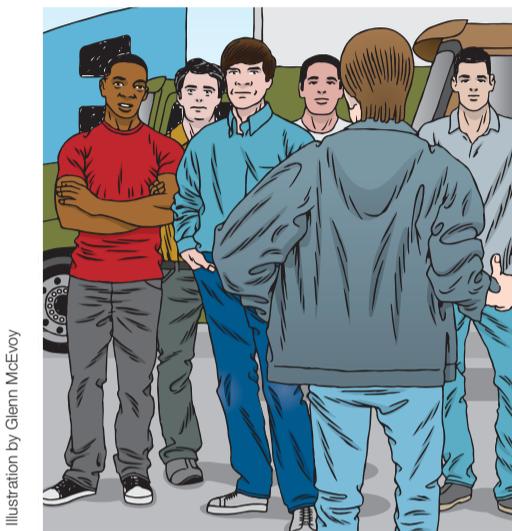


Illustration by Glenn McEvoy

dispatcher has told me all kinds of stories about you."

"What kind of stories?"

"Like busting up an international smuggling ring, or solving a murder, or reuniting lost teenagers with their families."

The other men all stared at Mark as if he were a movie star or action hero.

"Yeah," Mark nodded. "Those are all true stories."

The group chuckled. Then the man said, "So what fantastic adventure are you coming from now?"

"Well, it's funny you ask. I picked up a load in Texas and was driving through the deep south and..."

Mark went on to tell the story of how a shipper tried to take a load away from a driver with Mexican heritage when he'd expected the driver to be white, and then how he was hassled for flying gay pride flags on his truck, even after they'd been removed.

"That sounds like what's happened to me," said one of the drivers Mark didn't know. "I'm from Peru and probably look like a Mexican to anyone who sees me near the southern U.S. border. And whenever a cop sees me behind the wheel of an older truck with some miles on it... they always say it's to do a safety inspection, but they never spend as much time looking over my truck as they do asking me where I'm from and

what I'm doing there. It doesn't ever seem to matter much that there are Ontario plates on my truck and I have a Canadian passport."

"You think that's bad," said Leon, the driver originally from Guyana. "One time I was stopped for driving through a yellow light. I wanted to stop for it, but it was just safer to go on through. Well, there was a cop at the intersection and he pulled me over. He was polite enough, but after he searched me and the inside of my truck, he began asking me if the truck was stolen. He kept it up even after he'd seen the ownership and insurance was all in my name."

A pause. "I think he just couldn't get his head around the fact that I had a nice rig and was running a profitable business."

The gathered men all nodded in agreement as if they'd felt the same thing many times before.

At that moment Mark's cell phone rang. A quick look at the ID told Mark it was Bud calling, probably with another load.

"Hey Bud," Mark said. "If you don't mind I'm going to put you on speaker phone."

"Why, what's going on?"

"Nothing much," Mark answered. "Just standing around chatting with Leon and a couple other drivers."

"Leon," Bud asked. "Leon, who?"

Leon just shook his head. "That joke is like you, Bud. Old and lame."

"Oh, that Leon," Bud said.

"He knows who you are now," Mark said, then held the phone close to his ear. "What's up, Bud?"

"Well, I've got a couple of loads for you to choose from," he said. "One is a long haul to Houston and the other is a shorter load that pays less going to Winnipeg."

"Big money to the southern U.S., or less money to stay in Canada," Mark said, summing up his choices.

"That's right."

"I choose Canada," Mark said.

Together, the gathered drivers all gave Mark a nice long slow clap of approval. **TW**

Mark Dalton returns next month in another adventure.

FAST FORWARD

Mobil Delvac

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PART III

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The Adventures of NEWLAND TRANSPORT

By Edo Van Belkom

Vic is at the airport to meet his cousin, Jacob, who has finally received his papers to immigrate to Canada. It is a joyful reunion.



Like Vic, Jacob had been a truck driver in Africa, taking over Vic’s job from him when Vic had moved to Canada. Vic had told Jacob that when he came to Canada and got his licence to drive a truck, Vic would do his best to get him some work.

A couple of months after his arrival, Jacob earned his AZ licence in Ontario and contacted Vic about getting him a job.

Vic agrees to drive his cousin to see Bud and offers to let him use his truck to show Bud what he can do. They drive to Bud’s yard and Vic introduces his cousin to his future dispatcher and employer.

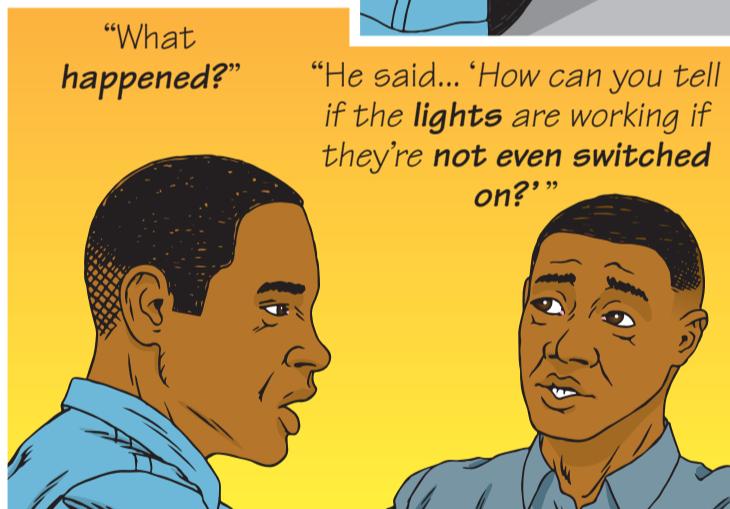


Illustration by Glenn McEvoy

With just a few questions, Bud finds out that Jacob has been driving trucks in Africa ever since Vic came to Canada. “Well, he’s got plenty of experience,” Bud says. “Let’s see if he’s any good.”

While the two men walk over to Vic’s truck to do a circle check and test Jacob’s driving skills, Vic grabs a coffee from a nearby Timmies. When he returns Vic watches as Bud and Jacob continue doing a circle check on Vic’s truck.

About 20 minutes later, Jacob walks across the yard without ever getting into the truck or driving it anywhere. As Jacob nears, Vic is able to see that he is down with a sad and dejected look on his face. Vic thinks, this can’t be good.



Vic realizes in an instant that Jacob, even though he had an Ontario driver’s licence, was not prepared at all to drive a truck in Ontario.

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Demand high

Continued from page 31

“It’s a driver’s truck,” he said. “The timing is good and demand is super high.”

To put the demand into perspective, Weissburg said Mack has taken twice as many orders for on-highway trucks so far this year than its total retail sales in the segment all of last year. Demand

also remains strong in its other core segments, including refuse and construction, but it’s the on-highway segment that’s seeing the strongest growth. But with this strong demand comes challenges, including managing a stretched supply chain and staying on top of suppliers to ensure they can continue meeting such high demand.

“We have our share of challenges with a stretched supply chain as well. The whole industry is facing that,” said Weissburg. “There’s no

single major point of pain. Just right when you fix one, another point of pain pops up. I’m close with our suppliers, I empathize with their challenges.”

One of the greatest challenges facing suppliers, said Weissburg, is finding enough employees in a low-unemployment environment.

“A lot of them have the ability and capacity from a fixed asset standpoint, but from a labor standpoint it’s very stretched,” he said.

Mack has been heavily investing in its own facilities, and its dealers have followed suit. Weissburg said the company has invested more than \$80 million into its Lehigh Valley plant over the past few years, where 2,400 employees now work. It has also been focusing on uptime, with the launch of its Greensboro, N.C.-based Uptime Center and new services such as over-the-air software updates. The latter allows fleets to save significant time when updating powertrain software by doing so remotely without taking the truck out of service. It is being rolled out gradually with certain fleets to ensure a smooth deployment.

“This is the backbone of what we do – transportation solutions,” said Jonathan Randall, senior vice-president of sales and marketing for Mack. “It’s all about limiting breakdowns, and when downtime or dwell time occurs,

making it as little time as possible for those wheels to not be turning earning revenue.”

Weissburg added one customer told him the fleet’s not making money if its windshield isn’t killing bugs. “We want to keep killing bugs,” he quipped.

For Weissburg, taking the top job at Mack is a homecoming of sorts. He has overseen Mack Financial Services and later served as the head of Volvo Construction Equipment – a US\$9-billion business that saw him relocate to Europe for the past four years.

Weissburg wanted to move back to the U.S. to be closer to family and the Mack job was a perfect fit. The time spent in Europe only reinforced his appreciation for the iconic Mack brand.

“For me, Mack is like the cherry on top,” the 56-year-old Maryland native said of his career, all of which was spent in the truck, trailer and equipment industries. “It’s the dream job. To join as leader of this iconic brand and with this great team is a wonderful opportunity for me.”

And while he knows he’s taking over while business is booming, he’s optimistic the bottom won’t fall out anytime soon.

“Every indication is that 2019 will be another strong year, and we’re planning accordingly,” he said. **TW**

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Looking overseas to help ease Canada's lack of young qualified drivers

By Derek Clouthier

BURNABY, BRITISH COLUMBIA

For Daryl Ee, finding and recruiting new drivers shouldn't be a "speedee" process.

Ee is the CEO of Speedee Transport, a thriving transportation company out of Burnaby, B.C., with a motto that centers on being Western Canada's "absolute best customer service experience ever – no excuses."

For Ee, that involves more than simply being there for its customers – it means helping all those in the industry, no matter the situation.

Driving back to Vancouver from visiting a customer in B.C.'s Okanogan Region, Ee came across a driver hauling a 53-foot tri-axle trailer who he said was tailing other vehicles and taking turns too fast.

After pulling over for some food, Ee found the truck about 10 kilometers down the highway rolled on its side. He pulled over to check on the driver. He was OK, but shaken from the incident.

"I sat with him for about a half hour talking to him to try to calm his nerves as we waited for a rescue team," said Ee. "During our conversation, I realized he just got his Class 1 licence two weeks ago and this was his first trip to the Okanogan. I should have been shocked, but this is typical."

Ee is not naïve. He knows people need their freight delivered, and truck drivers and carriers need to haul that freight or they will lose customers and money.

He also believes carriers need to start hiring experienced, qualified drivers. If they don't, more incidents like the one he described will occur.

Ee's solution to the "qualified driver shortage" is to make the process of recruiting drivers from other countries simpler, less costly, and quicker.

"We of course believe it's best to hire local first, but when there is not enough experienced talent to fill the demand, we need to act



The growing Speedee family is all about providing its customers with the best service experience possible – no excuses.

with a sense of urgency," said Ee. "There are thousands of experienced drivers who are from other parts of the world who are used to winter conditions and mountain driving who would love to have an opportunity to drive in Canada. Why not open the channels up to make it easier to recruit drivers, or even better yet, provide incentives for companies to do this instead of charging the company fees for this?"

Speedee Transport is a carrier that owes its success to a driver from another country.

Speedee was established in 1976 by Eric Ee, Daryl's father, who immigrated to Canada from Malaysia in 1969. He launched the company with one truck and one driver – himself.

Speedee was initially an arm of that original company, becoming its own division several years ago due to its rapid growth.

Today, Speedee specializes in temperature-controlled LTL and FTL services to markets in B.C., Alberta, Saskatchewan, and Seattle. They also boast over 60,000 square feet of warehouse space in Vancouver, Calgary, and Toronto.

Speedee prides itself on being a family-oriented business.

"We believe that people come to work to make a life, not just

a living," said Ee. "Everyone is important and we are always willing to help each other out. These are two of our values we share with all of our stakeholders and it's lived out every day."

Over the past decade, Speedee has grown from a family-run operation of 25 employees to over 150 current team members in its three divisions – temperature-controlled LTL overnight express service, temperature-controlled LTL road service, and dedicated and FTL temperature controlled road or rail.

"We've become more sophisticated about how we approach running the business," said Ee. "We continually look for ways to become more effective at creating high value for our customers by providing the absolute best customer experience without any excuses."

And when it comes to recruiting drivers from overseas, Ee knows Canada's growing population is not looking to make excuses either.

"Canada's economy and population continues to grow, and we will continue to be required to transport more goods," said Ee. "With an aging driver population and a lack of fresh-blooded Canadians coming out of college or university wanting to become truck drivers, I believe it would be beneficial to move this

initiative forward with speed."

Ee said Canada has made efforts to bring more qualified drivers into the country to help ease the shortage, but more needs to be done, including ensuring that those coming over are treated fairly.

"As Canada does open up the channels further, I would suggest increasing the auditing of companies that have participated in the program to ensure drivers are being fairly compensated, have safe working conditions, and know their rights," he said. "We wouldn't want companies taking advantage of drivers. It really needs to be a triple win-win-win for this to work well – communities get their goods transported, people have good jobs, and companies have drivers to operate their business." **TW**



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