

TRUCK NEWS EAST

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Help wanted

Canadian manufacturers are having trouble attracting enough talent to meet demand.

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The Best Fleets to Drive For have been named. Was your carrier among them?

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How Schneider virtually eliminated cargo theft, by adjusting processes and studying thieves' tactics.

Training required

National training standards could be coming

MONTREAL, QUEBEC

Canada's transportation ministers have committed to developing a national entry-level driver training standard by 2020 – one of a series of trucking-related initiatives highlighted during a meeting in Montreal.

The goal was released as part of a broad-ranging communique developed during the annual meeting of the Council of Ministers responsible for transportation and highway safety.

"Ministers discussed the importance of strengthening commercial motor vehicle safety. In particular, they agreed to build upon and leverage the work undertaken by several jurisdictions to develop a standard for entry-level training for commercial drivers in Canada by January 2020. This standard will help ensure drivers have the necessary knowledge and skills to safely operate commercial vehicles," the communique reads.

Ontario is the only Canadian jurisdiction to mandate entry-level

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Ontario Transport Minister Jeff Yurek visited Rosedale Group in London, Ont., Jan. 24 to announce a scale bypass program in the province.

Scale bypass comes to Ontario

Technologies will pre-screen and pre-clear trucks, based on their condition and compliance rates

By James Menzies

LONDON, ONTARIO

Ontario will become the second province to implement scale bypass technology from Drivewyze, and will also spend more than \$8 million over the next 10 years to pre-screen trucks at weigh stations.

The announcements were made at Rosedale Group's London, Ont., shop by Ontario Transport Minister Jeff Yurek. He was accompanied by representatives from Drivewyze, the Ontario Trucking Association (OTA), the Private Motor Truck Council of Canada (PTMC), and others from the trucking industry. The use of technology to streamline inspections will help enforcement officers zero in on high-risk trucks, while bringing cost and time savings to compliant carriers, Yurek said.

The move is part of the Conservative government's aim to reduce red tape and make the province more business-friendly.

"With the help of pre-clearance and pre-screening technology, trucks that have been pre-cleared will not have to stop at the truck inspection station. This will reduce delays, get goods to market faster, and improve safety," said Yurek. "With this new technology, we are once again demonstrating how our government is mak-

ing it easier for industry across North America to do business in Ontario."

Drivewyze pre-clearance is already used at more than 700 sites in 42 states and now two provinces, the other being Alberta. The service is integrated with about a dozen telematics and electronic logging device (ELD) providers, which serve as resellers, but it can also be operated using a standalone app on Apple or Android devices. It will cost operators about \$14 per month for each truck, which, according to Doug Johnson, vice-president of marketing with Drivewyze, is generally recouped through just one scale bypass. The savings come from increased productivity from not having to stop, and the conservation of extra fuel required to slow the truck down, crawl through the scale, and then return to highway speed.

Several Ontario fleets have been piloting the system in recent months.

"Being able to use Drivewyze in Ontario is huge for us," said Aslan Motahedin, director of management and information systems for XTL. "The primary reason we're using Drivewyze is to make our drivers' lives easier. Drivers like to drive, and they don't want interruptions to their day. Since we're a very safe fleet and have excellent bypass rates, we will now be able to gain bypasses in Ontario."

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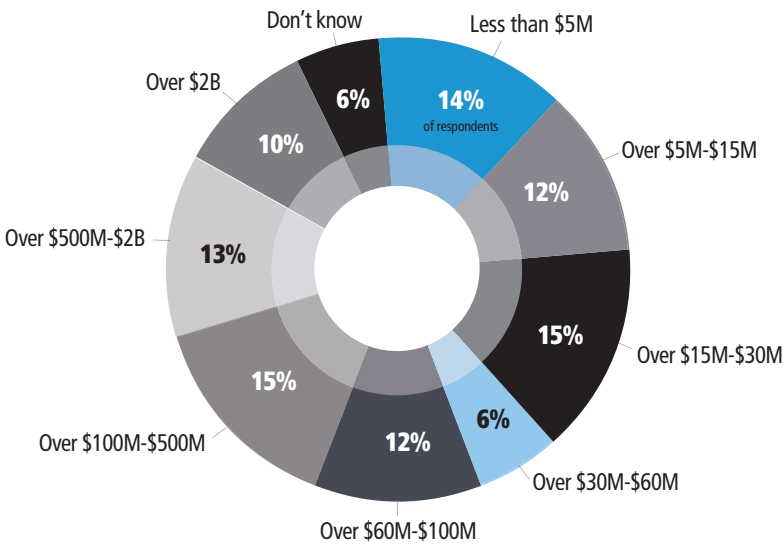
Transportation terrific

Why it's at the heart of spending for Canadian shippers

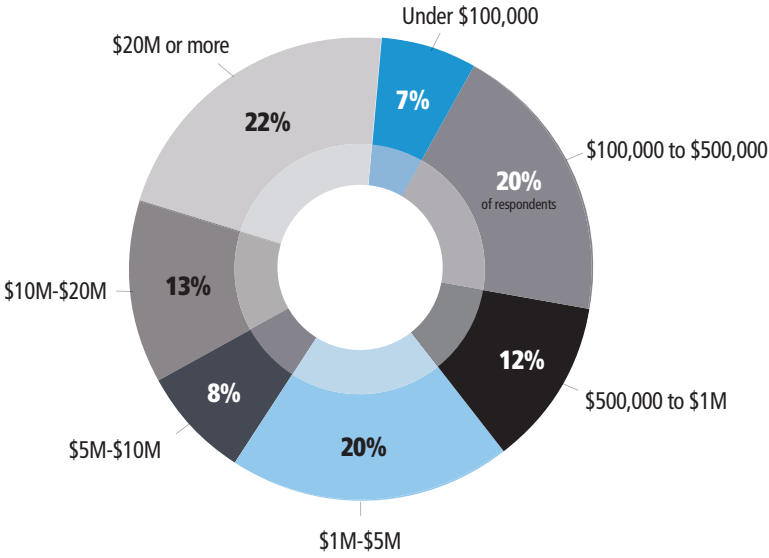
Small and medium sized businesses (companies with less than \$100 million in annual revenues) are the heart of Canadian business. And with a country as vast as Canada and the world's largest market across the border transportation is at the heart of their spending. Almost two thirds of Canadian shippers have supply chain budgets over \$1M and 6 in 10 are spending over \$1M on surface transportation, according to our annual Transportation Buying Trends Survey.



Canadian shippers estimated annual sales



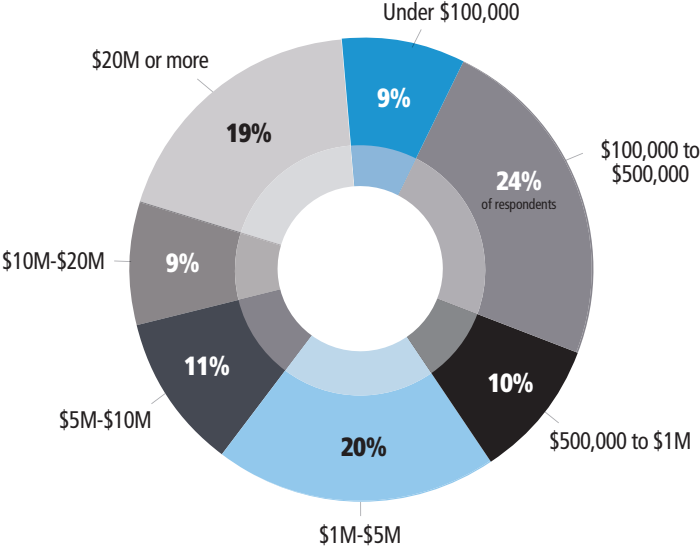
Canadian shippers annual logistics budget



Portion of Canadian shippers spending over \$1M annually on surface transportation

Rail	84% of respondents
Truckload	81%
LTL	84%
Courier	74%
Intermodal	81%

Canadian shippers annual transportation spend



Portion of Canadian shippers employing contracts of one year or less on surface transportation

Rail	18% of respondents
Truckload	43%
LTL	24%
Courier	13%
Intermodal	22%

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National training standard a long time coming

Federal Transport Minister Marc Garneau and his provincial counterparts emerged from a Council of Ministers meeting in Montreal on Jan. 21, with a promise to implement a national training standard for entry-level truck drivers by 2020. It's about time.

It was a late Christmas present for the trucking industry, which has been lobbying hard to get such a program put into place. Currently, only Ontario has mandatory training requirements for entry-level truck drivers, though other provinces are following suit.

Ontario's mandatory entry-level training (MELT) standard went into effect in July 2017, and employers report having better-prepared driver applicants showing up at their door – still needing additional training, but at least having a command of basic driving skills. A set of skills they can work with through a mentoring and finishing program.

The Jan. 21 announcement was a long time coming, and almost certainly a result of the tragic Saskatchewan crash involving the Humboldt Broncos hockey team bus, which resulted in 16 fatalities. The semi driver, Jaskirat Singh Sidhu, has plead guilty to 16 counts of dangerous driving causing death and 13 counts of dangerous driving causing bodily harm.

He is awaiting sentencing and will likely be spending a long time behind bars; the crown is seeking a 10-year sentence. Sidhu took full responsibility for the crash, citing his lack of experience as a factor.

We as an industry, and as a nation, share some of the blame for allowing Sidhu to so eas-



ily obtain a commercial driver's licence, to gain employment, and to operate for any length of time – enough time to have racked up 70 violations, most of which were related to hours-of-service. How many other Sidhus are operating on our roads today because of the lax entry standards we have created?

It's stunning to me that hairstylists, deemed a trade by the Ontario College of Trades and Apprenticeship Act, require 3,500 hours (approximately two years) of training, including 3,020 hours of on-the-job work experience and 480 hours of in-school training, while in most of

Canada, all one must do to obtain a licence to operate an 80,000-lb commercial vehicle on public roads is to pass a short road and written test. Even Ontario's MELT program requires only 103.5 hours of training.

Think about that for a second.

It would take quite some clipper calamity to result in a fatality and jail time for a hairstylist. But truckers go to work every day realizing one bad mistake can cost someone their life, and land them behind bars. The training requirements and the responsibilities of the job just don't equate.

Yet we as an industry, send unprepared and undertrained drivers out onto the highway every single day. That has to change, and it will eventually change, if the feds successfully implement nationwide training standards for entry-level drivers and if employers follow that up with further on-the-job training and mentoring.

Once this is achieved, and the provinces follow through with implementation, the long overdue recognition of truck driving as a skilled trade should follow. But is it any wonder the industry has been unsuccessful in having truck driving recognized as such, when the barrier to entry is so low? Finally, there seems to be an appetite to fix this. **TN**



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Shippers seeing some relief

Industry forecaster predicts ‘sectoral recessions’ in 2019

TORONTO, ONTARIO

Are the good times over for trucking? Probably not. But compared to a stellar 2018, early indicators are showing that carriers may have to downgrade their expectations for a repeat.

The Canadian spot market enjoyed record load volumes in 2018, according to TransCore Link Logistics, but the capacity crunch appears to be easing. The fourth quarter ended with the lowest load volumes seen all year, while truck volumes set a new record for the quarter.

Load volumes were down 31% year-over-year in the fourth quarter, and 15% off the third quarter. December load volumes were down 9% from November, but TransCore notes there were fewer shipping days. The best month of 2018 for Canadian spot market load postings was January, which was the strongest month in Loadlink load board history. In fact, monthly load volumes from January to July were the highest ever recorded in each of those months, TransCore reported.

The abundance of freight may have attracted more trucks. In December, equipment postings were up 52% year-over-year, with a truck-to-load ratio of 2.82. At the beginning of 2018, there was about one truck for each posted load.

It was also a “banner year” for U.S. truck tonnage, with the American Trucking Associations (ATA) reporting full year for-hire truck tonnage was up 6.6% in 2018 over 2017 levels. That marked the largest annual gain since 1998.

“The good news is that 2018 was a banner year for truck tonnage, witnessing the largest annual increase we’ve seen in two decades,” said ATA chief economist Bob Costello. “With that said, there is evidence that the industry and economy is moderating as tonnage fell a combined total of 5.6% in October and November after hitting an all-time high in October.”

However, industry analyst ACT Research reported yellow lights are flashing for the U.S. economy, and for the North American commercial vehicle industry.

“Over the course of Q4 2018, the list of indicators flashing yellow became longer and brighter for the U.S. economy,” said Kenny Vieth, ACT’s president and senior analyst. “While there is insufficient evidence to make a recession call, there is enough presently to suggest growing potential for sectoral recessions, à la 2015.”

Regarding trucking rates, Vieth said, “After several months of deterioration, the spread between contract and spot rates has been sufficiently wide for a sufficiently long

period that ACT’s rate pressure analysis is now calling for negative contract rates, if just, by Q2 2019.”

And indeed, shippers are seeing some pricing relief. The FTR Shippers Conditions Index turned positive for shippers for the first time in more than two years in November, reaching its most positive reading for shippers since August 2016.

“Conditions have improved noticeably for shippers in the last few months,” said Todd Tranausky, vice-president of rail and intermodal at FTR. “The prospect of sustained lower fuel prices, increasing capacity in the truck and rail sectors, and the first signs of a turn

in rail service raise the prospect of a much better 2019 than shippers expected during much of 2018.”

ACT Research projects U.S. economic growth to slow in 2019, as monetary policy becomes less accommodative. But it’s not calling for a recession.

“While economic pressures and uncertainty have caused some to raise the specter of a recession, starting in 2019, we think that projecting a recession at this point is premature,” said Vieth. “Even though there are signs of weakness, there are also signs of continued strength, not least is the robust December labor market report. That



Kenny Vieth

said, we are not suggesting there is no basis for concern, but the weakness of economic activity we project has led us to expect ‘sectoral recessions.’” **TN**

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Ontario truckers can bypass weigh stations

Continued from page 1

Johnson told *Truck News* that, as of March 1, any fleet with a CVOR – those plated in Ontario and from the U.S. with authority to operate here – will be able to enroll. Their bypass frequency will depend on their CVOR record. Every operator who's a member will be subject to random inspections, but Johnson said a well-run fleet can expect to bypass weigh stations about 90% of the time.

In addition to pre-clearance, the province announced a major investment to test pre-screening at four Ontario weigh stations: Lancaster,

Whitby/Oshawa, Putnam South, and Vineland. This will incorporate Intelligent Imaging System (IIS) technology incorporating thermal imaging, dangerous goods placard reading, CVSA sticker reading, and US DoT number reading, to determine whether or not a truck approaching the scale should be called in for inspection.

This will help enforcement officers focus their attention on trucks that are more likely to contain defects, Yurek explained. For example, thermal imaging can detect overheated brakes, which may point to defects or potentially imminent wheel separations.

"Wheels coming off at highway speeds, it's very dangerous, and this is a system that helps reduce that," Johnson said.

But Yurek was quick to point out the technology will not result in



The press conference was attended by mainstream media, as well as the trade press.

more lax enforcement standards.

"This will not reduce the number of inspections," he emphasized. "This new technology

will help us to focus on high-risk operators."

The IIS pre-screening technology will be piloted before Ontario determines whether or not to roll it out province-wide. But Yurek said his government is interested in better utilizing technology to improve productivity for industry.

"Our government has been pretty clear that we want to open up Ontario for business, and one way we can do that is to reduce red tape or regulations that create barriers to do business in this province," he said. "These two announcements today play into reducing those regulations, which is going to improve the efficiency of our trucking industry and is also going to improve safety. It's going to give time back to drivers to make their routes in a timely manner rather than being held up at inspection stations when they don't need to be."

The announcements were lauded by the trucking industry. Stephen Laskowski, president of the OTA, said, "This technology investment is going to make Ontario roads safer. It's going to eliminate red tape for the vast majority of drivers and fleets who make road safety their priority every day."

Mike Millian, head of the PMTC, added: "The PMTC and its membership are extremely pleased with today's announcement. We are proud of our record, as stats show an average of 80% of our vehicles pass roadside inspections. As an industry, we want to improve on that, and we acknowledge that a 20% failure rate is still too high. This allows best-in-class carriers who meet certain criteria to apply to be a part of the pre-clearance program in Ontario."

Drivewyze's Johnson said the app is easy for drivers to operate, and it is fully integrated with about a dozen telematics platforms and ELDs currently in use, including those from PeopleNet and Isaac Instruments. The company has more partnerships in the pipeline. In most cases, the technology is already built in and can be "turned on" remotely at the operator's request.

Inside the cab, drivers will get an audible alert when they are three kilometers from a weigh station. At the 1.5-km mark of the approach, the software captures the truck and driver's credentials and then checks them against the MTO database, to determine their CVOR record and whether they should be called in for inspection or allowed to continue.

Yurek said the app does not distract drivers or run afoul of the province's distracted driving laws.

Inside the weigh stations, MTO officers will be equipped with a dashboard that allows them to see the truck's pertinent information, and whether or not it was instructed to pull in. Currently, trucks plated in provinces outside Ontario are not allowed to participate, but Johnson told *Truck News* a solution to that is in the works. Packages are available for Ontario only, or including the U.S. **TN**



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National MELT program on the way

Continued from page 1

training for truck drivers, although Alberta and Saskatchewan have both released the initial framework for mandates of their own.

Last April's truck-bus crash in Saskatchewan that killed 16 people on a Humboldt Broncos minor hockey bus – and a recent Ottawa bus crash that killed three people – were both cited as reminders that more needs to be done in the name of highway safety.

"It's a historic day for our industry to see all provinces committed to creating a national training standard," said Canadian Trucking Alliance (CTA) chairman Scott Smith.

"We are encouraged by the direction and timelines outlined by (federal Transport Minister Marc) Garneau regarding the implementation of (mandatory entry-level training) across the country. We as an industry remain committed to working with all governments on a third-party certified (electronic logging device) ELD mandate coming into effect the same year," said CTA president Stephen Laskowski.

The Private Motor Truck Council of Canada (PMTCC) also welcomed the announcement.

"The PMTCC is thrilled with Transport Canada's announcement on

new federal regulations coming into effect for mandatory entry-level training for commercial drivers as soon as January of 2020," said Mike Millian, PMTCC president. "The PMTCC has been encouraging Transport Canada and the CCMTA to pursue a national standard for MELT for several years and are happy to see this file moving forward. We worked with Ontario, Alberta, Saskatchewan and Manitoba on their MELT file, and look forward to working with Transport Canada and CCMTA on the national standard as well. Properly trained entry-level drivers are a must in our industry, and this is a very positive step."

Transport Canada believes regulations concerning ELDs will be adopted in the "next few months," Garneau said, responding to a question from *Truck News*. "It has to go through *Canada Gazette*. Then we need to allow some time for the trucking sector to put things in place."

But a final date has yet to be set. The communicate itself promised to "advance the dialogue" on finalizing a harmonized technical standard for ELDs.

The ministers also promised more steps to protect vulnerable road users around heavy vehicles, refer-



Federal Transport Minister Marc Garneau addressed the press to announce several trucking industry safety initiatives, including a national training program for entry-level drivers.

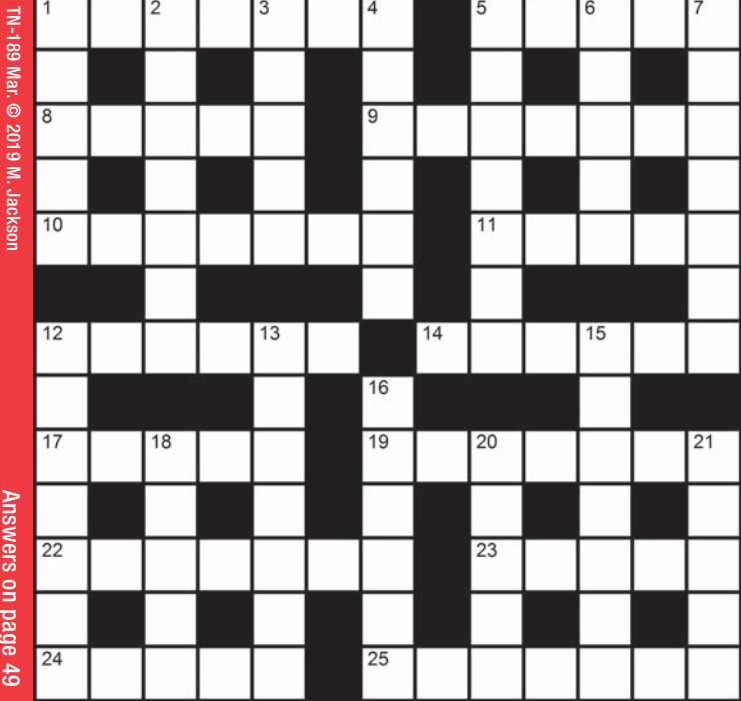
ring to the recently published *Safety Measures for Cyclists and Pedestrians Around Heavy Vehicles* report, released last October. So, too, did they endorse a recent Trucking Harmonized Task Force Report in a bid to eliminate interprovincial trade barriers and irritants.

"Ministers also agreed to establish the same weight limits for wide-base single tires as dual tires within their respective jurisdiction. This will further harmonize regulations, improve the productivity of trade corridors,

and reduce GHG emissions to ensure that Canada's transportation system supports the safe, competitive, and seamless transportation of goods," the communique reads.

Support was also shown for advancing the uptake of zero-emission vehicles, exploring mandatory seatbelts for school buses, collaborating on approaches to fight distracted and impaired driving, and promoting testing and investments in automated and connected vehicles. **TN**

THIS MONTH'S CROSSWORD PUZZLE



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Help for traumatized truckers

Rapid access to mental health professionals is helping truckers cope with post-accident trauma

By Carroll McCormick

MONTREAL, QUEBEC

It is a remarkable example of what a dedicated effort can achieve: Less than three years after Patrick Forgue and his partner Kareen Lapointe began an awareness campaign about post-traumatic stress disorder (PTSD) in truckers, last December they announced the launch of a pilot project designed to treat truckers after traumatic accidents.

Called Prevention, it is a collaborative effort between SSPT chez les Camionneurs (unofficially translated as PTSD Among Truckers), which Forgue and Lapointe founded in 2016, department of psychology researchers at the Université du Québec à Montréal (UQAM), and psychoeducators from Groupe JP Robin, and the partnership of the Quebec Trucking Association. It is being funded with a \$157,200 budget from Quebec's Ministry of Transport.

The objective of Prevention is to provide rapid support, within seven days of an accident, to truckers, to both support them in the early days after an accident and help prevent the debilitating effects of PTSD. The program will be offered to about 50 truckers in 2019, after which its effectiveness will be evaluated before making it more widely available throughout the industry.

The genesis of Prevention can be traced back to Forgue's own experience with a suicide-by-truck in 2013, after which he suffered from, among other things, panic attacks and weight loss. (Other symptoms of PTSD in truckers can include the inability to resume work, substance abuse, social isolation, frequent hospitalization, and marriage difficulties).

As part of his healing, and his realization that the "get back in the saddle" mentality in the industry was wrong, Forgue and Lapointe created the Facebook page SSPT chez les Camionneurs, and then a non-profit organization in 2017. Their goal has been to come to the aid of truckers with PTSD following a suicide-by-truck or other traumatic events.

Dr. Cecile Bardon is a researcher in the department of psychology, UQAM, and the director of the Pre-



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Patrick Forgue and his partner Kareen Lapointe.

vention program. In a video (in French), the link to which can be found on the Quebec Trucking Association website, she describes the program.

“(We are) evaluating a study of prevention for traumatized truckers involved in accidents. If you are involved in an accident, you may be contacted to participate in this research project. Participation means taking a prevention program, with the presence of a psycho-educator...who is specifically trained to give this program. The participation is completely free. The program is completely confidential. That means that neither your employer, the SAAQ nor the CNESST (Commission des normes, de l’équité, de la santé et de la sécurité du travail) will know that you have participated, nor what you will say or not say, nor do or not do during your participation.”

Once a trucker has agreed to participate, there will be an initial evaluation. Then there will be one to six sessions with a psycho-educator, in person (meeting at home is an option) or on the phone – it’s the trucker’s choice. The duration and number of sessions will depend on the need established by the psycho-educator.

The trucker will receive another evaluation two months after his/her accident.

The objective of the program, Dr. Bardon explains, “is to discuss what is a serious accident...and how initial symptoms become more serious in the future, like depression and PTSD. A goal is to reduce this and manage this...also to communicate to professionals if longer-term care is needed following an accident.”

A Dec. 3, 2018 Quebec Trucking Association press release, translated, calls out to its members: “ACQ (L’association du camionnage du Québec) is an important partner in this pilot project and ACQ member companies will be able to participate in the project, which incurs no cost for employers and truck drivers. In the event of a serious accident starting now and throughout 2019, we will need your help to identify and contact the truckers involved in order to propose that they participate in the pilot project, to receive the program and to participate in its evaluation. For that, we could contact you, in order to identify the truckers of your company who would have

had a serious accident on the road in order to propose to them that they participate in our study.”

Dr. Bardon says, “If you have a highway accident, in the week following the accident, your employer or association may ask you if it is ok for (the researchers) to contact you. (The researchers) will answer your questions and ask if you want to participate.”

She also notes that truckers can recommend colleagues by contacting Felix.Sarah@courrier.uqam.ca.

As for any ongoing obligations or possible effects on any other help that a trucker may be eligible to receive, Dr. Bardon assures, “If you decide at any point the program is not for you, no problem. It will not change the services you will receive from your employer, the SAAQ nor CNESST.” **TN**

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Human factors

The face of trucking equipment manufacturing is changing, too

By Eric Berard

ST-JEAN-SUR-RICHELIEU, QUE.

Fun fact: A factor is anyone or anything involved in the process of production. That’s why places where things are made are called “factories.” In the midst of a generalized labor shortage, the trucking equipment manufacturing sector is more than ever looking for a helping hand, whether it comes from Canada or abroad. The future of the truck equipment industry may very well rely on these human factors. No equipment, no trucking.

Just like fleets, trucking equipment manufacturers are struggling to hire

among non-traditional worker pools. Women, the young, and immigrants are targeted to replace an aging workforce that’s contemplating retirement.

Of all trades, welders are the most sought-after.

“If you need to make something and you need to make it out of steel, then you need welders,” sums up Todd Saunders, human resources vice-president for BWS Manufacturing in Centreville, N.B. The specialty trailer company says it has lost business over the last months and years because of a labor shortage.

When asked how many welders he would hire the next day if he could,



A welder works at a Tremcar plant.

Saunders says: “I would hire 10 now and then two per month forever,” to illustrate that the company doesn’t only have to fulfill a higher-than-average demand, but also to replace aging workers. Saunders says he can think of five employees who are ready to retire.

The situation echoes the one seen at Tremcar, a tank trailer manufacturer based in St-Jean-sur-Richelieu, Que.

“Within five years, half of our welder employees will have retired,” says marketing and communications specialist Melanie Dufresne.

This sounds familiar to Suzy Lev- eille, general manager of the Cana- dian Transportation Equipment Association (CTEA).

“The reports we have from our membership state that the equip- ment production backlog is proba- bly due 100% to a lack of manpower,” she says. “Right now, I think that’s probably the most common thing we hear about.”

Tremcar, too, says it lost millions in contracts because of a lack of welders.

“We put billboards along highways to advertise we were hiring, we went to the media, we even tried door-to-door polybagged flyers,” Dufresne says, to highlight all the efforts the company went through to attract a local workforce before it turned to foreign workers from Tunisia.

That doesn’t mean that Tremcar gave up on Canadian welders. In fact, it’s actually training some in the “plant/training center” it established in partnership with a local school board. People are paid to learn during their internship and about 20 a year become official Tremcar welders. Some are current employees who want to climb the career ladder.

BWS followed a similar path when it set up a co-op program with its local school board. “There are students that come to BWS every semester to perform a work term or co-op program that gives them a chance to become familiar with the industry and the opportunities that are in the industry. We have a lot of employees today that came from that co-op program,” Saunders says.

“By the time they’re done with that welding program at the school and through BWS, they become CWB (Canadian Welding Bureau)-certi-

fied, so they have the capability to graduate with a certification that every local welding company in the area requires,” Saunders adds.

Foreign workers and domestic students

Commendable as they are, such local efforts have proven insufficient to answer demand and Tremcar has decided to invest over half a million dollars in a facility in Tunisia where workers are trained to Canadian tank trailer manufacturing stan- dards until they get their visa and work permit to come to work in one of Tremcar’s Canadian plants.

Tremcar picked Tunisia after it was invited to be part of an inter- national mission organized there by a regional economic development office. Tunisia’s French colony heri- tage also mitigated the language bar- rier. Communication is crucial in a precision trade where blueprints are complex and every detail matters.

The soon-to-be Tremcar weld- ers are selected and trained while the immigration process takes place, and they’re almost ready to roll when they arrive in Canada. Almost, because beyond the metal work, newcomers will need to get familiar with the Canadian lifestyle upon their arrival. Opening bank accounts, finding housing, a school for the kids, and a job for the spouse and grown-up children are among challenges that the hiring company will help them through.

But the efforts pay off: a first group of 28 Tunisian welders is expected to arrive in Canada in March. But it also costs money for plane tickets and trainers’ wages, and it takes effort to prepare the existing workforce for the arrival of new, foreign, col- leagues. That’s why Tremcar is look- ing for partners that are also consid- ering hiring foreign workers to share the related costs and resources. In addition to manufacturing compa- nies, such partners could be fleets looking for mechanics, as Tremcar also employs them in its service cen- ters across Canada.

In Centreville, Saunders says BWS is also contemplating the possibility of hiring foreign workers as welders, but hasn’t picked a location yet.

“It’s premature to select a particu- lar country. We’ve talked about it, but

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Aubrey Piper, fitter, working in the Sub Assembly department, has spent 40 years with BWS.



Dustin Broad, a new welder in the BWS Sub Assembly department.



Chelsea Hamilton, parts technician.

years. Such a value can come in the form of recognition and BWS Manufacturing acknowledges it. The local school runs a welding team just like it would a sports team.

"Last year, we had a young gentleman in Grade 12 who went to a welding competition and came first in New Brunswick. Then he went to Alberta to represent New Brunswick and won," Saunders says, qualifying this as "a major accomplishment."

"We put billboards along highways to advertise we were hiring, we went to the media, we even tried door-to-door polybagged flyers."

— Melanie Dufresne, Tremcar

Dufresne can recall a situation where such recognition was expected and easy to achieve. She was at her company's training center in Tunisia and a young man insisted for her to take a photograph of his work. "He was so proud of his weld," she says. A snapshot later, recognition was granted.

Technology's omnipresence may also have brought a culture of

"immediate gratification" among the young, according to Saunders.

"They get on their cellphone and say 'I want stuff,' they don't want to wait for anything. We're not utilizing the tools those kids have to make them aware of the opportunities. Opportunities for females, opportunities for skilled labor, opportunities to advance," he says, suggesting that the industry needs to reach the young where they are, including on social media.

Even though the association doesn't officially have a program that addresses the labor shortage at the moment, the CTEA is likely to take a closer look at it, according to Leveille.

"I think this is something we'll have to look into in the near future," she says. In addition to Tunisia, Russia, and Ukraine, Leveille says she also heard members refer to the Philippines, Peru, and Mexico as promising countries to find manufacturing employees.

At the end of the day, employers need to understand that foreign workers are simply people who want to enjoy what they do.

"We want the experience to be positive and rewarding for both parties," Dufresne says. "It's a win-win situation when the workers are happy and the hiring companies are as well."

Those are all human factors. **TN**

I'm not ruling anything out," he says.

Saunders took part in a virtual career fair shortly prior to when we talked to him and he was amazed by the number of applicants from Russia and Ukraine, among other countries.

"Every participant that came on was a foreign applicant. I did not speak to anybody from Canada," he says. "What does that tell you when you go to a virtual career fair and nobody local shows up?"

Rethinking career options

Women are highly under-represented among welders, according to BWS's vice-president.

"In the industry today, 90% of the people welding are male. If we could change that so there's more of a balance, right away you're going from 90% male to 50% or 60% male and 40% female, and all of the sudden you've opened up a market to have more people, if I can say it that way," Saunders says.

He thinks girls' education is no help to that situation.

"We program that right into our children from the time they're young," he says about gender-specific jobs.

In fact, boys, too, tend to overlook manufacturing jobs. CTEA's Leveille recently attended her son's high school graduation. And out of the 177 students, "only one was going to professional school," she says.

Clearly, manufacturing jobs haven't been highly valued over the



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Business

Don't pick up pests

Northeastern states battling invasive insects, need truckers' help

VANCOUVER, WASHINGTON

The spotted lanternfly is a small but mighty pest that is currently terrorizing several U.S. states.

That was the message from a webinar on the insects hosted by Instructional Technologies, a fleet consultant firm dedicated to safety and training.

The lanternfly is an invasive species that has the potential to cause up to US\$18 billion in economic harm in Pennsylvania alone, research shows. The insect, a native from Asia, has been called the "most devastating species in 150



years," which "eats nearly everything."

The antidote is truck drivers. Because the lanternfly isn't a particularly good flyer, it travels mostly



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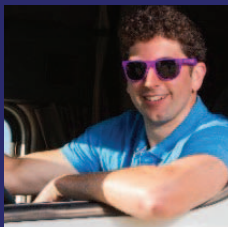
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by hitching rides on trucks, trailers, and even cars. They lay eggs wherever they can, and the state's Department of Agriculture is urging truck drivers to help stop the spread of these bugs.

"The eggs the adult lanternflies lay look like a smear of mud, they'll lay on anything," said Dana Rhodes of the Pennsylvania Department of Agriculture, adding that truck drivers in the affected states should be "doing an inspection to remove any living life stage of these insects before you move."

Right now, regardless of load type, if you have trucking operations or routes in Pennsylvania and New Jersey, where there are spotted lanternfly quarantines, new rules have been put in place requiring drivers and warehouse workers to take training on how to properly inspect vehicles and loads for infestations. Virginia also has a quarantined county, but has not yet mandated training.

The lanternfly is known to eat crops, including fruit trees, hardwood, hops, and more. Some have even reported that the pests have been responsible for 90% of crop losses.

"The best way we can prevent the movement of the lanternfly is to provide education, to raise awareness of those who are living in the quarantine, and those that are doing business in and out of the quarantine," said Rhodes.

As of December 2018, in order to operate in the quarantined areas as a fleet, you must have a permit that outlines you have received adequate training. The process in getting a permit involves the fleet manager taking a two-plus-hour course from Pennsylvania's State Agricultural Extension and then from there he or she must order permits and train all his or her drivers and workers. **TN**

Trucking helps to combat human trafficking

WASHINGTON, D.C.

Inland Kenworth and Truckers Against Trafficking (TAT) have come together to bring more awareness to the serious reality of human and sex trafficking.

Both the organization and the heavy-duty truck dealer put together a one-of-a-kind Kenworth T680 – dubbed the Everyday Heroes truck – with a noticeable paint scheme to help remind other truck drivers and the motoring public to keep an eye out for, and to report, human trafficking.

The special truck will travel across the U.S. for four months spreading useful information about the impacts of human trafficking and how one can report it.

After the four months is over, on May 17, the truck will be auctioned off at a Ritchie Bros. auction with funds raised going directly to Truckers Against Trafficking.

"Human trafficking is a horrible, vicious crime that affects the youngest, most innocent, and weakest among us," said Don Blake of Inland Kenworth. "Truckers Against Trafficking is a charity organization that at its core educates and empowers the American truck driver to look for, spot and report human trafficking."

According to TAT, truck drivers have placed 2,250 calls to the



national trafficking hotline which has helped identify more than 1,100 victims of human trafficking, many of whom are children.

"At the office of the attorney general, we see kids every day and sadly we see kids who are victims of human trafficking," said Karl Racine, District of Columbia attorney general, at the truck's recent unveiling. "One of the earlier speakers spoke of the need to curtail trafficking by ending demand. The only way we can do that is if we enlist more eyes and ears on the roads, at the hotel, and at the transportation sites throughout this country."

The Everyday Heroes truck will first be at Kenworth's Chillicothe, Ohio plant (Feb. 21-22), the Technology & Maintenance Council annual meeting in Atlanta, Ga., (March 18-21), and the Mid-America Trucking show in Louisville, Ky., (March 28-30), before making its final stop at Ritchie Bros. The special Kenworth T680 is fully loaded with a 76-inch sleeper, 485-hp Paccar MX-13 engine, and Paccar 12-speed automated transmission. To report suspicious activity, phone the National Human Trafficking Hotline (888-3737-888) or visit the TAT website at www.truckersagainsttrafficking.org. **TN**

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Four technologies reshaping the transportation industry

Experts discuss trending technologies

By Sonia Straface

MISSISSAUGA, ONTARIO

It's a no-brainer that trucking and technology go hand in hand. That's why technology was one of the top discussions at the 2018 Surface Transportation Summit. Five experts from a variety of new freight transportation technologies and solutions took the stage to explain the latest in their field.

Shipment visibility

The 'Amazon Effect' has really brought shipment visibility to the forefront. With just the click of a button and a smartphone, you can track all of your incoming and outgoing shipments. Heck, you can even track your Domino's pizza delivery.

And while this is convenient to keep tabs on everything, there is a deeper meaning for your customers, according to experts.

"Certainly, in the last few years, there's been tremendous growth in freight visibility," said Brian Hodgson, vice-president, transportation



Blockchain promises to help trucking by cutting administrative costs and putting trust back between shippers and carriers.

strategy, at Descartes Systems. "People want to know 'Where is my truck? Where are my goods?' And it's driving business benefits that customers are seeing. The biggest impetus is that (businesses now), they have a strategic initiative to serve customers in a digital way. So, for them, they are incorporating visibility where they want to pro-

vide real time, 15-minute updates to their customers.

"From a competing standpoint, it ties into a bigger strategy. You can have track-and-trace teams. Now customers can get a predictive ETA, and it even cuts down on detention time. Because if a delivery is delayed for whatever reason, the customer will know and can shift

things around on the dock. This can really cut down on detention time and on costs."

Hodgson added he is noticing a trend where many companies are putting real-time visibility into their requests for proposals as a requirement.

Blockchain

The buzzword of trucking recently has been blockchain. The technology, which is still new to the industry, is one that promises to help trucking and transportation immensely by cutting administrative costs and by finally putting to rest the issue of trust between shippers and carriers.

Blockchain, explained Ly Nguyen, management consulting manager at Accenture, is a digital ledger and complex technology that is made up of existing technologies stitched together and repackaged.

"Blockchain allows multiple parties to access the same information and data through a network of computers," she said, adding that what is most important for trucking when it comes to this technology, is smart contracts.

"Smart contracts are a whole bunch of 0s and 1s that are coded based on agreed rules and terms of parties and the process of steps," she said. "So, when the conditions of the contract are met, the smart contract will be executed."

This way, she explained, if a condition of the contract isn't met, the contract will not be fulfilled and then the shippers and carriers can deal with the problem directly. For example, you can spell out in the smart contract that detention pay will be triggered if the driver is waiting for longer than 60 minutes.

"The very key feature that resonates to the logistics industry is the provenance of goods," she added. "We will be able to track and trace the flow of the goods. We know when someone tampers with the data or information. We can track where it's from and can trace history."

Connected vehicles

According to Martin Abadi, counsel for Borden Ladner Gervais, two things need to happen before fully autonomous vehicles will be a reality in a mass application.

"First, costs need to come down, and second, laws and regulations need to catch up with the technology," he said. "Right now, there are different levels of automation and we have many layers of regulation to go through here in Canada, like we have Transport Canada, and then in Ontario the Ministry of Transportation. For mass application, we need to test first and make laws homogeneous across the country and we haven't even reached that level. In Europe, they have lots of regulations for autonomous vehicles and there's even some states in the U.S. that do. But Canada doesn't. And until that

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happens, we can't answer how many years until we see (autonomous vehicles) in mass application here."

Abadi also addressed the most burning question that comes up when autonomous vehicles are discussed – who is responsible in the unfortunate event of an accident when an autonomous vehicle is involved?

"I've looked at this issue, and in different jurisdictions, and I can tell you from every jurisdiction the driver still remains responsible," he said.

"For example, Germany has advanced expression of autonomy and article seven of the German law places responsibility on the driver."

Abadi added that in Germany, however, there is a pending law that would allow a "black box provision" that would discern if a system failure occurred at the time of the accident.

This law is subject to review this year, he said.

"Conceptually, the more the driver is a passenger within the vehicle, the less likely he's going to be held responsible, but that's not what we have in Canada currently. Because we have Transport Canada, that doesn't certify level four or five autonomous vehicles, the driver is supposed to intervene, so they are still responsible."

Warehouse automation

Much like the trucking industry has a problem with finding drivers, the logistics industry has problems finding laborers to work in warehouses. So naturally, warehouse automation is becoming more popular.

"Right now, some basic things automation can do in distribution centers is sorting, moving, specialized tasks like palletization, packaging, storage and retrieval," said Charles Fallon, principal, LIDD Supply Chain Intelligence. "And what's driving it, is the high cost of wages and benefits, and the availability or lack thereof, of labor. There are certain areas in Canada and the U.S. where finding someone to work a night shift is almost impossible."

As well, Fallon pointed out, the high cost of land is forcing people to build up instead of out, so traditional forklifts can't do some jobs, and automated solutions are the only way to get the job done.

If you're thinking of using automated technology for you warehouse or operation, Fallon offered some words of wisdom.

"For successful automation, you need to have a mature operation," he said. "Meaning something you can define, because blank spots are the death. So, you want to make sure your operation has low volatility, which means low spikes in volumes in seasonality or within a shift. (Automated) systems like steady, constant work. They are not good at handling spikes." **TN**



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Canada's aftermarket now a \$4-billion industry

LAS VEGAS, NEVADA

The aftermarket serving Canada's Classes 6-8 trucks and trailers reached \$4 billion in 2018, and the growth even took the analysts at MacKay and Company by surprise. The market swelled 7.2% year-over-year when compared to the \$3.7 billion recorded in 2017, said vice-president of sales and marketing John Blodgett, during a presentation at the annual Heavy Duty Aftermarket Dialogue.

And the growth isn't done yet. This year the analysts expect Canada's heavy-duty aftermarket to enjoy a 4.1% compound annual growth rate (CAGR). This year parts prices are forecast to rise 2.1%, too. While under

the 4.4% increases that preliminary results are suggesting for 2018, it's still higher than the 1.2% recorded in 2017.

The growth isn't expected to end there. Current forecasts show a gradual growth to a \$4.1-billion aftermarket this year – gaining about \$200 million per year from 2020-2022. Even when the business levels out in 2023, the aftermarket is still expected to grow by \$100 million on the year.

Truck dealers are earning most of the Canadian business. Of the \$3.964-billion pie available in 2018, they accounted for 51%. Heavy-duty distributors had 17% of the business, independent garages held 13%, spe-

cialists had 8%, engine distributors had 4%, and auto parts distributors had 3%. Other business models carved out 4%.

In contrast, the U.S. \$30.054-billion market south of the border saw truck dealers secure 49%, heavy-duty distributors with 18%, specialists with 7%, independent garages with 9%, engine distributors with 5%, auto parts distributors with 4%. Other business models had 8%.

Equipment growth hasn't been limited to the aftermarket, of course. Class 8 sales were a clear leader in Canada, reaching 35,700 units in 2018 – up 29% over 2017. And this year MacKay and Company forecasts 36,800 such sales, projecting

the market will dip 29% to 26,100 units in 2020.

Canadians bought 11,100 Classes 6/7 trucks in 2018, up 26% over the year before. But during 2019 that total is expected to drop 8% to 10,200 units, before dipping another 6% to 9,600 sales in 2020, the analysts add.

The growth has not been limited to power units. The 49,500 trailers purchased in 2018 represents a 30% surge over the previous year. Although, Blodgett says that should be limited to a 3% increase in 2019, reaching 51,000 units on the year. By 2020, the trailer market is expected to drop to 36,100, representing a 28% plunge.

Overall, Canada's total vehicle population continues to grow. Last year there were 42,000 Class 6 trucks, 151,000 Class 7 trucks, 351,000 Class 8 trucks, and 553,000 trailers on the road. But the numbers are expected to dwindle slightly in the years to come. Totals in 2023 will dip to 35,000 in Class 6, 149,000 units in Class 7, 353,000 Class 8 trucks, and 552,000 trailers, MacKay and Company projects. **TN**

HDAW says see ya, Vegas

LAS VEGAS, NEVADA

Heavy Duty Aftermarket Week, traditionally hosted in Las Vegas, will be moving to Texas for its 15th annual conference in 2020.

Next year's event will be at the Gaylord Texan Resort and Convention Center in Grapevine, Texas. In the process, the available space for a related product expo will grow 80%, reaching 180,000 sq.-ft. That will be accompanied by 250,000 sq.-ft. of meeting and event space to support meetings, events, and distributor education offerings.

The event traditionally welcomes more than 2,500 people from Canada, the U.S., and six other countries – including distributors, suppliers, service providers, educators, and industry media.

"Everything is bigger in Texas, and that includes the Gaylord Texan," said Tim Kraus, president and COO of the Heavy Duty Manufacturers Association. "The decision to move was not taken lightly. It comes after much consideration of industry feedback and our goal to ensure the industry has the best opportunity to come together and conduct business. This new space will provide a more business culture-focused venue, which will allow us to bring innovative new elements to the conference that will ultimately enhance the attendees experience – all under one roof."

Heavy Duty Aftermarket Week (HDAW) 2020 will be held Jan. 27-30, 2020. **TN**



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18 Truck News – East • March 2019

Truck driver becomes face of Bell's Let's Talk campaign

By Sonia Straface

TORONTO, ONTARIO

David Henry, truck driver for REK Express has become the latest ambassador for the popular Bell Let's Talk campaign that promotes mental health awareness and fights to end the stigma surrounding mental illness.

The Bell Let's Talk program began in September 2010 in hopes of jump-starting a national conversation about the effects of mental health. It has become one of the country's most recognized mainstream mental health initiatives. To date, through the initiative, Bell has donated more than \$93 million to mental health programs.

Henry was featured in national television commercials and billboards, and his story, which outlines his own personal struggles with mental illness and suicidal thoughts, is posted on the official Bell Let's Talk website.

Henry has been a driver for more than 30 years, and throughout his career he suffered one too many accidents that have led to significant injuries, depression, and post-traumatic stress disorder. He is already

a known mental health advocate in the trucking community as he's spoken at Trucking HR Canada's Gearing Up for Mental Health Symposium last fall about his personal experiences with mental illness and has been featured in this magazine.

According to Henry, he became a Bell Let's Talk campaign ambassador through the help of Trucking HR Canada. Henry added that he's been getting a lot of positive feedback from other drivers and friends who have seen him in the commercials.

"I've had friends from across the country, saying they've seen me on TV commercials, and even some that have seen my billboard in the Greater Toronto Area," he added.

Henry said it feels surreal to be an ambassador, as he's been a fan of the campaign for years.

"It's so hard to put into words," he said. "It is my story that's out there, but I couldn't be here without all the people that have helped me and worked with me over the years, and hopefully my story will help someone else out there. I am thankful to know that in trucking, we are more open to talking about mental illness and mental health. It's been a long time coming." **TN**

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Goodyear boss discusses tire industry ‘inflection points’

Tire industry in transition, but future remains bright

By James Menzies

DALLAS, TEXAS

The tire industry is facing several “inflection points,” and facing disruptive forces that must not be ignored.

That was the message from Rich Kramer, chairman, CEO and president of Goodyear, when speaking to more than 2,000 dealers at the company’s No Limits customer conference here Jan. 29.

“The changing world we live in can be uncertain, it can be confusing, and it can be pretty threatening,” said Kramer. “Those who don’t take a step onto that shifting ground are going to be left behind.”

Kramer cited four disruptive changes to the tire industry, which will affect the business in the future. For one, original equipment manufacturers (OEMs) are evolving their businesses.

“The tire is going to remain integral to a vehicle, there’s no substitute out there for a tire and a wheel,” Kramer said. But he added OEMs are “clearly pursuing different business models.”

He noted the sedan is being phased out in favor of SUVs, crossovers and light trucks, where profit margins are higher.

“For 100 years, the car has been the backbone of the auto industry. It has sort of been the symbol of the American dream,” Kramer said. “And now those cars, those sedans, are no longer going to be produced. That’s an inflection point.”

He also noted the way vehicles are used is changing, due to ride sharing and a consumer base that values mobility more than vehicle ownership. Cars today sit idle 95% of the time, with a cost per mile of about \$2 to operate. Kramer sees more fleets and less individual car ownership, with fleet vehicles driving hundreds of thousands of miles per year. They may be powered by electric powertrains or even be self-driving, with the cost per mile shrinking to about 50 cents due to increased usage.

“The point here is, whether owned or shared, demand for mobility will increasingly be driven by specific trip needs and supported by available options,” Kramer said. “I suggest the entire purpose of the car is at an inflection point and pretty soon it’s never going to be the same.”

The third inflection point Kramer described is competition. Traditionally Goodyear has competed against other tire manufacturers. However, more start-ups are entering the tire industry and looking to disrupt it.

“All they have is just an idea and what we might call a benign ignorance of what it really takes to get involved in the tire industry,” said Kramer. “They don’t worry about what can’t be done, all they’re thinking about is what’s possible. That’s a dangerous and different competitor...we ignore that disruption at our own peril.”

The fourth and final inflection point cited by Kramer was the changing consumer. He noted consumers are now buying mattresses in a box – something that was unthinkable just years ago.

To guard against disruption, Kramer said tire dealers must be willing to adapt, but to “adapt with balance.”

“We also don’t want to forget what the market needs right now from all of us,” he said. And he added the tire business remains in a strong position, despite all the changes the industry is facing.

“Your business is really strong and it’s going to be for a long, long time,” he told dealers. “All vehicles – whether owned, shared, electric, gas, autonomous – are going to need



Rich Kramer

tires now and going to need tires tomorrow.”

In fact, he noted, all indications are that total vehicle miles will increase, resulting in greater tire consumption and the need for more tires. But he also warned against being complacent.

“Our job, and it’s a tough one, is to simultaneously balance and manage both of these,” he said. “On one hand, our current business isn’t going anywhere. By everybody’s esti-

mation, vehicle miles traveled in the future is only going to increase. On the other hand, the change we see driven by inflection points doesn’t manifest itself until later on, but we need to prepare now.”

Kramer left tire dealers with an upbeat message. “I’m as optimistic and energetic as I’ve ever been about our industry,” he said. “All together we can turn that inflection point into a springboard to a new generation of success.” **TN**



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Trimac acquires B&B/Bess Tank Lines

CALGARY, ALBERTA

Trimac Transportation has announced it has acquired B&B/Bess Tank Lines, a family-run bulk transportation company with roots in Quebec and Alberta.

B&B was founded in 1976, and with Bess Tank Lines, operates more than 110 tractors and 240 trailers out of five locations in Quebec, Ontario, and Alberta. Ben Rouillard, president and CEO, will continue to oversee daily operations and B&B and Bess Tank Lines will continue to operate under their own identity.

“We are excited to have B&B/Bess Tank Lines as part of the Trimac Family. There is a great cultural fit between the two companies, with

safety and service as core values,” said Matt Faure, president and CEO of Trimac. “They have a loyal customer base which has been a result of strong leadership, unmatched service level and their commitment to excellence. We look forward to continuing the positive relationships that have been built over the years.”

Rouillard added: “B&B/Bess Tank Lines has been proudly operated by my family for 43 years, and our journey very much parallels the success of Trimac and the McCaig family. We are thrilled that our employees and customers will continue to receive the same commitment that they have come to rely upon.” **TN**

Andy Transport launches power-only fleet

MONTREAL, QUEBEC

Andy Transport has announced a new start-up that will provide trucks and drivers to customers with fluctuating transportation needs. Tristan Cartage is a power-only fleet that will be marketed to for-hire carriers, private fleets, third-party logistics companies, and retailers, manufacturers and distributors.

“We often receive calls from customers and partner carriers, requesting Andy Transport

to provide power-only services,” said Andreea Crisan, COO and executive vice-president of Andy. “But cartage services largely differ from Andy Transport’s usual operations, in terms of human resources, assets and dispatching. This is why we have launched Tristan Cartage, a power-only solution, offering a tractor and driver on demand, to counter the fluctuations in capacity, volume, and manpower of partner companies.” **TN**

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Three Canadian fleets among Best to Drive For

MARKHAM, ONTARIO

Three of the top 20 Best Fleets to Drive For – and two Fleets to Watch – are from Canada.

The Truckload Carriers Association (TCA) and CarriersEdge on Jan. 29 announced the 2019 Best Fleets to Drive For, highlighting best practices in human resources and workplace experiences.

“When it comes to working with drivers, our Top 20 Best Fleets to Drive For are North America’s best-of-the-best in the for-hire trucking segment,” said CarriersEdge chief executive officer Jane Jazrawy. “This recognition program is now in its 11th year, and each year we’ve seen fleets up their game – making a positive difference in the lives of drivers with innovative programs.”

The 2019 Top 20 Best Fleets to Drive For are: American Central Transport, Kansas City, Mo.; Bennett Motor Express, McDonough, Ga.; Bison Transport, Winnipeg, Man.; Boyle Transportation, Billerica, Mass.; Central Oregon Truck Company, Redmond, Ore.; Crete Carrier Corp., Lincoln, Neb.; Epes Transport System, Greensboro, N.C.; Erb Transport, New Hamburg, Ont.; FTC Transportation, Oklahoma

City, Okla.; Garner Trucking, Findlay, Ohio; Grand Island Express, Grand Island, Neb.; Halvor Lines, Superior, Wisc.; Landstar System, Jacksonville, Fla.; Maverick Transportation, North Little Rock, Ark.; Motor Carrier Service, Northwood, Ohio; Nussbaum Transportation Services, Hudson, Ill.; Prime, Springfield, Mo.; Thomas E. Keller Trucking, Defiance, Ohio; TLD Logistics Services, Knoxville, Tenn; and Transpro Freight Systems, Milton, Ont.

In addition to the Top 20, TCA and CarriersEdge identified five Fleets to Watch (honorable mentions). The Top Five Fleets to Watch were: Fortigo Freight Services, Etobi-

coke, Ont.; Leavitt’s Freight Service, Springfield, Ore.; Liberty Linehaul, Ayr, Ont.; Roehl Transport, Marshfield, Wisc.; and TransLand, Strafford, Mo.

Two fleets have also achieved the milestone of five consecutive years on the list: Boyle Transportation and Nussbaum Services.

To be considered for the Best Fleets program, companies operating 10 or more trucks had to receive a nomination from at least one of their company drivers or owner-operators. The fleets were then evaluated using a scoring matrix covering a variety of categories, including total compensation, health benefits, performance management, professional development, and career path/advancement opportunities, among other criteria. Driver surveys were also conducted to collect input from drivers and independent con-

tractors working with the fleets.

“The winners have set the bar high when it comes to keeping their professional truck drivers engaged while also providing a superior work environment,” said John Lyboldt, TCA’s president. “This coveted contest reveals the tremendous efforts put forth by these driver-centric companies.”

“We do a very thorough analysis and take a deep dive into each fleet’s programs,” added Jazrawy. “An important component in the scoring process is analyzing driver feedback on the company and then comparing it with management’s comments. The two need to align in order for fleets to score well. This year’s Top 20 had an average driver satisfaction rate over 91%, and annual driver turnover under 35%, so what they’re doing is obviously working.” **TN**

Hackers help fight cargo theft

HAMILTON, ONTARIO

Canada Cartage recently engaged Ontario university students to help fight cargo theft. More than 600 students participated in 30-hour non-stop “hack-a-thon” event called DeltaHacks on Jan. 26-27. Participating businesses presented the hackers with challenges, and students then spent 24 hours developing technology solutions to the problem.

The students worked all night in teams to build their solutions, which were then judged, and winners selected. Canada Cartage participated as a sponsor and challenged the hackers to develop a theft prevention app that could provide an early warning, real-time alert to operations’ dispatchers that a theft may be in progress.

Nineteen teams accepted the challenge and engineered a range of software and hardware solutions. Andrew Cree, chief information officer of Canada Cartage was among the judges from the company, and was impressed with the results.

“We are excited with the quality of the solutions presented, as well as the incredible talent and enthusiasm exhibited by the students,” said Cree. **TN**



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Goodyear replacing petroleum with soybean oil in some tires



Goodyear is replacing petroleum with soybean oil in some consumer tires, and looking to bring the technology to commercial tires in the future.

DALLAS, TEXAS

Goodyear is working towards replacing conventional oil with soybean oil in production of some of its truck tires.

The company is already producing several consumer tires with soybean oil, which offers performance benefits in cold weather. Mike Kerns, global R&D leader with Goodyear, explained during the company’s No Limits customer conference, that soybean oil boasts a lower glass transition temperature – the point at which material stops becoming elastic and becomes more “glassy.”

“It lowers that transition temperature so it can maintain pliability at much lower temperatures,” Kerns explained.

Soybean oil is North America’s most abundant bio-oil and is a by-product of production. As such, producers have been looking for new uses for the oil. Initially, Goodyear researchers felt it would improve tread wear over petroleum.

“We thought at first, this is really going to improve our tread wear,” Kerns said. “It didn’t really dramatically improve our tread wear. There was maybe a marginal improvement. But what really stood out was the low-temperature pliability. That really changed the game. We knew that was an advantage.”

Goodyear now produces an all-season three-peak snowflake rated passenger car tire using soybean oil as a complete replacement to petroleum. It’s working on bringing the technology to commercial truck tires, but Kerns said it’s likely one to five years away from becoming commercialized in that market.

“I wouldn’t say that we are working on producing petroleum-free truck tires as a goal, but rather that we are looking to leverage the benefits of soy oil where it makes sense,” Kerns said. “Petroleum-free is not the goal, per se, but it is not totally impossible to imagine how that could happen eventually. We are actively looking at soy oil in key components like treads first, and we will continue from there.” **TN**

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Goodyear rolls out new products at dealer conference

By James Menzies

DALLAS, TEXAS

Two new regional haul tires, an e-commerce platform for commercial tire buyers, and updates on Tire Optix were among the announcements made by Goodyear at its No Limits customer conference in late January. The new tires and e-commerce platform were shown to about 2,500 dealers for the first time.

Made for Canada

Among them was a made-for-Canada regional haul tire, the Ultra Grip RTD drive tire. Mahesh Kavaturu, commercial technology director for Goodyear, said the new offering was designed to offer maximum traction in Canada and other cold weather environments.

The all-season tire achieved a three-peak snowflake rating, verifying its traction capabilities. Features contributing to its grip include: a tread design and compound that offers long, even wear; a 25/32-inch deep tread for long miles to removal; complex sipe geometry with variable tread depth to maximize traction as the tire wears; and conical stone ejectors to limit stone trapping.

The tire will be rolled out in the fourth quarter in size 11R22.5. Kavaturu said the new offering will help Goodyear grow its market share. It has been tested in Canada and Kavaturu said the testing proved the traction is excellent, while tread life is not compromised.

Goodyear also introduced a new Fuel Max RTD drive tire, which focuses on improving fuel economy rather than traction. Its rolling resistance is 15-20% lower than its sister tire, the Ultra Grip RTD. Kavaturu said this tire was introduced to help OEMs meet GHG Phase 2 fuel economy requirements.

It will be available in six sizes, with the first of those hitting the market in the fourth quarter.

“Fleets in the quickly-growing regional haul segment need tires that can deliver all-around performance across a wide range of driving conditions,” said Kavaturu. “We are confident that the new Goodyear Fuel Max RTD and Ultra Grip RTD will help regional fleets achieve this objective and lower their operating costs.”

Online shopping

Goodyear also previewed a new e-commerce platform, which will allow small fleets and owner-operators to purchase tires online, and then have them installed at a local dealer. Paul Green, who’s in charge of special projects for Goodyear, said fleets are already beginning to buy aftermarket parts online, and tires should also be offered in this manner.

The company is basing the project on its existing consumer lineup e-commerce platform.

Customers will enter the store through GoodyearTruckTires.com and choose their tires. The store will then allow them to schedule an appointment at a nearby dealer for installation.

At its No Limits customer conference, Goodyear was busy signing up installers. It would like to have 2,000 or so in the database before it pilots the platform in the second quarter, with a rollout planned for the third quarter. A Canadian rollout will come later, Green noted.

“The idea is to drive new customers to our aligned dealers and help them compete online,” said Green. “No one is really selling commercial tires online today.”

Goodyear is confident the program will help it grow sales to hard-to-reach small fleets and owner-operators. This is a big market, with owner-operators in the U.S. representing more than 400,000 active vehicles and three million tire positions.

Today, 55% of fleets are buying some form of truck parts online, and

Green said it makes sense to make tires available through e-commerce. Pricing will be consistent across the country.

“Positioning Goodyear’s commercial dealers to connect with customers and capture new business is one of our priorities,” said Dustin Lancy, marketing manager, commercial tires. “We are in a unique position to draw on our experience with e-com-

merce for consumer tires and be the first to bring a commercial program to the market.”

Tire Optix updates

Goodyear also announced nearly one million truck tires have been inspected using its Tire Optix commercial tire management program since its launch in early 2018. The program allows Goodyear service reps to quickly capture data such as inflation and tread depth levels, and automatically upload the data to a cloud-based platform.

Of the million tires inspected, 15% required corrective action. **TN**



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Mack, Volvo name Canadian dealers of the year

GREENSBORO, NORTH CAROLINA

Mack Ste.-Foy has been named the Mack Trucks Dealer of the Year for Canada, while Sheehan's Truck Center took top honors among Canadian Volvo dealers.

The North American Mack Dealer of the Year was Kriete Truck Center of Milwaukee, Wisc. Kriete finished the year 17% above its sales plan and 29% better than its leasing plan, Mack announced.

Vision Truck Group was named Canada Mack Financial Services Dealer of the Year.

"Kriete Truck Center exemplifies the values that Mack Trucks is built on, in particular hard work and integrity, and we're proud to recog-

nize their tremendous support of the Mack brand," said Jonathan Randall, Mack Trucks senior vice-president, North American sales and marketing. "Whether working with prospective buyers or long-time Mack customers, they've demonstrated their commitment to enabling their customers' success through outstanding service and support."

Volvo's top North American dealer was General Truck Sales of Muncie, Ind.

"General Truck Sales consistently proves to be one of Volvo Trucks' best all-around performing dealers and 2018 was no exception," said Bruce Kurtt, senior vice-president of U.S. sales for Volvo Trucks North America. **TN**

Transcourt expands in Gulf region

OAKVILLE, ONTARIO

Transcourt Tank Leasing announced it has entered into an agreement with Trailers of Texas, a tank trailer distributor in Houston. Trailers of Texas becomes the Transcourt Tank Leasing rep in the U.S. Gulf Coast region.

"The synergy between the two trailer specialists will bring complementary strength to better serve Transcourt's customers in the Gulf region," said Shawn Rogers,

Transcourt's vice-president of business development for North America.

"Having been in business for some 20 years and sharing a lot of our values and objectives, we believe that Trailers of Texas is the right fit for us," added Bruce Daccord, president of Transcourt Tank Leasing. "We are very pleased to be able to work with such a quality partner and we're excited to see where this will lead Transcourt in the U.S. in 2019 and beyond." **TN**

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Equipment

Class 8 orders slow in December

Trailer orders finish record-breaking year

COLUMBUS, INDIANA

Demand for heavy trucks remains strong despite a slowdown in orders, according to ACT Research.

Three drivers include: the fact the freight rate markdown is from record levels; the addition of new technologies that improve fuel economy that weren't available three to four years ago; and an increased demand for drop-and-hook operations to keep drivers and freight moving. ACT reported its findings in its *Commercial Vehicle Dealer Digest*.

"Preliminary December Class 8 data marked slowing orders, but that slowing must be viewed in the context of near-record backlogs," said Kenny Vieth, ACT's president and senior analyst. "With Class 8 and trailer backlogs out more than 10 months, the fleets who are normally in the market this time of year have already placed their orders in the rush to get into the queue that began mid-year."

Vieth added, "While the supply-demand balance for fleets is softening at the margins, demand for heavy commercial vehicles remains strong, and upside production pressures in the first half of 2019 are considerable, given those big backlogs. Additionally, slower freight growth, an easing of driver supply constraints, the resumption of the long-run productivity trend, and strong Class 8 tractor fleet growth are expected to increasingly pressure rates and by extension, trucker profits in 2019."

The U.S. trailer industry set new records for net orders and production in 2018, but orders slid sequentially for the third month in a row in December.

December saw 28,000 orders, according to ACT Research's *State of the Industry: US Trailers* report. The long-running order stream that started in the fall of 2017 and didn't seasonally slide, is now running out of steam, ACT reported, but demand remains strong.

"While some fleets may have stepped back to better assess the market, indications are that there was still significant interest in placing orders," said Frank Maly, director, commercial vehicle transportation analysis and research at ACT Research. "However, it takes two to tango, and there were indications of OEM resistance to add to the record-setting backlog. Comments included an unwillingness to accept orders that would extend commitments deeper into 2019, or even into 2020, driven by a lack of long lead-time component pricing to support price quotes." **TN**

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LINAMAR

Power to Perform

Goodyear expands offerings in strong truck tire market

By James Menzies

DALLAS, TEXAS

It's a good time to be a commercial tire dealer.

"Things are looking very promising," Steve McClellan, president of Americas for Goodyear, told nearly 2,500 tire dealers at the company's No Limits customer conference here on Jan. 28. He noted commercial vehicle ton miles are at an all-time high and growing, and that there are now more Class 8 trucks on the road than ever before, "which means more demand for truck tires and retreads."

Dave Beasley, vice-president, commercial tires with Goodyear, highlighted some of the company's achievements in 2018. It saw its Fleet HQ call volume increase 20%, and has now completed more than two million service calls. But he also highlighted how the trucking industry is evolving.

"We're seeing it in electric and autonomous vehicles, digital freight brokerages, platooning, the list goes on and on," he said. "We are seeing big changes in how freight is hauled."

Beasley said while longhaul remains the largest segment in

North America, regional haul is gaining ground thanks to an increase in e-commerce and distribution hubs. "No doubt the trucking industry is evolving and with these changes come new opportunities," he said.

Cary Budzinski, senior director, commercial sales for Goodyear, noted the company's new Endurance LHS steer tire has been a huge success. The company put millions of research dollars, more than 10,000 hours of research and development, and more than 2,000 hours of internal testing into development of the tire.

It was evaluated by 13 truck fleets, logging more than 13 million miles. It's now been adopted by more than 200 fleets, Budzinski said, and is delivering strong results.

"This tire is delivering extraordinary mileage, in some cases 175,000 miles, 186,000 miles, one fleet tested more than 210,000 miles," he said. "We know you need a premium steer tire that delivers great performance and the Goodyear Endurance LHS is that tire."

In a video testimonial, flower hauler Armellini said it has extended steer tire life from 125,000 miles to 150,000 using the Endurance LHS.

Budzinski said the regional segment's growth has prompted Goodyear to bring to market a new regional tire to its Fuel Max family, and for cold climates such as Canada, the Ultra Grip RTD for improved traction (see pg. 29). It also has a full line of Marathon and Workhorse tires, and Budzinski said the company has overcome supply challenges it faced last year. **TN**

Natural gas truck sales down in 2018

COLUMBUS, INDIANA

U.S. and Canadian natural gas Class 8 retail sales rose 13% in 2017, but slid 23% year-to-date through November 2018, according to a quarterly report from ACT Research.

Year-to-date sales in November 2017 were up 9%.

“On a nominal basis, natural gas retail sales are down about 700 units for the first 11 months of 2018 on a year-over-year basis,” said Ken Vieth, senior partner and general manager at ACT Research. “Based on news released in the popular press, natural gas vehicle purchases continued to be dominated by refuse fleets, as well as transit and school bus operators.”

Vieth attributed the drop to a narrowed fuel price spread between diesel and natural gas.

“That said, it is important to remember that the conversion of a fleet from diesel to natural gas doesn’t rest entirely on the savings of fuel,” he added. “Natural gas offers more consistent fuel pricing and is one way fleets can meet more stringent environmental requirements, particularly where renewable natural gas is available. Transportation power is no longer a one-size-fits-all proposition. All viable commercial vehicle power alternatives, from diesel and natural gas to electric of all kinds, must now be considered to accurately measure potential cost savings, while meeting future emissions.” **TN**



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Preventive Maintenance

Trips, slips, and falls

These common injuries can impact a driver’s health, and income

This time of year – the season of slippery, icy surfaces – we all need to watch our step and move carefully to avoid falls. Did you know that truckers experience one of the highest number of falls annually when compared to other similar occupations?

For truckers, slips, trips, and falls cause over 30% of all work-related injuries and 50% of these injuries are critical injuries. Over the next few months, you should be particularly careful, since typically, more than half of these falls occur during the winter season.

These falls are costly. A recent North American study shows that each trucker who reports a fall injury will lose an average of 19 work days. As well, one third of all fall injuries are so severe that the trucker requires 29 days off work, significantly impacting an injured trucker’s health and income.

Surprisingly, studies show that the following factors have little or no impact on a driver’s chance of falling: mileage driven; shiftwork (day, night or swing); job type (owner-operator or company driver); exercise routine (in or outside of work); vision (whether or not glasses are prescribed); hand dominance (left-handed, right-handed, or ambidextrous); age; and feeling rested at the beginning of a day.

However, location and other factors do come into play.

Almost 80% of trucker fall injuries occur close to the cab and not the trailer, box, catwalk, etc., and more than half occur when dismounting. Some other factors include: vehicle design, including truck height and step/handhold configurations; environmental influences, such as muscle instability due to prolonged body vibration; and ice, snow, water, or mud covering the ground or step; and personal habits, such as mounting/dismounting techniques, fatigue,

coordination, strength, fitness, and body weight.

Another recent study found that 93% of truckers are overweight with a body mass index (BMI) of 25 or higher. Since weight influences the ground impact reaction force and joint torque created when a driver exits the vehicle, carrying excessive weight may lead to falls, especially when the driver’s leg muscles have been inactive and destabilized over hours of driving. Maintaining a healthy weight will help reduce leg strain and the risk of weight-related falls.

Intentional movements can also be effective for avoiding falls. When you first leave the cab after a long run, descend slowly to avoid pulling a muscle – never jump.

When getting in and out, follow the three-point contact rule and make sure that one hand and two feet, or two hands and one foot touch the equipment at all times. Securely grip the handhold (and not the door frame, door edge, etc.) before stepping up or down. Keep your face directed towards the cab to maintain equilibrium.

Before exiting, look for obstacles on the ground that might interfere with a stable landing. When exiting, position your foot firmly on the step/ foothold (and not the tire or wheel hub) so that it rests in front of your heel and under your foot’s arch. Keep your free hand empty when climbing down so you can quickly catch your balance, if necessary. If you are removing something from the cab, set it on the truck floor and pick it up after your feet are firmly planted on the ground.

In bad weather, be cautious and move slowly. Monitor all walking surfaces for black ice and obstacles hidden under the snow. Be especially careful on metal surfaces because their lower force of friction and traction make them extremely slick when contaminated with ice,

grease, oil, moisture, mud, or dirt. Adjust your movements accordingly when walking on ramps, gang planks, dock boards/plates, as well as rungs, steps, footholds, treads, running boards, and equipment platforms.

When working with flatbeds, which are exposed to the weather, keep your footwear clean and free of ice, snow, mud, grease, or other slippery sub-



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

stances and use a shovel, broom, and rags to ensure all metal surfaces are clean, dry, and safe.

Don’t fall down on the job. **TN**



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I think it is fair to say that if the trucking industry is to succeed in attracting and recruiting the workers we need, it's time to tackle the issue we all know too well: we have an image problem.

For example: Truck driving is perceived as low-skilled, more suited for males, with long hours and low pay. The list goes on. Why does this image persist?

are they not on anyone's radar, especially among people who are just starting out?

So, we decided to ask some questions of our own.

In December, we partnered with Abacus Data, a polling firm that specializes in generational change. Together we asked 2,000 young Canadians about their perception of the trucking industry and whether they'd consider it as a profession.

work is boring, not respected, and lacking in work-life balance.

We learned some new things. We learned that there's a misalignment in how young people see the trucking industry and the type of work they see themselves doing. Simply put, they can't envision themselves in our business.

Why?

Compared to other industries, trucking had the weakest brand reputation among young Canadians. In fact, one in four respondents to our survey had no information whatsoever about the trucking industry or



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

the types of jobs that are available. Our biggest competition for these workers? Construction.

In summary, we learned that our image problem is our biggest human resources problem.

The research took a deeper dive into the perceptual issues, and tested possible approaches. And it is here that we see some opportunities. Opportunities that, as an industry, we need to figure out how to seize.

For example, the survey identified people who are interested in truck driving-type work. This group underestimated driver pay rates and overestimated the amount of training time it would take to meet entry-level requirements.

The reality is that the average salary for a driver is higher than the average Canadian wage. The reality is that our industry is innovating in green technologies as well as new approaches offering an improved work-life balance.

We also learned that our image among prospective drivers was not as negative as we might think. The reality is that the average salary for a driver is higher than the average Canadian wage. The reality is that our industry is innovating in green technologies as well as new approaches offering an improved work-life balance.

This was the silver lining we were hoping to find; an opportunity exists here, we just need to grab a hold of it.

We will continue to work with industry leaders, including the Canadian Trucking Alliance, to take control of the narrative and change industry perception. The CEO of Abacus Data, David Coletto, will be speaking at the Manitoba Trucking Association, Alberta Motor Transport Association, and British Columbia Trucking Association meetings this spring, sharing more insight on our research and sparking the conversation we need to have.

Yes, we need to talk about our industry image. More importantly, we need to start doing something about it, and help the next generation of workers see their future in trucking. **TN**

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Making progress

Two recent positive announcements will improve the trucking industry

On Jan. 21, federal Transport Minister Marc Garneau announced that a federal entry-level training standard for commercial drivers will be in place by January 2020.

While details are scarce at this point, what we do know is the feds, provinces and territories, along with the industry, will be working together, through the Canadian Council of Motor Transport Administrators (CCMTA), to develop a national standard which will be embedded within the National Safety Code.

This is a step in the right direction, and one that is long overdue. The Private Motor Truck Council of Canada (PMTCC) has long been an advocate for mandatory entry-level training (MELT) standards and has been encouraging Transport Canada for years to develop a minimum national standard to guide all jurisdictions in Canada.

Currently, Ontario is the only jurisdiction with MELT, requiring 103.5 hours of training. Alberta and Saskatchewan will be joining Ontario in March, requiring 121.5 hours of training. Manitoba is also currently working with stakeholders and expects to announce its MELT standard sometime in 2019.

A few other jurisdictions are planning consultations for 2019 or 2020, but have not officially announced timelines or framework for these consultations as of the time of penning this article. While this is great news, it still leaves seven jurisdictions that have yet to announce any plans for MELT. Guidance from the feds is needed so we can ensure a minimum standard that all jurisdictions can adopt, that will form the framework for reciprocal agreements for commercial driver licence standards, and licence exchange from coast to coast to coast.

Many will argue that 103.5, or 121.5, or whatever number the feds come up with, is not nearly enough hours to train someone to be a professional commercial motor vehicle operator. I can't argue against this point, as they are correct, but one must keep in mind, these are minimum standards to provide a better entry-level driver. It is still up to industry to ensure we provide more guidance, training and mentorship when the new driver enters the industry.

MELT is not intended to, nor will it ever, replace proper training programs from industry to expand the skills of new drivers. The PMTCC views this announcement as a positive step, and one that hopefully brings us one step closer to having the job of a professional truck driver classified as a skilled occupation. The PMTCC looks forward to working with the CCMTA and Transport Canada in developing the new entry-level standards, just as we did when working with other jurisdictions on their consultations.

I also briefly want to mention Ontario's announcement on Jan. 24 that it is joining the ranks of Alberta and 41 U.S. states in implementing pre-clearance technology at weigh scales across the province.

This is positive news and I encourage all carriers who operate in Alberta, Ontario or the U.S. to look into applying to be part of the program. The program is not mandatory. Carriers and/or drivers only need to apply if they want to, however the benefits to everyone, in my view, are more than worth becoming part of the program.

Carriers who have good safety records will have the luxury of being cleared to bypass weigh stations more often, saving the driver and the carrier time

and money. This will also allow enforcement officers to spend more time inspecting equipment that historically has higher failure rates, thus removing unsafe vehicles from the roadway until repairs are made.

There really is no downside to becoming part of this program. I encourage the remaining jurisdictions in Canada to become part of this program as well, as the more we have involved, the better the payback is to the carriers and drivers enrolled, and the industry as a whole. **TN**



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

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Over The Road

MELT is a good first step

I'm tired. There are a lot of things in the trucking industry that can wear you down as a driver. But nothing drains me more than the jabber that rains down about safety. You see, I think that rather than being expected as a driver to deliver safety at the tip of a bayonet – that is, regulations and fines – I should be delivering safety as a result of the exceptional training and treatment I receive as a professional driver.

I've written about this before. Truck driving is one of the top 10 occupations with the highest numbers of deaths per thousand workers. Without a strong industry and regulatory focus on my personal safety, how can I be expected to deliver on a commitment to keeping others safe

around me? Without a workplace culture that is virtuous in its moral and ethical approach as to how the requisite safety skills are delivered to guys like me, how can the trucking sector make strides towards a safer workplace? Remember, my workplace is the commons we all share.

So, we're looking at mandatory entry-level training (MELT) as a federal responsibility. Good. I'm in agreement with that.

But don't forget that each individual truck driver in Canada will accumulate more driving time in the next two weeks than the time that is currently spent to certify a new commercial driver to operate in our public space. What happens after that is dependent on how the

individual driver is treated. It's not about the ability to stick to a set of rules. It is about delivering a high moral sense of purpose to all drivers. The rules are tools enabling drivers to build a safer workspace.

MELT is only the first step on a journey that ends at the conclusion of a driver's career. It is a beginning, nothing more. This is where the lip service and hand wringing that trickles down from the top starts to wear out guys like me.

You see, once a driver has been on the road and accumulated that first 10,000 hours of experience, it becomes all about attitude. Four or five years of life and learning has passed by.

The majority of a driver's time is now spent thinking about their day rather than the moment to moment experience at their fin-



Al Goodhall has been a professional longhaul driver since 1998. He shares his experiences via his blog at www.truckingacrosscanada.blogspot.com. You can follow him on Twitter at @Al_Goodhall.

gertips. A driver's muscle memory has been developed in terms of the physical skills needed to safely operate a heavy piece of equipment. A driver has made some career decisions over this course of time and decided to stick it out. The majority of drivers have reached a point in their career that being treated well for doing what they do well is the most important thing to them in terms job satisfaction. Yes, they want to be paid well too.

Without a strong industry and regulatory focus on my personal safety, how can I be expected to deliver on a commitment to keeping others safe around me?

It is at this point in a professional driver's career that we usually find, or have found, a carrier that is a good fit. We find a sector of the industry that speaks to our passion for driving and challenges us with additional skill sets. Every professional driver that reaches this point, usually about five years in to their career, has a passion for driving and safety.

What professional drivers in Canada don't have is a network to feed back their experience to the regulatory bodies that govern their workspace. Drivers don't have the training infrastructure needed that provides ongoing career training and national standards for the carriers they work for. Drivers need MELT. Drivers need apprenticeship training after MELT. Drivers need certification and recognition as a trade. Drivers need ongoing training over the course of their careers.

Professional drivers and carriers of integrity know what has to be done to eliminate collisions on our public roads. We just need the public will to get it done. Living with the unresolved problem and seeing the simplicity of the solution is what tires me out. **TN**

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A different kind of tax fraud

Scam emails and phone calls are a constant occurrence these days. When a call comes in and you don't recognize the number, or an email hits your inbox from an unknown source, responding to it feels more like a risk than an opportunity.

Unfortunately, the same scammers who are out there posing as wealthy Nigerians or lottery officials are also pretty convincing phony tax collectors.

Recently, we've had several clients tell us they were contacted by someone claiming to be from Canada Revenue Agency (CRA) who didn't seem to be on the level. The "agent" accused the clients of being delinquent on their taxes and said immediate payment was needed in order to avoid jail time.

The caller was relentless with threats. Thank goodness, each of our clients knew they owed nothing to CRA and had the confidence to hang up the phone.

CRA is a perfect foil for scammers because people will do almost anything to keep the taxman off their back. Every year innocent people are lured into handing over their social insurance number, credit card numbers, bank account details, or other

personal and financial information to thieves. They end up with a stolen identity, maxed-out credit card, and empty bank account.

If you receive suspicious email or call from CRA, here's what you should know:

CRA is a perfect foil for scammers because people will do almost anything to keep the taxman off their back.

Emails

There are very few reasons for CRA to contact you by email. The CRA will never give or ask for your personal or financial information by email, or provide a link asking you to fill out an online form with personal or financial details. Nor will they send you an email with a link to your refund or demand immediate payment.

If you receive an email from CRA, it's probably a phishing scam. At first glance, phishing emails look official but have links that direct you to a

fake CRA website where you're asked to verify your identity. There's usually a sense of urgency, about how you need access your account and make a payment as soon as possible.

In fact, you're feeding your credentials and money to the scammer.

Phone calls

There are times when it's legit for CRA to call on the phone. For instance, they may need to verify your identity by asking for personal information such as your full name, date of birth, address, and account, or social insurance number.

They may call to let you know you're being audited.

However, a CRA agent will never phone to ask for information about your passport, health card, or driver's licence, or to demand immediate payment by Interac e-transfer, bitcoin, prepaid credit cards or gift cards, or some other unconventional type of electronic funds transfer.

And never respond to agents who use aggressive language or threaten you with arrest or sending the police.

Text messages

CRA does not communicate with taxpayers by text messages or



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

instant messaging such as Facebook Messenger or WhatsApp. Period.

CRA knows that fraud is an issue and has a section on its website with tips and ideas to help you recognize a scam and steer clear.

Finally, remember that communication goes both ways. If you receive a suspicious message, call CRA yourself at 800-959-8281 for personal services or 800-959-5525 for business services. Agents will be able to confirm whether any CRA department is looking to contact you.

Don't keep this warning to yourself. Make sure your spouse, kids, parents, and friends all know. This is out there, it's real, and can happen to anyone. **TN**



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HERON POINT

Shopping for iron

Fear of emissions systems remains a factor in the secondary truck market

By James Menzies

Emission aftertreatment systems, which in their early years proved troubling and costly for fleets and owner-operators, continue to be a major part of the discussion during used truck transactions. Some customers want nothing to do with the emissions systems that came into play in 2007 and remain a reality today, which has driven up the value of model year 2006 and older trucks.

“There’s a whole subculture for that,” Sean Whalen, sales manager for Vision Truck Group, said of customers wanting nothing but pre-emission trucks. “I’d say 20% of the market is looking for that now.”

Whalen used to have a healthy export business, shipping older Mack trucks to Nigeria. However, the local demand for these pre-emission vehicles has grown so much that he’s having trouble filling orders from overseas. And these older trucks are now commanding a premium.

“A non-emission (system) truck from 2004 to 2007 now has a higher resale value than a 2008 to 2011,” Whalen said. “Those trucks are very hard to find now. It’s all about supply and demand.”

Some operators are so afraid of the emissions systems, and the associated downtime from early generation versions, that they’ve illegally removed the diesel particulate filter (DPF) and/or EGR valve, and had the engine software reprogrammed. Such illegal modifications are often called ‘DPF deletes’ – and used truck buyers should be wary of buying such a truck.

“I can’t take a truck if the emissions (systems) have been defeated,” Whalen said, which is standard practice at OEM truck dealerships. “A dealer can’t take defeated trucks. It has to be run through our shop before we can make the deal and tell them what the truck is worth. As soon as it’s defeated, there’s not a chance it’s coming in here.”

Buying from an OEM dealer provides some peace of mind that the emissions system is in tact, while private sales or “curbsider” transactions don’t provide the same assurance. It can be difficult to tell at a glance if an emissions system is functioning, but enforcement officers have become better educated on what to look for and can park a vehicle that’s been tampered with. There’s also a push from industry for heightened enforcement against emissions system modifications. Restoring the emissions system is no quick fix, either.

“We have had a couple instances where a guy has had to pay \$40,000 because of certain defeat items,” said Whalen. “We had a customer



Late model, low-mileage used trucks are hard to find.



Make sure any pre-owned truck you consider purchasing is spec’d to do the job that will be required of it.

here yesterday who said the emissions system is off. He was rubbing his hands like it’s a good thing. It’s not a good thing. As soon as you get caught at the scale, it does not go back on the road and you don’t get it back until you have a letter from the dealer that it’s all been put back to original condition.”

The good news is, emissions systems have been redesigned in recent years, and their reliability has improved. Whalen said they seem to have turned the corner around 2014.

Ron Krulicki, used truck sales manager for Maxim Truck & Trailer, advises buyers that aren’t familiar with modern emissions systems that some adjustments may have to be made to how they operate.

“Today’s engines shouldn’t be idled,” he writes in Maxim’s *Ultimate Guide to Buying a Used Semi-Truck*. “Idling plugs up the DPF filters. That can lead to huge bills at dealerships if the driver doesn’t watch the gauges. We have some trucks where the drivers have taped over the DPF filter warnings.”

Whalen suggested buyers enquire about the most recent DPF cleaning, and other maintenance items related to the emissions system.

“When was the DPF cleaned? When was the seventh injector cleaned?”

Finding late model used trucks with reliable emissions systems has been challenging, due to a lack of supply.

“Good used trucks are hard to find right now,” said Tony Hartleib of RJ Trucks.

That could soon change, however. North American truck orders surged in 2018, reaching near-record levels, and since those trucks don’t come from the factory with a driver, most of those orders were driven by replacement demand. This means as those trucks are delivered in 2019, late model, lower-mileage trade-ins should be easier to come by.

“Order banks are insane right now, which means there’s going to be a huge truck supply coming up,” Whalen noted, adding fleets are now adopting shorter trade cycles of about five years compared to seven

or eight years. This is occurring because fleets don’t want to operate highway trucks once the original warranty has expired. “A lot of companies just want out of the truck when the warranty expires, so the buying cycle’s getting shorter.”

Used truck buyers should share this concern, and consider purchasing additional warranty coverage, Hartleib advised.

“Buyers should make sure they buy the right truck for the job, make sure it’s spec’d right, and if there is no history on the truck, make sure they buy the warranty,” he suggested. “In most cases people aren’t buying the engine warranty as much as they should be, especially with all the new emissions problems. That can get very costly.”

Whalen suggested customers bring a truck they’re considering buying into a dealership affiliated with the truck brand, to have it properly inspected. It may cost a couple hundred bucks to do so, but will save money and headaches down the road.

“If you’re buying off Kijiji, spend the money to go to a dealer so you know the emissions system is okay and if there are any other faults, which only a manufacturer’s dealer would know,” he said. “I wouldn’t rely just on the guy you’re buying from, or a non-affiliated dealer.”

He also emphasized the importance to walk the other way if a malfunction indicator light is on.

“Do not buy a truck with a malfunction light,” Whalen stressed, noting it could be hinting at all sorts of problems running from \$800 to \$8,000 in repairs.

The types of spec’s in demand in the secondary market are also changing. It used to be hard to find a buyer for a truck with an automated transmission, but that’s no longer the case.

“I would say it’s about 50-50,” said Hartleib. “We are seeing a lot more automatics now than in previous years and there are people who want automatics.”

Whalen said it’s becoming difficult to move trucks with manual transmissions, a contrast from the past when the opposite was true.

“A few years ago, it was a hindrance to sell a truck with an automated transmission and now everybody seems to be asking for that,” he said, noting 90% of new Mack highway tractors are being ordered with automated transmissions, and about half of its vocational trucks.

Hartleib said buyers are also continuing to demand heavy spec’s, and he says the most common mistake he sees is buying a truck that’s underpowered or doesn’t have the right gear ratios for the job it’ll do. **TN**

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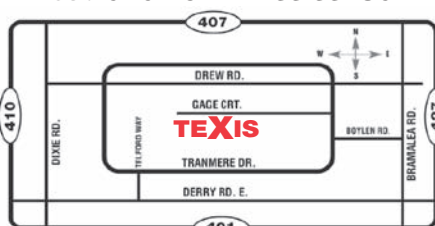
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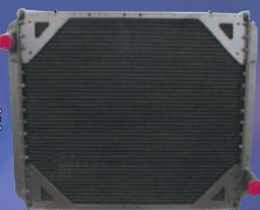
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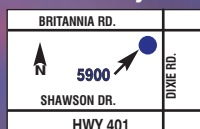
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Announcements

Mack names Canadian regional v.p.; Al Boughton steps aside for successor at Trailcon; and Day & Ross makes key management appointments

Mack Trucks has named **Steve Jugovic** its regional vice-president, Canada. Jugovic will be responsible for the end-to-end sales cycle for new business transactions, including dealer and fleet sales, full-service lease, rental, and contact maintenance services.

“Steve brings tremendous background and experience to this role,” said Jonathan Randall, Mack Trucks senior vice-president of North American sales and marketing. “We welcome Steve to our team, and we look forward to his contributions.”

Prior to joining Mack, Jugovic worked at Mack Financial Services Canada where he led operations as managing director for nearly eight years.

After 26 years at the helm of Trailcon Leasing, Al Boughton announced he will be replaced by senior vice-president and general manager **Jerry Brown**.

Boughton said he will stay active in the business, supporting Brown, and the rest of the leadership team.

Brown joined Trailcon as senior vice-president and general manager in October 2018.

Before that, he served as vice-president and general manager for Ryder Canada, where he acted as country manager for its Fleet Management Solutions division. Brown also spent 24 years with Brinks Canada.

Day & Ross has announced changes to its organization.

Shawn McMahon, president, dedicated logistics and e-commerce, is assuming the additional responsibility of leading the Day & Ross e-commerce division (known as Sameday Worldwide). McMahon

has lead the growth of the dedicated logistics services in Canada and the expansion into the U.S, including the acquisition of the Romeo Expeditor business in Michigan, the company says.

Jeff Schnarr has assumed the role of chief information officer for Day & Ross. He will focus on enabling the business growth strategy through the evaluation, identification, design and development of technology solutions and services.

And **Michelle Allard** has joined Day & Ross as director, communications. Allard leads Day & Ross’s corporate communications strategy, supporting the strategic growth plan and the evolution of the Day & Ross brand across North America, the company says.

Omnitracs announced the appointment of **Paul Nagy** as chief product officer (CPO). In this role, Nagy will be responsible for defining overall product strategy, and delivery across the entire product portfolio.

Nagy is a seasoned software and technology leader, bringing more than 25 years of experience to the role, the company announced.

Daseke has named **Chris Easter** the company’s chief operating officer. Easter brings to Daseke more than 30 years of operational leadership serving in key transportation and logistics roles with the United States Army, Walmart, and Schneider National.

Kenworth has Canadian representation on its Dealer and Service Councils. The 2019 Dealer Council includes **Boyd McConnachie** of Inland Kenworth in Burnaby, B.C., and **Mike Nagle** of Bayview Kenworth in St. John, N.B.

The Kenworth Service Council includes Canadians **Adam Burrough** of Edmonton Kenworth in Leduc, Alta., and **Nicolas Letendre** of Kenworth Maska in Sherbrooke, Que. **TN**

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Truck driver pens novel about his father's suspicious death

Robert Lichti was just six when his father went overboard and died in a pond

By **Sonia Straface**

To say lifelong truck driver Robert Lichti had a difficult childhood would be an understatement. It was a time in his life that was plagued with abuse, trauma, and the suspicious death of his father.

Lichti's first novel, *A Boy Kept Silent*, is an autobiographical tale of Lichti's life in rural Ontario.

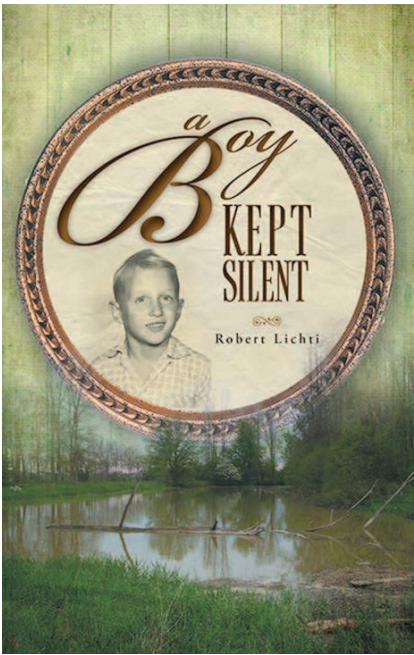
The novel begins with Lichti explaining his father's suspicious

death in May 1962, when Lichti himself was just six years old. Because of his age, the details of the fateful day are foggy at best.

One day after delivering a load of gravel, Lichti's father David, a dump truck driver, his co-worker Lloyd Hoffman, and Lichti himself decided to paddle out onto a pond. At one point, David stood up and fell out of the boat. Hoffman jumped out after him, tipping the boat and leaving Lichti

in the water, under the boat in an air pocket. He couldn't see what was happening around him but heard thrashing before he entered hypothermia.

David's body was found hours later, and Lichti, just a boy, was heartbroken. His own mother was no comfort to him. She verbally abused him and told him to stop being sad about his father's death. Shortly after, she ended up marrying Hoffman, David's co-worker who



allegedly tried to save her husband that fateful day.

From there, Hoffman physically abused Lichti and his sister consistently, Lichti wrote. Lichti outlines brutal beatings he endured through his childhood, all stemming from Hoffman's short temper and aggressive nature.

As he grew older, Lichti began to realize how Hoffman's story of diving into the water after his father contradicted what Hoffman told police. Come to think of it, almost everything Hoffman said was twisted to fit his own agenda. Lichti can't shake the feeling that Hoffman was involved in his father's death and got away with it.

Eventually, Lichti reaches out to police to reinvestigate the case and readers go along for the ride as he tries to uncover what really happened on the pond that spring day in 1962.

Those in the trucking industry and murder mystery fans alike will enjoy this novel that is now available at major retailers including Indigo, Barnes & Noble, and Amazon online. **TN**

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How Schneider practically eliminated cargo theft

By James Menzies

GREEN BAY, WISCONSIN

Cargo crime continues to be a major issue in the North American trucking industry, costing carriers and their insurers billions of dollars annually. But cargo crime can be eliminated. Schneider is a standout example of a company that has addressed the problem head-on, and has practically eliminated cargo theft. We caught up with Terry Wood, corporate security manager with Schneider, to find out how the carrier achieved this.

TN: When did Schneider decide to make cargo theft a priority, and was the initial goal to stamp it out completely?

Wood: In the late 1990s we figured out that we had a huge problem with full load thefts at certain locations. Our out-of-the-box approach was to reduce the frequency of full load thefts while solutioning for total elimination. Our initial goal was to review where certain cargo could be dropped and harden the physical and procedural securities.

TN: What steps were taken to drive down cargo crime, and which initiatives were most effective?

Wood: We conducted an internal assessment of our customers' product/commodity, our shipping lanes, and our internally owned or leased facilities. We worked with our engineering department to align the most cost-effective park locations with our high-traffic flow cargo lanes and made any necessary adjustments. The two primary steps were physical security hardening and procedural security enhancements. Our physical security hardening ranged from perimeter fence, cameras, guards, and electric security while the procedural focused more on layering of security, processes, understanding of problem areas, and training all employees aligning to prevent fictitious pick-ups.



Schneider has practically eliminated cargo theft, through a variety of measures.

TN: Cargo thieves continue to get more sophisticated and they're using technology themselves to perfect their craft. How do you ensure your theft prevention initiatives stay one step ahead of them?

Wood: One of our best prevention initiatives is to assign team drivers to our customers' freight and drive straight through to delivery without stopping.

Just as the bad guy studies our industry, we study theirs. We network with other security professionals, and organizations such as CargoNet to track what they are stealing, how they are stealing, and where they are stealing. We put counter-measures in place to avoid all of these.

TN: As you've gone through this journey, what did you find were the most common sources of cargo crime? Inside jobs? Targeted loads? Opportunistic thefts?

Wood: All three certainly can be an issue. I would say that the most common source of cargo crime is opportunistic thefts. The bad actor certainly looks for the weakest link and easiest target. Obviously a certain freight and commodity is often targeted, but the cargo sitting at

"Just as the bad guy studies our industry, we study theirs. We network with other security professionals, and organizations such as CargoNet to track what they are stealing, how they are stealing, and where they are stealing."

rest, unattended, at a truck stop, and in a high-crime area is easy pickings for the thieves.

TN: Can you quantify the savings Schneider has seen since it virtually eliminated cargo crime? Is a dollar figure available?

Wood: According to the FBI, cargo theft is a multi-billion-dollar criminal industry in the U.S. For Schneider, in the late 1990s, we had a lot of full load thefts in a specific region. To date, since we have improved our physical and procedural security, we have had zero full load thefts in this same region.

TN: Have there been other tangible benefits? Has it improved customer satisfaction and retention?

Wood: Yes, within the industry, cargo theft can easily cost a company five times the value of their stolen cargo. Not to mention even

beyond their lost revenue, claims, and legal fees, it's a huge toll taken on their brand. Our customers know that we have the best overall proven security package in the industry and this has resulted both in retention of current customers and future business with new customers.

TN: Lastly, do you think the industry, as a whole, has the ability to achieve similar success and virtually eliminate cargo crime?

Wood: Yes, working together we can all take a bite out of crime. Sharing of non-proprietary information around cargo security and best practices will make it more challenging for the bad actor to steal your customer's freight. However, as the industry improves its overall security, the bad actor will attempt to up their game and find new ways to infiltrate your security program. **TN**

SPILL RESPONSE

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Products

The Rocketail Wing system is a SmartWay-certified **rear trailer fairing** that its makers say will save 8.42 liters of fuel per 1,000 kms.

The airfoil design is said to redirect rearward airflow behind the trailer while also producing lift – much like the wing on an aircraft. Placing the device an inch from the trailer wall also supports a uniform airflow.

Integrated with the trailer door, it extends just 14 inches from the rear of the trailer, eliminating a common source of damage.

And the system is always deployed, using swing hinges that lock the wings in an open position when the doors are closed. When doors are opened, the wings sit flush to the side of the trailer, allowing the doors to swing a full 270 degrees without being blocked.

It all attaches with a pair of stainless-steel hinges rather than guy wires or struts, and can be installed with nothing but drill bits and tightening tools. Everything weighs less than 25 lbs.

Testing by PIT Group found the final result improves fuel economy by 3.3%.

The Rocketail Wing is made of high-impact, gas-infused polymers with internal cross braces. **TN**



Wabco has introduced remanufactured versions of its Easy-Stop trailer **ABS systems**, as well as steering gears. The ABS is available in one- and two-modulator configurations with the options that will help keep wheels from locking up, and avoiding excessive tire wear and flat-spotting.

The remanufactured Sheppard steering gears emerge following Wabco's 2017 acquisition of RH Sheppard. It now offers nearly 400 genuine Sheppard remanufactured steering gears that are guaranteed to look and perform like new, the company says. Each unit must pass a 17-point inspection before being approved for the market.

The remanufactured steering gears are covered by the same warranty as Sheppard OEM-service new replacement gears. **TN**

Dana is taking to the internet to educate the commercial vehicle aftermarket, launching a Dana Aftermarket Training Academy that already includes an overview of axle nomenclature.

The **training resource** guides users through a series of slides and videos, covering such things as product functions, design, disassembly, and assembly.

Each course is followed by a brief quiz, and those who complete the work receive a personalized certificate that can be downloaded and printed.

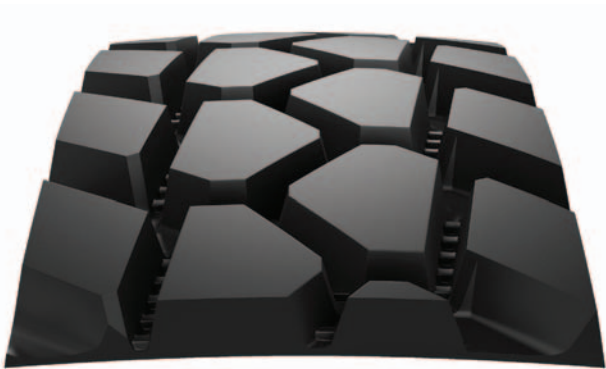
The Dana training academy is already available at www.training.dana.com. **TN**

Fras-le has expanded its lineup of **hydraulic brake pads** and added a new value-priced friction material called durbloc into the mix.

Pins and other features in a related MRS (mechanical retention system) have been designed to help keep water from getting behind the friction material and pulling things loose. Resistance to corrosion is an important feature in locales that use particularly damaging de-icing compounds.

The latest hydraulic braking products will support medium-duty vehicles such as the Ford 650 and 750, and International's CV Series, produced in a joint venture with Chevrolet.

Magnum Pro products, designed for medium-duty vehicles like tow trucks, and extreme service products for applications like recycling vehicles, have both been repackaged. They come with related hardware kits, too. **TN**



Bridgestone has unveiled the Bandag BLSS **retread** for fleets that drive in on- and off-road conditions. The drive tire incorporates a tread compound that's been formulated to resist cutting and chipping and support tread life as well.

Other features include a 32/32-inch tread depth, and a stone-rejecting design to support durability. **TN**

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Mark Dalton: Owner-Operator
By Edo van Belkom

“Yeah, I’ve got my annual safety inspection coming up, and I’m not looking forward to it,” Mark said.

Sitting across from him at a truck stop just outside of Toronto, a fellow trucker who he’d known for years, nodded in agreement.

“I hear you,” said the man. “My last one cost me three grand. And that was just for repairs.”

“I guess that’s the price we pay for keeping ourselves and the roads safe.”

Mark sipped his coffee, then continued. “I know there are a few things that need to be done...brakes, a couple of tires, maybe a few other things. I mean, the truck’s getting older, so of course there are going to be things wrong, but sometimes I can’t help but think the inspection is just a way for mechanics to find stuff that doesn’t really need to be fixed, and they’re just padding the bill. You know?”

“Absolutely,” the other man said.

During his circle check just that morning, Mark had noticed that one of his brakes was out of adjustment and two of his tires were a bit worn and needed to be replaced.

“You’ve got to find a good mechanic.”

“An honest mechanic,” echoed Mark.

“Cheers.”

Both men took a sip of their coffees and over at another table close by, a trucker looked over his shoulder and nodded at Mark and his friend.

Later, when the other trucker had left and Mark remained alone at the table, the driver from the nearby table came over and got Mark’s attention.

“Hey buddy,” the guy said. “I



Safety first – Part 1 –

couldn’t help overhearing your conversation and understand you’ve got your safety inspection coming up.”

“In a couple of weeks, yeah,” Mark said.

“I know a mechanic who does inspections for \$500. No appointment necessary.”

Mark was intrigued. The cost of an annual safety inspection alone was somewhere between \$700 and \$800. Mark wasn’t looking for a new mechanic, but if it was true what this guy was saying, he could save \$300 right off the bat. “Is he a good mechanic?”

“Trust me. You won’t be sorry.”

Mark thought about it. If this guy charged that little to do the inspection, then the cost of the repairs

would be cheaper too, right?

“Where is this guy?” Mark asked.

“He’s in Brampton.”

That made sense, thought Mark. There were a lot of South Asian drivers from Brampton and they were known for being smart with their money. If this guy was doing inspection so cheap, he had to have been doing a lot of them. He had to know what he was doing.

“Maybe I’ll give him a try.”

“Yes please,” the man said. “If you go to him and he knows I sent you, he will give me \$50.”

A referral, or maybe a kickback? Mark wondered. With prices so low it didn’t make sense that he had to pay to get new business. Word of mouth should have been enough.

But yet, here was this guy giving him the chance to save some real money.

“Okay,” Mark said at last. “I’ll give him a try.”

He handed Mark a business card with a name scribbled on it. “His name is Ralph. Tell him, Ahmed sent you.”

Mark took the card from him and shook the man’s hand.

“Thanks,” he said. “Thanks a lot.”

“Just remember to tell him Ahmed sent you.”

“Will do.”

Mark put the paper in his pocket and it remained there for a week before he realized his safety inspection was due. He called his usual mechanic and asked when he could bring Mother Load in for an inspection.

“You can bring it in today,” the mechanic said. “But I won’t be able to get to it for a few days.”

“And how much are you charging?” Mark wanted to know.

“\$800 for the inspection.”

“If you have to do any repairs, do I get any kind of rebate?”

“Sorry, we don’t have that deal anymore. \$800, plus the cost of any repairs.”

“And even then, you can’t get to it for a few days?”

“Right.”

“Okay, thanks,” Mark said, hanging up the phone.

And that’s when he remembered the business card in his pocket. He reached into his pocket, turned it over in his hand. “Why not give it a try?”

After all, what was the worst thing that could happen besides saving \$300? **TN**

Mark Dalton returns next month in Part 2 of Safety first.

GAME CHANGERS

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Bezco Trucking feels like home



BRANTFORD, ONTARIO

As the saying goes, good things come in small packages.

Bezco Trucking doesn't deliver small packages. In fact, it specializes in delivering oversized items like steel and oilfield machinery. The small package is Bezco Trucking itself – just a small operation with a mere 17 trucks to its name.

But you wouldn't know it from any other large carrier in Canada.

Bezco started from humble beginnings in 1984 as a family business. It grew modestly until 2016, when its original owner, Cor Bezemer, decided to retire in 2016 and sell the business. Today the company is run by Jan Bicz, and is headquartered in Brantford, Ont.

Drivers for the former family business haul automotive dyes, steel products, and machinery mostly into the U.S. And so far, it's been a smooth operation thanks to the family feel the small company thrives on and has been able to maintain.

"Our biggest advantage is the consistency and knowledge of our employees," Karen Warren, office manager and long-time employee of Bezco told *Truck News*. "Almost all of our drivers have been with us for a long time, so everyone here knows what they're doing, what

is expected of them, and what the drill is. So almost always, everything here runs smoothly. Personally, for me, coming to work is like coming from home, to my second home."

Turnover isn't really an issue for Bezco, thanks to its committed long-term drivers who haven't had the urge to see what other, larger carriers are up to.

"Fortunately for us, (turnover is) pretty low," Warren said. "And I think a large part has to do with us being a small company. Drivers here feel like part of a family. They're not just a number with us. We also have a mixture of equipment that suits any driver's needs. Some of our drivers prefer to drive the old manuals, so we have those, but we also have new equipment, for those drivers who like the automatics."

Warren added that Bezco drivers enjoy a great benefits plan and compensation package.

"And we pay weekly, which is a plus for a lot of our drivers," she said.

Another reason why Warren thinks drivers stay around is because of the company's esteemed driver-turned-dispatcher.

"Because he was a driver, he's aware of all the challenges drivers face every day," Warren said. "He is able to identify with them when any concern or question comes up. If a

driver goes to a new destination, he is the first one to help them. He is fantastic that way in that he'll print out a route and map for them."

Bezco also takes training and safety seriously. The company prides itself on not having had any accidents for several years, thanks to its onboarding program and ongoing driver training.

"We would never just hire a driver, even one with experience, and just put them out on the road," Warren assured. "We have a trainer, and if and when we hire a new driver, we make sure to pair the trainer and hire on the road for several weeks, before the new hire goes out on his own. During the time on the road, there is extensive training on the tarping and strapping that is so important in flatbed. And not until the trainer feels confident in the driver's ability will we send him out on his own. One of our drivers has only been here for a year and he started with no driving experience at all. Today, he's one of our best guys."

Warren said the driver shortage still affects the company, as some of its drivers are set to retire in the coming years.

"It is a concern for us, just like everyone else in the industry," she said. "The driver pool isn't getting

any bigger. Finding young, safe drivers isn't easy. But our drivers do help us on that front in that drivers we have hired recently have been through word of mouth."

Warren said Bezco rewards its drivers if they recommend a hire. And so far, that's worked out for the company.

Looking towards the future, Bezco is looking to grow to be bigger and better, according to Warren.

"I know our new owner is looking for us to grow through acquisition and organically," she said. "And that's exciting. I know when the previous owner was looking for someone to buy Bezco, he didn't want someone to just take the trucks and amalgamate them. He wanted a buyer who would keep us all together and that's exactly what he found. So, we appreciate that very much." **TN**



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



**SURFACE
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OCTOBER 2019

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MARK YOUR CALENDAR

DO NOT CROSS THE LINE WHEN IT COMES TO YOUR TAX OBLIGATIONS

ARE YOU READY TO FILE PROPERLY AS AN INCORPORATED DRIVER & ISSUE T4AS?



CRA has clarified incorporated company drivers are Personal Services Businesses (PSBs) and not eligible for any small business deductions. Trucking ownership must now issue T4As to all self-employed contractors. Are you ready to comply? Now is the time to get educated.

For more information on Canada Revenue's 2018 tax guidance on self-incorporated drivers, Driver Inc., PSBs and mandatory T4As in the trucking sector, please visit cantruck.ca/driverinc

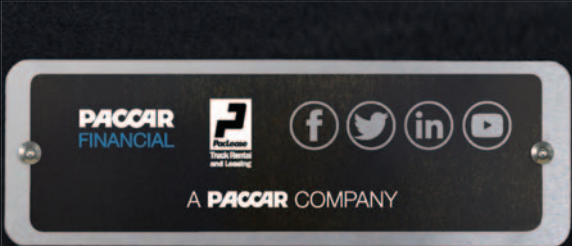


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