

# TRUCK NEWS EAST

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Volume 39, Issue 9

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*Truck News* takes you behind the scenes of Best Fleets to Drive For.

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A Canadian retailer is rapidly growing its fleet to keep up with the brand's success.

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Top fleet considerations for wheel spec'ing and maintenance.

## Mixed signals

Freight market volatility has carriers on edge

**TORONTO, ONTARIO**

Those watching key indicators that reflect the health of the trucking industry may be forgiven for being unsure of what to make of the latest data. Truck and trailer orders have fallen sharply, reflecting a reluctance among fleets to add new equipment, despite the opening of 2020 orderbooks.

Class 8 truck orders in August were 80% down year-over-year, according to the latest data from industry forecaster FTR. Orders totaled 10,400 units, and have been averaging 11,000 units per month since May.

FTR says OEMs have built through much of the backlog created by record orders in 2018, and that fleets are in no hurry to order for 2020 deliveries. FTR expects large fleets to place their orders for 2020 in the fourth quarter, anticipating ample build slots.

"The Class 8 market is at a turning point," said Don Ake, vice-president, commercial vehicles with FTR. "The huge orders in 2018 supported the robust production last year and through much of 2019. Now the

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Drivers will have more flexibility in how they manage their sleeper berth time, if the proposed hours-of-service rules are passed.

## A long time coming

Proposed changes to U.S. hours-of-service rules announced

**WASHINGTON, D.C.**

Much-anticipated changes to the U.S. hours-of-service (HoS) rules were proposed by the U.S. Department of Transportation's Federal Motor Carrier Safety Administration (FMCSA) in mid-August.

Five key provisions are being proposed. They are:

- Tying the 30-minute break requirement to eight hours of driving time without an interruption for at least 30 minutes, and allowing the break to be satisfied by a driver using on-duty, not driving status, rather than off-duty.
- Modifying the sleeper berth exception to allow drivers to split their required 10 hours off duty into two periods: one period of at least seven consecutive hours in the sleeper berth and the other period of not less than two consecutive hours, either off duty or in the sleeper berth. Neither period would count against the driver's 14-hour driving window.
- Allowing one off-duty break of at least 30 minutes, but more than three hours, that would pause a truck driver's 14-hour driving window, provided the driver

takes 10 consecutive hours off-duty at the end of the work shift.

- Modifying the adverse driving conditions exception by extending by two hours the maximum window during which driving is permitted.
- Changing the short-haul exception available to certain commercial drivers by lengthening the driver's maximum on-duty period from 12 to 14 hours and extending the distance limit which the driver may operate from 100 air miles to 150 air miles.

The changes, according to the FMCSA, will enhance safety and save the U.S. economy US\$274 million. They represent the first major HoS overhaul in 15 years.

"This proposed rule seeks to enhance safety by giving America's commercial drivers more flexibility while maintaining the safety limits on driving time," said U.S. Transportation Secretary Elaine L. Chao.

"FMCSA wants drivers and all commercial motor vehicle (CMV) stakeholders to share their thoughts and opinions on the proposed changes to hours-of-service rules that we are putting forward today. We listened directly

*Continued on page 10*

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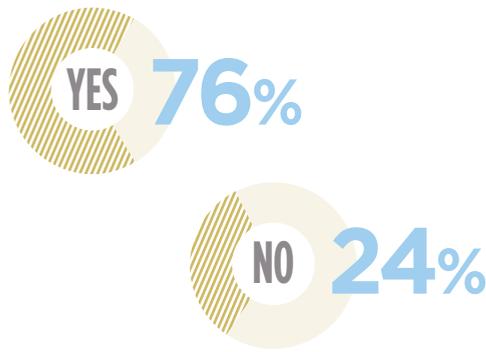


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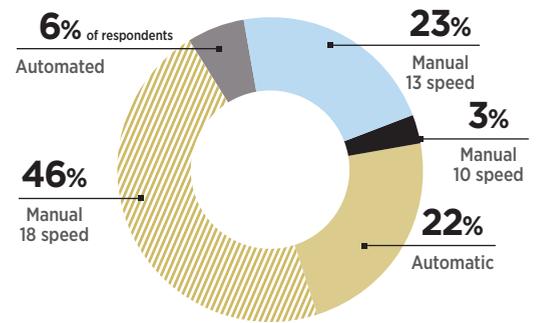
Canadian owner/operators rely heavily on used truck purchases

More than three quarters of Canada's owner/operators have purchased a used truck in the past, according to our annual Equipment Buying Trends Survey. They consider a wide range of factors in selecting the right used truck but the truck's age/mileage, history and availability of parts are the top three factors that sway their decision. Although automatic and automated transmissions are growing in popularity, owner/operators still show strong allegiance to manual 13- and 18-speed transmissions.

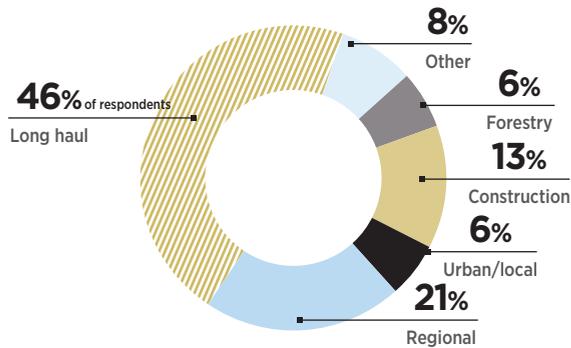
## HAVE PURCHASED USED TRUCK IN THE PAST



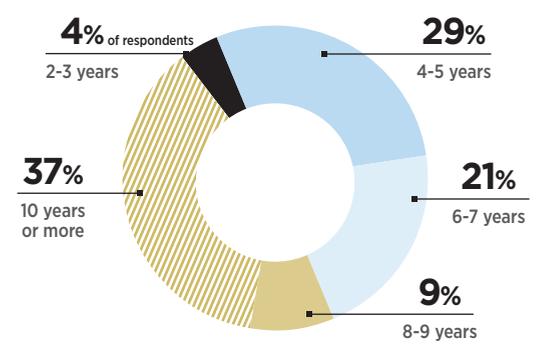
## TRANSMISSION MOST PREFER WHEN SELECTING USED TRUCK



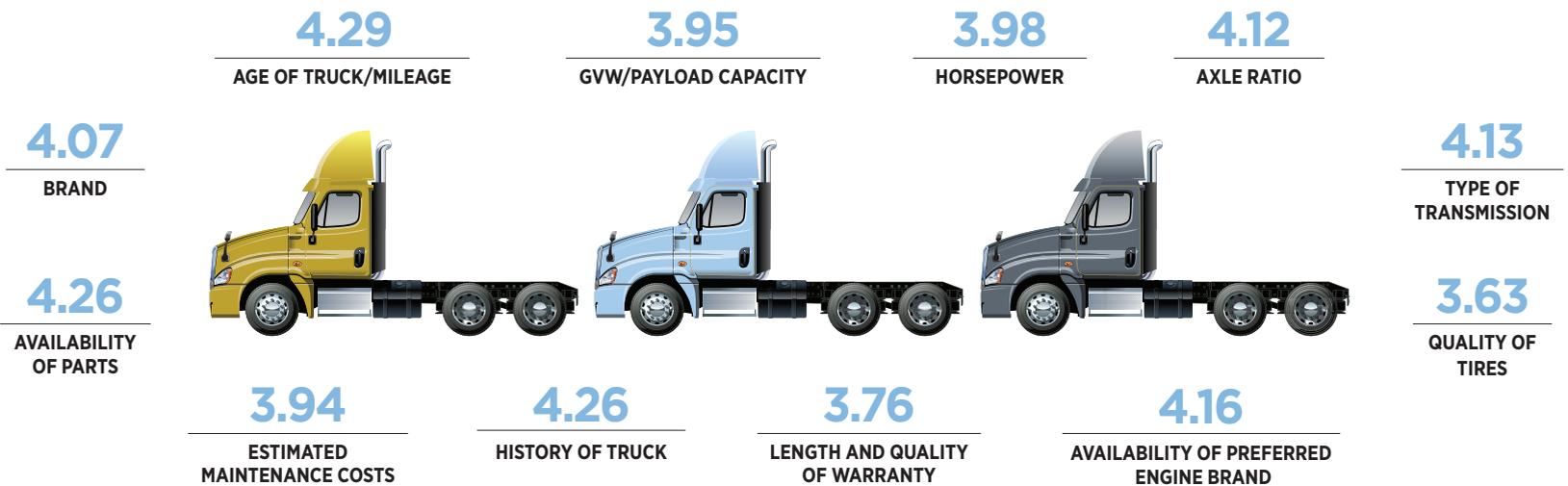
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## MOST IMPORTANT FACTORS IN SELECTING A USED TRUCK (Scale of 1 to 5)



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# Costs of driver detention can no longer be ignored

Major study shows women more likely to be held up longer

The trucking industry has harvested every low-hanging fruit when it comes to improving efficiency and eliminating waste from the supply chain. With one glaring exception. Driver detention remains a costly issue that is too often ignored.

Many fleets are too sensitive about losing business to confront and challenge their customers on this issue. But with electronic logging devices (ELDs) now required in the U.S., and soon to be so in Canada, and the capabilities of telematics, there's no longer any excuse to tolerate unreasonable driver and equipment detention.

This issue will come as no surprise to anyone in the industry. However, a new study by the American Transportation Research Institute (ATRI) has put a spotlight on the costs of driver detention. The findings are disturbing.

ATRI surveyed more than 1,900 truck drivers and motor carriers between 2014 and 2018, and found that during that time period, detention frequency and length increased. During the survey, ATRI found drivers reported a 27.4% increase in delays of six hours or more.

Maddeningly, female drivers were 83.3% more likely than men to be delayed six hours or more. Really? What possible explanation – beyond discrimination – can we chalk this up to? And we wonder why female representation in the trucking industry is inexcusably low.

There was a nearly 40% increase in drivers who reported that the majority of their pick-ups and deliveries were delayed over the past year due to customer actions. And this at a time when capacity utilization was high and shippers were forced to accept significant rate increases. Yet, they still



seemingly showed little respect for drivers' time through the boom years.

But carriers share the blame. They, on average, charged US\$63.71 per hour for excessive detention. That's less than the cost of a truck and driver, according to ATRI's *Operational Costs of Trucking* survey, which concluded it costs \$66.65 to pay for a truck and driver. This industry is losing money on detention that is caused by its customers.

More shocking still, 20% of smaller fleets – with 50 power units or less – don't charge for excessive detention time. There's no excuse for the trucking industry to tolerate excessive driver and equipment detention. The data is readily available.

Fleets can use telematics to geofence customer facilities, and bring hard proof of the cost of detention to the bargaining table when negotiating rates. They can also help shippers and receivers improve operations at their facilities; they'll surely welcome the expertise if facing punitive accessorial charges for excessive detention.

Fleets can also educate shippers on the impact of ELDs, and how drivers can no longer be – and never should have been – expected to hide inefficiencies in the supply chain by creatively making back lost time in their logbooks.

The full study can be downloaded at [www.TruckingResearch.org](http://www.TruckingResearch.org). Download it. Read it. Share it. As the trucking industry enters a possible downturn, with increasing pressure on rates, driver and equipment detention is the obvious area to focus on to reduce costs for both trucking providers and their customers. And it will go a long way toward addressing driver turnover, too. **TN**



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# Fleets cautious about adding equipment

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economy has slowed and there are enough trucks to handle the available freight growth. OEMs are cutting production rates, eventually down to near replacement demand levels.

“There is a tremendous amount of uncertainty in the economy right now due to tariffs and the trade war with China,” Ake added. “Businesses are holding back on capital investment and our industry is no exception. Fleets are going to be cautious about buying new equipment in the short term. We do expect orders to increase in October. However, if freight growth is still muted and manufacturing sluggish, the big fleets may just place orders for Q1 and take a wait-and-see approach.”

ACT Research reported preliminary Class 8 orders at 10,900 units, a tick above FTR’s count.

“Weak freight market and rate conditions and a still-large Class 8 backlog continue to bedevil new Class 8 order traffic,” said Kenny Vieth, president and senior analyst of ACT. “Though, with OEMs opening their new model-year orderbooks, order weakness is increasingly the story of an overcapacitized Class 8 fleet, as truckers start to make their plans for 2020.”

Trailer manufacturers have opened their 2020 orderboards, but

fleets are in no rush to invest in new in new trailers, either.

That’s according to the latest *State of the Industry: U.S. Trailer* report from ACT Research. It reported final trailer orders of 13,900 units in July, up 22% from a depressed June, marking the first sequential increase in nine months.

But year-to-date, orders were 46% off 2018 levels.

“Reports indicate that additional OEMs opened their 2020 orderboards, but the response of fleets to the opportunity for production slots this year was distressing, given that only a few months ago, fleets were clamoring for additional equipment,” said Frank Maly, director, commercial vehicle transportation analysis for ACT Research. “They now appear to be very reticent to commit the investment, which isn’t unexpected given economic uncertainties, tariff concerns, lackluster freight volumes, and the resulting rate pressures.”

## Freight volumes spike

The American Trucking Association’s (ATA) For-Hire Truck Tonnage Index jumped 6.6% in July after falling 1.2% in June.

“Tonnage in 2019 has been on a roller-coaster ride, plagued with large monthly swings, which con-

tinued in July as tonnage surged after falling significantly in May and June,” said ATA chief economist Bob Costello.

“However, take out the month-to-month noise, and you see that truck tonnage is still on a nice upward path. It is important to note that ATA’s tonnage data is dominated by contract freight, which is performing significantly better than the plunge in spot market freight this year.”

Looking further out into the future, the picture remains bright for truckers.

The ATA is predicting continued growth in the industry, with a 25.6% increase in tonnage by 2030.

The projection stems from the ATA’s latest *Freight Transportation Forecast: 2019 to 2030*, an annual release on the state of freight economy. The report says freight and logistics revenues will top \$1.6 trillion annually in a decade.

The report also estimates overall freight tonnage to grow to 20.6 billion tons by 2030, revenues to increase by 53.8% over the next 10 years, and for trucking’s share of total freight tonnage to drop to 68.8% in 2030, down from 71.1% this year.

## The Canadian picture

Here in Canada, loads were down, and trucks were up in the spot market in July, according to the latest data from TransCore Link Logistics.

There was a 9% decline in loads compared to June, with 15% more truck capacity chasing those loads. July is often a slower month due to national holiday closures and the ending of some seasonal produce shipments, TransCore noted.

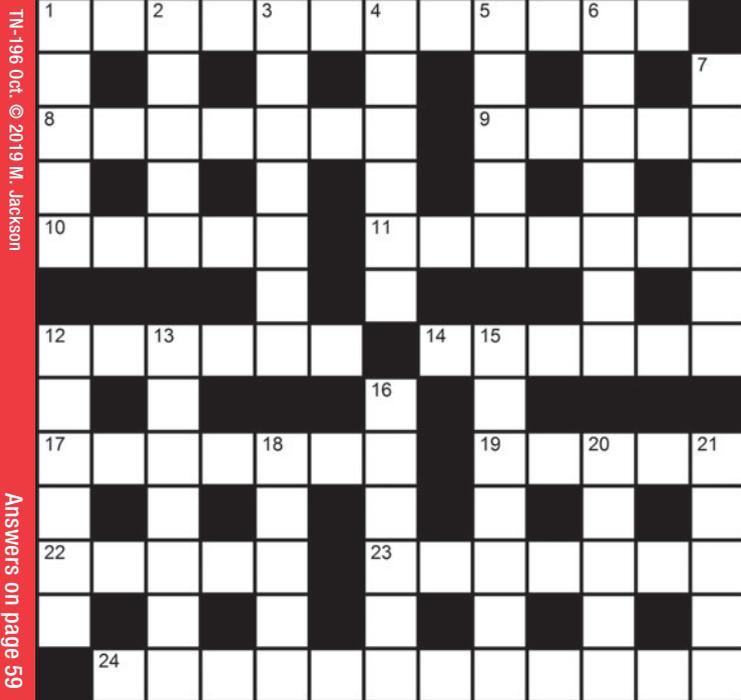
Intra-Canada freight volumes increased while cross-border freight declined. Truckload rates decreased 1% in July from \$2.68 per mile to \$2.66. Flatbed rates were up 3%, while reefer rates were down 17%.

Cross-border reefer loads reached a new high since February, up 52% compared to June. Van and flatbed loads to the U.S. were up 17% and 16%, respectively. But loads to Canada were down across all load types.

Truck availability surged in the state of Texas, with van rates declining an average of 4% from Texas to Ontario. Markets that saw gains in cross-border load volumes included Joliet, Ill., Milwaukee, Wisc., Boston, Mass., and Albany, N.Y.

Equipment postings surged 15% following a drop in June, marking the second highest levels recorded in Loadlink history. The truck-to-load ratio in July reached a decade-high of 4.16, a 26% increase from June’s ratio of 3.31. The truck-to-load ratio for northbound cross-border freight was up 106% on average, partly due to the fact 83% of all American markets had reduced outbound freight to Canada. **TN**

## THIS MONTH'S CROSSWORD PUZZLE



TN-196 Oct. © 2019 M. Jackson

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### Across

- 1 They're not Owner/Operators (5,7)
- 8 Peterbilt sleeper with '94 debut
- 9 Town cop slang, \_\_\_ yokel
- 10 Dove Creek Motor Express ON HQ
- 11 New drivers, informally
- 12 Trucker in '75 "Convoy" song (3,3)
- 14 Rest area and roadside debris
- 17 Local area pickup and delivery
- 19 Airtronic bunk heater brand
- 22 Goodyear "Highway Hero" accolade
- 23 Flexible driveshaft components (1,6)
- 24 Canadian winter driving reality (7,5)

### Down

- 1 Hamilton, ON transport co.
- 2 Highway offramps
- 3 Trailer chassis type (3,4)
- 4 Air disc brake components
- 5 Globetrotter trim level brand
- 6 Income tax file item
- 7 "Objects in mirror are \_\_\_ than they appear"
- 12 Kenworth and Peterbilt parent
- 13 Malodorous municipal truck material
- 15 Seasonal arctic route (3,4)
- 16 Driver work history document
- 18 Unwelcome tax-return review
- 20 Cab body section
- 21 Salvage yard truck description

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# Changes coming to U.S. HoS rules

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to the concerns of drivers for rules that are safer and have more flexibility – and we have acted. We encourage everyone to review and comment on this proposal,” added FMCSA Administrator Raymond P. Martinez.

In a webinar following the announcement, Martinez said the changes address the two most frequently-cited pain points for drivers and give them great flexibility in managing their workdays.

He said the agency has worked closely with industry stakeholders – including drivers, through five listening sessions – over the past year-and-a-half to better understand how the HoS rules can be

improved without compromising safety.

If the 30-minute mandatory rest break within eight consecutive hours of driving is changed to allow drivers to satisfy it using an on-duty break, they will be able to take advantage of stops they are already making to fuel up or check their loads, Martinez explained. Currently, this time has to be logged as off-duty and drivers can't count the time they spend on the above tasks.

Another frequently cited pain point for drivers was the inflexibility of the sleeper berth time requirements. The proposal will allow it to be split into seven/three- or eight/two-hour windows. Martinez said

this gives drivers greater flexibility in managing their routes and avoiding congestion.

Joe DeLorenzo, director of the FMCSA's Office of Enforcement, said drivers felt they were racing the clock during their 14-hour driving window.

“They are going to drive through rush hour traffic because the clock is going to keep rolling,” he explained. “This provision will allow drivers to take three hours off to allow rush hour traffic to clear, and be more productive and they will have gotten some rest during that period of time.”

Asked if the agency is expecting much opposition to the proposed rules, Martinez said they are a “common sense approach to crafting an HoS regime that's more flexible for truck drivers, and promote safety for all who share the road.”

There is currently an ongoing 45-day comment period. Martinez urges interested parties to submit their comments as soon as possible, so the rulemaking process can continue in an expedited fashion.

“We hope people will jump on this and submit comments as quickly as possible so we can begin the evaluation process and move with all due speed to get to a final rule as quickly as possible so that this flexibility and relief that has been clearly articulated can be provided,” Martinez said. He was unable to predict a date for implementation of the new rules.

More than 5,000 comments were received and evaluated during the Advanced Notice of Proposed Rulemaking (ANPRM) process, Martinez noted. This input from industry stakeholders and drivers was combined with available data to arrive at the proposed rule changes.

The American Trucking Association (ATA) was quick to welcome the proposed changes.

“Secretary Chao and Administrator Martinez are to be commended for their commitment to an open and data-driven process to update the hours-of-service rules,” said ATA president and CEO Chris Spear. “We look forward to studying and understanding how these proposed changes will impact our industry so we can provide relevant data and information to strengthen and support a good final rule that bolsters safety and provides drivers needed flexibility.”

“In the 15 years since the last major revisions to the hours-of-service, we as an industry have learned a great deal about how these rules impact our drivers,” added ATA chairman Barry Pottle, president of Pottle's Transportation. “The valuable experience and data we've gained over that time will make it easier to provide flexibility for drivers to get additional rest and find parking while keeping our highways safe.”

And the Owner-Operator Independent Drivers Association (OOIDA) also welcomed the proposed changes.

The association, representing independent truckers in the U.S. and Canada, said the proposed rule changes represent a “common sense approach.”

“Truckers have families and want to get home safely just like everyone else. They are the most knowledgeable, highway safety advocates and the agency's proposal, overall, recognizes that fact,” said Todd Spencer, president of OOIDA. “Over the past decade, truck drivers have been more regulated than ever, and more compliant than ever, and yet crashes are going up. We have pushed for flexibility in hours-of-service regulations for years, long before the current Administration. We do thank Administrator Ray Martinez for his commitment to the issue and for listening to those that actually drive trucks for a living.” **TN**

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# Lisa Kelly: From tomboy to celebrity trucker

By Abdul Latheef

## DALLAS, TEXAS

In an episode of *Ice Road Truckers*, Lisa Kelly jumps off her moving tractor-trailer to save herself as the ice begins to splinter on a remote Alaskan ice road.

That is the only way truckers can make a quick escape in such harsh conditions on roads where the maximum posted speed is 10 km/h with no stopping allowed.

Although that is reality TV, real trucking life in the wilderness of Alaska is not much different.

In fact, according to the 38-year-old ice road trucker, what she does on the show “is real life.”

That is exactly why she likes her job, a job she has been enjoying for the past 15 years.

She summed up her passion for trucking in three words in an interview at last month’s Great American Truck Show (GATS) in Dallas, Texas: “I love trucks.”

Kelly was there as the brand ambassador of Delo, a line of heavy-duty engine oils developed by the lubricants giant Chevron Products.

A longtime user of the product, she signed Delo flyers for fans at the show.

“When I open my tool box door, it’s always Delo,” Kelly says in a Chevron commercial.

She has been working with Chevron for about three years, and she says she goes wherever the company needs her to go.

Kelly was born in Grand Rapids, Mich., but raised on a small farm in Sterling, Alaska, about 220 kilometers southwest of Anchorage. She was a bit of a tomboy with a can-do attitude, and “really liked getting out of the building and driving around town.”

Kelly drove a delivery van and a school bus before realizing her dream of “driving a big truck someday,” according to a bio posted on her website.

The trucker’s job also catapulted her to stardom and fame.

On History Channel’s *Ice Road Truckers*, simply called *IRT*, she and five male drivers ferry freight on big rigs across Alaska’s frozen lakes and rivers. The show premiered in 2007, and the 11th season aired in late 2017.

She also starred in the *IRT* spinoff *IRT Deadliest Roads*. A few episodes of that show were filmed on some of the deadliest roads in India, Bolivia and Peru. In one, shot in the Indian Himalayas, Kelly hauls supplies through “pretty wild” roads.

“(It was) unlike anything I have ever experienced,” she said.

Kelly is the biggest and most pop-

ular star of *IRT*. She was once called “the sexiest trucker alive” by the men’s magazine *Esquire*.

She has more than 600,000 followers on Facebook, but fame doesn’t affect her work as a trucker. Kelly works and lives in the truck for a couple of months before taking a break and going home to Wasilla, Alaska. One time, she said, she was able to go home only after three or four months.

“I have a very understanding husband,” she said, giggling. “He gives me the freedom to go away for so many months, and it is amazing.”



Lisa Kelly at the Great American Truck Show in Dallas, Texas.

An avid dirt biker, Kelly met her husband Traves Kelly while buying a Kawasaki 125 motorcycle in 2004. They married four years later.

“He was a motorcycle mechanic. He is a plumber now. It’s a weird life,” Kelly said.

She said her best experience as a truck driver is the “cool places” she has been able to go.

Kelly is aware of the fact that not many women are working in the trucking industry, but she thinks it is changing.

“Feels like it’s been going up, a lot.”

She said many people watching the TV show or meeting her at trade shows often comment that she doesn’t look like a truck driver.

“Stereotypical ones. You don’t have to fit a stereotype. You can just do whatever you like.” **TN**

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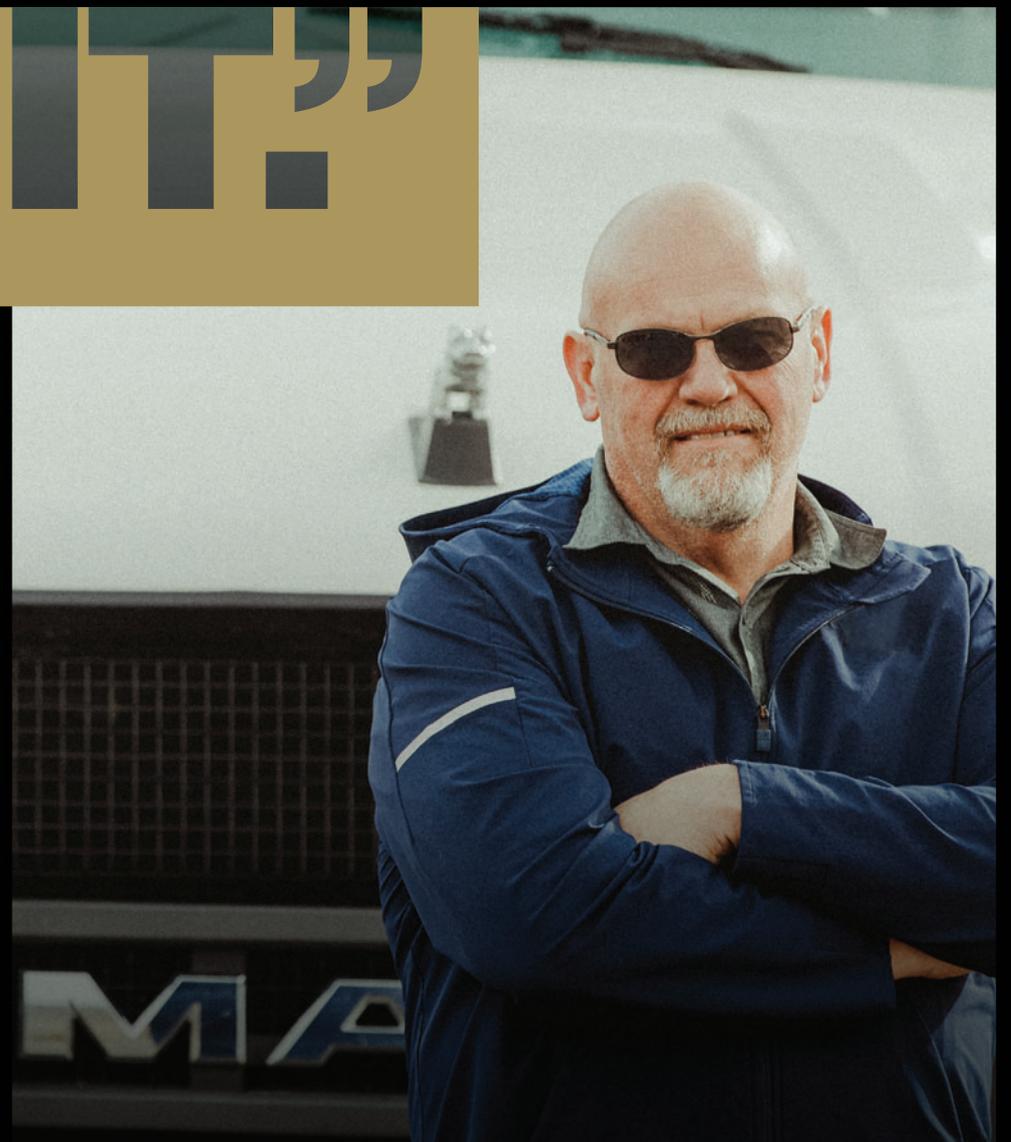
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# Truck market returning to 'normal' levels: DTNA



Richard Howard

## YOUNTVILLE, CALIFORNIA

A cooling Class 8 truck market is marking a healthy return to more normal levels.

That's the assessment of Richard Howard, senior vice-president of sales and marketing for Daimler Trucks North America (DTNA), who gave a market update to the truck press here Aug. 20.

"Truck sales the last two years have been at stellar levels," he said. While orders are slowing, he compared it to losing altitude but continuing to fly well above the mountains. He predicted a 2020 market range of between 380,000 and 400,000 Classes 6-8 units, down from about 460,000 to 480,000 this year.

"I think we're seeing the industry going back to normal cycles, which I think is a good thing," Howard said. "We struggled with some demands from customers the last 12 months."

DTNA continues to hold top spot in market share, with 37.6% of the Class 8 market. Freightliner itself controls 31.4%.

Howard said DTNA sees a strong close to 2019 before market conditions normalize in 2020.

Having enjoyed considerable success with its new Cascadia in North America, DTNA is now looking to bring that truck to new markets, including Australia and New Zealand.

"We are taking our number one platform and bringing it to international markets in a very strategic way," Howard explained.

There are now 170,000 new Cascadias prowling North American highways.

"It's the most successful product launch we've had," said Howard.

DTNA is also enjoying higher uptake of its integrated systems. Nineteen out of 20 buy-

ers are choosing Detroit power, while 70% are spec'ing the Detroit Assurance active safety system.

The company is now rolling out Assurance 5.0, which features Level 2 autonomy with lateral control of the vehicle.

"Active safety systems are absolutely changing the world in which we operate for our customers and our dealers," Howard said. "The technological revolution never stops." **TN**

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# Behind the curtain



Truck News kicks off a series taking you behind the scenes of the Best Fleets to Drive For competition, with a look at the program's past and how it has evolved

By James Menzies

## TORONTO, ONTARIO

It has been a dozen years since the Best Fleets to Drive For program was launched at the depth of the economic crisis, and organizers say they can't believe how far the program has come. The Best Fleets program was the brainchild of Mark Murrell and Jane Jazrawy, who came to trucking from a tech background and were struck by how little the trucking industry was doing to promote itself as a good place to earn a living.

"We came from the tech industry and had seen a similar pressure with the runup to Y2K and everybody scrambling for tech workers," Murrell recalled. "We'd seen a labor crunch in another industry and we had observed in the tech industry that the companies that were recognized as the best employers were always the ones that got the pick of the litter and did better attracting higher-quality workers."

Murrell and Jazrawy also noticed trucking companies were underrepresented in awards programs that highlighted top employers.

"We thought that if trucking is not going to be participating in these things, we should start one of our own that's trucking-specific," Murrell explained. "We really had no idea what to expect when we started it."

The organizers, who own online driver training firm CarriersEdge, teamed with the Truckload Carriers Association (TCA) to bring the program to life. The program has blossomed into a year-round endeavor, and additional staff and resources have been brought on-board to manage the program. As the program has evolved, new trends and themes have emerged on a yearly basis.

This year, there will be more focus on the ratio of drivers to dispatchers and fleet managers. Participating fleets can also expect to be asked about how they manage pay-to-park and their natural disaster-readiness.

"What are their plans for addressing those, and for supporting drivers in their personal lives and professionally?" Murrell wants to know. "What are fleets doing to make it more of a business strategy?"

Fleets will also be asked how long their drivers are typically out on the road, and what a typical week looks like to their drivers. "We're going to be drilling into that farther and asking specifically, 'What constitutes a weekend in your fleet?'" Murrell warned. "Everybody in the office has a proper weekend, what are you doing for drivers?"

When Best Fleets organizers conduct fleet surveys, they also want to know how drivers are treated at their terminals. Do they have access to the same facilities as office staff? Do their benefits match?

When the program was launched a dozen years ago, Murrell said it was difficult to imagine how popular it would become. Fleets that place among the top 20 finishers have gone to great length to pro-

mote their accomplishment. Some have even taken it too far – removing the year from the Best Fleets logo they've attached to their equipment, suggesting the award was given in perpetuity.

"It got to the point where we were threatening, 'If we see this, we're not only going to tell you to stop, but you're going to be blacklisted,'" said Murrell.

But organizers encourage Best Fleets winners to promote their

achievement – as long as it's done above-board.

"They're very proud of it and they want to advertise it," he said. "We've seen people do billboards, trailer wraps, decals. That's something we find really cool, when we're driving somewhere down in the U.S. and we come across a truck that has a decal on it. It's very fulfilling."

A key part to the program is the sharing of best practices that follows the selection process. Through webi-

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nars and speaking engagements, Murrell and Jazrawy openly share what made the Best Fleets finalists and winners stand out. Fleets are asked if they are okay with their success stories being shared, and most agree to do so.

“In general, people who are participating are more than willing to share ideas,” Murrell said.

And that could be improving the industry as a whole. In recent years, organizers have seen the emergence of guaranteed pay become more prevalent among the best-performing fleets. Such best practices often emerge first as anomalies among the best fleets, and in a few short years become commonplace. Asked if the Best Fleets program can be credited with improving working con-

ditions for drivers across the industry, Murrell said “We like to think that it has. Our sense is we are seeing some changes. What we have noticed is, people have started having the language to describe some of these things.”

Rather than reciting tired phrases like “open door policy” and “treating drivers like family,” fleets are becoming more adept at explaining their best practices in more detail.

As the Best Fleets program continues to grow, and the level of competition among participants rises, Murrell encouraged newcomers to the program to not be discouraged if at first they don’t make the list of finalists. Few do.

“A common mistake we see is people giving up; thinking if they don’t

make it after a year or two, there’s no point,” said Murrell. “It’s pretty common for people to go through this process a few times before they get on the list.”

To put it in perspective, there were 140 fleets nominated last year, with 90 making it through to the interview stage. From there, the 20 finalists were chosen.

“You really have to have your stuff together to get onto that top 20,” Murrell said.

The program has also started a Fleets to Watch sub-category, to recognize fleets that were just shy of cracking the top 20. While it may seem daunting to crack the list of finalists, Murrell pointed out “There are new fleets on there every year. There are always a handful that

drop off for various reasons and new ones added.”

A key to being successful in the program is to have buy-in from top management right through to drivers.

“You can’t get on the list without everybody working together,” said Murrell. “It’s a whole company effort.”

*This year, Truck News has been given unprecedented, unfettered access behind the scenes of the Best Fleets to Drive For program. Its editors will be embedded into the program and will report regularly on the selection process, right through till the winners are announced at the Truckload Carriers Association’s Annual Convention in March. TN*



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## Best Fleets nominations now open

### ALEXANDRIA, VIRGINIA

Nominations are now open for this year’s Best Fleets to Drive For survey and competition, organized by the Truckload Carriers Association (TCA) and CarriersEdge.

Now in its 12th year, the contest evaluates and identifies those employers who provide exceptional workplace environments within the trucking industry.

By nominating a fleet, a professional truck driver is recognizing the things about the company’s culture that he or she likes, such as outstanding compensation, safety practices, benefits, equipment, or training.

If the company accepts the nomination and agrees to participate, a survey then digs deeper into its policies and practices, bringing to light the things it does that are innovative and successful.

To be eligible, a fleet must operate 10 or more tractor-trailers in the U.S. or Canada. TCA membership is not required.

Participants will answer questions about their current human resources practices, both electronically and through phone interviews with senior management and a random sampling of their drivers.

The top 20 finishers will be identified as Best Fleets to Drive For and will be announced in January 2020. From this pool, companies will then be divided into both “small” and “large” categories, and two overall winners will be selected. Overall winners will be announced at the TCA’s Annual Convention in Kissimmee, Fla., in early March 2020.

Nominations are open from Sept. 3 to Oct. 31. Details are available at [BestFleetsToDriveFor.com](http://BestFleetsToDriveFor.com). TN

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# Companies still searching for cannabis clarity

By Abdul Latheef

OTTAWA, ONTARIO

Forty-eight percent of safety-sensitive industries have yet to introduce a zero-tolerance policy on cannabis because of a lack of clarity on issues such as privacy and impairment, a survey has revealed.

The poll by the Conference Board of Canada also found that only a third of all companies surveyed would directly provide employees with education on cannabis use.

The findings are part of the report *Acting on the Cannabis Act: Workplace Policy Approaches to Cannabis*, released in August.

How to manage the implications of cannabis in the workplace has been a major topic of debate since long before pot became legal last fall.

"It's not easy to adopt a zero-tolerance policy," said Monica Haberl, senior research associate on the Conference Board's Cannabis at Work file.

"One of the challenges even for safety-sensitive workplaces is the fact that in many industries there are no legislation or regulations in place. So, it can just be tricky for organizations to put in place that zero-tolerance policy," she said.

Haberl said while the unions are not explicitly opposed to such a policy, they have "understandable concerns" about the privacy rights of the employees, and want to make sure employers are not going beyond what is required to ensure workplace safety.

She said it is much easier for companies in the U.S. to adopt a zero-tolerance policy because cannabis is still illegal federally.

"In addition, random testing and testing for drugs and alcohol is much more, well, socialized in the U.S. In fact, in some industries it is actually mandated whereas in Canada, random testing, for example, can be very challenging to implement for employers," said Haberl.

Another problem is the lack of a proper definition for impairment. Sixty per cent of respondents did not have a definition.

"The majority of responding organizations don't have a definition for impairment within their workplace, which means that even though employees know they have to come to work unimpaired, they might not fully understand what that requires," Haberl said.

She said one way of bridging the gap is education.

"It's one of the simplest gaps to close. Cannabis education offers a practical approach and can be tailored to suit the needs of safety-sensitive workplaces as well as those without serious safety concerns," she said.

Haberl said it is important to understand that almost all employees do not actually want to come to



**Monica Haberl, senior research associate, Conference Board of Canada**



**Dr. Melissa Snider-Adler, chief medical review officer, Driver-Check**

work and put either their peers or themselves at risk in the workplace.

"It may just be that they are not aware that smoking a joint on Sunday night might still be affecting you on Monday morning,"

Reacting to the report, one of the country's top addiction experts said she is "not surprised at all" that 48% of safety-sensitive industries have not adopted a zero-tolerance policy.

Dr. Melissa Snider-Adler, chief medical review officer at Driver-Check, cited the guideline set by the Occupational and Environmental Medical Association of Canada in that respect.

"Their recommendation is a minimum of 24 hours of no cannabis use prior to engaging in any safety-sensitive work," she said.

She added that employers, who may feel that zero tolerance or a 28-day cannabis ban are too prohibitive, may balance it differently. They may want to adopt a policy of no substance use and no cannabis use for 24 hours.

She also noted that in the first quarter of this year, 646,000 Canadians reported trying cannabis for the very first time, nearly double the estimate of 327,000 people in the first quarter of 2018, when non-medical cannabis was illegal.

In Ontario, adult use of cannabis reached 20% in the first quarter, up from 14% in the same period last year, according to the National Cannabis Survey conducted by Statistics Canada.

"When we see an increase in use, it is always concerning. That is not just people who don't work," Snider-Adler said. **TN**



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# DTNA creates new organization to enhance customer experience

By James Menzies

## YOUNTVILLE, CALIFORNIA

Daimler Trucks North America (DTNA) has backed up its customer-centric approach to business with a significant investment and the creation of a new Customer Service Experience business group.

It will be headed by Paul Romanaggi, a 34-year Daimler veteran, who fills the newly-created role of chief customer experience officer.

“We are making the customer journey the focal point of everything we do,” said Stefan Kurschner, head of aftermarket within DTNA.

Romanaggi vowed every DTNA customer – even single-truck owners – will get personalized attention if and when they encounter issues.

“No customer goes unaccounted for,” he said.

The new organization has four guiding principles: faster speed and effectiveness in solving customers’ most immediate needs; bringing a holistic approach of support to customers, ensuring every resource available is applied; obtaining insights into operations for continuous improvements at DTNA; and having a proactive understanding of customers’ business needs for the future.

The group will begin by assigning a director of fleet services to work with DTNA’s top 100 fleets, with the support of 21 field reps who will “do nothing but call upon these 100 fleets,” Romanaggi explained.

Another team of 60 district service managers will be deployed to give attention to smaller fleets and even owner-operators. Contact information will be easy to find and all issues will be seen through to resolution, Romanaggi promised. Personnel will also be assigned to resolving dealers’ needs.

Some of the areas the new organization will focus on include: warranty coverage; extended coverage; and goodwill policy. It is also bringing back the “one-stop warranty” program. This involves DTNA dealers immediately covering the cost of repair covered under third-party warranty programs, and then pursuing those providers for reimbursement after the initial Daimler warranty has expired. This simplifies the claims process and expedites repairs.

These third-party warranties, explained Romanaggi, present “mass confusion” to customers and dealers, which DTNA has promised to resolve by handling the financial receivables element, “to make it simple and hassle-free for our customers and dealers.”

The new organization also plans to tap into big data generated by DTNA vehicles to provide predictive analytics and useful metrics for customers to understand and act upon.

“We’ve made huge investments in our organization, in IT systems, dedicated departments, to absolutely take full advantage of big data and the Internet-of-Things and what that means in value for our customers,” Romanaggi said.

DTNA also has a Customer Experience Day, held in September, during which every DTNA employee – including those in Canada – spend an entire day celebrating customers. The morning is spent hearing from customers about their experiences, and the afternoon focuses on ways the company can become more customer-centric. **TN**



Paul Romanaggi

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# Navistar's Vision 2025 to fuel growth, customer and dealer satisfaction

By James Menzies

## BOULDER, COLORADO

Navistar International says it has left survival mode, and is now in growth mode. And it has an ambitious plan to return to its glory years as a leader in the commercial vehicle space, dubbed Vision 2025.

The plan entails smoothing relations between the manufacturer and its dealers, and putting the customer first. It's already being executed, with more than 7,500 participants taking part in the program since January. Of these, 3,520 are

Navistar employees and another 2,990 work for International dealers. Members of the truck press were put through the program here Aug. 6.

"We are pretty excited that the movement is continuing," said Mark Belisle, vice-president, distribution, with Navistar. "When I say Vision 2025, whether at the office or a dealership, people know what I'm talking about."

Vision 2025 began with the formation of an eight-person committee split between OEM and dealer representatives. The first meeting was somewhat adversarial in nature,

with both sides airing grievances, recalled Terry Minor of Cumberland International Trucks in Nashville, Tenn.

"The customer may have gotten mentioned one time throughout the entire day," he said of that first meeting. "After we went through that exercise and realized we had an issue, number one on how to better work with one another, we also figured out we had forgotten about the most valuable asset in the entire equation, which was the customer... Today, and over the last year, when we run into differences of opinions

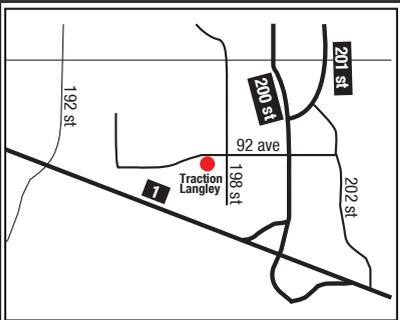
we are struggling to get past, we typically fall back to how does it affect the customer and we look at it from the customer's eyes. From there, what do we both have to give and take in order to get to a solution that is going to benefit the customer?"

Navistar aims to become the easiest OEM and dealer network to do business with. It wants to grow its market share, put past mistakes behind it, and improve profitability for itself and its dealers. Belisle said this will be achieved through "shared goals, trust, transparency, and cooperation."

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He acknowledged this approach is “something kind of new from what we’ve historically done.”

Transparency was on full display during the press event. Navistar acknowledged its troubled past and laid out in detail its Vision 2025 plan to restore faith in the company.

“We are operating in a different paradigm now in how we interact with our dealers,” Belisle said. Dealer advisory boards used to act in silos, and if you didn’t have a seat at the table, you weren’t a part of the discussion between dealers and the manufacturer, Belisle admitted. Now, within 48 hours of a dealer advisory meeting, a newsletter summarizing the discussion is sent to every International dealer principal to keep them in the loop.

When dealers raise issues, Navistar is committed to listening and taking action, Belisle continued. It is sending out surveys to 20,000 dealer employees four times a year to solicit feedback. It is hiring mystery shoppers to call International dealers and see how they compare to competitors. Another area being addressed is the lack of response to customer emails submitted through dealer websites. Navistar found these emails are responded to within 24 hours less than 40% of the time, right across the industry.

“We have a long way to go to be customer-centric in dealing with customers in the way they want to communicate with us,” Belisle said. But action is being taken to change that, and the company wants 100% of email inquiries responded to in 24 hours or less.

“There is no reason why systems can’t be set up at the dealership so that emails are responded to, heck, within eight hours,” he said.

Navistar is also setting dealership standards, dubbed Prestige Standards. They will provide a consistent experience for customers across the entire dealer network.

“It doesn’t matter where the customer goes to end up with a positive experience,” Belisle said.

The company also has put into place ways to share data between the OEM, dealer, and customer.

“Historically the dealer network has been pretty protective of customer data and Navistar has been protective of their data,” said Belisle, adding the sharing of data is essential if it’s to benefit the customer.

Friedrich Baumann, president of aftersales with Navistar, is one of the main drivers behind Vision 2025.

“The intent is moving our International brand from this survival mode and quarter-to-quarter thinking, to being much more customer-centric,” he said.

Dealers have responded positively to the changed mindset.

“Everything about Vision 2025 can be summed up by, we are making it easier to do business with us, be more efficient and more productive,” Minor said. He added dealers are



### Relations are improving between Navistar and its dealer network.

placing a greater emphasis on after-sales support, and evolving their role to become solutions providers. This will ideally build customer loyalty and fuel conquest sales.

“It’s really hard to get rid of something if it serves a big service role within your organization,” he noted.

“It’s been very refreshing from a dealer’s perspective to see the change,” added Justin Fink of Summit Truck Group in Lewisville, Texas.

“We are not just sitting there being talked to (by the OEM). They are asking questions and listening and responding,” Minor added.

Baumann said “I believe we are in a position where we can prove we can take care of customers in a different way. We have the capacity in our network. I know we have the capabilities in our network we can build upon.”

Of course, the best way to ensure customer satisfaction is to maximize uptime, and Chintan Sopariwala, vice-president of uptime, said steps are being taken in that area as well. It has geofenced all its dealerships and using OnCommand Connection has tracked repair times. It has seen a 73% improvement in repairs done within 24 hours since

the first quarter of 2018, Sopariwala noted. This compares well to industry averages monitored through non-International trucks equipped with OnCommand Connection.

But work remains to be done; the company aims to finish 80% of repairs within 24 hours.

Other measures taken to improve uptime include: predictive parts stocking; opening of a new Memphis, Tenn., distribution center; and implementing lean business cultures at dealerships.

“Navistar has made significant investments in uptime and the results are showing,” Sopariwala said. **TN**

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tive system. Since the ratio of soluble and insoluble fiber varies in different plant foods, it is beneficial to consume a broad variety of high-fiber options.

A high-fiber diet can help your digestive system in a variety of ways. It can normalize bowel movements by increasing the weight and size of your stool and softening it, making the stool easier to pass. On the other hand, fiber helps solidify loose, watery stools by absorbing excess water and adding bulk. As well, fiber can reduce your risk of developing hemorrhoids or small pouches in your colon.

Fiber is also a natural cleanser. It scrubs and helps eliminate tox-



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

ins from your digestive tract, soaking up excess estrogen, unhealthy fats and chemicals, and transporting them quickly from your body. Studies show that a high-fiber diet can also lower your risk of colorectal cancer because the fiber that ferments in the colon feeds the healthy bacteria that maintains the lining of the colon.

Soluble fiber, particularly from beans, oats, flaxseed and oat bran, offers specific health benefits. It helps lower total-blood cholesterol levels by trapping "bad" cholesterol until it is excreted. It can also improve your circulatory system by lowering your blood pressure and reducing inflammation.

In addition, soluble fiber can help control blood sugar levels by slowing the absorption of sugar, which may reduce the risk of developing Type 2 diabetes. High-fiber foods can help you achieve and maintain a healthy weight, since they tend to be more filling, helping you feel full longer. Being less "energy-dense," the same volume of high-fiber food has fewer calories.

Studies also show that increasing your dietary fiber intake, particularly cereal fiber, reduces your risk of dying from cancer or cardiovascular disease. According to the Institute of Medicine, a man under 50 should consume 38 grams of fiber each day; over 50, 30 grams. A woman under 50 should consume 25 grams; over 50, 21 grams.

For the best quality fiber, eat raw or unprocessed foods, such as whole-grain products, fruits, vegetables, beans, peas, legumes and nuts. Instead of canned fruits and vegetables, pulp-free juices, white breads and pastas, and/or refined cereals, choose some of the following high-fiber options.

For fruits, eat raspberries, pears and apples with their skins, bananas, oranges and/or strawberries. For vegetables, choose green peas, broccoli, turnip greens, brussels sprouts, baked potato with skin, and/or corn. For grains, try whole-wheat spaghetti, pearl barley, bran flakes, quinoa, oat bran muffins, oatmeal, air-popped popcorn, brown rice, and/or whole wheat or rye bread. For nuts, seeds and legumes, eat split peas, lentils, black or baked beans, chia seeds, almonds, pistachios, and/or sunflower seeds.

Whether snacking or stopping for a meal, feed the fiber of your being. **TN**

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# Coping with panic attacks

Last winter, I had a driver come into my clinic complaining of shortness of breath, rapid heart rate and chest pain. He reported it started about an hour before, when he was driving in heavy traffic during a snowstorm. Naturally, I referred him to the emergency room to be checked out for a possible heart attack. As it turns out, his heart was fine and he had just experienced his first panic attack.

A panic attack is simply a sudden feeling of intense fear or panic that develops for no apparent reason. Often, panic attacks trigger severe physical reactions. In the past, panic attacks were attributed to stress or overactive nerves, however they are now recognized as a legitimate medical condition. Fortunately, modern treatments are often very effective.

The symptoms of a panic attack can vary quite greatly from person to person. They can include: chest pain; rapid heart rate; shortness of breath; sweating; nausea; dizziness; headache; chills; and hyperventilation.

Many of the above symptoms can resemble life-threatening conditions. Thus, it is vital to seek medical attention as soon as possible.

In most cases, panic attacks begin suddenly, without any warning. They can occur at any time – even when you are sleeping. However, many people experience panic attacks during stressful situations. The symptoms of a panic attack are usually short-lived, most only lasting between 30 to 60 minutes.

The exact cause of panic attacks is still unknown. However, researchers think that genetics and stress are the two main contributing factors. Traumatic events such as the death or serious illness of a loved one or major life changes are common initiating factors.

Diagnosing panic attacks is not always easy. Your physician will first have to rule out other serious medical conditions. A physical examination is usually where your physician will start. From there, laboratory investigations such as blood tests and electrocardiograms will help pinpoint a diagnosis. A physician or a mental health worker may also perform a psychological evaluation.

The good news about panic attacks is that treatments are very effective. In most cases, the goal of treatment is to reduce or eliminate all of your panic attack symptoms. The two main treatment options for panic attacks are medications and psychotherapy. Many physicians recommend a combination of both treatments.

Medications such as antidepressants are often the first to be prescribed. Popular drugs such as Prozac, Paxil and Zoloft are widely prescribed for panic attacks. Other medications, such as mild sedatives,

may also be recommended by your physician. If one particular medication is not effective in treating your symptoms, your physician may recommend switching to another.

In addition to medications, psychotherapy has been proven to be effective in treating panic attacks. The main type of psychotherapy used to treat this condition is called cognitive behavioral therapy. This type of therapy can help you identify patterns and triggers of your panic attacks. During these sessions, you will learn how to cope with the feelings of anxiety and physical symptoms associated with the attacks.

In recent years, researchers have explored several natural treatments for anxiety disorders. However, two alternative treatments have shown significant potential. Relaxation techniques such as yoga, deep breathing and meditation may be an effective treatment for some people with panic disorders.

Also, nutritional supplements which aid in the action of serotonin may reduce the frequency and severity of panic attacks. It is important to note that these products may cause side-effects and may interact with your other medications. Talk to your physician before taking any natural supplement.



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

Panic attacks are not a life-threatening condition. However, they can cause major disruptions in a person's life. Although there is no known way of preventing panic attacks, seeking treatment as soon as possible will stop them from worsening.

So, next time you are sitting in a traffic jam, remember to take a few deep breaths.

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



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## Daimler tests autonomous trucks on public roads



Daimler Trucks is testing autonomous trucks with SAE Level 4 intent technology on highways in southwest Virginia.

### BLACKSBURG, VIRGINIA

Daimler Trucks and Torc Robotics are actively developing and testing autonomous trucks with SAE Level 4 intent technology on public roads, Daimler Trucks announced Sept. 9.

The test routes are on highways in southwest Virginia, where Torc Robotics is headquartered.

“All automated runs require both an engineer overseeing the system and a highly trained safety driver certified by Daimler Trucks and Torc Robotics,” the company said.

The deployment follows months of extensive testing and safety validation on a closed loop track, it said.

“As part of the comprehensive safety process by Daimler Trucks and Torc Robotics, both test track and on-road validation play an integral role in establishing the essential building blocks for successfully advancing automated technology,” the company added.

Torc Robotics is a part of the newly established Autonomous Technology Group of Daimler Trucks.

“Asimov,” Torc’s system for auto-

ated driving, has been tested in urban and long-distance routes as well as in rain, snow, fog and varying light conditions.

The truck manufacturer is consolidating all its expertise and activities in automated driving into the global organization with locations in Blacksburg and Portland in the U.S. as well as in Stuttgart, Germany.

“As we pair Daimler’s expertise in building safe and reliable trucks with Torc’s genius in engineering Level 4 vehicles, we have no doubt we will do great things in the future,” said Roger Nielsen, president and CEO of Daimler Trucks North America.

“We look forward to writing history together. The U.S. highways are the perfect place to develop automated driving technology.”

DTNA is also building an infrastructure required for the operational testing of initial application cases.

This consists of a main control center and logistics hubs, located along high-density freight corridors, the company said. **TN**

## UPS self-driving vehicles already delivering cargo



### SANDY SPRINGS, GEORGIA

UPS Ventures, the venture-capital arm of courier giant United Parcel Services, has acquired a minority stake in the self-driving startup TuSimple.

Together, both companies are testing self-driving tractor-trailers on a route in Arizona to determine whether the vehicles can improve service and efficiency in the UPS network, UPS said.

The work with TuSimple began with the goal of helping UPS better

understand the requirements for Level 4 autonomous trucking in its network, the company said.

Throughout the ongoing tests, UPS has been providing truckloads of goods for TuSimple to carry on a freight forwarding route between Phoenix and Tucson, Ariz.

The company initiated self-driving service in May 2019, with a driver and engineer in the vehicle. TuSimple and UPS monitored distance and time the trucks traveled autonomously. **TN**



## The Canadian Economy and the Freight Transportation Outlook for 2020

Canada’s economy grew at a modest pace during the initial stages of 2019. There are concerns about how it will perform during the balance of the year as Canada’s political leaders seek to conclude a revised trade agreement with the United States and Mexico while addressing various geopolitical challenges. This panel will discuss the Canadian and US economies and transportation industries in 2019 and share their expectations for 2020.



### Presented by:

**Stephen Laskowski,**

President, Canadian Trucking Alliance & Ontario Trucking Association

**David Ross,**

Managing Director, Global Transportation & Logistics, Stifel Financial Corp.

**Josh Nye,**

Senior Economist, RBC

**Anna Petrova,**

Director, Head of Supply Chain Canada, Conagra Brands

**Scott Tilley,**

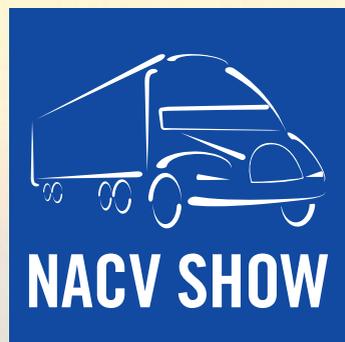
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# Giant strides

Tiger Trucking sees rapid growth, to support success of Giant Tiger

By James Menzies

## JOHNSTOWN, ONTARIO

A massive new distribution center constructed by Giant Tiger was built with employees in mind, and boasts some of the most luxurious driver amenities offered anywhere. The highly-automated distribution center covers more than 600,000 sq.-ft. and employs more than 300 people, as well as more than 210 robots, which pack and sort goods with greater speed and accuracy than humans.

The location for the new DC, just outside Prescott, Ont., was strategically chosen to reduce annual transportation distances by 860,000 km a year, and costs by \$1 million. But at the same time, the truck fleet, known as Tiger Trucking, is rapidly growing. While it doesn't disclose driver count, the fleet grew by more than 300% in eight months this year.

James Johnstone, AVP transportation for Tiger Trucking, said the team was fully moved into its new home in early December 2018. He beamed with pride as he took *Truck News* on a tour of the facility, show-



Giant Tiger's sprawling 600,000-plus sq.-ft. distribution center offers tons of amenities for drivers.

ing off the highlights for drivers. They include a quiet room, where drivers can get some rest between loads, a well-appointed gym, a games room with pool and foosball tables, a subsidized kitchen offering healthy meals, and locker rooms.

Even laundry service is offered; drivers are given 11 shirts and seven pairs of pants. When they need to be washed, they drop them off in the laundry room and pick them back up there cleaned a couple days later.

The fleet itself has also been completely refreshed. Johnstone said the average truck is a 2018 model year, with the oldest being a 2017. The tractors include Mack Anthems, Freightliner Cascadias and Volvo VNL 760s, all fitted with all the driver amenities to make life on the road more comfortable.

"Those are going to be refreshed with some 2020s that are in production now," he said of the oldest tractors. The oldest trailer in the fleet is a

2019 model year. Giant Tiger is growing rapidly, and has a plan to add 10-15 stores a year for the next five years. When other brick-and-mortar retailers are stagnant or struggling to survive, Giant Tiger is thriving.

Tiger Trucking handles about 70% of the deliveries to Giant Tiger stores, with about 100 truck shipments a day being delivered from the Johnstown DC. The professional drivers who deliver those loads, and the equipment they operate, are a

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The Tiger Trucking fleet consists of late model sleeper tractors pulling colorful, branded trailers.

**“We really want people going down the road to see that and think ‘I shop there, I recognize that logo.’ The last thing I want is someone to look at our truck and say ‘I can’t believe my food or clothing came out of that.’”**

— James Johnstone, Tiger Trucking

reflection of the Giant Tiger brand.

“We really want people going down the road to see that and think ‘I shop there, I recognize that logo.’ The last thing I want is someone to look at our truck and say ‘I can’t believe my food or clothing came out of that,’” Johnstone said.

For this reason, Tiger Trucking trucks and trailers are creatively decorated with eye-catching graphics that play up the retailer’s Canadian heritage. Drivers appreciate the equipment, the predictability of the routes, and the creature comforts at the new DC.

“Even today with our highly increased count, we have zero turnover,” Johnstone said.

Most drivers have predictable schedules and deliver to the same stores regularly. Stores receive shipments three times a week. The increased efficiency at the highly-automated Jamestown DC has also meant drivers can usually get loaded and on their way faster than before. They’re all paid by the hour.

On backhauls, Tiger Trucking will occasionally take on third-party freight, but usually it’s a combination of recycled cardboard and store returns.

Because it has so little driver turnover, Tiger Trucking can be discriminating in who it hires. It has a lengthy onboarding process including training on Giant Tiger’s corporate culture. The job, however, isn’t without its challenges. Some stores are tricky to access and have municipal restrictions on delivery times. A driver manual lays out details of every store, its quirks and nuances, and helpful advice on how to access the location.

Safety is a major focus for Tiger Trucking, exemplified by its hourly pay structure.

“There’s no rush to do anything unsafe,” said Johnstone. “Safety is our number one priority. Second is service to our stores. If we can’t do it safely, we won’t do it.”

Ontario isn’t the only growth area for Tiger Trucking; it recently moved into a new Moncton, N.B. location as well. Moncton serves as a hub for the fleet in Atlantic Canada. There are currently 254 Giant Tiger stores across Canada, with more slated to open soon.

In addition to providing a comfortable headquarters for drivers to visit, Giant Tiger also takes strides to include them in a close-knit community environment. Barbecues are held every Wednesday, and for Christmas dinner, managers and executives serve up the food. There’s even an apple orchard outside, because company founder Gordon Reid wanted employees to feel comfortable bringing their kids there to pick apples. It also pays homage to the McIntosh, the national apple of Canada, which was first grown in the area.

Trucks in the yard were all freshly washed and detailed, tire polish applied. For the trailers, Johnstone prefers a Quik Zip mounting process that affixes to rails and can be easily swapped out in as little as 45 minutes. Adhesive vinyl is used only on the side fairings and the rear doors. This allows Tiger Trucking to quickly and cost-effectively swap the graphics to commemorate special occasions such as new store openings. **TN**



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# Dana acquires Quebec-based electric drivetrain developer

## MONTREAL, QUEBEC

Dana has expanded its e-mobility business with the acquisition of Quebec-based Nordresa Motors.

Nordresa focuses on integration and application engineering for the development and commercialization of electric powertrains for

commercial vehicles. Dana says the acquisition will enhance its electrification capabilities by combining its line of motors, inverters, chargers, gearboxes and thermal management products, with Nordresa's battery management system, electric powertrain controls and integration expertise.

"Nordresa's experience designing and integrating electric vehicle systems enables Dana to offer our customers a complete system solution, including fully-integrated e-axes, battery and powertrain controls, and thermal management," said James Kamsickas, Dana president and CEO. "Each of Dana's customers are at different points on their electrification journey and our strategy remains focused on supporting them with industry-leading technology and expertise for all vehicle architectures."

Dana noted the transition of the powertrain to fully-electric requires changes to the propulsion system, power steering, air-conditioning compressors and other accessory systems, and Nordresa is able to integrate those systems while customizing

the battery storage and management systems.

"The electrification of commercial vehicles is rapidly increasing, and Nordresa was in search of a company with a strong heritage and customer-centric culture that would further accelerate our business," said Sylvain Castonguay, president and CEO of Nordresa. "Joining Dana provides Nordresa access to a global footprint, diverse customer base, and complete portfolio of electrification capabilities that will create long-term value for our customers."

The acquisition comes on the heels of Dana's majority investment in Quebec-based TM4, now Dana TM4, which designs and manufactures motors, power inverters and control systems.

Ryan Laskey, vice-president, commercial vehicle and corporate driveline engineering with Dana, told *Truck News*, "There has been substantial collaboration between the organizations over the last several years and this acquisition allows for more strategic cooperation while providing significant benefits to our OEM and fleet customers."

The deal, and Dana's financial clout and global OEM relationships, also puts Nordresa in a better position to succeed, the companies say.

"Nordresa has nearly two decades of electrification knowledge and experience, but many fleet and OEM customers are reluctant to source business from small startups," reasoned Laskey. He noted the deal is a win-win, and "one of the most significant acquisitions we have made in the electric vehicle space, as it allows Dana to provide a full portfolio of solutions, now for both hybrid and fully-electric vehicles."

The acquisition is the latest in a string of investments Dana has made into the electric vehicle market. It also invested in Hyliion, which offers an electrification system for Class 8 linehaul trucks.

"Now Nordresa provides us with short-range battery electric vehicle solutions," said Steve Slesinski, director of global product planning. "These two companies bring a wealth of battery, software, and controls expertise to the robust driveline, axles, motors and inverter product portfolio that Dana has built."

Slesinski said Nordresa was identified as the ideal acquisition target based on direct OEM and fleet feedback regarding quality, workmanship, and driving experience.

Dana said it will "continue to leverage the nearly two decades of electrification knowledge and experience of Nordresa's founders, who will serve in leadership positions at Dana." **TN**

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# Chevron debuts Delo Traveling Technology Lab



A visitor tries out the VR system on board the Delo Traveling Technology Lab in Dallas, Texas.

By Abdul Latheef

## DALLAS, TEXAS

Lubricants giant Chevron Products marked the 20th anniversary of its popular Delo Truck by launching the Delo Traveling Technology Lab at the Great American Trucking Show in Dallas in August.

The lab features virtual (VR) and augmented (AR) reality exhibits, which will offer visitors an interactive experience in engine maintenance and proper lubrication practices.

“We’ve gone on a big journey here, and what you see would be the latest evolution of the latest Delo Truck,” said James Booth, commercial sector manager at Chevron.

The lab’s launch is part of a new customer-focused campaign called “Engineered with Purpose,” which Chevron says re-affirms its commitment to customers.

“Our new campaign is a recognition of our customers’ need for better education and solutions to drive their business forward,” said Booth. “The Delo Traveling Technology Lab is the latest step in our commitment to excellence for our customers; the type of commitment that has made Chevron Delo the number one choice for fleets and on-highway OEM factory fill.”

The lab will be traveling throughout the U.S. and Canada, making scheduled stops at various trade shows and customer events in the coming years, the company said.

The Delo Truck was launched in 1999 to bring information to customers. It has since traveled nearly

three-quarters of a million miles in the U.S. and Canada.

## Delo product line

As for the Delo product line, the company noted that it has re-engineered it in 2016-2017 to meet API CK-4 and FA-4 spec’s, and deliver improved fuel economy.

“Chevron continues to look to solve specific customer challenges in the ongoing development of the Delo 400 product line – with a goal to not only exceed API requirements, but solve customer issues not currently being addressed in the market,” the company said.

To meet that goal, Chevron launched a number of products this year, including: heavy-duty engine oil products with API SN Plus, protecting both heavy-duty vehicles and modern gasoline pickup truck engines; Delo 400 XSP-FA 5W-30, delivering the best engine oil life and fuel efficiency in the Delo product line; and Delo ELC advanced coolants, solving recent issues with nitrated coolants and new aluminum radiators.

“We’ve really taken a leap in the past six to 12 months in really pushing a customer-focused culture in our organization in terms of the conversations we’ve had with our customers,” Booth said.

Chevron, citing a MacKay report, also said that Delo is now the number one engine oil choice with small, medium and large fleets in North America.

“By the end of 2019, Delo will be the factory fill oil for 85% of North American OEMs,” the company said. **TN**

## Rush grows in Ontario

### ST. CATHARINES, ONTARIO

Rush Truck Centres of Canada has acquired Archer Truck Services of St. Catharines, Ont., the two companies announced Sept. 4.

A full-service dealership offering parts, sales and service, Archer Truck also operates a facility in Welland, Ont.

“With the addition of two dealerships in southern Ontario we now offer unparalleled customer support

from a total of 16 locations and six associate stores,” said Kevin G. Tallman, CEO of Rush Truck Centres of Canada.

Archer Truck Services will now operate as Rush Truck Centres of Canada – St. Catharines and Rush Truck Centres of Canada – Welland.

R.K. (Rob) Butter will continue as the general manager for both locations.

Rush Truck Centres is a division of Rush Enterprises. **TN**

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LOOK LISTEN LIVE

# Navistar lays out plan to grow parts business

By James Menzies

## BOULDER, COLORADO

Navistar International plans to grow its parts business, by expanding product lines within its private label brands and quickly adapting to a rapidly evolving market.

Josef Kory, senior vice-president of parts with Navistar, outlined the company's objectives during a press event here in August.

"For any OEM to be successful in growing revenue in their parts business, they have to offer solutions that span the life-cycle of the vehicle," Kory said. "They have to appeal to the first owners and any subsequent owners of the vehicle."

Navistar plans to expand the product lines available through its Fleetrite and Renewed private label brands.

"We continue to add product lines to each of these brands," Kory said.

Fleetrite consists of a line of aftermarket parts products, aimed at lower total cost of ownership for first and subsequent truck owners, while Renewed offers remanufactured products. Fleetrite turns 50 in September and Navistar is looking to make the brand more prominent, by encouraging International dealers to open more standalone retail locations, especially in markets that are too small to merit the opening of



Navistar plans to expand the product lines available through its Fleetrite and Renewed private label brands.

a full-scale International dealership.

Fleetrite has seen double-digit growth over the past five years and now boasts 96 product lines. The standalone stores are designed to satisfy customers who believe the OEM dealerships are too expensive when it comes to parts replacement. Four new stores have been opened with "many more in the planning process," Kory said. "Expect significant growth in these Fleetrite stores over the course of the next 12 months," he added.

Navistar also made its products and services more widely available through a joint partnership with Love's and Speedco. Customers can now bring their trucks there for service, including warranty work under

three hours. This has added 500 service bays and 1,300 technicians to the Navistar network, creating what it claims is the largest service network in the North American commercial vehicle industry.

A new Memphis distribution center is also helping to improve parts sales. Dealers can order parts up until 11 p.m. and receive them the next day, thanks to the DC's proximity to FedEx.

Kory detailed 10 trends he sees shaping the parts business:

- "For the next several years, uptime and total cost of ownership will be the primary focus for parts providers," he said. "Those who are the easiest to do business with will win."
- Customer expectations will be based on the world around them. "Customer expectations will be shaped by every other experience they have in the marketplace," Kory said. If Amazon can ship items the same day, that expectation will carry over to parts suppliers.
- "The network of the future is going to need more, smaller distribution points," said Kory. Look for smaller facilities, located closer to customers, making more frequent deliveries.

"We're going to need more ways to get parts to customers same-day and multiple times per day," Kory said. He noted Navistar is experimenting with parts delivery via ride-sharing service Lyft.

- Parts inventory systems will use analytics, telematics, and artificial intelligence to predict what parts will be needed and where, and will stock them accordingly, Kory predicted. Historical demand will no longer be used to forecast future parts demand.
- 3D printers will be used by all OEMs, especially on low-demand, hard to tool-up parts. "We will all have 3D printers in our distribution centers in the future."
- Transportation patterns will evolve, with less truckload and LTL, and more dedicated and last-mile deliveries, to accommodate the smaller delivery locations that will exist.
- Customers will increasingly order parts through e-commerce. "All OEMs will need to be prepared if they're going to compete with aftermarket competitors in the e-commerce space," said Kory.
- Dealerships will transition to more scheduled repairs, where components are replaced before they fail. "Analytics will help drive that scheduled maintenance," said Kory, adding the days of trucks showing up with broken parts will be largely in the past.
- The parts business will evolve with the more widespread adoption of safety and collision mitigation systems, autonomous trucks, and electrification. "It will shift the replacement parts business away from crash parts and sheet metal parts, to more electronics, sensors, cameras," Kory predicted. **TN**

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## Volvo expands 3D printing

### DUBLIN, VIRGINIA

Volvo Trucks North America is using 3D printing technology extensively to produce tools and fixtures at its New River Valley plant in Dublin, Va., the company recently announced.

All trucks for the North American market are built at the site.

"After years of internal exploration with 3D printing technology and fine-tuning, there are now more than 500 manufacturing tools and fixtures in use on the NRV shop floor produced using 3D printing," the company said.

The technology has helped improve quality and precision by printing exact copies from models, Volvo Trucks said.

"While the technology has only been in use for a handful of years, it is already proving to be a valuable component of the manufacturing process at NRV, significantly saving



Volvo used 3D printing to develop a one-piece diffuser used in the paint atomizer cleaning process, saving the company more than \$1,000 per part.

production time and parts costs," said Adam Crowder, manager of Advanced Manufacturing Technology at the plant.

For example, the company used 3D printing technology to develop a one-piece diffuser used in the paint atomizer cleaning process, saving the company more than \$1,000 per part, as well as eliminating the need for a multiple piece component. **TN**

# Western Star updates 4700, looks to grow vocational presence



The Western Star 4700 has been refreshed, inside and out.

By James Menzies

## YOUNTVILLE, CALIFORNIA

Western Star wants a bigger bite of the vocational truck pie, and has enhanced its 4700 model to improve the driver and body builder experience.

The vocational truck market represents about 30% of the overall NAFTA Class 8 truck market, but for Western Star, it represents about

70% of its volumes. Western Star parent company Daimler Trucks North America (DTNA) is the overall Class 8 market share leader, but holds only 14% of the vocational market, meaning there's room to grow.

"We are getting closer to our customers and understanding their specific needs," David Carson, Western Star president, said during a press event here.

The market remains strong, he said, adding "There's lots of ordering going on."

Carson attributed this to the "tremendous amount of capital" that has already been allocated to infrastructure projects across North America.

"We're optimistic," he said of the vocational truck market. "We don't have a crystal ball, and as things change in the regional economy and global economy, we could see some of that cyclicity come into play."

Enhancements to the Western Star 4700 were aimed at improving the body upfit process and the driver experience. New safety features have also been added, something Carson said vocational customers are just starting to demand.

"Vocational customers used to not be interested in paying for those features, or they believed since most of the time they're off-road they didn't need them," he said of active safety features. "But with consolidation in different segments and bigger businesses buying smaller regional companies, they're quite focused on risk management and safety features and want to ensure they have the best technology available on those vocational trucks."

Samantha Parlier, vice-president of marketing and product strategy with Western Star, explained some

of the enhancements to the 4700, including an upgraded electrical system and interior.

"Frankly, the most important thing about a vocational truck is that it can be upfit to do its job," she said. "You can have the toughest truck and if you can't put a body on it, it's useless."

An all-new electrical system simplifies the body upfit process, and a new ground wire stud was added under the hood. Optional transition plates on the frame rail give the frame more strength to withstand the force put on it by a cement mixer.

The area where the pump is mounted on a mixer truck is free of air tanks and other components, so body builders don't have to relocate parts before adding the body. The Cummins X12 engine shaves off about 600 lbs depending on other options, which adds about 1/8th of a yard of concrete-producing capabilities.

"If you're making eight or 10 turns a day, it really starts to add up," Parlier noted.

The Wabco OnGuard collision mitigation system is available, and an aggressively sloped hood provides good visibility for the driver on job sites. A Third Eye camera system is also available, giving the driver 360-degree visibility around the truck. The interior features an updated dash, with LCD screen and now USB power port availability. The engine brake controls have been moved to the steering wheel from the dash and more controls are accessible on the steering wheel. **TN**

# Daimler's aftermarket initiatives resulting in faster repair times

## YOUNTVILLE, CALIFORNIA

A renewed focus on aftermarket support is reaping rewards for Daimler Trucks North America (DTNA) as it continues to pursue its goals of completing all truck repairs within 24 hours.

Stefan Kurschner, senior vice-president of aftermarket with DTNA, announced a year ago the ambitious plan to turn around trucks needing repairs within 24 hours. He said significant progress has been made, while work remains to be done.

"We have learned by talking to and focusing on our customers, they need to know more. They need to know it faster. And they expect trucks to ultimately be fixed faster. We said 'Okay, we get that,' and we made a commitment and promise of 24 hours or less," Kurschner said during a press briefing here Aug. 20. "Last year we started to talk about what it takes to make this promise a fact. We talked about the need to have parts available, the right parts at the right time at the loca-

tion they're needed to be, we needed better systems to track, to diagnose and to inform our customers."

DTNA is in the process of opening a new parts distribution center in Phoenix, Ariz., which will allow it to ship parts to 90% of its dealer locations within 12 hours. The company is also in the site selection process for a second Canadian parts distribution center, to complement the one in Calgary, Alta.

Kurschner also spoke of DTNA's broad service network, which includes 636 authorized locations, 173 distributor locations and another 251 partner service locations, including the TA Petro travel stop chain, a partnership that dates back 20 years. It adds 1,000 service bays and 3,300 technicians.

The Alliance Truck Parts chain is also expanding, and now boasts 10 standalone stores, 32 stores within dealerships, and features 11 new value product lines.

"With this, we have more parts with more competitive prices at the right locations," said Kurschner.



Western Star president David Carson speaks about the aftermarket.

To improve turnaround times at dealerships, the company uses an Uptime Management Suite, featuring Uptime Pro, Express Writeup, Service Tracker, and Techlane. This provides better visibility into the repair process for customers and expedites repair times.

Similar efforts, but a different approach, is being taken to also enhance the aftermarket experience for vocational customers.

"We are trying to expand our footprint in the vocational segment," said Kurschner. "It becomes obvious that what works for on-highway does not necessarily work for vocational customers...we need to go where the customer is and provide that service application."

A group has been established within DTNA's aftermarket operations to assess the needs of vocational customers. **TN**

# Canadian tech named Navistar's best

**WOODBIDGE, ILLINOIS**

Brandon Wesselius of Lewis Motor Sales in Owen Sound, Ont., won Navistar's 2019 Technician Rodeo in the truck category.

He competed against technicians from across the Americas.

"We are extremely proud of not only this year's winners, but of all the technicians who qualified as finalists for our 2019 Technician Rodeo," said Carlos Junquera, director of product support at Navistar. "Each highly-skilled technician perfectly reflects our company's commitment to technical excellence and the importance of providing the best customer uptime in the industry."

The competition involved 20 top service technicians from International and IC Bus dealers across the Americas. The technicians competed in a series of stations designed to simulate service areas, including truck components and engines. They were scored on how quickly and effectively they could navigate their way through the stations, diagnosing and fixing problems.

The finalists were selected from an overall group of 900 technicians, through online testing. IRL International Truck Centres in B.C. was a participant in



Brandon Wesselius receives top honors in Navistar's truck tech challenge.

the bus competition while Diamond International Trucks of Edmonton, Alta., had representation in the global competition.

"These participants have completed all of the required and optional training we offer our technicians and represent the best of the best of our 9,000-plus service technicians from International and IC Bus dealers across the Americas, the highest of any commercial truck and bus manufacturer," said Junquera. "Each one provides a key strategic advantage for our company, as they each are able to repair vehicles right the first time and get customer vehicles back on the road quickly." **TN**

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# Mack and Schwing team up to offer concrete pump trucks

By Derek Clouthier

## ST. PAUL, MINNESOTA

Mack Trucks is predicting another strong year in the construction segment, including the concrete industry, where its Granite and TerraPro models have been top sellers for the company.

“Getting to number one in these types of segments, it doesn’t happen by accident...it takes time,” said Roy Horton, director of product strategy for Mack.

Horton was speaking during a press event at one of Mack’s leading partners in the pump truck sector, Schwing America, the largest concrete pump manufacturer in North America.

During the event, which included a tour of Schwing’s 350,000 sq.-ft. facility in White Rock, Minn., just outside of Minneapolis-St. Paul, Mack provided an overview of its business for 2019 and where the industry is going in the coming year.

Jonathan Randall, senior vice-president of North American sales and marketing, said July was a good month for Mack, as the company’s retail sales were strong.

Mack is currently working through a backlog, resulting in a drop in the number of orders the company is presently seeing.

“You cannot fill an already full cup,” Randall said, adding that he expects 2020 orders to remain strong.

Mack anticipates the industry will roll 325,000 trucks out of production by the end of this year (there were 30,000 orders in July alone), and believes 2020 will prove similar.

On the concrete pump side of things, Randall said the industry sells roughly 750 trucks each year for this application.

Though housing starts in the U.S. are currently flat, Randall said Mack is seeing positive trends in the con-

struction business, which is not the case in many other sectors.

Infrastructure upgrades, such as bridges and roadways, are an area in which Mack sees a lot of potential for business in the coming years. Randall said there is a lot of stressed infrastructure in need of repair. He added that Mack supports the employment of user fees and raising fuel taxes to generate revenue for such projects, but only in targeted ways.

“The reality is something needs to happen here,” said Randall. “It’s been languishing for way too long.”

Horton said Mack’s Granite and TerraPro models have found success in the concrete pump application due to those trucks’ ability to meet the demands of a very diverse industry that requires customization of equipment for specific needs.

The Granite comes with up to 505 hp and has flexibility for various concrete applications, while the TerraPro’s chassis boasts a 120,000-psi steel frame and multiple steer, drive, and axle options. It also comes with either the Mack MP7 or MP8 engine, ranging from 325 hp to 505 hp.

### Marrying truck and pump

Schwing manufactured the world’s first pump truck in 1963. The company merged with Stetter, a company that released the first truck mixer in 1948. And in 2012, Chinese company Xuzhou Construction Machinery Group (XCMG), the 11th largest global construction OEM, made a significant investment in Schwing, expanding the company’s worldwide reach.

Tom O’Malley, senior vice-president of sales and marketing for Schwing America, said prior to the 1980s, it was common for customers to have a pump mounted on a truck they themselves provided. Today, 80% of the trucks Schwing uses for its concrete pumps are Macks.



Schwing has been marrying its concrete pumps to Mack trucks for several years, making up 45% of the company’s overall sales.

Truck-mounted pumps make up 45% of Schwing’s overall sales, with mixers second at 16%.

Pump booms vary in weight anywhere from 50,000 to 140,000 lbs, depending on length, which also ranges from 20 meters up to 65. The size and weight of the pump depends on the application, as well as a region’s road weight regulations.

In an effort to best meet its clients’ needs, Schwing typically orders generic trucks that are less specific to any particular application. Once a customer places an order, Schwing can then tailor the truck to meet the needs of the customer.

O’Malley said the company is also finding alternative uses for its boom technology, including in fracking operations in western Canada. Schwing recently provided the articulating boom to another company, which is developing the necessary technology to put the apparatus to use in the oil and gas sector.

Schwing has local representation in parts of Canada to sell and distribute its products, though O’Malley said the Canadian market has been sluggish. In the west, competition in the Vancouver, B.C., area has made it difficult for Schwing to make much headway, but business in Ontario and Quebec has improved.

Schwing does not shy away from large projects, having had its technology used for such endeavors as the Freedom Tower in New York City, where two high-pressure stationary pumps pumped concrete 1,600 vertical feet.

The company’s newest piece of equipment is the Schwing S 36X with a revolutionary boom. This 36-meter boom boasts third and fourth sections with hydraulic motors at the knuckles enabling it to spin the fourth section 360 degrees continuously, and the third section 330 degrees.

In the U.S., concrete pumps are a \$1.75 billion market, with 45% of concrete being tailgated and 34% pumped, up from 20% in 2000. **TN**



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Agenda:

- The Transportation Industry – Change and Challenges
- Risk Assessment: General Freight Transportation – A collaborative and unique exercise by the government and industry
- Ready to take on the challenge of managing fatigue differently?
- When Less is More
- Keynote Address: Yes, You CAN Make People Care About Safety
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# Getting by with a little support from their friends

Mack and Putzmeister marry well in demanding concrete pump truck market

By Derek Clouthier

## RACINE, WISCONSIN

Concrete waits for no one, they say, which makes support and good partnerships that much more important.

Mack Trucks recently announced its support network is getting stronger with the introduction of Dynamic Maintenance and Mack Analytics.

Both are aimed at increasing uptime for its customers, with Dynamic Maintenance interpreting telematics data to provide enhanced planning when it comes to potential maintenance needs.

Roy Horton, director of product strategy for Mack, said the Dynamic Maintenance feature, which is available to customers for a fee through its dealer network, focuses on data from its GuardDog Connect software and is yet another step toward improved predictive maintenance. This means issues are solved proactively prior to a truck needing to be pulled from a job due to failure.

Horton added Mack Analytics is used to provide informative, consultative support on pump truck operations and performance. The feature, a free service through Mack, again uses GuardDog Connect, translating data into actionable decisions.

"It's very powerful and helps contribute to our customers' bottom lines," Horton said of Mack Analytics, which can provide insight into a customer's fleet to compare its performance to another fleet with similar operations and specs to help increase maintenance efficiencies.

David Pardue, vice-president of connected vehicles and contract services for Mack, said the company is focused on providing options to its customers through connected vehicle services.

"Enhancing maintenance planning utilizing existing vehicle telematics and data analytics is yet another way in which we accom-



Mack has provided more than 6,000 trucks to Putzmeister since 1992.

the market and are purchasing used, refurbished pump trucks, creating new business for Putzmeister.

Putzmeister also offers telebelt trucks, which use a conveyor system to move items like large rocks, sand, and even concrete at building sites.

Dawley said maintenance on pump trucks can be costly, with components and boom tips being susceptible to damage. Telebelts, on the other hand, are comparatively cheaper to maintain and can be an option for several applications, including hydraulic fracturing operations like those in Western Canada.

"As long as you're keeping it clean, you have a fairly maintenance-free machine," Dawley said of telebelts.

Tom Inglese, general manager of Pioneer Concrete Pumping, agreed there are several challenges in the world of concrete pump trucks.

"Concrete doesn't wait on anybody," he said, adding how dealing with a perishable product, along with ever-changing regulations, and finding quality operators pose hurdles to the industry.

Inglese said Mack has supplied a reliable product, and coupled with capable dealers and the synergy between its trucks and Putzmeister's pumps, the end result works.

"We like the standardized on the Macks...they just seem to fit the Putzmeister product really well," he said. "It's a good combination." **TN**

plish this," said Pardue. "Vehicle technology and data provide us the capability to 'customize' planning so that it's specific to a vehicle and its operation. This enables customers to optimize planned downtime."

Dynamic Maintenance expands on Mack's partnership with Noregon, an Internet-of-Things company, by utilizing Noregon's platform to enhance the dealer user interface, bringing the decision-making process closer to the customer through the dealer.

Horton highlighted the two new support offerings in Racine, Wis., in mid-August during a presentation to trade journalists that showcased Mack's partnership with Putzmeister and Kriete Truck Centers.

Putzmeister, which provides equipment for a variety of applications, primarily for the concrete pump truck market, has been marrying its pumps with Mack trucks for some time.

Jonathan Dawley, president of Putzmeister America, said the chas-

sis relationship between a concrete pump and truck is paramount, and his company has long found Mack trucks to be a perfect fit.

Dawley also touted the level of support Mack offers its customers. Whether it be through predictive maintenance applications such as GuardDog Connect, Dynamic Maintenance, Mack Analytics, or a direct support hotline, Mack aims to be there for its customers.

Dawley said with the move toward urbanization, the need for concrete pump trucks is high in cities like Toronto, Ont., and those in Northern California, with the construction of high-rise buildings. This has resulted in an uptick in demand for Putzmeister's MX model pumper, which is used for these types of projects.

He added that due to a trend that has seen many fleets getting younger and at full capacity, sales have slowed recently. However, with continued demand in the concrete sector, several upstarts have entered

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# Don't wait 'til year's end for tax planning

While most people circle April 30 as the most important tax deadline on their calendar, if you operate a business the more pressing date is Dec. 31, just three months away.

Dec. 31 is the deadline to make personal deductions count in this tax year. If you are a sole proprietor, it's also your year-end date and a deadline for important business decisions. If you are incorporated, then your year-end date is your business-critical deadline.

Effective tax planning requires a three- to six-month cushion so you have time to take advantage of every opportunity for tax savings.

**If your accountant advises you to buy a new truck, don't go out and lease one. Purchasing and leasing have totally different effects on your tax planning.**

Right now, we're reviewing our clients' first nine months of operation and preparing tax estimates so they'll have peace of mind and cash flow when their returns are due. We're also talking to them about tax strategies for expenses prior to the end of the year.

**Make a big purchase**

If you're planning a major purchase, consider doing so before Dec. 31.

There's an advantage to loading up on deductible expenses in a high-income year. Spending \$3,000 on tires in December could save you \$900 owed to Canada Revenue Agency (CRA) when you file your 2019 tax return this April. Buying those tires in February 2020 will delay your savings until April 2021.

**Make a really big purchase**

There's a rule of thumb in accounting that says the best time to acquire new equipment is at the end of your tax year. It's generally true as long as you're financing the vehicle with a loan and not a lease.

That's because CRA lets you expense a half-year's depreciation on the asset purchase even though you may have only owned it for a month or two. Since CRA allows a 20% depreciation expense during a truck's first year, that's a good chunk of change on a new vehicle. You could be writing off far more than you actually paid out during the short time you've had it.

Leasing a new asset close to year-end doesn't offer the same tax-related benefit. That big initial lease payment is considered to be a pre-paid deposit which you cannot expense all at once. You have to divide it by the number of months in your lease contract and

expense that amount each month in addition to your regular lease payment.

People in trucking tend to use the words "buying" and "leasing" interchangeably. If your accountant advises you to buy a new truck, don't go out and lease one. Purchasing and leasing have totally different effects on your tax planning.

**Interest expenses**

Any time you pay to borrow money, and that money is used to help you earn business income or provide working capital, the expense is tax-deductible. This includes interest paid on the business portion of credit cards, lines of credit, loans, the cost to set up and manage loans, and

any fees for related legal, accounting, and bookkeeping services.

Loan-related expenses aren't like most business expenses. Interest and other fees may be amortized over the life of the loan and wrapped into monthly payments. Up-front administrative or documentation fees may be buried in the fine print.

**Medical expenses**

Medical expenses are deductible when they're paid, not incurred. Plus, there is a medical expense cap that allows you to only claim expenses greater than 3% of your net annual income. If your kid needs braces it may be better to do it now and pay as much of it as you can before



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

Dec. 31 in order to make sure your medical expense exceeds that 3% threshold. Paying a portion this year and another next year may mean that as a percentage of your income your medical expense is too low to qualify for a tax deduction.

No one wants to pay more tax than they have to, so don't wait until it's too late to do something about it. Start your tax planning well before the end-of-the-year deadline. **TN**

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# Erb Transport at 60: 'Doing the job right'



Wendell Erb is just one of two people allowed to drive his father's personal truck, an International 9900i.

By Abdul Latheef

## BADEN, ONTARIO

The day after Wendell Erb wrote his last exam in 1980, he went up to the dispatch window at Erb Transport and said he was ready to drive trucks full-time.

"By then I already had some 20,000 miles under my belt, driving trucks from here (Baden) to Kitchener and back," Erb recalled in an interview on board his father's rig Aug. 23, as the company celebrated its 60th anniversary.

These days, Erb is in the driving seat of Erb Group of Companies as president and CEO.

"My first job is president. My second job is whatever else needs to be done," he said.

Wendell Erb took over from his father and founder of the company, Vernon Erb, in late 2011.

Vernon Erb started out with one dump truck in 1959. Erb Transport has since grown to become one of Canada's biggest trucking companies employing some 1,500 people, including owner-operators.

It specializes in refrigerated transportation. Hence the slogan: "Another cool move."

"Just doing the job right for our customers," is the secret of Erb's success, said Wendell Erb.

"Success has followed doing a good job for your customers... Take care of your people, they will take care of the customers."

Last year has been a banner year for trucking but 2019 not so good, he said.

Freight has been slowing down and there is intense competition from truckers who are undercutting industry rates.

"We've got issues with Driver Inc.," Wendell Erb said.

"Last year there wasn't enough trucks for the freight that was out there. So, Driver Inc. didn't bother you. Now Driver Inc. has got a competitive advantage in the market we

are in. It is rather frustrating."

Driver Inc. is a controversial business model that classifies fleet employees as independent contractors. The drivers are incorporated and receive their pay without any source deductions. That helps them offer rates no carriers can afford. Industry lobbying groups and major fleets have been fighting the model for years.

"I just heard from a friend of mine that (he) lost a bunch of lanes for Canada Post to Driver Inc. That's kind of odd as Canada Post is a Crown corporation. It is a little frustrating that we don't have a level playing field," Wendell Erb said.

Last year, carriers including Erb gave big raises to retain and attract drivers, but the company has no intention of rolling wages back despite falling freight rates, he said.

"The freight we haul is generally very complicated. For the easy freight, it is a race to the bottom again right now."



Vernon and Wendell Erb.

Addressing the issue of the acute driver shortage, Wendell Erb acknowledged that it is still a challenge getting good, qualified drivers even for a company such as Erb.

"We have set the bar a little higher for the drivers we are looking for."

He said Erb has all kinds of university graduates driving trucks, but the education system needs to be spruced up.

"We need people to get their hands dirty whether it is trades or trucking. I don't need somebody with letters

behind their names to move freight."

For many Canadian youths, trucking has become a job of last resort, and that is a little frustrating, he said.

A recent Trucking HR Canada study found that non-trucker prospects make up 48% of the millennial population, meaning they will not consider a trucking career.

As for the outlook for the year, Wendell Erb said, things are improving slowly after a slow start, and August was pretty good.

"I am optimistic, let us put it that way. Truckers and farmers are always optimistic."

So is his father.

Reflecting on the past six decades, Vernon Erb, 83, said he is quite happy the way things are going.

"It doesn't seem like 60 years. It sort of went way beyond what I had anticipated back 60 years ago."

He said the industry had changed "an awful lot" in that time.

"Hard to say what it is going to do in the next 60 years." **TN**



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# Overcapacity creating challenges, opportunities: Titanium

## BOLTON, ONTARIO

Overcapacity and softening rates are creating headwinds for carriers, but also opportunities, as mergers and acquisitions (M&A) become more attractive.

That was the message from Ted Daniel, CEO of Titanium Transportation Group, when he addressed investment analysts on a conference call to discuss second quarter financial results. Revenue in the second quarter was \$42 million, marking the second highest Q2 result in company history, but off last year's record-setting second quarter of \$51.8 million.

Net income slipped from \$2.2 million in the second quarter of last year to \$500,000 during Q2 2019. Truck transportation revenue was down 4% year-over-year, at \$28.6 million,

while logistics revenue was heavily affected by spot market prices and saw a 36% y-o-y decline to \$14.9 million. Year-to-date profits are \$1 million, compared to \$3.3 million at this time last year, but Daniel noted last year's market was exceptional and record-setting for the company.

"Despite a more challenged operating environment, we remained profitable in the second quarter of 2019 and continued to build long-term shareholder value," said Daniel. "Significant overcapacity and lower spot rates in the marketplace have improved the landscape for opportunistic and accretive M&A. Our strong balance sheet will not only allow us to weather the cyclical in the transportation and logistics industry, but allows us to capitalize

on opportunities as they arise."

Bright spots in the second quarter included the performance of the newly-formed U.S. logistics business, based in Charlotte, N.C. Daniel said they've exceeded internal revenue projections by about 45%. Further expansion in the U.S. is expected later this year, or in early 2020, with the Charlotte office serving as Titanium's U.S. headquarters. Daniel didn't rule out buying a U.S. asset-based trucking company in the future.

"That's a behemoth of a market," he said of Canada's southern neighbor.

Titanium took advantage of a record-setting 2018 to reduce its debt by \$8.9 million, freeing up capital for acquisitions.

"Market conditions have improved the environment for highly accretive M&A opportunities, as we have seen valuations return to more attractive levels," Daniel noted.

Asked what types of trucking acquisitions are most sought-after

by Titanium, Daniel said Ontario truck-ins are the easiest to manage, other Canadian jurisdictions would come second, and U.S. companies would also be a consideration as the company gains comfort operating there.

While spot market rates have dropped as much as 30-35%, Marilyn Daniel, chief operating officer, said contract rates are holding up well. She expects them to stay flat, or slightly reduced, through the remainder of the year. But, she added, they didn't have the wild upswing in 2018 that spot market prices saw.

Titanium added nine tractors in the second quarter, but is done buying new equipment for the next 12-18 months. Any additions to capacity will come through acquisitions, Ted Daniel indicated. It runs a young fleet with an average tractor age of three years, and trailers averaging just 4.5 years. **TN**

# Work starts on new Day & Ross terminal in Moncton



## MONCTON, NEW BRUNSWICK

Day & Ross broke ground at the site of its new Moncton, N.B., terminal in early August.

The facility will enable the company to handle higher volumes and respond to the growing need for a safe, designated customer pickup zone, Day & Ross said.

"This new Moncton terminal holds great potential for the future of Day & Ross," said Bill Doherty, CEO. "Moncton is a critical hub for our operations. This location will play an important role in our overall growth strategy and will help strengthen our position as a leader in the transportation industry."

The facility will include an enclosed area to allow customers to drive in out of the weather when picking up items.

The terminal will be one of the company's most innovative facilities, designed to minimize its environmental impact, Day & Ross said.

In addition to solar panels, advanced heating and cooling, and electrical upgrades to reduce diesel consumption, the office will have lots of natural light and a bright, open workspace.

"We are proud to showcase our

commitment to the environment and the safety of our employees and drivers at this state-of-the-art terminal," said Kevin Chase, CFO.

The terminal is expected to open in the summer of 2020. **TN**

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# Wonder woman

A peek into the life of trucking's own one-woman wonder

By **Sonia Straface**

## IRISHTOWN, NEW BRUNSWICK

You'd be hard-pressed to find a busier woman than Jo-Anne Phillips.

Phillips is a New Brunswick-based entrepreneur, who runs a number of successful businesses with her husband, Dan Boudreau. Most notably, they own Jeramand Trucking, a 22-truck fleet with 27 drivers on its roster. They also own a construction business, and a chrome and detailing shop – the only chrome shop east of Quebec. On her own, Phillips owns a fitness and wellness business called Tozai Synergy.

On top of all of that, Phillips, a Manitoba native, is a known face in the trucking world as she is part of the Canadian Image Team for Women in Trucking (WIT). She is also credited with organizing and developing the Convoy for Hope – Atlantic, raising awareness for breast, colorectal, lung, and prostate cancer. So far, the convoy has raised close to \$300,000 for the cause in Atlantic Canada. And she sits on the advisory board for Prostate Cancer Canada (PCC), Atlantic Division.

Most recently, Phillips was named WIT's member of the month.

Phillips got her start in trucking when she was just 19 years old. And like many in the industry, she broke into trucking because of her father. Family friends of hers, who owned concession stands across Canada, needed someone to drive truck for them, as someone who was pursuing the job couldn't seem to get his licence.

"My father made a comment to him saying, 'Joanne could do that with her eyes closed,'" she recalls. "And the friend said, 'If she can get her Class 1 licence and travel with us, we'll give her a portion of the business.'"

So that weekend, Phillips and her father practiced in a truck and that Monday morning she passed her Class 1.

"So, I traveled across Canada and learned a lot that year," she said.

From there, Phillips transitioned into the crude oil pipeline industry in Western Canada driving truck and instructing other up-and-coming drivers – which afforded her a lot of income in a short period of time – something she desperately needed as she was a bobsled athlete for Team Canada.

During all of this, she earned a degree in kinesiology and exercise physiology from the University of Calgary, and a Bachelor of Science, dietetics,

nutrition degree from the University of British Columbia.

Eventually, in 2006 she moved to Atlantic Canada with her fitness business, consulting and working with fitness clubs, where she met her now-husband and they started seeing each other. Today, they own a multitude of businesses together that are flourishing better than they could have imagined.

"We are very proud of our businesses," Phillips told *Truck News*. "We feel incredibly blessed to work with the teams that we built in these businesses. Everyone is so reliable and dependable."

Phillips said Jeramand is one of the rare trucking companies that boasts a very low turnover rate.

"I think the turnover rate is so low because our drivers get the best of both worlds," she said. "Because we broker with big companies, our drivers get the feeling of security that they would with a larger fleet. But they also get that warm, fuzzy feeling of working for a small, intimate company. We really do treat our team like we work for them, and that bodes well. We remind them that when they're driving at 1 a.m., 2 a.m., 3 a.m., we're also working, and we're here to help them at any time of the day or night. And they really appreciate and respect that."

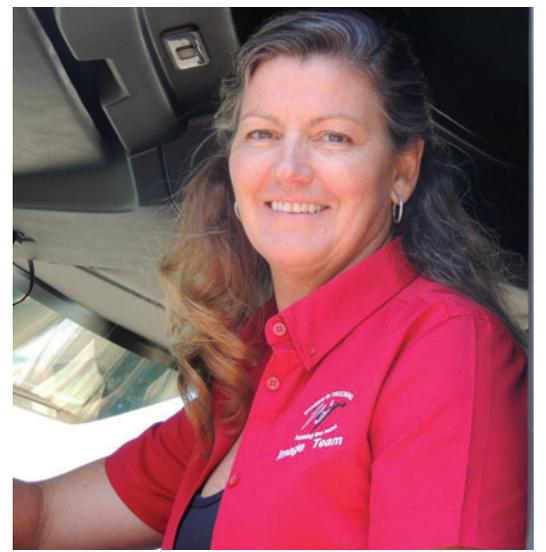
Lucky for her, Phillips' other businesses blend well with trucking. Her chrome and detailing shop – called Never Enuf Chrome & Detailing – flourished thanks to the strong roots Phillips and her husband built in Atlantic Canada. It also helps that Jeramand trucks advertise the business by having clean, attractive trucks on the road.

Tozai Synergy, the wellness business Phillips owns also lends well to trucking. For Tozai, Phillips works with independent practitioners, chiropractors, massage therapists, and naturopaths helping to develop wellness programs, and do motivational speaking and coaching.

"This fits into trucking too because we're finally seeing drivers and others in trucking take accountability for their own health, which is really exciting to see," she said.

And while she is passionate about the businesses she works for, she is just as enthusiastic for the volunteer groups she is a part of.

Prostate Cancer Canada and the Convoy For Hope – Atlantic holds a special place in Phillips' heart, as her husband was diagnosed with prostate cancer in 2014. Thankfully, the cancer was detected early enough, and he is now cancer-free.



**Jo-Anne Phillips**

"With prostate cancer, it's 100% treatable if it's caught early," Phillips said. "But unfortunately, we are still losing too many men to this. And it's because if men are talking about anything below the belt, they're usually lying or bragging. They don't like to go to the doctor, like most women do."

She advocates for men to have their PSA (Prostate-specific antigen) test done, and for them to pay attention to those numbers.

As well, she is vocal about having more women in trucking, not only to help bridge the gap for the need of drivers, but to better the industry.

"Women in Trucking has been a great organization to be affiliated with," she said. "Not only do they support and lobby for the trucking industry as a whole, but the focus on involving more women is brilliant. It has been a male-dominated industry for so long, and I think we've really missed out on not targeting getting more women into trucking earlier. There are so many reasons why women impact the health of an organization and an industry. Research shows there's improvement in productivity and innovation when there's both men and women in a workplace. (Having more women in the workplace) also reduces staff turnover, which is one of trucking's top concerns right now, since it has one of the highest turnover rates in any industry. Women tend to be more empathetic and we do have a greater willingness to help and to improve communication, which is good news for any business."

Ultimately, Phillips' end game is to keep inspiring and encouraging more women to give trucking a try.

"Trucking is the pulse of our nation," she said. "It's why we have access to water, access to electricity, it's why we can move our vehicles and buy fresh produce. Trucking is an amazing industry and such a special community." **TN**

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# The millennial mind

Millennials – those aged 18 to 36 – represent 10.1 million Canadians and 37% of the country’s working population. Yet they account for less than 15% of truck drivers.

Attracting younger workers has long been one of the industry’s greatest human resources (HR) challenges. Trucking and logistics employers need to step up their game, and our latest study, *Millennials Have Drive 2*, can help you be more successful in recruiting from the millennial talent pool.

The report builds on our previous study, *Millennials Have Drive – A Roadmap*, which serves as a practical guide to understanding this group of workers.

## Trucking doesn’t fit Canadian millennials’ image of themselves or how they want their family and friends to see them.

In *Millennials Have Drive 2*, we wanted to find out how millennials view the trucking industry and why they are or are not interested in working in it. This report covers a range of jobs in trucking but focuses specifically on longhaul driving, since attracting and retaining people for this type of work is such a great need. Here’s some of what we learned:

### Trucking ranks low

Looking at six industries, millennials gave trucking the lowest positive impression (46% “very good and good”) and the highest neutral impression (40% “neither good nor bad”). Fifteen per cent said their impression of the industry was “bad and very bad.”

The construction trades got the highest positive impressions from millennials, followed by the armed forces, manufacturing, retail, and resource extraction industries.

The good news is that 46% have a generally positive impression of the industry.

### Making an impression

The biggest barrier the trucking industry faces in recruiting millennials is the gap between their image of the trucking industry and their personal “brand.”

Trucking doesn’t fit Canadian millennials’ image of themselves or how they want their family and friends to see them. They believe the industry lacks respectability, is boring, and has a poor work/life balance.

However, they do perceive that longhaul trucking offers freedom and independence with opportunities to travel and explore Canada,

work without direct supervision, and avoid an office job, which is tremendously appealing.

### Money matters

Satisfactory compensation is the biggest incentive for Canadian millennials to take a job as a longhaul driver, with 39% ranking this as their primary concern.

Again, the good news is that they see longhaul trucking as having the potential to provide a high income.

Many also view the job as an interim, short-term step to achieve their long-term financial and personal goals. In fact, our research shows that many current long-time drivers originally planned to be in the industry for a short time but stayed on, which is a positive story to tell.

### Social media

Thirty seven per cent of millennials use social media to find career information (almost as many as those who use job boards). More than one quarter have noticed trucking advertisements on social media (almost as many as those who noticed ads on trucking company websites).

Actively engaging job-seekers is important. Social media ads and posts are designed to capture the attention of millennial prospects while company websites, Google searches, and job sites depend on people being more proactive.

### Personal safety

Only 29% of millennial women see longhaul trucking as safe, compared to 46% of men. Their issue isn’t about trucks or traffic. They worry about their personal safety on the job.

If you’re an employer, consider how you can address women’s con-

cerns about being isolated with strangers, or intimidation in an industry that they perceive to be a “boy’s club.” You’ll appeal to an even bigger portion of Canada’s talent pool.

Want to learn more about *Millennials Have Drive*? You can download the report on our website at [www.truckinghr.com](http://www.truckinghr.com) TN



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Private Matters

# Trucking dodged a bullet with Labour Code changes

Proof the industry can accomplish great things when it works together



**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

In early August, the trucking industry and supply chain were shocked when Canada Labour Code Part 3 revisions were made public. Specific changes that would do the supply chain irreparable harm were not included in any consultation that occurred prior, were introduced in an omnibus bill, and had no opportunity for consultation or input before they were put forward and were set to come into force on Sept. 1.

The most damaging of the revisions to the trucking industry required: 96 hours written notice for shift schedules; 24 hours written notice for shift changes; a 30-minute break after every five hours; and an eight-hour break between shifts.

The first two mentioned are the more troublesome of the four, however the other two can still cause problems. Now, let me be clear, the Private Motor Truck Council of Canada (PMTTC) and the trucking industry as a whole are in favor of anything that can make the workers in our industry safer and better rested.

We are all working toward making our industry more attractive, inclusive, and diverse. The only way to accomplish this is to ensure we treat our workers with respect and courtesy, and provide them with a workplace and the tools in that workplace to ensure they are happy, secure and safe.

We are all in favor of providing as much predictability in a schedule as possible and minimizing the changes to that schedule as much as possible. While we do have dedicated lanes, local delivery jobs, and other driving jobs that allow for predictive schedules with minimal changes, there is a large segment of industry that simply does not, nor can it, operate that way.

As a former longhaul driver and later in my career, a fleet manager, I like to think I understand the realities of the industry from both sides. An over-the-road driver who hauls general freight may get dispatched on Monday for a load that delivers in Vancouver on Friday. While a load may be searched for while they are en route, in a lot of cases the load will not be assigned to the carrier until the truck actually arrives. What if the truck breaks down en route, or is involved in an accident, weather delay, etc.? If the return load is time-sensitive, it will need to be dispatched to another truck.

How do you provide 24 hours notice for this? Often, the load you pick up will not head back to your home terminal; it could go anywhere in North America. You have to take the freight that is available in the area you are in. If you are working off an open board, how can you predict a week's schedule 96 hours in advance and provide notice of changes within 24 hours? It's just not practical.

How do you guarantee a driver can comply with the requirement to take a 30-minute break every five hours? If you are stuck in a traffic jam, you can't simply put the brakes on and walk away. In these scenarios, we have not even mentioned the safety personnel, dispatchers, mechanics, and dock workers who may have a change in their schedule as a result of a breakdown, accident or other delays in the supply chain that occur along the way.

If the truck is held up, it affects everyone else who plays a part in that truck's load or day and will require a change in their schedules as well.

The good news is, when the industry caught wind of this, we all worked together. The Canadian Trucking Alliance, PMTC, provincial associations, supply chain industry representatives, and many others, all joined forces to raise the alarm bells with the feds.

The shippers and receivers who we haul freight for realized these provisions would throw the Canadian supply chain into disarray, and put us at a competitive disadvantage to the U.S. With all of us joining forces, we got the attention of government.

At the time of this writing, a draft internal policy guidance was in place that would allow drivers and

dispatchers to carry on as of Sept. 1 with business as usual.

This is only an interim measure, as in the long-term, regulations will have to be drafted to exempt certain positions in the industry from these provisions. Disaster was averted however, in the short-term, and all because we as an industry came together. **TN**

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# When buying wheels

Weight, durability, and appearance important to fleet buyers

## TORONTO, ONTARIO

The condition of a commercial vehicle's wheels says a lot about the condition of the vehicle itself. Rust-streaked steel wheels often signal poor maintenance practices, while a shiny finish points to a truck that is well cared for.

In order to maintain a shiny appearance, proper maintenance and frequent washing is required. Keeping wheels clean and in good condition also helps drivers to identify potential problems when conducting pre-trip inspections.

Unfortunately, when it comes to commercial vehicle wheels, wheel separations continue to be a major topic of discussion. It's an issue that won't go away.

### An ongoing issue

Wheel separations continue to be a problem in Ontario, despite enforcement crackdowns and stiff penalties for offenders. But the good news is this year is on pace to be the lowest year for wheel separations in at least the last five years, assuming there isn't a spike in the fall.

"We are entering our winter months where a lot of tires get changed," said Chris Davies, a transportation enforcement officer with the Ontario Ministry of Transportation. He said the department will run Operation Wheel Check inspections from November to February, to place a special emphasis on the problem.

Bob Nichols, spokesman for the Ontario Ministry of Transportation, said "Wheel separations from commercial vehicles are typically caused by improper tightening/installation of wheel fasteners, poor maintenance, drivers failing to conduct the prescribed vehicle inspection, and defective parts."

But Davies noted new technologies are helping enforcement officers catch overheated wheels before a separation occurs. Infrared technology has been introduced at four working truck inspection stations.

"We are finding it in our routine operations," Davies said.

Ontario has some of the toughest wheel separation legislation in North America, including absolute liability and penalties as high as \$50,000.

Brandon Uzarek, field engineer with Accuride, suggested fleets employ best practices supplied by wheel manufacturers and the Technology & Maintenance Council of the American Trucking Associations.

"Wheel-offs occur when basic maintenance steps are missed," he said. "Make sure to conduct a retorque at five to 100 miles after installation, then again at 10,000 miles or regular service intervals. Make sure the wheels, hubs, drums, studs, and nuts are in good condition. Mounting surfaces need to be flat. Clean any dirt, debris and corrosion off of mounting surfaces."

### In pursuit of lighter weight

One trend that has been driving wheel development in recent years, is the pursuit of lower weight. But with leading wheel suppliers now producing standard aluminum wheels that weigh in at as little as 40 lbs, the law of diminishing returns comes into play and now the challenge is to focus on durability.

"When you start talking about lightweighting, you save 0.5% or 0.6% of fuel per 1,000 lbs weight reduction," said Uzarek. "Going from Accuride's lightest steel wheel of 65 lbs down to the 42644 at 40 lbs would save 450 lbs or approximately 0.2% of fuel."

Since the fuel savings are now meager, more attention is being paid to durability.

"We're very cautious to test to the same standards we were testing to, to maintain that durability of the wheel," Uzarek said of lightweight wheels. "A lot of fleets have stopped asking about lightweighting. Now their concern is uptime."

### Keeping them looking good

Whether spec'ing steel or aluminum wheels, proper maintenance is key to keeping them in good condition. Especially in Canada where harsh

those south of the border, with 13.5% of vehicles placed out of service for brake violations compared to 16.6%.

Fifty-five Canadian and U.S. jurisdictions participated in the one-day brake safety inspection and enforcement initiative.

Special attention was given to brake hoses and tubing, finding 996 units with chafed rubber hoses, and 185 units with chafed thermoplastic hoses.



Keep wheels looking good and corrosion-free by washing them frequently using soap and water, especially in dirty vocational applications.

Year	Wheel separations
2014	148
2015	127
2016	135
2017	134
2018	139
2019 (through August)	75

Ontario wheel separations are trending down this year, according to the Ministry of Transportation, but a spike can occur in the fall when tires are frequently changed.



A popular look is the blacked-out paint job, complete with matte finish black wheels.

road chemicals are used to combat snow and ice.

"Wash steel and aluminum wheels with high-pressure water and a mild soap solution to remove dirt and debris," Uzarek advised. "Dry the wheels with a clean cotton or micro-fiber towel."

He added, "Non-coated aluminum wheels may need to be polished to maintain their shine. Steel wheels may need to be re-coated to prevent rust. Don't

use abrasives on coated aluminum wheels."

Wash wheels as frequently as is practical, depending on application. Uzarek suggested washing wheels on a cement truck daily, while linehaul wheels can be washed less frequently.

"It just depends on the vocation and how you want your wheels to look."

There are also customers demanding a greater variety of customizations, including blacked-out, matte finish wheels. **TN**

# Surprise brake blitz parks 16.1% of vehicles

## GREENBELT, MARYLAND

Roadside inspectors placed 16.1% of vehicles out of service for brake-related issues on May 15, during a surprise inspection blitz coordinated by the Commercial Vehicle Safety Alliance (CVSA).

There were 10,358 commercial vehicles inspected overall, meaning 1,667 were placed out of service.

The 1,620 vehicles inspected in Canada did marginally better than

"Brake hoses and tubing must be properly attached, undamaged, without leaks and appropriately flexible," said CVSA president Jay Thompson. "Because they are such an important part of the braking system, the failure of hoses or tubing can cause problems for the entire braking system."

The top five brake-related violations recorded through 1.8 million inspections during the first half of 2019 include:

1. Clamp or roto type brake out of adjustment (86,296)
2. CMV manufactured after Oct. 19, 1994, has an automatic brake adjustment system that fails to compensate for wear (45,594)
3. Brake hose or tubing chafing and/or kinking (37,737)
4. No or defective ABS malfunction indicator lamp for trailer manufactured after March 1, 1998 (37,343)
5. Inoperative/defective brakes (32,125)

Brake Safety Week, an enforcement campaign, is set for Sept. 15-21. **TN**

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20' ALUM BODY, 3,300 LBS TAILGATE LOADER, 5.2 L 4 CYL ISUZU TURBO DIESEL, 6 SPD. AUTO, P/W, P/L, AM/FM/CD/BLUETOOTH, HEATED MIRRORS, SEATS 3, TILT/TELESCOPIC STEERING WHEEL, EXHAUST BRAKE, BLOCK HEATER, STK# 195043, 5 YR/280,000 KM ISUZU POWERTRAIN WARRANTY - 1288011

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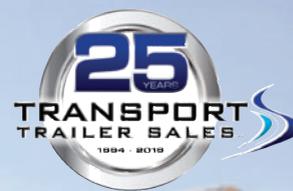
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2006 STERLING L8500 FUEL TRUCK Cat C9 8.8 L, 10 spd; Dependable 20,000 L, 4 comp, dual pumps, capped off B/L, V/R, oil reel & 2" reel in canopy, gas in left box, MidCom 8000, Stk#T778 1265897



2005 FREIGHTLINER M2 PROPANE TANKER TRUCK Cat C7, 230 HP, 7 Spd; 12 And 23 Axles, Spring Susp., 1978 Trinity 2500 USWG Tank, Rear Delivery, LC Meter, Curbside Boxes, B620 449,554 Kms., Stk#S754 1278072



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2003 FREIGHTLINER FLD112 FUEL TRUCK Cat C12, E/F 10 spd, 20,000 L, BARREL style, 4 comp, air manifold, SINGLE PUMP, curbside box delivery, LC meter c/w LCR II register, Btm Ld capped, no V/R, Stk#T-858 1286887



2007 WESTERN STAR 4900SA, Cat. C13, Dependable 20,000 L, 4 Comp, Single Pumping, Civacon Single Bank C/W Flush-Back, Air Manifold, BTM. Loading Capped At Manifold, LCR Meter & Register W/ In Cab Printer. Stk#T853. 1274629



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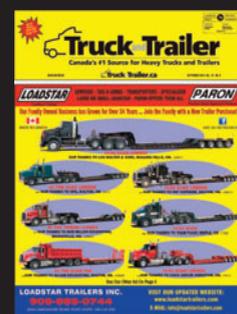
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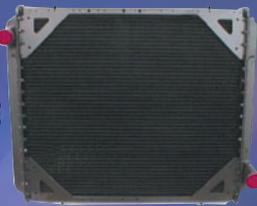
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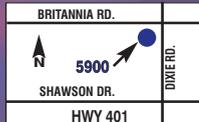


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 -1281910



**2010 UTILITY 53' MULTI TEMP REEFER**  
 Carrier Genesis unit, 2 rows recessed "E" track,  
 HD flat aluminum floor, 2 curb side doors & trifold rear,  
 Hendrickson air ride suspension, interior lights,  
**VERY CLEAN.** -1289701



**(10) 2012 GREAT DANE 53' REEFERS**  
 Carrier 6500 Vector units, exterior rub rails, side skirts,  
 front & rear vents, stainless rear doors, door case, &  
 bumper, duct floors, 2 rows "E" track, Hendrickson air ride  
 suspension, aluminum wheels, **CLEAN.** -1276974



**2017 STOUGHTON 36' Z PLATE VAN**  
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**6 (4-9) 2009 UTILITY 53' TRIDEM REEFERS**  
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 Track, 24" Scuff Liner, Exterior Rub Rail. -1261785



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2019 ISUZU NRR Dump Truck  
HumberView Trucks - Toronto, ON  
2019 ISUZU NRR Dump Truck, Isuzu ENGINE: 5.2 L 4 Cyl, Turbo Diesel, 6 Spot TRANSMISSION, 6 Sod Auto, p/w, p/l, am/fm/bluetooth, Heated Mirrors, seats 3, tilt/telescopic Steering Wheel, Exhaust Brake, Limited Slip Rear ...

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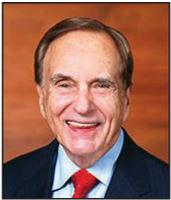
**OTA** mourns loss of trucking pioneers; **Baney** to lead Kenworth; **Daseke** founder retires; and **Capital Gear** fills newly-created role.

**Kevin Baney** has been named general manager of Kenworth and vice-president of Paccar.



Baney has been with Paccar for 25 years. Before his current position, he served for nearly three years as Kenworth's assistant general manager for sales and marketing. Prior to that, he was Kenworth's chief engineer for nearly five years.

Specialized transportation and logistics solutions company Daseke announced **Don Daseke** has



retired from his roles as chief executive officer and chairman of the board. He will continue as a member of the board with the title chairman emeritus, the company said.

The board has appointed **Chris Easter**, Daseke's chief operating officer, as interim CEO. The company also announced the appointment of **Brian Bonner** as executive chairman.

Capital Gear has named **Joe Herauf** director of corporate development, a newly created role.



Herauf has more than 35 years of sales, operations and strategy development experience.

Capital Gear is a remanufacturer of transmissions, differentials, transfer cases, steering and drivelines for the truck aftermarket.

Aluminum trailer maker East Manufacturing has promoted **Douglas Kenney** to director of national fleet Sales. In his new position, Kenney will continue to be responsible for fleet sales in North America while

Kenney began his career in 1981 at Fruehauf Trailer. With both manufacturing and dealer expertise, Kenney has extensive trailer sales experience, East announced. He joined East after six years with Great Dane Trailers.



**Brian Kurtz**, the trucking industry icon who founded the company that bears his name, passed away Aug. 9 at the age of 72.

He founded Brian Kurtz Trucking 39 years ago with one truck, recalled the Ontario Trucking Association (OTA), and was proud of his family-run fleet and the entire industry. His first trucking job involved delivering turnips for his uncle's farm.



He left a construction job to pursue a full-time trucking job, and began working for various companies.

In the early 1970s, he purchased his first truck and became an owner-operator. He formed Brian Kurtz Trucking in 1980. Today, it runs more than 70 trucks, 130 trailers and employs more than 100 people.

**John Caseley** of Trendway Transportation Services has died, the Ontario Trucking Association (OTA) announced Aug. 16. He was 73.

Caseley passed away suddenly July 29, the association said. Before retiring, Caseley spent many years working in the transportation industry, with a focus in heavy-haul and specialized logistics, and was a long-time director on the OTA board.

Caseley was an avid lover of music, and all things car and motorcycle.

He was also an active member in the York Region Harley Owners Group, and played Dobro with the Yonge Street Ramblers. **TN**

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## Products

Michelin is adding application and billing enhancements to its **Advantage program**, which provides consistent nationwide tire pricing.

The new online application process – available in English and French – offers same-day use-of-program benefits. And the improved billing process allows dealers to take control of the billing process, including registering the fleet's credit card.

Michelin Advantage members receive unique access to the Michelin Commercial Service Network, with technicians at more than 5,000 authorized truck dealer locations, the company says.

They can also access Michelin ONCall 2.0 emergency road service with no dispatch fee, simply by calling 800-TIRE-911. A related event viewer offers updates about emergency road service action. **TN**

Lippert Components' new somnum Escape 10-inch **gel-infused foam mattress** is ready to support a better night of sleep in the sleeper.

The mattress features a premium Euro top design, and a two-inch gel-infused foam top layer to create a cool surface. That sits on a high-density seven-inch foam base. And it's all encased in a quilted cover that features an added inch of comfort foam.

It's a significant improvement over a traditional five-inch foam block, the company says.

The somnum Escape 10-inch gel-infused foam mattress is available through all Freightliner and Western Star dealers, as well as independent somnum distributors. It comes in four sizes: 35x79, 36x76, 38x80, and 42x80 inches. **TN**



**BlackBerry Radar**, an asset-tracking solution, is the latest technology to become available through the Geotab marketplace – integrating the data through the MyGeotab software platform.

The BlackBerry Radar devices offer near real-time information about locations, motion, mileage, temperature, humidity, door status and cargo status through an online dashboard. All the data is securely stored on the cloud.

The integration will help better optimize the assets and improve utilization, Geotab says.

The BlackBerry Radar devices themselves include the hardware, cellular connectivity, dashboards, mapping, and hosted cloud services. **TN**

Bridgestone Americas' new **Firestone FT492 trailer tire** comes with a SmartWay stamp for fuel-efficiency, thanks in part to a low rolling resistance.

The tire designed for single- and tandem-axle applications is available in five sizes and also comes with thick sidewall ribs and a wide footprint, the company says.

Patented NanoPro-Tech polymers have been incorporated to reduce energy loss, while the tread pattern itself promotes uniform pressure across the tire to minimize edge wear.

The FT492 is available in Canada and the U.S. in a 295/75R22.5 size. The 11R22.5, 11R22.4, 285/75R24.5 and 255/70R22.5 sizes will be available in November. **TN**



Cummins is expanding its 2020 portfolio of **X15 engines** to include new X15 Efficiency Series and X15 Productivity Series models.

The 2020 X15 Efficiency Series betters the fuel economy of its predecessor by 5%, while maintaining attributes like oil drain intervals of up to 120,000 km, Cummins says.

Engine hardware enhancements include better air handling and lower friction, delivering up to 3.5% fuel economy improvements to the base engine offering. And the modified liner geometry in the power cylinder is reducing oil consumption. Valves have also been adjusted in the name of added durability.

Oil drain intervals can be pushed close to 125,000 km for those using Valvoline Premium Blue 15W-40, while customers in the Cummins OilGuard can increase the intervals close to 160,000 km.

The X15 Efficiency Series' new EX rating – available when the engine is paired with an Endurant transmission – can deliver another 1.5% increase in fuel efficiency on top of the improvements in the base engines. In addition to all prior ADEPT features, it offers new capabilities like predictive gear shifting, predictive braking, on-ramp boost and dynamic power.

The X15 Productivity Series, meanwhile, will offer six new ratings in 2020 and include four former Performance Series ratings.

The Productivity Series offering includes two different engine hardware sets, common with either the 2020 X15 Efficiency Series or the X15 Performance Series.

The 2020 X15 Performance Series contains seven ratings, with four former Performance Series ratings moving to the Productivity Series offering. **TN**



BlueParrott, a maker of wireless headsets, has launched a new version of its **noise-cancelling Bluetooth headset**.

The next-generation B350-XT allows users to answer or reject calls with their voice, providing a hands-free experience while on the go, the company said.

The headset blocks out 96% of background noise in high-noise environments. Users can customize it using a button for one-touch access to various features and applications.

The headset offers up to 24 hours of talk time, has an improved headband for added comfort, and features an IP54 rating to ensure resistance to water and dust, the company said.

Users can also roam up to 300 feet from Class 1 paired Bluetooth devices.

The headset will be available in October for US\$139.99 in select markets and online. **TN**





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# PIONEERS of CHANGE





CANADIANS WHO CHALLENGE THE STATUS QUO IN TRUCKING












Mark Dalton: Owner-Operator

By Edo van Belkom

THE STORY SO FAR

Mark is driving across the Prairies and comes across a truck like no other he's ever seen before. He pulls up alongside of it and realizes the man behind the wheel isn't driving, but rather he's reading a magazine. It's one of those autonomous trucks that operated without a driver and Mark was awestruck.

He spends a while thinking about what driverless trucks mean to the trucking industry and is able to see both sides of the argument. Trucking goods would eventually be more economical and there would be less need for drivers. However, drivers would still be needed in some capacity and other opportunities might open up for them in the industry.

Mark sees one of the autonomous trucks pulled over onto the side of the highway and he pulls over to see if he can find out more about it. He talks to the monitor who had been riding in the truck and finds out where the truck was headed. He decides to go there himself and get a better look at how the whole operation works...

A few hours later, Mark was approaching Calgary and Hwy. 2 that ran up into the heart of Alberta. About five miles before he reached the city, he came across a stretch of industrial areas that had among them, trucking terminals and warehouses.

From the Trans-Canada Highway, he could see a bunch of the same autonomous trucks parked in a large expansive truck lot. They were occupying one corner of the lot and there were plenty of people walking around the trucks as if inspecting them for their roadworthiness.

Mark took the next exit and then began doubling back until he reached the truck yard where he'd seen the driverless trucks. He entered the yard at a crawl, wondering if a truck with a driver – an actual driver – would set off some alarm bells that would see him pulled over and asked...“What the hell are you doing here?”

“Just gonna park my rig.”

“Didn't you see the sign?”

“What sign?”

“The one that says, *No Drivers Allowed!*”

Fortunately, the yard was still servicing old-fashioned trucks and drivers and Mark was able to drive right through the yard without anyone paying any attention to him at all. The older trucks were operating like they usually did, backing up to loading docks and having people loading or unloading their cargo. Thankfully, people were still needed to do that work. Hopefully those jobs would be safe for the next little while at least.

As he moved deeper into the yard toward where the autonomous trucks were parked, he could see that in addition to the engineers walking around the

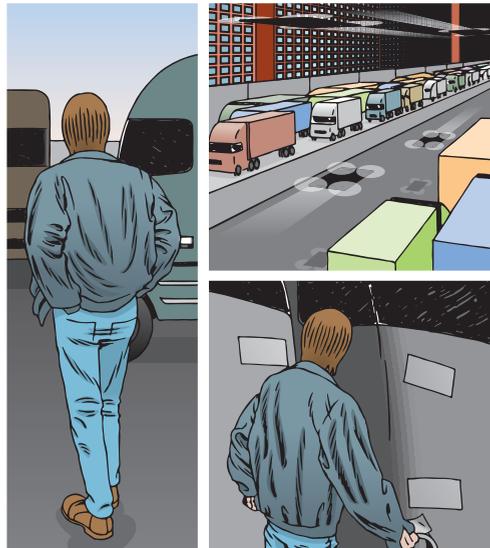


Illustration by Glenn McEvoy

## The Truck Without a Driver – Part 4 –

trucks, there were other people who were servicing the trucks in the usual way...fueling, maintenance and cleaning. So, why were they picking on drivers as the ones that could be so easily replaced? The thought made Mark angry about the whole situation.

Trucks were getting more technical all the time, relying on computers and science to make them run better and more efficiently. Pretty soon, anyone could buy one of the newest trucks and as long as they had a background in computers, they would be able to manage all the software and systems.

Pretty soon, the days when a driver busted his butt to own his own truck, buy another one and slowly work his way up to owning an entire fleet would be gone. In this new system, new fleets would appear almost overnight. Multi-national companies would start up new trucking ventures and immediately have an advantage over other driver fleets just because their equipment was the newest and had the all the money-saving bells and whistles.

Owner-operators like Mark would become a dying breed...if they weren't dying already. Mark knew the right thing to do was to work with new technologies, see how they could benefit you and see where they could take you. Mark nodded. Yes, that's what he should do. But he couldn't.

He couldn't go along with it because the whole venture's end goal was to eventually take away his job and the jobs of hundreds of thousands of other truckers by making them obsolete. He had to do

something to stop, or at least slow down, the march of technology.

Mark parked his truck in a quiet part of the lot, then searched around in his tool box to see if he had what he needed. When he found it, Mark climbed up into his bunk to relax until the sun went down and the yard was a lot less busy.

Later that night, about two hours after sundown, Mark got up and took a look out Mother Load's windows. There was still activity at the other end of the lot where loading and unloading was still going on and would no doubt continue throughout the night.

Closer to Mark, however, the yard was dark and silent. The autonomous trucks were all lined up in a neat row – six in all – with no one around guarding them. That thought brought a smile to Mark's face. Maybe these trucks have such sophisticated security and alarm systems that they're putting truck yard security guards out of work too. After making sure no one was near, Mark grabbed what he needed, then slowly climbed out of Mother Load and headed toward the autonomous trucks traveling along the very edges of the truck yard.

When he reached the first truck, he took one more look around to make sure the coast was clear, then he set to work. Mark carried a roll of electrical tape in his tool box in case he ever had to make wiring repairs on the road. He also had a roll of black hockey tape in there, a leftover from a hockey player to whom he once gave a ride across the country.

With both types of tape in his hands, Mark systematically went around each of the autonomous trucks and any time he saw a lens for a camera or sensor, he tore off a length of tape and placed the tape over it. With two types of black tape, Mark was able to cover all the sensors in a way that was hard to spot against the surrounding black of the truck.

In the morning none of the trucks would be operable and it would take them a while to figure out what happened. Then it would take them some time to remove all the tape and clean up the lenses.

It wasn't much of a resistance effort, but at least it was something. Happy with the work he'd done, Mark climbed up into Mother Load, started her up and drove slowly out of the yard as if he'd awoken from a rest stop and just getting back to work.

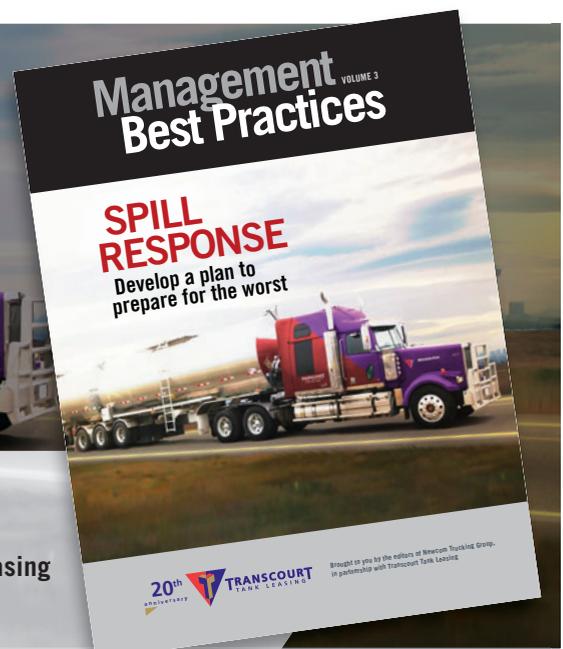
Mark knew he had only caused some minor inconvenience, at best, for the people working on the autonomous truck project, but he was satisfied that he'd done something to slow – even just a little bit – the advancement of driverless technology and the inevitable addition of truckers to the unemployment lines. **TN**

Mark Dalton returns next month in another story.

# SPILL RESPONSE

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# Trying to make sense of a workplace tragedy

Safety is something we talk about within the trucking industry, but don't spend enough time teaching drivers by example.

There is far too little repeat, repeat, repeat when it comes to developing deep-rooted, ingrained safety habits for drivers. We don't have a universal training standard within Canadian trucking to reach this goal.

The statistics bear this out. If you're a truck driver, you continue to work within an industry recognized as one of the most dangerous in terms of workplace fatalities per 100,000 workers. What this means is that at some point in your career within the transportation industry, there is a good chance you will come face to face with the loss of a colleague due to a workplace accident. This was the case for me this past August.

On a beautiful Sunday afternoon, I was traveling along Hwy. 17 in northern Ontario when I stopped for a short break and checked my phone for messages. I had a text message from a friend to please call, it was an urgent personal matter.

I made the call only to discover that my good friend, who drove team with her husband, had lost her husband that morning in a tragic workplace accident at their home terminal. It is only when a tragedy such as this hits close to home that we recognize how tenuous our safety on the job is.

When fellow workers with many decades of combined experience fail to keep one another safe, even when armed with the knowledge to do so, the rest of us are left asking why and how it could possibly happen.

My first reaction to this terrible news was shock and disbelief. The pain my friend was experiencing at that moment was, for the rest of us, our worst nightmare. To lose your spouse with whom you shared a deep and abiding love in an instant of unimaginable fate is mind-numb-



**How is it that first responders, who voluntarily put themselves in harm's way, have a lesser likelihood of suffering a workplace fatality than truck drivers?**

**Until truckers are recognized as the journeymen that they are, things won't change. Accreditation, certification, and universal apprenticeship training is the path to safety in the workplace.**

ing. To know it was avoidable is soul-shattering.

The sorrow and compassion I felt for my friend turned to anger in the following days. This is how every trucker reacts to a backing accident that results in a fatality. It is the disbelief in the ability to see ourselves in that situation that fuels our anger. It can't happen to us. It can't happen to me. It's preventable.

Luckily, I had the opportunity to sit with a friend, a fellow driver, and talk about that anger. What we ended up talking about was the number of times we have had close calls working outside the truck. Working in and around heavy

equipment, we are always at risk.

But we realized that through repetition, we become comfortable, which can lead to complacency. Complacency is a breeding ground for injury, or worse. So, we are human after all. We make mistakes.

Blaming and finding fault where there was no intent to harm will never change what has happened. So, we need to use tragic events like this for teaching and keeping others safe. These are the hardest lessons.

So, I go back to a question I have asked many times before. How is it that first responders can voluntarily place themselves in harm's way, yet

still be statistically at lower risk of physical harm than a truck driver?

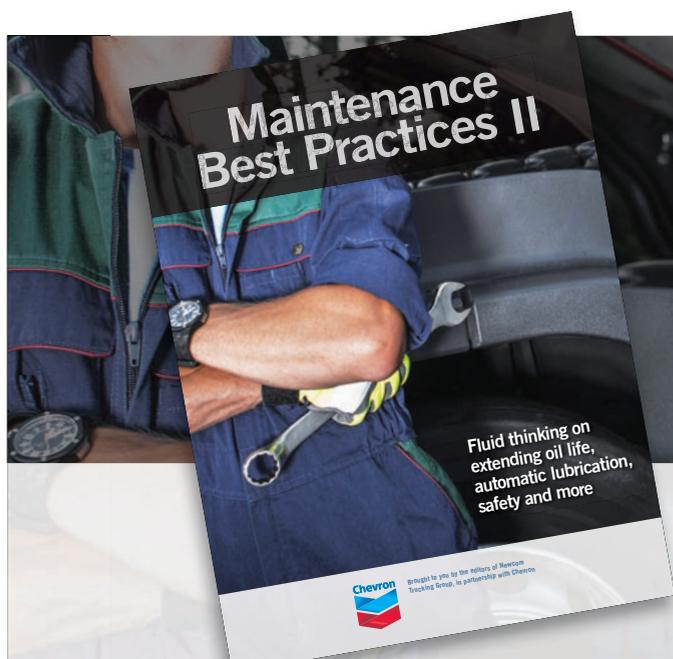
I'll give you the same answer I have before. Until truckers are recognized as the journeymen that they are, things won't change. Accreditation, certification, and universal apprenticeship training is the path to safety in the workplace. With that ongoing training and recognition comes a solution to the shortage of qualified drivers, our ability to adapt to a changing culture, and our ability to adopt new practices to deal with ever-changing technologies.

Our fierce independence as truckers is both our strength and our weakness. I can't stress how important it is to always focus on what you are doing.

Be in the moment at all times when you are on duty, whether that be behind the wheel, doing a pre-trip, fueling, or securing freight. Wear your personal protective equipment. Putting on your safety shoes, reflective vest, and safety glasses is as much about slipping in to a 'safety' state of mind as it is about physical protection. Mindfully taking the same walk through the same checklists day after day is important. It may save your life. Remember the credo; when you think you've seen it all it's time to hang up the keys. **TN**



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



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