

SLEEP APNEA: "Remember this figure: \$6.4 million," PG. 24



Today's Trucking

The Business Magazine of Canada's Trucking Industry

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— BY ROLF LOCKWOOD



ON THE COVER: The Freightliner Revolution is half concept truck-half working rig. Daimler introduced the Revolution at the Mid America Trucking Show and it's sure to inspire design down the road. Employing an integrated power train, the engine was jointly developed in Germany, Japan and the U.S. and is the first global engine platform out of Daimler Trucks. The truck comes with, among other features, aluminum frame rails, disconnectable rear-axes that reduce drag at highway speeds and a bunk in a truck the size of a daycab.

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Letters to the Editor

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A driver-pay proposal that just might fly

As a retired airline captain with some 31 years' experience, I read Rolf Lockwood's editorial "A Blue Ribbon Tsk Force" (May, 2012) and realized one could almost copy and replace the word "drivers" with "pilots." I know of what I speak.

But what attracted me to your editorial in particular was your bullet point; specifically "...the improved ability to predict their weekly pay..." The Pay and Scheduling rules for a typical airline pilot would baffle a room full of Philadelphia lawyers but one of the cornerstones of pilot compensation was known as "Sked or Better."

An airline can predict almost to the minute the duration of any given flight, accounting for things like destination, season, aircraft type, etc. That time becomes "sked." If the pilot arrives sooner, he gets "sked" pay, though no bonuses for speeding, rushing or corner cutting. If he arrives late due to delays beyond his control, he gets paid for the extra time (that's the "better") at his particular rate of pay.

A similar pay system might stop drivers from rushing to make up lost time or—if they're being paid by the hour—dodding. Any time over sked beyond the driver's control would be compensated, including out-of-pocket expenses. If fleets assigned a value to the trip itself and not the ton per mile, would that not relieve much load, time and mileage stress and stabilize the pay packet? Would it not attract drivers? Might not drivers even accept a period of static pay rates in exchange for a pay system that is not held hostage to gridlock, weather and construction delays?

— **Captain (ret'd) Kent Smerdon, Aeroserve Technologies Ltd., Carp, ON.**

Today's Trucking's Summer Star



Name: Teona Baetu

Age: 21

Birthplace: Iasi, Romania

Education: About to begin Year 4 of a joint Centennial College/University of Toronto Journalism program.



Why You're Reading About Her Here:

A trilingual topnotch student of boundless energy, Baetu is the first-ever Canadian winner of the Truck Writers of North America (TWNA) Internship Program.

Every year, TWNA offers a paid work term to the journalism student who best prepares a multi-media image-enhancement proposal for the trucking industry. The winning student gets to spend the summer gaining hands-on experience in the transportation media. Baetu's proposal wowed the jury, so her talents grace **Today's Trucking** for the summer.

(Baetu also happens to be a student of Today's Trucking Editor Peter Carter, who teaches a magazine journalism course in the Centennial UofT program.)



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By Rolf Lockwood



Playing Risk

Does more high-tech safety gear in trucks mean drivers will sit back and let their rigs do all the decision-making?

You might have heard me cheer a few weeks back when, finally, a big step was taken to make electronic stability control (ESC) standard on our trucks. The U.S. National Highway Traffic Safety Administration (NHTSA) proposed a federal motor vehicle safety standard to require ESC on large commercial trucks and buses. As expected, the simpler and cheaper but less effective roll stability control (RSC) was not included in the proposal. (For more, see pg.12.)

The standard outlined in NHTSA's Notice of Proposed Rulemaking would affect vehicles with a GVWR of more than 26,000 lb. And with no chance at all of failing to be adopted, it means we'll see the rule take effect between two and four years after the standard is finalized, depending on the type of vehicle. The comment period will be over soon, though who knows how long it will take to write the final rule? I'm guessing 2015 before we see it in force. Canada, of course, will mirror the U.S. more or less exactly.

At present prices, this will raise the cost of a truck by as much as \$2,300, but that should go down due to economies of scale after the mandate takes effect. Optimistically perhaps, as usual, NHTSA puts the average ESC cost at US\$1,160.

Many carriers have already adopted stability-control systems, either RSC or ESC. In fact major suppliers Bendix and Meritor WABCO estimate that as many as 25 percent of new trucks have them already. And in the current industry order book, that percentage is likely in the low 30s.

Every time I write favorably about this mandate, I get drivers yelling at me, saying they don't need the help. Sorry, but it's clear to me that even the most skilled driver can have his bacon saved this way because electronic signals are a lot faster than eye, hand, and foot trying to work in unison.

However, that said, I think there's a potential problem in here that nobody ever talks about. The thing is, the more capable we make our trucks in safety terms—by way of aids like ABS, collision-avoidance systems, and roll-stability control—the more confident the driver becomes in the truck's ability to do that bacon-saving. And, without knowing it, all but the most diligent driver may well become so confident that he takes risks he wouldn't have dreamt of taking before.

Electronic signals are a lot faster than eye, hand, and foot trying to work in unison.

It's been proven, for instance, that car drivers are less careful around bicyclists wearing helmets because subconsciously they perceive less risk.

It's explained by a theory called risk homeostasis developed by Queen's University psychology professor, Dr. Gerald Wilde. He figures each of us has a certain level of acceptable risk but our perception of risk can change and lead us into behavior that is in fact more dangerous than we believe.

If you buy this logic, and I do, it's easy to see that people might over-drive their truck's safety systems. It's unlikely to cause a rash of accidents all on its own but it may mean that the benefit of an ESC mandate won't be as great as NHTSA imagines. It says the technology could prevent up to 56 percent of rollovers each year and another 14 percent of loss-of-control crashes.

Whether those numbers are realistic or not, I do believe there will be a substantial net gain.

AND A FOLLOW-UP... Last month I wrote about mental health in this space (*'Emotional Rescue'*, p. 9, June issue), urging that we all come to understand it better as my family has been forced to do. I argued that the problem is far more widespread than we know, that we must stop sweeping it under the rug and start talking about it as I did.

I guarantee that someone quite close to you is suffering from some form of mental illness serious enough to merit treatment, whether you know it or not. I absolutely guarantee it. For that matter, maybe it's you.

I had a lot of heartfelt response to that editorial, and in almost every case I was commended for having the courage to talk publicly about something as personal as my daughter's illness. But it didn't require courage. Not on my kid's part—obviously I asked her permission—nor on mine because we're simply not ashamed.

Among the people responding to my editorial were some whose kids or siblings succeeded in suicide where my daughter, thankfully, failed. One grieving mother talked of the support that doesn't exist for the families left behind. Another talked of pain that's still strong 30 years later. And one driver wrote openly about symptoms that he fears might indicate some larger problem.

Everyone urged me to continue writing about it. So I will. **TT**

Rolf Lockwood is vice-president, editorial, at Newcom Business Media. You can reach him at 416-614-5825 or rolf@todaystrucking.com.

Dispat

BY JASON RHYNO

Follow *the* Yanks

Environment Canada is set to follow the U.S. on greenhouse gas emission rules, a move supported by the Canadian Trucking Alliance. But questions linger, including, “is the government going to cough up to help you pay for this stuff?”

Environment Canada’s recent Heavy-duty Vehicle and Engine Greenhouse Gas Emission Regulations—a regulation draft that responds to a U.S. 2011 regulation by the Environmental Protection Agency (EPA)—had the Canadian Trucking Alliance (CTA) beaming.

Environment Canada is set to copy the EPA’s regulation—a move the CTA agrees with, given that so many Canadian fleets do business in the U.S. and that most equipment is manufactured south of the border.

But the trucking organization still has questions.

The CTA said they reminded Environment Canada that compliance options not in the EPA regulation could still work in Canada’s version, provided, said CTA Senior VP Stephen Laskowski, “they do not create competitive disadvantages for Canadian fleets or suppliers.”

The possible disadvantages that could stem from adopting the U.S. rule is an issue that the CTA said it has raised with Environment Canada in past discussions. Happily, the CTA said,

Environment Canada’s most recent research shows that Canadian manufacturers “will not be disadvantaged compared to U.S. manufacturers due to the higher average payloads in Canada.”

Environment Canada is proposing the same suite of technologies as the U.S., and they do not include automated transmissions. The CTA has asked why Environment Canada chose not to explore

compliance option solely because the U.S. isn’t,” Laskowski said.

The CTA also asked Environment Canada to clarify its intentions about re-opening the Heavy-Duty Vehicle and Engine Greenhouse Gas Emission Regulations in 2018. The CTA said that the EPA regulation is clear when it says that a new regulatory system will be introduced that will not only require carriers to utilize more leading-edge GHG-reduction tech to attain compliance, but also introduce a regulation governing trailer design.



alternative technological compliance options that don’t appear in the U.S. rule.

“It appears that Environment Canada sees merit in automatic transmissions, which now represent up to 50 percent of new heavy vehicles sold, but is unwilling to consider it as a

Environment Canada, the CTA said, was silent on these issues.

“The 2014-2018 regulation of GHG emissions from Class 8 trucks may pose challenges for manufacturers as it relates to managing sales to qualify for imposed emission targets. However, the real

ches

TECHNOLOGY

Laws Designed to Keep The Shiny Side Up

PG. 12

FUEL

Extra Extra! Fully Loaded Tractor Trailer Gets 10 MPG!

PG. 13

cost and technology challenges for the trucking industry appear to be based on EPA statements post-2018.”

To avoid future and unnecessary burdens on the trucking industry, government and industry must begin working on engine and trailer challenges today, stressed Laskowski.

The CTA also said that they have been lobbying the Feds to bring in some financial incentives to grease the purchasing of GHG-friendly class 8 tractors.

“Unlike the air-quality regulations, these GHG standards will not specify required equipment for all heavy trucks sold over the 2014-2018 period,” Laskowski explained.

“The tax system, just as it is used in the manufacturing sector, should be utilized to introduce incentives to encourage carrier community to purchase greener trucks. This system works well in the manufacturing community and we see no reason why these same incentives should not be introduced into our sector,” Laskowski said.

The proposed regulations are estimated to shave off 19 megatonnes of CO₂ in GHG emissions between 2014 and 2018. The cost to

industry for additional vehicle purchases is somewhere in the \$0.8 billion ballpark, the CTA said. But some estimates say the benefits outweigh that to the tune of \$5.0 billion—a fuel savings of \$4.5 billion.

Around the same time as Environment Canada released its report, Transport Canada announced the next phase in its ecoTECHNOLOGY (eTV) for Vehicles Program.

eTV is a five-year, \$38-million program that will test technologies that help develop safety and environmental regulations. The program’s goal is to save the proverbial babies from the “green” technology bathwater.

That investment in research should protect industry’s wallet from being gouged by the modern day “green” snake-oil salesman.

“This research will no doubt identify ways to green our sector without introducing unnecessary costs as well as hopefully identifying challenging technology that is not worth pursuing,” Laskowski said before reiterating the need for incentives.

If government wants more GHG trucks hitting the road quicker, then incentives are critical, Laskowski stressed. **TT**

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📺 Under-body and gap-reduction technologies. Using scale-model aerodynamic wind-tunnel testing, eTV will measure the drag-reduction capabilities of various add-on aerodynamic devices on LCVs and other tractor-trailer combinations.

📺 Boat tails. Specifically, the affect of boat tails on other road users, due to the spraying of snow, ice, mud and other debris. Results will help develop safety regulations and non-regulatory codes and standards.

📺 Durability and safety comparisons of trailer side skirts vs side guards (metal bars in the same area). This could lead to new regulatory standards for the devices

📺 Hybrids, across a variety of operating conditions, including cold weather.

📺 The safety and environmental performance of compressed natural gas (CNG) and liquefied natural gas (LNG) vehicles. These results should assist with provincial weights and dimensions regulations, emissions regulations, industry codes and standards and to support the work of the Technical Advisory Committee that is designing the “Natural Gas Use in Canadian Transportation Sector Deployment Roadmap.”

📺 Cross-comparison testing of alternative fuels, such as compressed natural gas, propane, gasoline, diesel, and electric.

All this work will affect future environmental regulations and Government of Canada energy efficiency programs. **🎬**

So what is Transport Canada’s EcoTECHNOLOGY for Vehicles (eTV) program going to test? Lots, apparently, but here’s a sample.



Honking our Own Horn Dept.

TODAY'S TRUCKING Wins "Best Trade Magazine in Canada" Title

TODAY'S TRUCKING has been named the **Best Trade Magazine in Canada** by the Canadian Society of Magazine Editors (CSME).

Judges called it "a perfect trade magazine." CSME represents magazine journalists from across the spectrum, ranging from very specific special-interest consumer magazines like *Canadian Home Workshop* to those magazines that have grown into household names, such as *Canadian Living*.

Each year, the editors name the magazines they think best serve the interests of their specific audiences. On Wednesday, June 6, CSME announced that of all the trade magazines (also known as business-to-business magazines) competing for top place, *Today's Trucking* deserved the blue ribbon.

"To say I'm proud of this would be a walloping understatement," Editor Peter Carter said Thursday. "I have to add that it's easy to do one's best work when you have a team like Jason Rhyno, Rolf Lockwood, Frank Scatozza, and the rest of the folks here. The whole Newcom environment is designed to elicit the best work from everyone."

"This comes at a great time for us," added Publisher Joe Glionna. "Especially because it coincides with our 25th anniversary."



The August issue of the magazine will be a celebration of a quarter century of publishing excellence."

Here are some of the judges' comments that accompanied the prize:

"*Today's Trucking* is a perfect trade magazine: expertly edited with useful news, thoughtful features and a distinct voice. [It has a] flawless tone. Really stands apart."

The magazine also received honorable mention—judged against trade and consumer magazines alike—for its use of headlines and photo captions as well as the outstanding Front of The Book (Dispatches) where all the interesting smaller stories and charts appear. Peter Carter won the same distinction in the Editor of the Year category.

Newcom Business Media, which publishes *Today's Trucking*, was launched in 1987 by Jim Glionna, Tony Hohenadel, Rolf Lockwood, Wilson Smith, and Phil Knox. The company also publishes *Truck and Trailer*, *Transport Routier*, *Canadian Technician*, *Plumbing and HVAC*, and *Canadian Car Owner* magazines, plus their attendant websites. As well, Newcom owns and operates the country's largest trucking trade shows, *Truck World* in Toronto and *ExpoCam* in Montreal. **TT**

TECHNOLOGY

Laws Designed to Keep The Shiny Side Up

The U.S. National Highway Traffic Safety Administration says electronic stability control can save hundreds of lives annually. Here's what they do, how much they cost, and how many lives they will save.

— **By Rolf Lockwood**

The U.S. National Highway Traffic Safety Administration (NHTSA) has proposed a federal motor vehicle safety standard last month to require electronic stability control (ESC) systems on large commercial trucks and buses. Note: The proposal is for ESC and not RSC (roll-stability control) but ESC.

The rule would affect vehicles with a gross vehicle weight rating of more than

26,000 lb and would take effect between two and four years after the standard is finalized, depending on the type of vehicle. The proposal also includes standards for performance testing of the technology.

Agency research shows the technology could prevent up to 56 percent of rollover crashes each year and another 14 percent of loss-of-control crashes.

An extensive NHTSA research program to determine how available stability control technologies affect crashes involving commercial vehicles found ESC systems to be the most effective tool for reducing the propensity for heavy vehicles to rollover or lose control.

In both ESC and RSC

systems, when sensors detect the risk of rollover or instability, the control module slows the vehicle by breaking torque and applying the brakes automatically.

RSC is triggered only when the system detects roll instability, which might occur when a truck is going too fast into a turn. ESC, on the other hand, reacts to both roll and yaw instability, such as a skid that could lead to a jackknife. In addition to slowing the vehicle to prevent a rollover, it applies braking force on the specific wheel that needs to be slowed to counteract the skid. Or wheels plural.

Studies have demonstrated that ESC would prevent more accidents. In 2009 the University of Michigan Transportation Institute

concluded that if all 5-axle tractor-trailers had RSC, there would be 3489 fewer crashes and 106 fewer deaths each year. If all of these trucks had ESC, there would be 4659 fewer crashes and 126 fewer deaths.

In this proposal, NHTSA estimates that a standard requiring ESC on the nation's large trucks and large buses would prevent up to 2,329 crashes, eliminate an estimated 649 to 858 injuries, and prevent between 49 and 60 fatalities a year.

ESC is more expensive, however. Costs range from \$800 to \$1,600 for RSC, while ESC might go for \$1,800 to \$2,300. But discounts are common and prices should go down due to economies of scale after the mandate takes effect.

NHTSA's cost estimates in this proposal are slightly different, as they always are. It puts the average ESC cost at \$1,160. Its estimate of the incremental cost of ESC over RSC is \$520 per vehicle.

Many carriers have already adopted stability control systems. In fact major suppliers Bendix and Meritor WABCO estimate that as many as 25 percent of new trucks have these systems.

NHTSA's Notice of Proposed Rulemaking is being published in the Federal Register and members of the public will have the opportunity to comment on the proposal for 90 days. NHTSA will also hold a public hearing on the proposed standard, the date and location to be announced. **TT**

FUEL Extra Extra! Fully Loaded Tractor Trailer Gets 10 MPG!

Turns out that when Daimler boss Martin Daum foresaw a tractor trailer going 10 miles on a single gallon of fuel, he wasn't just blowing smoke.

— **By Rolf Lockwood and Jason Rhyno**

In late May, as Daimler Trucks North America CEO Martin Daum was introducing the 2014 Cascadia (see pg. 42) he hearkened back to a prediction he'd made a few years earlier. Daum had said that he hoped Daimler trucks would be getting 10 mpg by the time he stepped down from his job.

And then he showed the

assembly proof that such mileage is indeed possible.

Freightliner conducted a fuel-economy test run with a fully tricked-out Evolution that produced an impressive 10.67 mpg. Those are little U.S. gallons, of course, so make that 12.8 miles per manly Imperial gallon if our shaky math is correct. Not bad.

The truck was spec'd to the teeth with wide-base tires, a 6x2 drivetrain configuration and a Daimler-designed, über-enhanced trailer that had all the aerodynamic tech currently available in the aftermarket. They ran it on a Detroit DT12 automated manual transmission.

The truck traveled the 8.5-mile closed-course track for

1,000 non-stop miles at an average speed of 60 mph with a GCW of 76,000 lb. Fuel consumption and distance traveled were measured at the end of the demonstration by an independent, third-party auditor using high-accuracy fuel-flow meters.

Freightliner was quick to point out that this was a closed-track demonstration without interferences like traffic, construction and speed variations. It showed pure fuel-economy potential.

But not everyone can afford that kind of investment, Daum admitted as he threw some cold water on his mileage dream: "It's a step-by-step process and it has to be reasonable for our customers." **TT**

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The screenshot shows the TruckandTrailer.ca website. At the top, there's a navigation bar with 'HOME', 'SELL', 'FIND A DEALER', 'PRODUCTS & SERVICES', 'INDUSTRY NEWS', and 'QUICK SEARCH'. Below this, there are two main search sections: 'BUY Trucks (4,442)' and 'Trailers (4,182)'. Each section has dropdown menus for 'Application', 'Make', and 'Year'. There are also 'FIND' buttons. Below the search sections, there are several featured content blocks: 'LOCKWOOD'S PRODUCT WATCH', 'NewsFIRST' with a 'Start your week on top of the news' headline, and a 'Featured Dealer Site' for Lockwood's. At the bottom, there's a 'FEATURED INVENTORY' section with small images of various trucks and trailers.

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18-19

Alberta's Big Rig Weekend

Red Deer, Alberta (western park)
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Website: http://www.westernerpark.ca/ events/info/454

september 6-9

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BIG Deals

TRANSFORCE's next acquisition could be in the package and courier business. In an interview with the Montreal *Gazette*, TransForce CEO **Alain Bedard** said local delivery companies have good margins and don't require huge terminals. (Also, that sector has been good particularly to TransForce recently. According to Reuters, in its P&D unit, which includes Canpar, revenue nearly doubled to C\$285.8 million during the first quarter of this year.)

TRIMAC announced that it is buying **Liquid Cargo Lines Limited** (LCL). The ink is expected to dry by Q3 this year. Said Ed Malysa, president and COO of Trimac: "LCL is a very strategic acquisition on several fronts. LCL's team of approximately 45 professional drivers will allow Trimac to grow its chemical and asphalt bunker product offering in central and eastern Canada."

CONTRANS finalized a deal for Milton, ON-based **Peter Hodge Transport Limited**, a bulk transporter that has been specializing in open-top dump trailers and liquid tank trailers since 1971. The acquisition comes with 92 highway tractors and 140 trailers. Contrans expects the acquisition to pull in \$20 million in annual revenue.

Heard on the Street



A PAULBILT 379

The long-nosed Pete remains an attention-getter

Bruce Paul of Oshawa, ON, won the "Best Owner-Operator" award in the Brampton Truck Show Show&Shine, held at the Powerade Centre in Brampton, ON, in late May. Paul might baby this beaut, but it's a working Pete, hauling produce between California and Ontario for Transpro Freight Systems out of Milton, ON. "Bruce has become a great asset to our company as have others, and we are happy to have him represent us when out on the road or at a customer," commented Transpro's Safety & Compliance Manager.

Now the Real Tough Driving Begins

While many Canadians were watching the Stanley Cup Playoffs in early June, the Martin family of Waterdown, ON., stayed glued to the Discovery Channel to watch their dad, **Derek**, vie for the title World's Toughest Trucker.

The evening of June 4 was episode eight, the final in the reality-tv competition that saw a group of as many drivers from around the globe compete in far-flung locales for the title and a prize of \$150,000.

The program finished shooting earlier, but Martin was bound by contract not to reveal the outcome. All viewers knew going into the last show was that it was down to three: Martin, an Alabaman named Rookie Weekly and Stuart Barnes from England. The last leg of the contest saw the drivers deliver trailers full of clay pots along some of the windiest and steepest hills in the world through the Himalayas.

Breathtaking to the final moments, with clip after clip

of drivers peering over the precipices into the deep valleys of these mountains, the show managed to maintain the mystery almost until



Derek Martin and wife Jen

the credits rolled. Then, at 8:55 p.m. EST Stuart Barnes was named the winner.

"And what does second place get?" we asked Martin, the day after the episode when he dropped into **Today's Trucking's** office for a visit.

"A ticket home," he laughed.

In fact, Martin says the show—which took him to Australia, Mongolia, Brazil, India and also to Squamish, B.C.—was "the opportunity of a lifetime."

"I won't lie to you; I saw things and went places I

never could have otherwise," says the six-five father of four.

Now the tough part begins.

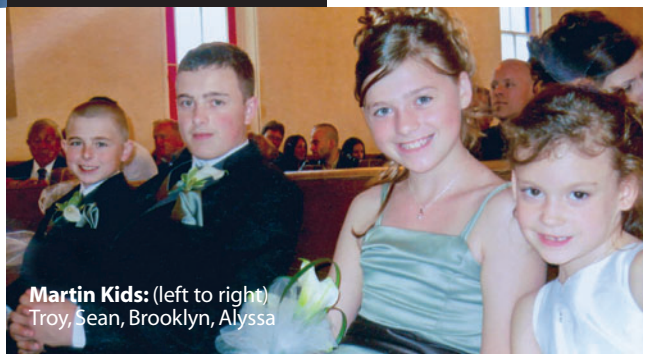
For the past five years, Martin has been an owner-operator with ATS Transportation Services, an automobile hauler, but, he says, his income has taken a dive over the past three years while his man hours have soared. "I just had to replace a clutch, king pins and a starter. It was another \$4,000

A GUY'S GOTTA DO WHAT A GUY'S GOTTA DO: Martin's retiring from owner-operating and heading west for a staff job that will pay better. His wife, Jen, is also a truck driver.

Squamish as a staff driver for log haulers JR Transport. Fortunately, when the TV crew filmed in B.C., JR trucks and the brass there liked Martin's driving so much they invited him back if he ever needed work.

"I'm doing it for my family. There were lots of things I wanted to do with them this summer but that's all changed. A guy's gotta do what a guy's gotta do."

So on a mid-June Monday morning while his wife Jen, son Troy, 15, the eight-year-old twins Brooklyn and Sean as well as Alyssa, 8, disappeared in his rear-view mirror, Derek Martin headed west to



Martin Kids: (left to right) Troy, Sean, Brooklyn, Alyssa

expense that I didn't want to have to think about."

So exactly one week after the final episode, Martin backed his 2003 Pete against the fence, loaded up the pickup and moved out to

where the real money is.

"This," he said, "is the real tough part." Martin added that he doesn't know how long he'll stay out west and is hoping the family gets out to visit soon. **TT**



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Lakehead Declares State of Emergency: Dawson Road Provides Sole Access

THUNDER BAY — A primary sewage-treatment plant backed up here last week, several hundred homes have been flooded, the City has declared a State of Emergency, and the only way trucks headed west or coming from the west can travel is via Highway 102; a.k.a. Dawson Road.

The sewage-treatment plant backed up on May 27 after 100 cm of rain fell; the closure of the Trans Canada coincides with an ongoing debate in the city over the possible banning of trucks from Dawson Road. Some residents have petitioned the City to ban big trucks from Dawson and a series of meetings have been taking place; the next is scheduled for July.

MORE @ <http://bit.ly/Lt7xMN>

(For another viewpoint, see pg.54 of this issue.)

Speed Limiter Debate Rolling Again in Ontario

WELLAND, ON — A ruling Wednesday by Justice of the Peace Brett Kelly looks to have re-ignited the speed limiter debate in Ontario. According to Kelly, the province's law that requires large trucks limited to 105km/hr goes against the Charter that guarantees life, liberty and the security of the person. While the ruling won't overturn the law, the question now is how much weight—if any—it will have on speed limiter court cases.



MORE @ <http://bit.ly/LDvYcf>

Driver Question Time at Pete's Blog & Grille

If all crashes are avoidable, what should I have done in this case? Please. All answers are welcome:

I was westbound on the 401, in the furthest right of three lanes. It was about 8:30 a.m. and raining. Drizzling, really.

Traffic was heavy but moving along fine.

Driving just under the speed limit, I switched lanes to pass a slower SUV and seconds after I made the move, a white Freightliner loomed up into my rear view mirror.

So he was in my mirror and getting closer, goodness knows why; the SUV was to my right. There was a red Mazda to my left. His right rear fender was parallel to my left front.

The truck got closer; I signaled to move back right, checked my blind spot, but that car was still beside me.

Suddenly, I noticed the car to the left changing into my lane.

MORE @ <http://bit.ly/KMKIUU>

A Little Trucking Bird Told Me...



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Send your response to jason@newcom.ca by July 25, 2012. We'll publish your thoughts on our website, then set you up with a password to take our Twitter account for a spin. (We will, of course, have some Twitter etiquette rules.)

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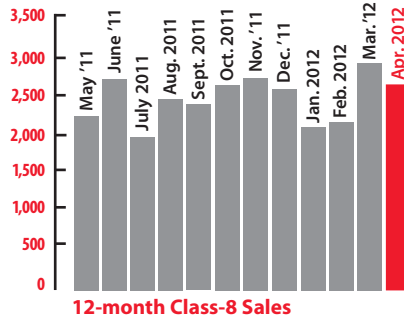
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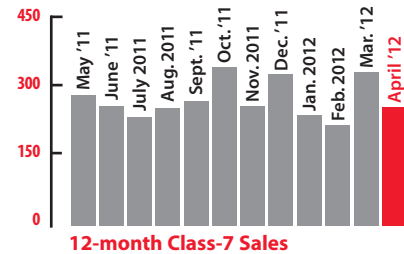
Canada – Truck Sales Index

April 2012

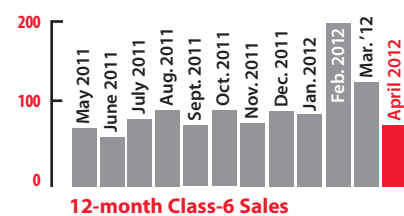
CLASS 8	This Month	YTD '12	YTD '11	Share '12	Share '11
Freightliner	556	2558	1896	26.1%	28.9%
Kenworth	550	2020	1099	20.6%	16.7%
International	400	1531	1370	15.6%	20.9%
Peterbilt	425	1313	689	13.4%	10.5%
Volvo	273	1038	693	10.6%	10.6%
Mack	228	669	419	6.8%	6.4%
Western Star	165	667	402	6.8%	6.1%
TOTAL	2597	9796	6568	100.0%	100.0%



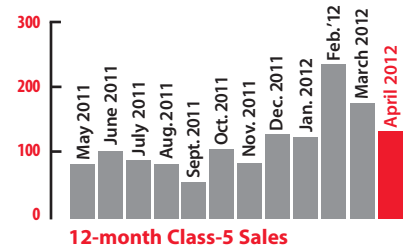
CLASS 7	This Month	YTD '12	YTD '11	Share '12	Share '11
Freightliner	57	293	120	28.5%	14.0%
International	85	293	343	28.5%	39.9%
Kenworth	41	192	146	18.7%	17.0%
Peterbilt	39	130	96	12.6%	11.2%
Hino Canada	25	121	154	11.8%	17.9%
TOTAL	247	1029	859	100.0%	100.0%



CLASS 6	This Month	YTD '12	YTD '11	Share '12	Share '11
International	25	219	113	46.7%	32.7%
Freightliner	14	149	42	31.8%	12.1%
Hino Canada	27	95	189	20.3%	54.6%
Peterbilt	0	6	2	1.3%	0.6%
TOTAL	66	469	346	100.0%	100.0%



CLASS 5	This Month	YTD '12	YTD '11	Share '12	Share '11
Hino Canada	65	381	234	57.4%	68.2%
International	43	206	99	31.0%	28.9%
Mitsubishi Fuso	22	62	0	9.3%	0.0%
Freightliner	1	7	1	1.1%	0.3%
Kenworth	1	6	7	0.9%	2.0%
Peterbilt	0	2	2	0.3%	0.6%
TOTAL	132	664	343	100.0%	100.0%



Eastern Canada

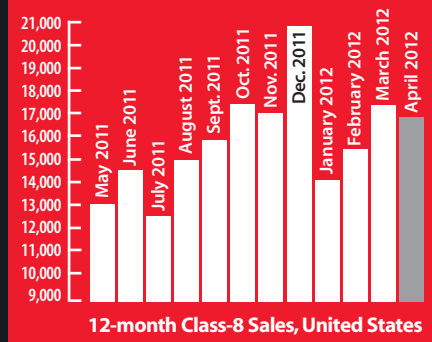
www.easterncanada.cummins.com



- Wholesale parts distribution
- Retail parts sales
- Engine and power generation equipment sales
- Maintenance & Repair

U.S. – Retail Truck Sales

CLASS 8	This Month	YTD '12	Share '12
Freightliner	5092	20,415	32.0%
International	3420	12,510	19.6%
Kenworth	2644	9475	14.9%
Peterbilt	2530	8933	14.0%
Volvo	1577	6606	10.4%
Mack	1479	5065	7.9%
Western Star	163	743	1.2%
Other	0	3	0.0%
TOTAL	16,905	63,750	100.0%



Canada – Provincial Sales (Class 8)

CLASS 8	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CDA
Freightliner	31	61	32	38	234	105	45	7	1	2	556
Kenworth	54	192	38	30	104	115	17	0	0	0	550
International	6	46	8	15	221	77	11	6	1	9	400
Peterbilt	39	140	29	95	76	38	1	7	0	0	425
Volvo	16	28	19	37	120	44	7	2	0	0	273
Mack	9	29	19	22	92	40	8	8	0	1	228
Western Star	27	47	9	2	19	37	3	21	0	0	165
TOTAL	182	543	154	239	866	456	92	51	2	12	2597
YTD 2012	793	2194	434	765	3475	1663	269	163	3	37	9796

Sources: Canadian Vehicle Manufacturers Association and Ward's Communication.

TIMPTE HANDLES THE LOAD.

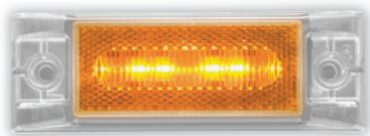
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Trucks in the City

B.C.'s award to Scott Porritt is a tribute to home-delivery drivers everywhere.

By Peter Carter

“**W**e’re particularly excited about this,” Dietmar Krause says, “because truck driving in the city doesn’t often get the recognition it deserves.

“In some ways, city driving can be more challenging than long-haul trucking.”

Krause is Vice President Finance of Surrey, B.C.-based TMS Transportation and the nominator of that province’s winning Volvo Trucks Canada sponsored driver of the year, **Scott Porritt**.

Currently, he drives a 10-ton flatbed, delivering Home Depot supplies, unloading them with the forklift that hangs off the back of the flatbed.

So driver Porritt’s world is one of huge mall parking lots that look like municipal streets but are not subject to the same laws as regular streets. “It’s a no-man’s land in those places,” one police officer told *Today’s Trucking*.

It’s also a world of unregistered vehicles and unlicensed operators. City drivers in 2012 must be alert for electric scooters, unregistered electric cycles, zoned-out longboarders and bicyclists who think rules don’t apply to them.

Further, Porritt’s mandate is curbside delivery; but frequently, the customer wants his barbeque or patio stones delivered down a back alley.

“And then,” Porritt says, “you not only have to complete your delivery you have to put your forklift back on the truck and then sometimes you wind up having to back out because you can’t turn



SCOTT AND KIM PORRITT:
“If my load isn’t secure, I’m endangering somebody.”

around. I’ve backed out of places four or five kilometers.”

Porritt, 48, has been navigating the city streets of the lower mainland for 27 years, most of those for TMS, and his record is spotless.

“The way I look at it is, you have to drive as if everybody else is out to get you.

“There’s more traffic to be watching all the time. You can’t let your guard down.”

Porritt, 48, is married to Kim and father to Katelynd, 18, Jeremy, 16, and Kyle, 11.

“My philosophy is, I always think that

my family is out on the road and I think if my load on the truck isn’t secure enough I’m endangering them.”

And because he’s in the public eye, he is an ambassador for Home Depot, TMS and truck drivers in general.

“It’s not enough to be skilled at handling your own vehicle,” Terry Warkentin of Volvo Trucks Canada said when presenting Porritt with the award, “you” have to keep your eyes on the other guys.

“And know that making customers happy is the most important job of all.” **TT**

TRASH FROM THE TREASURE

The British Columbia Trucking Association (BCTA) annual meeting this June was held at the splendid Fairmont Chateau in **WHISTLER**, a jewel of a village that might well be the least-littered municipality this side of Singapore.

Thanks in part to TMS Transportation.

That, coincidentally, is the company that Scott Porritt, the Volvo Driver of the Year is employed by.

While Porritt does home delivery for Home Depot around Kelowna, TMS is a 20-year-old carrier with its players in quite a few arenas around the lower mainland,

including the maintenance of a waste-disposal transfer station.

Garbage from Whistler is shipped to Roosevelt, B.C. It travels down the scenic Sea-to-Sky Highway (or, in this trash's case Sky-to-Sea) via tarp-covered tractor trailer to Surrey. There, it's off loaded and transferred to rail by TMS, which is under contract to the giant American waste management company Rabanko.

"Nobody in Whistler likes to think about their garbage, but we do," laughs TMS's Vice President Finance Dietmar Krause, the man who nominated Porritt for the award.



Krause and three others, Allan Benedict, Robert Benedict and Lorance Flint, raised TMS from the ashes of a company called Johnston Terminals, when Johnston closed down in 1992, due in part to serious Teamster issues.

TMS has grown into a multi-service transport service with 95 staff and 35 company trucks. About 25 to 35 percent of their work involves deliveries for Home Depot all across the province; the rest is steel warehousing and distribution.

Business, Krause says, is cyclical, largely reliant on activity in the oil field. TMS is in full-bore-mode when there's a shortage of domestic steel and thus a bigger need for imports from Asia. (He also says more steel is being shipped in containers, and that's where TMS hits its stride.)

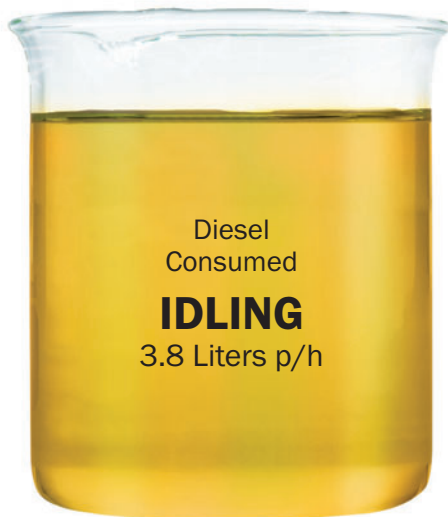
"A couple of years back we had very little steel come in, the domestic market was looking after most of the needs during that time period but it seems to be picking up now."

So is the business of keeping Canada's number-one millionaire ski resort as clean as, well, a whistle. **TT**

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* Based on \$1.33 p/l; the average price of diesel in Canada on Sept. 08, 2011.

†Based on DOE/Argonne National Laboratory estimates: 1,500 hours overnight idling.

MEANWHILE, ON THE RIGHT COAST

On June 2, 48 eastern truckers competed in the annual **PROFESSIONAL TRUCK DRIVING CHAMPIONSHIP** for a chance to be recognized as the best drivers in the Atlantic provinces.

The competitors were put to the test: a driving test, a written test and a vehicle safety inspection. The Atlantic Provinces Trucking Association (APTA) Safety Council had the difficult task of choosing the best from the best.

Come September, the winners will compete in the National Driving Championships held in Moncton, NB, as part of team Atlantic.



2 Axle (Straight Truck)

1st Place – Roy Mattinson, *Roy B. Mattinson and Sons*

2nd place – James L. Chambers, *Armour Transportation Systems*

3rd place – Scott Comeau, *Day & Ross Transportation Group*

Professionalism – James L. Chambers, *Armour Transportation Systems*

4 Axle (Single Tandem)

1st Place – Steve MacPhee, *Day and Ross Transportation Group*

2nd place – Herb Peters, *Day and Ross Transportation Group*

3rd place – Ulysse Doiron, *Midland Transport Limited*

Professionalism – Dollard LeBlanc, *Armour Transportation Systems*

5 Axle (Tandem Tandem)

1st Place – Robert Richard, *Midland Transport Limited*

2nd place – Denis Leger – *Day & Ross Transportation Group*

3rd place – Ralph Moores, *Keltic Transportation Inc.*

Professionalism – Kenneth Swinamer, *Connors Transfer*

B-Train (Super B Train)

1st Place – Shawn Pieschke, *The TDL Group*

2nd place – Glenn Fisher, *The TDL Group*

3rd place – Robert Reynolds, *Bison Transport*

Professionalism – Glenn Fisher, *The TDL Group*

Midland Transport Limited took home the team award and Michael Gaudet of Day & Ross Transportation Group was named Rookie of the Year. **TT**



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Automotive Logistics
Transport Law
Food Safety and Transport Regulations
Shipper Carrier Breakout

FEATURED SPEAKERS:

KEYNOTE SPEAKER: Don Soderquist, Founding Executive of The Soderquist Center, Arkansas, and former Sr. VP Chairman and COO, WalMart USA.

Mike Riggs, Chairman, Jack Cooper Holdings, Kansas, *recipient of the 2011 General Motors, Supplier of the Year Award.*

Wolfgang Spillner, President, Albacor Shipping Inc., Toronto.

Hazem Ghonima, President, TAF Consultants, Ottawa.

George Magliano, Sr. Principal Economist, IHS Global Insight, New York.

J. Gardner Hodder, Attorney, Hodder Barristers, Toronto.

Susan Moore, Director of Sustainability, Lakeside Logistics.

Pierre Desrochers, Associate Professor of Geography, University of Toronto.

Professor Wenran Jiang, Project Director Canada-China Energy & Environment Forum and Associate Professor of Political Science, University of Alberta.

John Hanson, SR&ED Technical Leader, MNP, LLP.

Kevin Doucet, AVP, Automotive, Canadian National.

Jean Robert Lessard, Vice President of Marketing and Business Development, Robert Transport.

Patricia Mohr, Vice President & Commodity Market Specialist, The Scotiabank Group.

Dr. Keith Mussar, VP Regulatory Affairs, IE Canada.

Neil D'Souza, Vice President, Versa Cold.

FEATURED MODERATORS:

Richard Kunst & Mariela Castano-Kunst, President and Vice President, Kunst Solutions Corp, *Plenary Session*

Doug Munro, President, Maritime Ontario, *Plenary Session*

Adam Gambrione, Former Chair of the Toronto Transit Commission, *Plenary Session*

Mark Feduke, Director of Trade Compliance, VLM Foods Inc., *Food Safety and Regulation Session*

John Fiorilla Attorney, Capehart & Scatchard, *Transport Law Session*

William Kerrigan, Director, KGI Global Logistics Consulting, Virginia, *Automotive Logistics Session*

Christine Brown, Consultant, *Shipper-Carrier Session*

Last year, over 300 companies attended the event in order to learn and exchange views on logistics innovation and cost savings. Manufacturing companies from the consumer goods, automotive, grocery industries, as well as trucking, railways and intermediaries, receive an overview of the solutions to a number of current problems in the transport industry. This year we have added a new panel on Food Safety and Transport Regulation. There will be ample opportunities for networking during our traditional four-course rotational luncheon.



Honesty: Often The Best Policy

Want to stop immigrant drivers from jumping ship? Why not try, say, the truth?
By Steve Rock

If you've ever recruited from overseas only to have a new driver bolt to another carrier as soon as the ink on the CDL was dry, you might wonder what went wrong. As an immigrant driver, I have a few idea observations. The one that springs to mind first is, if potential immigrant drivers were given honest answers to important questions, we'd all know exactly where we stood.

Driver: *What does my experience count for?*

You: Nothing. Well that's not strictly true. It's got me interested in you, hasn't it? Your attitude counts for a lot but the truth is that in Canada your old license is worth about as much as the paper it's written on. Sorry but you'll need to be re-trained for just about everything. Not only that but we do things very differently here so you need to know how and why before your experience even begins to count. (It probably won't be too much longer before you need a separate license for each type of trailer that you're going to pull either, so prepare for even more training). 🗑️

Driver: *Will I be driving a truck brimming with the latest technology?*

You: No, not today. Probably not tomorrow, either. In time, once you've proved yourself, you'll get to drive something that doesn't need four wrenches and an extra pair of arms just to adjust the mirrors. In fact, if you're lucky you might even get a truck that has ergonomically placed switches. And a seatbelt that works. Stick with us though, because as you move up the seniority ladder your chances of getting a new(er) truck increase. If you do enough research, you may just find someone who's willing to let you out in a new truck right away; but I doubt it. 🗑️

Driver: *What's so good about the Provincial Nominee Program (PNP)?*

You: Easy. It recognizes your ability to drive a big truck as being a skill in demand. Not only that but it will fast track you into Canada much sooner than if you had to apply for permanent residency first. Of course permanent residency gives you security and status which means when you arrive here, it's your permanent home. As this process takes much longer (two years or

more in some cases) it also gives you time to really think about immigrating to Canada and to ask yourself if it's right for you and your family. The PNP "fast track" can actually be too fast in some cases. 👍

Driver: *Is life in Canada as good as you make out?*

You: Yes; that is so long as you don't mind snow for one half of the year and mosquitos for the other! Just kidding, it's actually less than half a year for each. You do need to remember that even though a good standard of living is attractive, problems are problems no matter where you are in the world. Think hard, do



"Once you've proved yourself, you'll get to drive something that doesn't need four wrenches and an extra pair of arms just to adjust the mirrors."

your research, and if your reasons for coming to Canada are solid enough to begin with, then a little time, patience, and an understanding employer will see you adapt to this new life and culture quite well, I'm sure. 👍

Driver: *Why should I work for you?*

You: Quite simply because I've been honest. I can see that you're an experienced driver and so I've told you what you really want to hear, and not what I think you

wanted to hear. Besides, given your resourcefulness it wouldn't be too long before you found out the truth anyway.

Oh, and one other thing; we really are working on improving our pay package. 📄

Steve Rock is a driving instructor with DriveWise in Barrie, ON. He immigrated from the U.K. in 2003 and has driven on local, national and cross-border routes. He was also an in-cab instructor with Bison where he coached numerous new Canadian drivers.



6 Million Dollar Man

That's how much one fleet got nicked when a woman proved a driver's illness contributed to her husband's death. In the burgeoning battle against sleep apnea, the amounts stand to go higher still. Here's how to steer clear. **By Peter Carter**

Labor lawyer Melanie Vipond, standing at the podium in front of the annual meeting of the British Columbia Trucking Association (BCTA), started her presentation on obstructive sleep apnea by conducting an impromptu straw poll. She asked anybody in the room who employed drivers to stand.

About 30 members of the audience got to their feet.

Then she said, "If you or any of your drivers have sleep apnea, sit."

All but two took their seats.

That obstructive sleep apnea is the improvised explosive device of the North American Trucking Industry is a given.

The Federal Motor Carrier Safety Administration (FMCSA) estimates that about 28 percent of drivers have obstructive sleep apnea. Australian authorities, said Vipond—a Vancouver-based expert with Heenan Blaikie—are sure the figure is more like 41 percent.

Regardless, industry experts agree that the risks associated with sleep apnea can no longer be denied. "This is an issue you just cannot ignore," she told the audience.

As usual, American companies are the early adopters of sleep-apnea-related litigation.

A Texas widow recently won a \$3.25-million lawsuit against the carrier Celadon, claiming that the driver in a Celadon truck that collided with her car was a sleep-apnea sufferer. Furthermore, he had been fired from a previous job because he refused to have a sleep-apnea test.

The settlement marked the first time a trucking company has acknowledged that sleep apnea might have contributed to a crash involving a death.

But, as Vipond made very clear to her B.C. audience, it won't be long before a Canadian fleet faces a similar situation.



"It would be a breach of your responsibility to allow a driver with sleep apnea to drive a truck without restrictions."

—Melanie Vipond



Mark Sylvia has been treating his own personal case of OSA for 15 years, so he knows the problem intimately.

"Remember this number," she said "Six point four million dollars."

That was the amount a British Columbia woman successfully sued Shaw Cablesystems for in 2007 after her husband was killed in a crash involving a driver who had been diagnosed with Type-1 Diabetes.

The driver had passed out behind the wheel because his blood sugar dropped to a dangerously low level and the judge held the employer partially liable because "it had a duty to take reasonable steps to ensure that its employee did not put members of the public at risk."

(The reason the dollar figure amount was so high? The deceased was a wealthy pioneer in the laser-surgery profession, netting about \$750,000 a year. \$6.4 million was his potential earnings, the court decided.)

Vipond was at the early June BCTA Management conference to deliver a double-barreled message.

First, fleets who don't address the sleep apnea epidemic will be held liable on many levels for any problems sleep apnea causes and second, administrators concerned with how their sleep apnea policies conflict with privacy and human-rights issues should proceed in the knowledge that the precedents and the law are on the side of those being proactive.

"You can act proactively and I'm urging you to do so. Human rights laws were never intended to prohibit employers from creating a safe work environment.

"Extending human-rights protections to situations resulting in placing the lives of others at risk flies in the face of logic.

NEED A WAKE-UP CALL?

Beyond regulatory compliance and helping drivers sleep better and live longer, OSA Canada shares data with potential customers showing on-road performance

improvements of fleets using sleep apnea programs along with driver retention and other operating reduction cost-benefits. If you'd like to find out more about the pilot project and/or arrange a scheduled visit by OSA Canada, email Sandy Pollock, Manager of Sleep Services at spollock@osacan.com or call 1-289-337-8892. Pilot project participants receive a reduced fee for their participation.

FOR MORE INFORMATION, CONTACT:

Alberta Motor Truck Association: 1-800-267-1003
Atlantic Provinces Trucking Association: 1-866-866-1679
BCTA: 1-604-888-5319
Manitoba Trucking Association: 204-632-6600
Ontario Trucking Association: 416-249-7401
Saskatchewan Trucking Association: 1-800-563-563-7623



SNOOZE THAT YOU CAN USE



Compared to traditional obstructive sleep apnea testing, OSA's system is simple.

An online questionnaire can determine whether a driver requires further testing.

An OSA technician will then visit the driver at home, at the terminal or at another agreed-upon site.

The technician applies a simple measurement device on the driver's chest and finger and the driver wears the two devices to bed that night and returns them the next day. (The driver is also outfitted with a calibrated locking bracelet that ensures he doesn't cheat by

removing the calipers and putting them on, say, his perfectly healthy 10-year-old son.)

The bracelet is then removed, data is retrieved from the measuring equipment, uploaded to OSA's computer, and if the results indicate a case of obstructive sleep apnea, a prescription request is immediately sent to a physician.

Boasts Julia: "Our record right now is we've screened, tested and deployed with equipment within 10 hours."

The driver is trained with the mask. They're smaller than they

used to be. Julia himself says his does not interfere with his sleeping comfort whatsoever. They're also individually fitted.

The mask is self-powered and engineered to automatically find the correct pressure and the usage is monitored by OSA.

"Once it's all set up, we'll find out if there's a leak, we can adjust the minimum pressure.

"We have 32 different masks and we end up changing masks about 10 percent of the time because the mask is not fitting quite right."

OSA talks to the drivers and seeks feedback and their U.S. affiliate claims a 93-percent compliance rate.

There's also a built-in compliance warning system so you know whether your drivers are doing their part with the treatment.

process can be. The testing, equipping and training can take months, or in some provinces, up to a year, depending on the local waiting lists for sleep clinic availability.

"On average, a little over 20 percent of the drivers we test have obstructive sleep apnea," Julia said.

Unlike individually or privately managed situations, in which case it falls to your managers to ensure your drivers with sleep apnea follow through with treatment, OSA maintains a full-service treatment.

"We handle the logistics. We have masks, machines, techniques, and equipment. If a machine breaks down we replace it no questions asked.

"The drivers are never left in a position where they don't have a machine. We can get a machine in California or Oklahoma

"There is not a labor law or collective agreement that will prevent you from being proactive in these cases and given the increasing awareness it is entirely plausible that some employer who fails to act will be held responsible for criminal and civil charges.

"And you don't want to be that poster child."

Mark Sylvia could, on the other hand, be a poster child, but it would be for sleep apnea itself.

Sylvia is the president of OSA Canada Inc., OSA stands for Obstructive Sleep Apnea, and Sylvia has been treating his own personal case of OSA for 15 years, so he knows the problem intimately.

Sylvia took the BCTA podium immediately after Vipond to tell the audience about the pilot project that OSA Canada has launched in conjunction with the Canadian Trucking Alliance (CTA) so fleets do not find themselves on the check-writing end of a lawsuit.

The new program will, no matter where you are in Canada, visit your terminal to screen, test and diagnose drivers as well as equip and train identified drivers with sleep apnea to use their CPAP (continuous positive airway pressure) machine and mask, all within 72 hours or less.

Until the OSA treatment was launched, sleep apnea diagnoses commonly involved several trips to a family doctor followed by at least two overnight visits to a sleep clinic. Anyone who has participated knows how intrusive and time-consuming the

OBSTRUCTIVE SLEEP APNEA



Normal, unobstructed airway



Snoring



Blocked airflow caused by obstructed airway (apnea)

immediately or we can get a technician there and we will be able to meet any U.S. or Canadian regulatory requirements in the future."

The OSA-CTA project is the result of a two-year project undertaken by the CTA in anticipation of the American Federal Motor Carrier Safety Administration (FMCSA) making sleep apnea testing mandatory.

Part of the strength of the OSA program is the fact that OSA is linked to Precision Pulmonary Diagnostics LLC, a Stateside organization that has been delivering sleep-apnea diagnoses and treatment to American carriers since 2011.

And the CTA CEO David Bradley has offered the program a five-star endorsement.

"FMCSA took a significant step toward potential regulation of the screening and treatment of drivers at risk for obstructive sleep apnea," Bradley said when the program was announced in late May.

"Although it still may take some time for this regulation to materialize, the Canadian Trucking Alliance has been working on a solution for all Canadian carriers regardless of where they are domiciled—the creation of OSA Canada has provided that solution."

Fours factors, Sylvia said, are propelling the sleep apnea issue in the Canadian marketplace. First, sleep apnea regulations in the United States; second the need for accident reduction and potential litigation; third a concern for the health and safety of drivers and fourth, Sylvia added, "it's the right thing to do." **TT**



Need
Drivers?

Looked
overseas?

What's
stopping
you?

The conversation during the first business session at this year's Alberta Motor Truck Transport Association (AMTA) Annual Conference was as hearty as the steak and potatoes lunch that preceded it.

The topic? Hiring foreign workers.

The discussion was led by Bob Hill of Hill Bros. Expressways Ltd., and featured a panel of people who had experience hiring foreign workers: Evelyn Ackah of Ackah Business Immigration Law, April Shand, vice president of human resources, Westcan Bulk Transport, Chelsea Jukes, recruitment manager, also with Westcan, Joyce Conroy from the Alberta Immigration Nominee Program, and Shauna Kit of W-K Trucking.

You need all guns firing when it comes to recruitment, explained Jukes. "We don't have the driving force, we don't have enough people." Reaching across seas for workers, she explained, was just one part of their recruitment strategy. It was also something that grabbed the attention of Shauna Kit of W-K Trucking.

During the boom, Kit explained that W-K didn't have enough people. "I noticed all these WestCan drivers," she said. "These foreign workers from WestCan were happy to be working; happy to be in Canada, happy to have the hours." She called WestCan to ask where they were getting their drivers, and WestCan pointed her in the direction of the Temporary Foreign Worker Program. Six years later, W-K Trucking found that hiring foreign workers has contributed to their success. Now, said Kit, "we're helping them lease trucks."

Human Resources and Skills Development Canada (HRSDC) developed the Temporary Foreign Worker Program (TFWP) to allow Canadian employers to hire foreign workers on temporary basis to fill immediate labor shortages when Canadians are not available. Employers can recruit from any country, provided, of course, that certain criteria are met.


Bring' em!
BY JASON RHYNO



To be eligible for the program, a Labour Market Opinion (LMO) application must be filled out for each potential employee (bulk LMOs are also available for larger companies). Part of this application process is providing proof that your company has advertised the jobs it is seeking temporary foreign workers (TFWs) to Canadians, which includes copies of the advertisements, the number of applicants and why they were rejected.

Specifically, HRSDC is looking for the following in the LMO application:

- ✓ The job offer is genuine;
- ✓ The wages and working conditions are comparable to those offered to Canadians working in the occupation;
- ✓ Employers conducted reasonable efforts to hire or train Canadians for the job;
- ✓ The foreign worker is filling a labor shortage;
- ✓ The employment of the foreign worker will directly create new job opportunities or help retain jobs for Canadians;



- ✓ The foreign worker will transfer new skills and knowledge to Canadians; and,
- ✓ The hiring of the foreign worker will not affect a labor disputes or the employment of any Canadian worker involved in such a dispute.

It can be a complicated application process, and according to Don Wilson, executive director of the AMTA, many of their members were experiencing some bumps with the LMO application. And it's just the start of a process that is constantly undergoing changes. "Immigration law is constantly changing," said Evelyn Ackah of Ackah Business Immigration Law. "Check the website frequently. Make sure you comply in regards to foreign employment; the government is doing a lot more audits."

There's still the matter of recruiting, which is a big commitment, said April Shand, vice president of human resources with Westcan. "There's a 24-hour turnaround for domestic recruits; with foreign workers it is much longer." Add to that the flights overseas, working with different embassies, the hours of paperwork, paying for your new employee's flight to and from Canada, helping them with housing, and you're looking at a significant upfront cost. But if your retention is good enough, you'll recoup that in a few years.

It's a way to get cheap labor, say critics of hiring foreign workers. And while yes, there are stories of carriers paying low wages to these drivers, there are just as many stories about carriers paying the going rate.

Asked if this is a way to keep labor costs low, Moore tells me that most "are not paying these folks any different." For Jukes, there is "integrity in keeping pay equal. Foreign workers should make the same as Canadians. Yes, it's attractive knowing you can pay 15 percent less, but think long-term. And you'll have your Canadian drivers in your office asking if these guys are taking their job. Have management treat everyone the same."

"The whole idea is not to have these people in for a short while and say, 'Thanks for playing, off you go,'" Moore says. "It's an investment on the company side."

For Shand, she's happy if she gets four years out of their TFWs. "If we get three-to-four years out of these guys, then I know we have put more drivers into the market. I don't think that's a bad thing."

Helping Your Temporary Foreign Worker Become a Permanent Resident

Start the process right away, advises Evelyn Ackah of Ackah Business Immigration Law. It can be a long one. But you aren't required to help them acquire permanent resident status. "If they aren't good, then don't," says April Shand. "Only put the worthy ones through the process." There are only so many spots, after all.

fine
print
kevlar

Hiring foreign workers means that you have to fulfill certain obligations (like flying your TFW home), but, advises Ackah, "It's about how you draft your employment contract, put some conditions in to protect yourself." And remember that the work-permit doesn't supersede everything, she says. You still have Canadian employment laws to obey.

Keeping pay low opens up your labor ranks for other carriers to swoop in with a better job offer. If you're paying 15 percent less, what's to stop another carrier from poaching your recently hired TFW with a better offer?

"Look at it from their perspective," Jukes explained to the AMTA members. "They are locked in for three years, but they are not trucks, they are not property; they are people. Treat them as Canadians, not as property you bought."



The trucking industry should be getting tired of stealing drivers from each other. It's akin to self-cannibalization; there's going to be nothing left.

"The economy is a little more heated," Moore says about Alberta's—and the west's—prosperity. "There is more of a need for drivers and they are getting harder to find. Companies are looking to fill those seats anyway they can. I don't think it's red-flag-dire straits, but we're getting close."

As Jukes said, though, hiring foreign workers is just one part of their recruitment strategy, one that they can do comfortably given the size of WestCan (although Kit's family-run W-K Trucking is a much smaller company, and has seen success in hiring TFWs). A multi-campaigned recruitment strategy is in everyone's best interest, and much of that can be done within our own borders. The unemployment rate among youth has been growing (over 14 percent in May 2012), and the Aboriginal population within Canada has gone relatively untapped.

During that same business session, Bob Hill took the opportunity to proselytize about the need to have truck driving defined as a "skilled profession" rather than a "semi-skilled."

Under the National Occupational Classification (NOC), a Long-Haul Truck Driver is listed alongside Food Counter Attendants and Room Attendants. It's something that doesn't sit well with Hill, who handed out copies of a petition to see that classification changed.

"I hate the word 'semi-skilled'. We need a skilled designation. There are 52 Red Seal Designations; we're not one of them." Hill explained that most of the resumes his company receives are 80-to-90-percent immigrants that don't meet his company's requirements, never mind that many of them cannot speak English, he said. (Note that under the TFWP, a new, upgraded Minimum Language Requirement will come into affect as of July 2012.)

“There is more of a need for drivers and they are getting harder to find. Companies are looking to fill those seats anyway they can. I don't think it's red-flag-dire straits, but we're getting close.”

If Hill gets enough signatures, he can take his argument for a change in classification to the government.

"It is a skilled trade," Moore tells me over the phone. "We're not making this up. If you look at the trucks today, the complexity, and what a truck driver has to know, let alone the hours-of-service, what they can haul and can't haul, whether you have a reefer and how do you operate that, or how you load and unload a tanker and the dangerous goods responsibility and cargo securement—what do you need to know about that? Holy smokes! You stand around and somebody tells you it is not a skilled trade; well it certainly is."

Moore explains that 30 years ago when he was knocking on doors, looking for a driving job, he was regularly asked if he was

Some LMO Need to Knows

You cannot change the terms and conditions of employment agreed to in the LMO confirmation letter and annex. If you do, you could be found non-compliant. Contact Services Canada before making any changes.

HSRDC highlights the following:

- TFWs hired on a full-time basis are expected to work substantially the same number of hours per week and receive substantially the same wage as indicated in the LMO confirmation letter and annex.
- TFWs employed in one location cannot work in another location without the employer applying for and receiving a new confirmed LMO, and the workers receiving a new work permit from CIC.
- TFWs are expected to spend the majority of their time performing job duties that are consistent with the occupation specified in the LMO confirmation letter and annex.



On-Boarding

Meet them at the airport, help them with housing, and be a good host, advised the AMTA panel. "If the spouse is happy, they'll stay," said Ackah. "Think about that domestic side."

25 years old. "Come back when you are 25," he was told, "my insurance company says I can't hire you." That's a barrier, he explains, a particularly problematic one in Alberta where chances are a 25 year old will have picked a trade by that age.

"Bob Hill was telling me that it's not an issue; he has people who are 20-something and there aren't huge premiums on them. But there are still some old boys who are saying they have to be 25 if they are running the highway. But you can have them start elsewhere, maybe in the city, P&D, shunting, get them that experience, give them the three years, move them through a driver training program and then they'll be ready to go out at 20 or 21 and there's your highway drivers and away you go."

Hill advised bringing young people into the shops, "get them sweeping your floors—anything. Once it's in their blood, we've got them for a lifetime."

Moore would like to see the governments step up to with some student loans, creating avenues that people can get into transportation training. "I think we need to do everything we possibly can to fill all the voids, and there is going to be room for all." **TT**

Planning for breakdown make truck repairs less like Russian roulette, and more like an investment strategy.

BY JIM PARK

Trucks are like shoelaces. They only break when you need them. But unlike a busted shoelace, if you're broken down in Beardmore, you're into more than a walk to the corner to get rolling again.

In the old days, one needed a pretty thick Rolodex to keep a truck running across country. Between the Yellow Pages, half remembered billboards and word-of-mouth, you built a list of allies along your routes. You learned the hard way who you could trust, and who you could recommend to your competitors.

Back in the proverbial good old days, most small towns along major highways had garages with big beefy guys who could

weld and fix tires—which were mostly the kind of repairs we needed back then. Somewhere nearby there would be a payphone with a business card taped to the glass, “24-hour Truck Service.”

Most of those places are gone now, and today you can't go near a truck armed with anything less than a laptop. Unless Earl had the latest version of your OE diagnostic software, there wouldn't be much he could do for you anyway.

That's not exactly true, but you get the point. Truck repair has become a very sophisticated business. Not only are the trucks more complex, fleets are ever more sensitive to downtime and cost. For some, like Wolverine Freight Systems of Windsor,



THE SHOULDER SEASON





J-I-T REPAIRS:
Breakdowns never happen on schedule. The right call can bring some predictability to the repair game.

Ont., the breakdown stakes are huge.

“About 85 percent of our business is delivering to automotive customers, and all rely on shipments coming in on a J-I-T basis to keep production moving,” says Bob Smallhorn, Wolverine’s maintenance manager. “If we’re late, and cause a shutdown, we could face stiff penalties.”

For Sills and others, shopping around for the best price on a tire service call, for example, isn’t an option. He relies on Goodyear’s fleetHQ program consistent repair standards and pricing, as well as like-tire replacement. There’s no question about throwing on a used retread just to keep the truck rolling.

“FleetHQ has all our particulars loaded into their computer, so they know us and our requirements at the time of the

call,” says Smallhorn. “That keeps our tire program uniform and cost-effective.”

Given that tire failures/repairs top the list of service call-outs, it makes sense to pre-arrange as much of the service requirements as possible. Both fleetHQ and the Michelin Advantage program allow the customer to direct the repair, right down to the models of tires and wheel positions. You pay an agreed-upon price based on volume and fleet size, etc., so when the bill arrives, there are no surprises.

While the national brand programs get most of the ink, some local and regional tire dealers provide similar, customer-driven repair programs. You tell them what you want and they’ll deliver. Try that with the yellow pages from a phone booth.

OE-SPECIFIC REPAIRS

Truck complexity and the proprietary nature of many of the systems and components on newer trucks have driven a lot of fleets back to the dealers for repair work, which, while good for dealers, has created challenges for fleets.

“We’ve seen waits of two to three days at some locations,” says Dave Fitzgibbon of Choice Reefer Systems in Stirling, Ont. “It’s really tough on a small fleet when a truck is out of commission for any length of time, but what can you do when the dealers just don’t have the staff or the room to meet demand. You can’t take the truck anywhere else.”

Fitzgibbon has a well-established network of service providers for minor and non-OE repairs, but he’s at the mercy of

AN HOUR OF PREVENTION

The best way to avoid the hassle of a breakdown is to prevent it from happening. Early detection of developing problems can ward off most problems before the truck leaves the yard.

Oren Summer, president of **FLEETNET AMERICA**, one of the largest breakdown service providers in the U.S., has compiled a list of the 10 most common causes of on-road breakdowns and subsequent service call-outs. You won't be surprised to hear that tire failures top Summer's list. The next four in order of frequency are brakes, electrical, fuel and cooling system problems.

Sound serious? Usually they aren't. FleetNet's records indicate most of the problems are minor in nature, but with major consequences—like running tires with less than adequate inflation. It's a surefire blowout waiting to happen, and Mr. Murphy will ensure the tire comes apart exactly midway between Hearst and Longlac, not a couple of miles out of town.

Brake problems are common, but more often than not, it's an adjustment issue. With brake adjustment accounting for 20-some percent of all out-of-service orders during vehicle inspections, there's a one-in-five chance you'll have a problem at a scale. When automatic brake adjusters go out of adjustment, it's often an indication of another problem with the foundation brake. Merely readjusting the brake only temporarily masks the symptom; it doesn't cure the problem.

Fuel system problems are rare. More common are clogged fuel filters, or—you guessed it—running out of fuel.

Electrical problems—not including failed sensors and the fault

codes they inspire—are often the result of previous poor-quality repairs resulting in shorts or broken circuits. Lighting isn't often a cause of breakdowns, but DOT officials have been known to sideline trucks with failed lighting. Demands on batteries have increased in recent years, and the hotel loads driven by anti-idle regs put a huge strain on battery capacity. Most often, service calls related to electrical problems are nothing more serious than inadequate starting capacity in the batteries.

In the cooling department, failed water pumps and punctured radiators are not uncommon, but more frequently the problem is a broken fan belt, a ruptured hose or a failed or loose clamp.



Of course there is lots more that can and will go wrong with a truck, but it's the small stuff that causes most of the trouble and at the most inopportune moments. Techs should be instructed to watch for the small stuff, and to look for tell-tale signs of impending problems. Drivers, too, can be taught to watch for signs of impending failure, such as flickering lights or low charging readings. And somebody has to take responsibility for maintaining tire pressure. But not me.

the dealer when it comes to electronics and the emissions systems.

“We buy all the warranty we can to cover the cost of the repairs, but that doesn't get you in the door any sooner,” he says. “We find the problem more acute in the west where they are running flat out to meet demand.”

Fitzgibbon finds it ironic that all the OEs are now offering remote diagnostics through telematics that can identify problems before even the driver is aware them, but the ball stops at the shop door. The truck will alert the owner and the nearest dealer to a problem and parts can be sourced and ordered while the truck is making its way in for service, but without enough technicians to handle the work, the process can fall apart pretty easily.

He still relies on human hands—and a plethora of diagnostic tools and fault trees—to get his problems evaluated. “Some dealers have a triage system where they will look at you within a couple of

hours of arriving, and then determine what needs repaired, others just put you in the lineup and you wait ‘till they get to you,” he says. “It has taken us a couple of days just to get in the door in some cases, and then we still have to wait for parts. I think there's room for improvement there.”

ONE CALL DOES IT ALL

While the OE dealers may have a monopoly on repairing certain proprietary components and systems, there are plenty of other facilities that can handle other problems, and even some warranty work.

Alvis Violo, CEO of Emergency Road Services Corporation, says his company can put you in touch with an approved service provider in a matter of minutes, assure the quality of the repair and even get you a good price on the work.

“We have established a service provider network of over 17,000 service providers located throughout Canada and the U.S.,” he says. “Each service provider is rated

from one to 10 and ratings are continuously being adjusted to reflect the service provider's performance. The better the price we get from a service provider and the better the service we get, the higher the service provider's rating goes. Conversely, if a service provider tries to overcharge us or takes too long to get to service calls, we drop their rating accordingly.”

Violo says ERS will work for any size fleet and even an owner-operator. Billing is done directly by ERS, and the service provider is paid directly by them as well.

“The shops know they'll be paid promptly because of the service agreements we've set up, and we collect from the customer,” he says. “We incur some risk there, but anyone with a credit card or pre-arranged billing can take advantage of the service.”

That puts the customer in much better bargaining position than standing at a payphone in the rain in Northern Saskatchewan, trying to read the runny ink on a faded business card. **TT**

5 \$-SAVING IDEAS

A HANDFUL OF TIPS FOR KEEPING A LID ON EXPENSES

— By Deborah Lockridge

Costs keep rising, and rates aren't keeping up. Instead of chasing after more loads and more revenue, you may be better off taking a careful look at the cost side of the equation.

"The fastest way to significantly impact your company's bottom line profitability is not to generate more revenue; it's to cut costs," says Andy Ahern of Ahern & Associates, a transportation management consulting firm in Phoenix, Ariz.

He explains that if your profit margin is 10 percent, that means for every dollar your company spends, you'll have to make \$10 in revenue to make up for it.

It's common for trucking companies to focus on their largest expenses, such as equipment purchasing, drivers and fuel costs. Yet there are many opportunities to save in other areas of the business.

TRACK AND BUDGET

Before you can cut expenses, you must understand where your money is going. "It's amazing how many companies still don't use a budget," Ahern says. "You need to be able to tell every time you dispatch that truck whether you've made money—based on your company's expenses, not your neighbor's."

Smaller trucking companies, especially, don't have a really good handle on their finances, he says. "They hire an accountant who does a P&L (profit and loss statement) for them once a year, but they don't know their operating ratio or their debt ratio.

"I don't care if it's ten trucks or a thousand trucks, you need to get a P&L within five to seven working days at the close of each month and start looking at it."

If you track everything and set up a budget, it can help you eliminate small, needless expenses, Ahern says.

"It's easy to blow \$5 to \$10 without thinking about it. The biggest culprit? Office supplies. Make sure that your employees get everything they need but not everything they want." Don't forget about tracking inventory – and we're not just talking about parts in the shop. "If you have a lot of pencils and notepads and stuff, I guarantee a lot of that's going to be gone" at back-to-school time.

EDUCATE EMPLOYEES— AND MAKE THEM ACCOUNTABLE

Joe White, CEO of Georgia-based Cost Down Consulting, points out that dispatchers/driver managers make hundreds of decisions a day that affect variable costs—yet very few know their variable costs per mile or how those decisions affect the

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THE SHOULDER SEASON

bottom line. White points out that a typical driver manager is running the equivalent of a million-dollar business with 40 employees—one with very thin profit margins. If you were to buy a standalone company like that, you likely would hire a business savvy president or general manager to run it.

Yet many dispatchers are former drivers, and often an existing driver manager is the one who trains them, so they're locked into the same paradigms and inefficiencies.

"Think of them as general manager or president of their own business, then think about the tools and training you need to provide them," he says.

Make sure you're setting the right type of goals. If the dispatcher's goal is 2,000 miles per driver per week and he deadheads a driver 200 miles to get that 50-mile load to make sure he's hitting that goal, is that good business? You might want to make the goal the number of billable miles instead.

He cites the example of a \$50-million company that had maintenance costs way out of line. After the company offered the maintenance director a 10-percent bonus

of whatever costs he could cut, in six months he saved half a million dollars in operating costs. The maintenance director got a \$50,000 bonus and his company had \$450,000 fall to the bottom line.

OUTSOURCE

Ahern is a big believer in outsourcing. "Trucking companies should always focus on their core business," he says, but many smaller companies are afraid to outsource things in which they have little expertise, such as human-resources issues.

One example is using a professional employer organization. PEOs allow an employer to outsource employee-management tasks such as employee benefits (including health insurance), payroll and workers' compensation, recruiting, risk/safety management, and training and development. It does this by hiring a client company's employees, thus becoming their employer of record for tax and insurance purposes.

PEO Advantage, one such firm that works with the trucking industry, guarantees clients a minimum of 25-percent cost

reduction. Smaller carriers also may want to team up with a larger company in a partnership program where you haul under their authority.

You might be able to find a larger carrier to will act as the back office for a small carrier, handling billing, collecting, and cargo and liability insurance. It offers partners fast payment and will even advance a portion of the load. Ahern had a customer with 35 trucks whose insurance costs went up 50 percent and health insurance rose 65 percent. "I said, 'Why don't you go into a partnership program for auto liability and a PEO for human resources and worker's comp and all that?' He told me, 'I didn't want to lose control.' The thing is, you don't lose control; you gain control."

LEAVE NO STONE UNTURNED

"As businesses have become more mature, and as margins get tighter and tighter, there's not a line on an operating statement that doesn't need to be managed," says John Fershtand, director of fleet operation and energy management at Ben E.



THE POWER TO

Keith Foods in the Dallas/Fort Worth area.

Fershtand says he discovered that when the company, insured by another fleet, changed out the lighting in every one of its six warehouses and saved more than a million dollars a year in utility bills. Until then, the electric bill was just another invoice that got paid each month without a lot of thought.

"I tell people all the time, 'I want you to go through each of your line item expenses for the last three years,' Ahern says. "If specific costs have started going up, I want you to find out why and what you can do to control those costs." Nine times out of 10, he says, they refuse to do that much work. "When they do, they start making money."

TACKLE WORKER'S COMP

The best worker's comp claim is the one that never occurs, says Tad DeOrio, president of TAS Insurance Group in Kansas City, Mo., which focuses on worker's comp, owner-operator programs and other trucking needs. "The company needs to have a goal of zero injuries," he says. "If



they have the attitude that 'This is trucking, people get hurt,' they are setting themselves up" for worker's comp claims.

A Driver Worker's Comp model helps managers identify carrier specific predictors that lead to future claims. By gathering client-supplied data from operations, safety, human resources, logs, payroll and training, FleetRisk Advisors' predictive model flags the top 10 percent of drivers who are most likely to file a worker's comp claim. On average, 23 percent of a company's worker's comp claims are generated

by this small group of drivers. Once the most at-risk drivers are identified, the model selects a coaching or "remediation" plan to help managers talk to the drivers. "In one case, a client managed to virtually eliminate worker's comp claims in their most at-risk group and decreased their overall worker's comp rate by more than 50 percent." **TT**

— A version of Deborah Lockridge's story appeared in *Heavy Duty Trucking Magazine*.

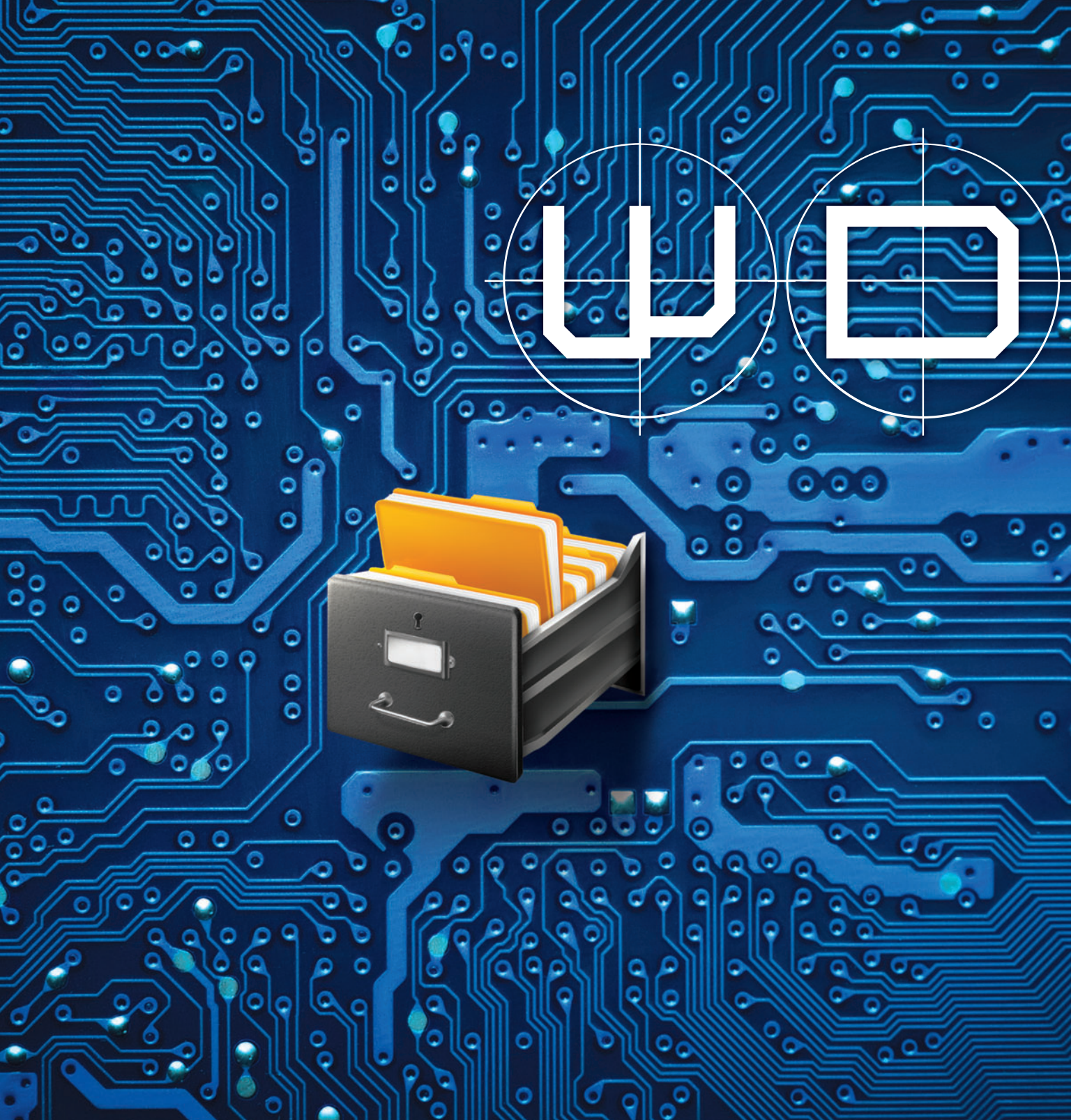


KEEP KEITH.

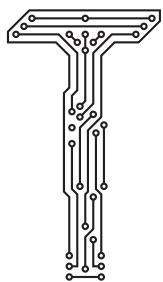
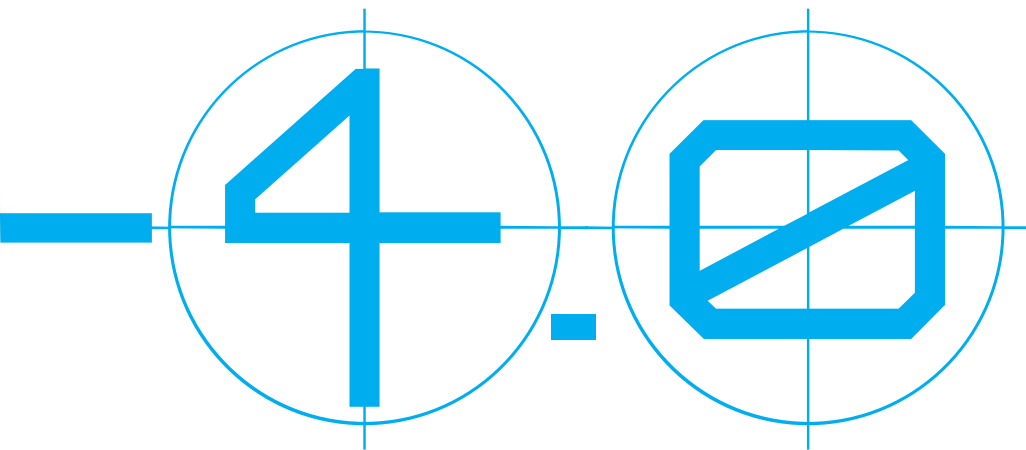
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You've heard of mechanic-in-a-can. How about parts-guy-in-a-computer? Here's an indepth look at what fleets large and small need to know about the latest maintenance software—what it costs, what it does; and what it doesn't do.



BY ROLF LOCKWOOD

The need for first-rate maintenance of our trucks and trailers is obvious, so let's not start this article with blather about the necessity of cost control and the ever-increasing challenge of safety compliance. All that's a given. Nobody needs the lecture.

What we're looking at here is the software that can help you manage the maintenance function. More particularly, at how you choose such software. And that's not an easy task, mostly because there's a very, very broad variety of options available to you. We couldn't possibly look closely at all the software on offer, so we'll be talking principles and possibilities here.

Can you get away with simple and cheap? Or do you need to mortgage the farm and go big?

Do you simply want to schedule PMs and log vehicle histories or do you want to manage parts inventory in real time and drill down so deep you can chart the on-going cost of wheel fasteners? And, importantly, do you want to tie the shop to operations and accounting in some direct way?

How important, for instance, is it that your dispatch desk automatically knows when trailer #1433 is out of commission, and for how long?

"Before you do anything else you really need to sit down and lay out what you want," says industry consultant Carl Tapp, who retired last year from his long-time role as vice president, maintenance, at P.A.M. Transportation Services. "Just because it's available doesn't mean you need it.

"To buy software the right way, you need to define a few things: this is what we'd like to have; this is what we have to have; and this is what we can afford."

Back in the day, and we mean the 1990s, Tapp got to know what is now the granddaddy of maintenance software, TMT Fleet Maintenance designed by TMW Systems. At that point in 1996, when the digital switch was first made, the choices weren't many. Tapp says there simply wasn't anything else as robust as TMT at the time but many other products launched in those days—often as simple spreadsheet or database programs on a single CD—have since grown up to become very serious players.

In that category is Dossier maintenance-management software, launched by Charles Arsenault of Arsenault Associates who began by offering one of those simple CDs a couple of decades ago. Much more substantial now, the company conducts an interesting survey that offers a few useful insights. Among other things, it indicates that 'robust' isn't what every fleet wants.

Who's Using Software?

In fact, according to the ongoing Arsenault survey, most fleets think they have simple needs. The survey says 56 percent of fleets that use maintenance software at all use it first and foremost to automate PM scheduling.

The survey also shows that 42 percent are mostly concerned with administrative control of fleet assets, 36 percent with expense management, and 35 percent with maintenance/repair histories for compliance purposes and to control re-work.

However, CEO Charles Arsenault notes that a minority of companies—slightly less than 44 percent of all fleets—use software that was specifically designed for fleet maintenance. He'll make the case that it's really the only kind of software able to fully automate complicated PM service scheduling. According to the survey, 16 percent use off-the-shelf software like Word, Excel, or Access, while six percent use their company's accounting or ERP software.

A full 33 percent still use paper maintenance records if they keep records at all, according to this survey, and we can add lots of anecdotal evidence to support that idea.

It must be said that we're not talking about a full-blown piece of big-dollar scientific research here. The survey is con-

ducted by Arsenault on its web site, comprising a series of multiple-choice questions designed to gauge the need, use, and efficiency of maintenance-management systems. More than 200 fleet executives, managers, and line staff have taken part. The company has conducted similar studies for more than 20 years.

So, not a massive study at all but a useful glimpse inside trucking at a middle-of-the-road level—the majority of Dossier customers have between 50 and 500 vehicles. Among survey respondents, 20 percent operate over the road while 58 percent are domiciled fleets that return to home base each day. More than 22 percent operate in on/off-road environments like construction, landfills, and other venues.

From Pencil, Paper

Four years ago Armbro Transport of Mississauga, ON, made the leap from being one of the 33 percent of fleets still using paper records, and while it wasn't an easy transition, both president Peter Di Tecco and maintenance manager Neil Steele say they're glad they made the switch.

Armbro is a general-freight operation with fewer than 200 pieces of equipment. A solid operation that's been around since 1959, it runs a full range of services, truckload and LTL, both regular and specialized.

"We were hoping to improve PM sched-



33%
of
Fleets
still using
Paper
Records



uling and we were also looking to control costs and inventory," Steele says, explaining that their software choice was Cetaris Fleet Assistant. It records ins and outs in the parts room, among many other things, and that fixed a problem.

"Every year when we did an inventory we found things that were wrong or inaccurate," says DiTecco. "This gives us a better costing... And it's all bar-coded so it helps the mechanics.

"We can compare all our warranty records too. If you go to replace it [a part] again, it's flagged. It's also great with core returns. The system flags that too."

Vendors are now putting a time limit on core returns so that's a hidden saving.

"Recovering warranty is one of the hardest things to do. The bigger the shop, the harder it is to do," notes Steele.

Toronto-based Cetaris seems to be a company on the move, not incidentally, and its clients include some of the very



LIFE-CYCLE COMPUTING:
O&S Trucking in Springfield, Mo., uses software to track each individual piece of equipment from cradle to grave and understand all the costs.

biggest fleets on the continent. Including Freightliner, for whom Cetaris created a web-based parts-management system for its North American dealer body. That means 125,000 unique part numbers. But Cetaris president Ric Bedard says he's perfectly happy to work with smaller operations like Armbro. The software is clearly scalable, an important feature.

Drilling Deep

Some maintenance chiefs know exactly what they want, and they don't want basic stuff. Guys like Jim Frieze at O&S Trucking in Springfield, MO. He's vice president, maintenance, and he's very much in charge of 220 power units pulling refrigerated loads across the continent. Clearly detail-oriented, he has served as chairman of the Technology and Maintenance Council's cost-per-mile task force.

Since 2003 he's also been using Cetaris Fleet Assistant software and he says it

meshed well with the Show Me fleet-management system that was and still is used for dispatch and all else. He had previously used that system's maintenance module but wanted something that would help him go very deep into his costs.

"My goal was to track each individual piece of equipment from cradle to grave and understand all the costs," says Frieze. "I can drill down all the way to an individual component.

"I can track a starter, for example. I can see that this truck has had five different starters in two years. Why? Was it a bad supplier? A driver issue? You just drill down and find out why."

Frieze also uses the software to compare the performance of different trucks and specs and components, arranging them in groups to make the comparisons clear. He might be looking, for example, at the reliability and performance differences between ThermoKing and Carrier reefer

units in certain applications. The results can help him make better buying decisions and might help him to decide on when and where to buy extended warranties.

"You can make educated decisions not based on opinion," Frieze says emphatically. "It's black and white."

Among other uses of the system, he can also pinpoint issues at the unloading dock and be alerted to shippers who routinely damage doors and other trailer components. It might well cause him to have the trailer-maker build things differently as a result.

"You have to manage things to within a fraction of a cent these days to maintain a margin and remain competitive," Frieze goes on. "We know exactly what our cost per mile is, and that means accurate bidding and rate-setting."

How Big Must You Be?

Anecdotally speaking, it appears that many, many fleet operators think they're too small to benefit from a sophisticated maintenance-management system. They may well be right, but probably not because there isn't a software product that would suit them.

"At the risk of sounding glib, there really is no minimum fleet size," says Bob Hausler, vice president of marketing and technology at Arsenault. "Even if you only have a single asset, managing, tracking, and optimizing maintenance so that you get the most from that asset is worthwhile. Presumably, the real question is, how many units do you need to make it cost effective to buy a Dossier license or Dossier On-Demand subscription.

"In practice, despite our best efforts to educate and communicate the business benefits, and also despite our even more cost-effective and granular licensing (we offer a license at very low cost for fleets with a max of 12 units or less), our experience shows that not many fleets with less than 15 or 20 units are willing or able to make the commitment to purchase and effectively utilize fleet-maintenance management software. Those that do make the commitment are able to see and realize the same percentage benefits in savings or improvements as larger fleets."

Slightly bigger than those very small operations is regional bulk hauler, H.R.

Ewell Inc. in Lancaster County, PA. With 150 tractors and 320 tank trailers, the company moves food-grade ingredients from chocolate to vegetable oil and many other bulk liquid and dry products. It uses TMT Fleet Maintenance software but, somewhat unexpectedly, on an IBM AS/400 platform. TMT also comes as a Windows-based system and can be had as a hosted, web-based product too.

Ewell's reasons for using the gold standard IBM system may well have something to do with its client base and other management needs, as well as the fact that its operation includes locations in five other states as far away as Texas. As soon as you add multiple locations the need for system strength becomes more apparent, and the option of TMT's many bells and whistles was compelling to Ewell.

When the company moved from a paper-based system to TMT just a few years ago, its particular goals were to take charge of PM schedules, parts inventory, fuel and tire usage, mechanic hours, billing, and warranty recovery.

"Our maintenance tracking history included paper invoices held in a storage facility," says operations vice president Randy Sheeler. One employee could spend hours sorting through files to reconstruct the work done on a single truck within the fleet, he says. Pulling previously filed paper invoices to track down work and costs is now a thing of the past, and the productivity gain is substantial.

That facility alone could improve life—and the bottom line—just as readily at a 15-truck fleet, but many such operations simply couldn't manage the complexity.

Can You Manage It?

Consultant Carl Tapp says one of the questions you must ask before diving into any particular maintenance software product is simple: can you support it?

Are you big enough to have an IT department that will help install and maintain the program? Or will you rely on the vendor? Is that vendor able and willing to provide initial training as well as ongoing support?

We enter into 'you get what you pay for' territory here. Obviously, an inexpensive off-the-shelf product will come with little

A NEW LINK: DIAGNOSTICS TO REPAIR

ZONAR and TMW SYSTEMS recently released a new integration providing maintenance facilities with real-time pre- and post-trip inspection results and remote vehicle diagnostics within TMT Fleet Maintenance software. TMT accesses the Zonar data to identify and prioritize repairs, pre-order parts, schedule service, and automate work orders.

This new integration provides what TMW calls "a seamless process" from data collection to service repair. The data fueling the integration stems from two of Zonar's features.

The first is its Electronic Vehicle Inspection Report (EVIR) system that verifies pre- and post-trip inspections. It complies with all DOT-mandated pre- and post-trip vehicle inspection regulations, as well as OSHA and MSHA equipment inspection requirements. The data from electronic inspections provides instant reporting and alerting of noted defects.

And then there's the V2J High-Definition GPS & Vehicle Diagnostics System that combines "next generation" GPS capabilities with the real-time delivery of vehicle condition and performance data, in one simple-to-install device.

This new source of real-time vehicle data allows fleet managers to remotely diagnose possible maintenance problems and schedule service accordingly. They can expedite the service process by creating work orders, prioritizing repairs, scheduling technician time, and ordering parts before the vehicle arrives for service. Fleets using Zonar's EVIR receive the inspection results within TMT software.

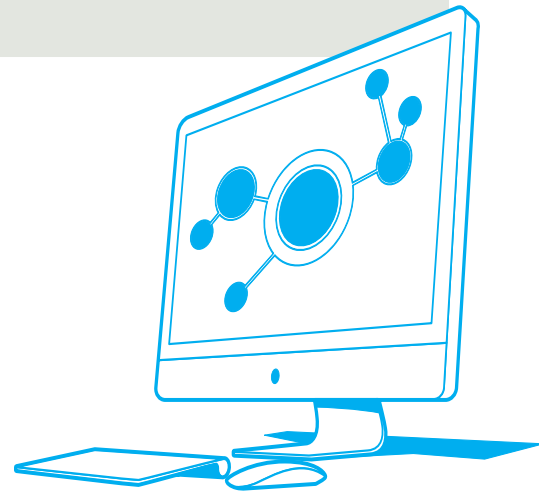


support but when you're dealing with outfits like the ones mentioned here—Arsenault, Cetaris, TMW—and others like them, you should be more or less enveloped in good will. In between there are as many variations as you can imagine.

No matter which system you choose, it won't be an easy transition, especially not if you're moving from pen and paper. But even if you're coming from some other kind of maintenance system, don't expect a perfectly smooth path.

At Skagit Transportation in Mount Vernon, WA, for example, maintenance manager Bob Dorsey looks after a fleet of 90 tractors and 200-plus trailers, and he does it with the help of the long-established TruckMate software. It's a total fleet-management system that the company uses for dispatch and accounting and whatever else, but since last July Dorsey's been using its maintenance-management module.

In fact, the company was on the ground floor of TruckMate's initial development



back in 1999, being a guinea pig of sorts for the Vancouver, BC company's entry into what was then a fledgling market. It was bought by TMW Systems some years ago but continues as a stand-alone product.

Dorsey has only good things to say about the system but admits to a challenge in implementing it in the Skagit maintenance operation.

"Before I arrived in 2004 we had just used the 'work order to spreadsheet' method,"

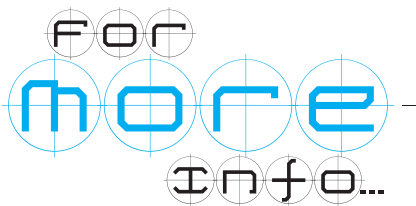
he explains. He looked at TruckMate then but chose something else in the end.

"The first few years were good but then lack of upgrades made that program antiquated and we started looking at TruckMate once again, and switched because of the integration into our other departments and updates to their software.

"The integration took a lot of time and self learning," Dorsey says. "They [the vendor] gave a brief overview of the different sides of the maintenance program and set up our parts stock. Fortunately I have a lot of computer knowledge under my belt so using the software was not really difficult after a few test runs. They do offer great support for the product though."

Dorsey warns that the process demands "many hours of input" at first to get your parts and vehicles entered into the system, depending on how much information you want and how large your fleet and parts inventory is. That was a common refrain amongst the maintenance managers we spoke to for this article. Uniformly, they said that accuracy at that inputting stage is crucial but it remains important all the way through.

"Our main goals were to integrate maintenance with operations and accounting," Dorsey explains. "It's easier now in terms of accounting and tracking of the maintenance costs of our equipment. I can also see where our equipment is and schedule maintenance. It also helps control our inventory which is quite diverse."



www.ambrotransport.com

arsenault.com

cetaris.com

hrewell.com

oandstrucking.com

skagitrans.com

tmwsystems.com

tmwsystems.com/truckmate

zonarsystems.com

Staying On Top

No matter which one you choose, a maintenance-management system isn't a set-it-and-forget-it kind of thing.

At O&S Trucking, Jim Frieze says he and his maintenance staff meet every week if there are issues to address, specifically in terms of their Fleet Assistant software. They never go beyond two weeks.

"It's a matter of constant reinforcement," he says.

You can't leave it longer than a week or two to deal with issues because they become old news fast.

Bottom Lines

Being in control of the maintenance function seems like an obvious priority, a necessity, no matter how many vehicles are being cared for. But does it always demand some big hairy program? The answer is no, it doesn't, but that really depends on fleet size.

"There are quite a few maintenance programs out there these days, but which one is the best depends on your needs," says Skagit's Bob Dorsey. "For some, it just may be the old standby Excel spreadsheet; for others they may want to integrate it into the rest of the company, therefore requiring a more complex system. It's something that takes much time and consideration, especially with the new laws out there and all of the maintenance tracking that a company has to do."

That latter point is the key, and the brutal truth is the 20-truck operation has exactly the same set of legal obligations as the fleet with 2000 vehicles. Meaning that at the very least, PM scheduling has to be managed to near perfection. If it can be done with a simple spreadsheet, great, but can it? Long before you talk about managing warranty and tracking component costs and managing parts inventory, there's the basic job of keeping trucks and trailers in roadworthy condition. Compliant condition, with records to prove it. The right management system can make the job much easier.

We'll give Charles Arsenault the last word here.

"Trying to manage a fleet using less technology is like settling to 'not lose too much money.' In this troubled economic environment, that just won't do," he says.

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NEW 2014 CASCADIA

Sips Less Fuel Than A 2010

FREIGHTLINER UNVEILS EFFICIENT CASCADIA EVOLUTION WITH ENHANCED DD15

FREIGHTLINER says its 2014 Cascadia Evolution, with improved Detroit DD15 power, delivers as much as a seven-percent improvement in fuel economy over an EPA 2010-compliant Cascadia equipped with a first-generation aerodynamic package.

The new model sports some of the most advanced aerodynamic enhancements in the industry, the company claims, adding that it even beats a current-model 2013 Cascadia equipped with the latest aerodynamic upgrades. By a solid five percent.

The Evolution's aerodynamic features were developed using Daimler Trucks North America's own wind tunnel—the only full-scale, OEM-owned and—operated wind tunnel for big rigs in North America. The truck was also extensively tested on highways throughout the U.S..

You'll see several frontal-area updates designed to improve airflow and aerodynamics including a new air dam, bumper closure, and a hood-to-bumper fill.

There's also an improved windshield seal, elliptical-shaped aerodynamic mirrors, and an integrated antenna. New

wheel covers on the rear tandem axles, chassis side fairings, and 20-in. side extenders further contribute to the truck's efficiency.

Cooling enhancements include a 1,400-sq-in. radiator with a revised baffling system and new mounting design that are said to improve cooling capacity and increase durability.

Standard equipment includes Freightliner's proprietary Run Smart Predictive Cruise system.

Available only in the Cascadia Evolution, the newly designed DD15 engine features a proprietary asymmetric turbocharger with a next-generation 'amplified common rail' fuel system (ACRS). The turbo is said to be less complex than variable-geometry types and the company says it's "optimally matched" to the DD15's EGR system for best fuel consumption. The ACRS delivers higher injection pressure for better combustion control and a simplified design for optimal regenerations. Usefully, the new DD15 is more than 100 lb lighter than its predecessor.

The Detroit Virtual Technician system is standard on the Evolution, helping reduce downtime by providing real-time engine diagnostics.

The new Cascadia joins a lineup of fully compliant GHG14 vehicles. DTNA's complete portfolio of model year 2013 on-highway, vocational and medium-duty vehicles was certified by the Environmental Protection Agency as fully compliant with the new GHG14 regulations. DTNA is alone with this certification.

Production will start in 2013.

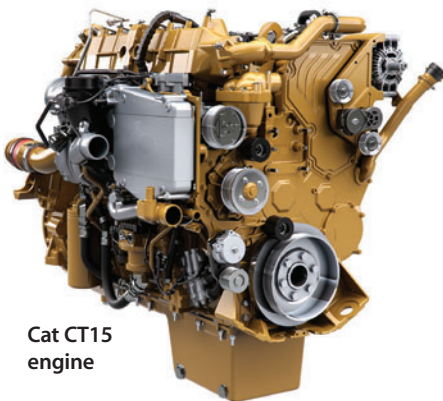
See www.freightlinertrucks.com and www.demanddetroit.com

CAT'S CT15 READY

NEW CATERPILLAR CT15 ENGINE OFFERS UP TO 550 HP IN CT660 VOCATIONAL TRUCK

The new **Cat** CT15 engine joins the CT11 and CT13 as the third engine option for the Cat CT660 vocational truck. Ratings go as high as 550 hp and 1850 lb ft of torque. It's now available for order with production having started last month.

The CT15 is based on a proven Caterpillar block and crankshaft with billions of miles of operation in demanding truck applications, the company notes. Its dual sequential turbochargers and high-pressure common-rail fuel system



Cat CT15 engine

enable the CT15 to reach peak torque at 2100 rpm. Interstage cooling between turbochargers increases air density to maintain power as speeds increase.

The CT15 also offers an engine brake rated at more than 600 hp.

Like the CT11 and CT13, and like the International engines its emissions system is based on, it features advanced EGR that reduces NOx in-cylinder.

The CT15's single electronic control module and relatively few electrical connections are said to enhance reliability and reduce diagnostic and maintenance time. The foam-molded wiring harness secures wires and connections, Cat says, and internally, the "premium" cam and rolling element valve train reduce friction and operational loads.

See www.drivecat.com

REMOTE DIAGNOSTICS

NEW AFTERMARKET SERVICE IS STANDARD ON ALL VOLVO-POWERED VN MODELS

The new **Remote Diagnostics** aftermarket service from Volvo Trucks is said to provide a seamless, dynamically connected system of vehicle-management tools to help maximize uptime. Standard on all Volvo-powered VN model highway trucks, it's been tested for nearly a year with 15 carriers in the U.S. and Canada, including Challenger Motor Freight in Cambridge, Ont.

customer communication through the Volvo Action Service 24/7 support team. You'll see confirmation of parts on-hand before a truck arrives at a service location.

Remote Diagnostics also provides service case communication and documentation among Volvo Action Service, dealers and customers through ASIST, Volvo's web-based service management tool, which comes free for two years on all new Volvo trucks.

See www.volvotrucks.us.com

NEW WESTERN STAR

WESTERN STAR ADDS A FIFTH WHEEL TO THE 4700

Western Star has introduced a tractor version of the 4700-model truck launched a year ago. Featuring several fifth-wheel options, the new tractor is especially suited to bulk-haul, local delivery, and construction applications.

Available in both set-forward and set-back day cab configurations, the 4700



The company says it "maximizes vehicle uptime by reaching far beyond proactive diagnostics to deliver total connectivity among the vehicle, Volvo and the decision-makers responsible for maintenance."

It leverages Volvo's support network and service management tools to address service issues before they occur, the company says. Volvo has offered such fleet-management tools since 2002.

Remote Diagnostics provides proactive diagnostic and repair-planning assistance with detailed analysis of critical diagnostic trouble codes. The remote communication platform facilitates live dealer and

tractor has a "high visibility hood" and a wide variety of wheelbase options. From lightweight Cummins ISC and ISL engines to the much larger Detroit DD13, you've got power ratings from 260 to 470 hp.

Transmission offerings include Allison automatic, Eaton manual, and Eaton UltraShift Plus.

New options for the whole 4700 product line include Hendrickson and Watson Chalin lift axles; new roof fairings and side extenders; and Chalmers rubber-spring suspension.

The 4700 tractor is available to order now.

See www.westernstartrucks.com

IMPROVED STEER TIRE

CONTINENTAL'S HSL2 ADDS ECO PLUS COMPOUNDING, SAVES FUEL

Eco Plus compounding, said to be the source of low rolling resistance and fuel efficiency in its medium-duty truck tires, has been added to **Continental's** high-way steer tire, the HSL2.

Continental is in fact converting its entire portfolio of HSL2 products to the Eco Plus line. The previous-generation HSL2 will be phased out, with all sizes changed to HSL2 Eco Plus by the end of summer.



The new HSL2 Eco Plus offers not only SmartWay-verified fuel-saving performance, but also advanced wear characteristics, the company says.

The HSL2 Eco Plus is said to bring several features from the previous-generation product, like increased tread-wear volume.

Other features include a premium four-ply belt package and advanced bead-chafer construction for extended product life through the retreading phases, Conti says.

The HSL2 Eco Plus is available now in sizes 11R22.5, 275/80R22.5, 11R24.5, and 285/75R24.5, all with 19/32nds tread depth in load ranges G and H.

See www.continental-truck.com

AIR HOSES

ALLIANCE TRUCK PARTS ADDS COILED AND STRAIGHT AIR HOSES TO ITS LINEUP

Alliance Truck Parts, a Daimler Trucks North America subsidiary, has added coiled and straight air-hose assemblies, gladhands, and related accessories for class 6-8 heavy-duty trucks to its product portfolio. It aims to provide quality, frequently replaced parts at "value" prices, the company says.

The new line of air hoses is engineered to perform in temperatures down to -40° F, where many hoses become brittle and fail. They also feature heavy-gauge spring guards to protect against kinks. Optional features include colored anti-kink glad-hand grips.

As well as SAE-rated straight aluminum gladhands, angle-mount gladhands for trailer nose applications are also available, as are shutoff gladhands.

To consolidate both air and electrical hookups, Alliance offers its 3-in-1 AirPower line which includes air hoses and an ABS-rated seven-way green electrical cable assembly. The three lines are joined together in a spiral wrap, offering protection against rubbing, tangling, and incidental damage.

See www.alliancetruckparts.com



SPINDLE NUT

HENDRICKSON'S TWO-PIECE SPINDLE NUT MAXIMIZES BEARING AND SEAL LIFE

Hendrickson Trailer Commercial Vehicle Systems now incorporates its patented Precision240 two-piece spindle nut system into its lineup of Ready-To-Roll proprietary wheel-end packages. The nut, designed for tapered spindles, will be an available option with Hendrickson's HVS and HLS wheel-end packages beginning third-quarter 2012.

The new nut joins the Precision320 nut system that's been available on Hendrickson's HXL7 wheel-end system since August of 2009.

These patented two-piece spindle-nut systems are said to provide fine-tuned adjustment increments, with nearly five times the adjustment resolution of other popular two-piece systems, to achieve more precise end-play settings. They also allow Hendrickson to control the amount of pre-load on the bearings during installation.

Hendrickson's patented precision nut systems guarantee that bearing end play is set correctly the first time, the company says.

See www.hendrickson-intl.com

CRASH MANAGEMENT

VIGILLO GOES TO MARKET WITH CRASH-MANAGEMENT SYSTEM

Vigillo, creators of data-mining software that delivers fleet safety information in a scorecard format, has released its new Crash Management System (CMS). Web-based, it's the seventh product in the company's Daylight Suite designed to users the tools they need to succeed under CSA.

CMS will enable efficiencies in any carrier's accident process, the maker claims, including a "one-of-a-kind" web-based Accident Register.

This is a cloud-based application for tracking DOT reportable and non-reportable crashes and tow-aways in a single place.

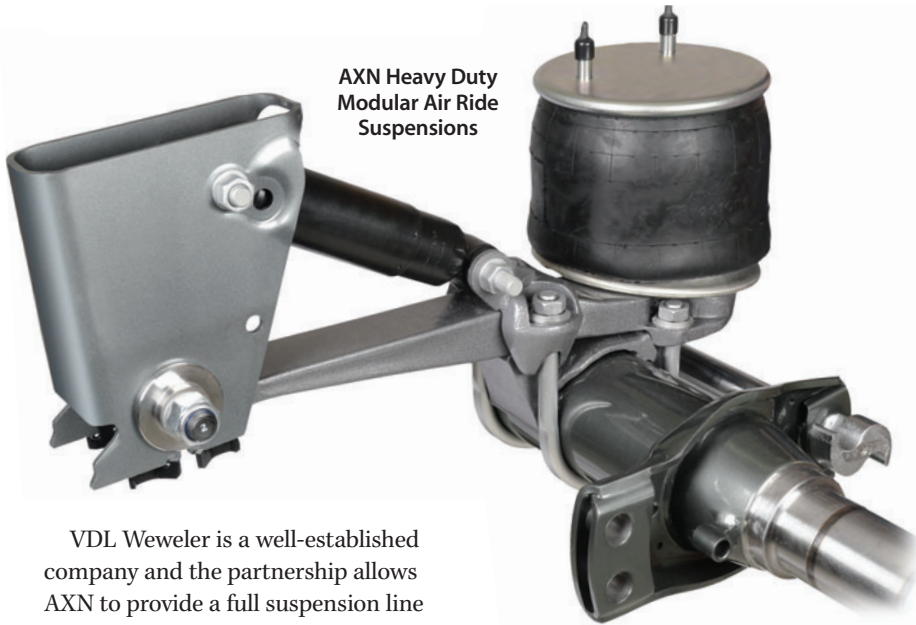
See www.vigillo.com

TRAILER SUSPENSION

AXN LAUNCHES MODULAR AIR-RIDE SUSPENSION

AXN Heavy Duty has announced the launch of its new line of Modular Air Ride Suspensions (MARS), in concert with its European partner, VDL Weweler.

The new line of lightweight air suspensions has a patented "weldless" axle connection that uses formed retention grooves on the axle. The design eliminates all suspension-to-axle welds. The result is said to be an easier installation for the OEM, plus easier and less expensive service for the fleet.



AXN Heavy Duty Modular Air Ride Suspensions

VDL Weweler is a well-established company and the partnership allows AXN to provide a full suspension line tailored for the North American market.

The launch plan includes initial availability of the MARS-23 now, with releases of the 25,000-, 30,000-, and 20,000-lb versions to follow. A slider-mounted tandem for vans and reefers will be available by the end of 2012.

Not yet well known, AXN Heavy Duty, LLC is a privately held manufacturer and supplier of undercarriage systems to the heavy-duty trucking industry, both trucks and trailers, plus the bus segment. It serves both OEM production and related aftermarkets. Based in Louisville, KY, the company has a truly state-of-the-art manufacturing facility in Taishan, China.

See www.axnheavyduty.com

TIRE INFLATION

VIGIA HAS INTRODUCED A TIRE-INFLATION SYSTEM FOR TRAILER STEERING AXLES

The new **Vigia** internal automatic tire-inflation system can be installed on most trailer steering and lift-steering axles. Both dual and wide-base tires can be outfitted. Specifically developed for trailers, and said to be a first, the system delivers air to the tires through conduits inside the axle so no lines are externally visible. Rotating valves are placed outside the hubcap preventing water and other contaminants from entering the hub. Since pressurized air travels inside the lines, Vigia says there's no pressure building inside the axle or hub, nor oil leaking out the hubcap.

Vigia's offerings include dedicated systems for tractor-trailer combinations, trailer-only systems, and external or internal system connections. With the company's new NM343 telematics control module, operators can access information on the status of the system in real time on any computer or mobile device. Managers can know that a tire is low in pressure even before the driver.

Vigia tire-pressure systems are claimed to "virtually eliminate" the need for road-service calls and expensive downtime. If a tire has been punctured, the system will continue to inflate that tire and, at the same time, let the driver know what's happening.

See www.vigia.ca

UPGRADED EOBR DEVICE

RAND MCNALLY OFFERS NEW PRICING AND FEATURES, PLUS A THREE-YEAR WARRANTY The TND 760 Fleet Edition is a "next-generation" in-cab EOBR device that installs in less than 30 minutes and is said to be easily adopted by drivers. And **Rand McNally** has just added a new pricing plan and new features, while a long three-year warranty is standard, up from one year.

The hardware cost starts at \$649 (all prices in US dollars) plus \$19.95 per month for service. For \$799 the device also comes loaded with Rand McNally navigation. Lease options are available starting at \$39 a month.



Three monthly service-plan options are also available. The EOBR plan, offering electronic hours-of-service and vehicle-inspection reporting, is \$19.95/month; the Basic plan, with vehicle positioning and online mapping, text and form messages, driver e-mail and attachments, as well as integration access via Rand McNally Connect, is \$29.95; and the full Enterprise plan that layers on a driver scorecard, vehicle performance, critical event





VOLVO IS TAKING STEPS WITH A 13-LITER LNG ENGINE

VOLVO is bringing a new 13-liter LNG engine to North America in 2014, part of the company's new 'Blue Power' strategy. Intended to complement the company's existing Cummins Westport-powered VNM and VNL model daycabs fuelled by CNG, it will also be available in Mack trucks.

Trace amounts of diesel will ignite the natural gas in the new LNG engine, delivering a claimed 30-percent fuel-efficiency improvement over spark-ignition engines. It's said to reduce greenhouse gas emissions

by 20 percent compared to diesels. Volvo is aiming the engine at long-haul applications and says that it can meet the above numbers without cutting into power, torque or fuel efficiency.

While the engine will be a certified Volvo motor, the company is working with Westport in its development.

"We're not putting all our eggs in one basket," said Olof Persson, Volvo Group president and CEO, during a roundtable discussion with trucking journalists at the engine's introduction.

"We don't know where it will go," he said bluntly on the topic of new fuel alternatives. Volvo still questions CNG and LNG as viable long-term fuel options.

While Persson stressed that they want to bring the technology that Volvo customers are asking for, the immature natural gas infrastructure, as well as the fact that it's not a renewable fuel, has given them pause in diving headfirst into CNG and LNG.

"None of these fuels is a slam dunk," added Ron Huibers, president of Volvo Trucks North America.

reporting and vehicle maintenance, costs \$39.95. These prices are based on a three-year commitment.

The company says that new features are coming on stream in the next few months.

The TND 760, Fleet Edition, integrates with a truck's on-board computer and sends and receives information via both wi-fi and cellular modes. It doesn't require the installation of a separate 'black box' monitoring unit.

See www.randmcnally.com/tnd760

CARGO SECURITY

ATA PUBLISHES 'PRACTICAL CARGO SECUREMENT: GUIDELINES FOR DRIVERS, CARRIERS AND SHIPPERS'

Distributed in collaboration with the Commercial Vehicle Safety Alliance (CVSA), this guidebook from the **American Trucking Associations (ATA)** may well be an essential tool. It's based on the North American Cargo Securement Standards, outlining proper cargo securement and providing "easy to read" diagrams, pictures and charts on the principles of preparing cargo for transport. It covers vehicle requirements for vans and flatbeds, cargo tiedowns, loading and securing all types of freight, inspecting cargo, and enforcement and compliance.

The regulations adopted by both the United States (49 CFR Parts 392 and 393) and Canada (NSC Standard #10) are included. Distributed by ATA and the CVSA, this is said to be the same tool used by law enforcement.

The list price is US\$20.00, or \$15.00 for ATA members.

See www.atabusinesssolutions.com

OWNER-OPERATOR PAY

ALJEX DRIVER PAY DASHBOARD SIMPLIFIES AND DECENTRALIZES THE DRIVER PAY PROCESS

Aljex Software has introduced the Driver Pay Dashboard, a new software tool that displays all the information needed to manage and pay owner-operators on a single screen. It's offered with Aljex Vision software hosted on the Internet.

The software displays all of a driver's current loads and all loads waiting for payment. You can see all the driver's

pending pay deductions as well as escrow accounts and balances.

The Dashboard displays and links to driver/carrier history, driver/carrier qualification, carrier compliance with supporting documentation, and driver vacation information.

It also links to the Aljex invoicing system and scans for each pro bill, so while you're processing a driver's paperwork, you can also view and update the invoice and scan documents for that pro.

Aljex Vision software requires no major, upfront investment and can be set up in a matter of days. Updates and enhancements are automatic.

See www.aljex.com

NO-IDLE AC

NEXT-GENERATION SLEEPING WELL ARCTIC PLUS AC SYSTEM

Indel B has introduced the second-generation Sleeping Well Arctic Plus, a 12-volt DC no-idle air-conditioning system.

The new Arctic Plus is still a three-component system like its predecessor, but it's a fully 12-volt arrangement with



Indel B's Sleeping Well Arctic Plus

the same 6150-BTU output. Having a "true" 12-volt system has allowed engineers to make more than 30 system improvements, the company says.

The new version sees a dramatic 30 percent reduction in power consumption, down to only 55 amps/hour at maximum output. Advantages are said to include improved system run time, better system reliability, and extended auxiliary battery-pack life. As well, the

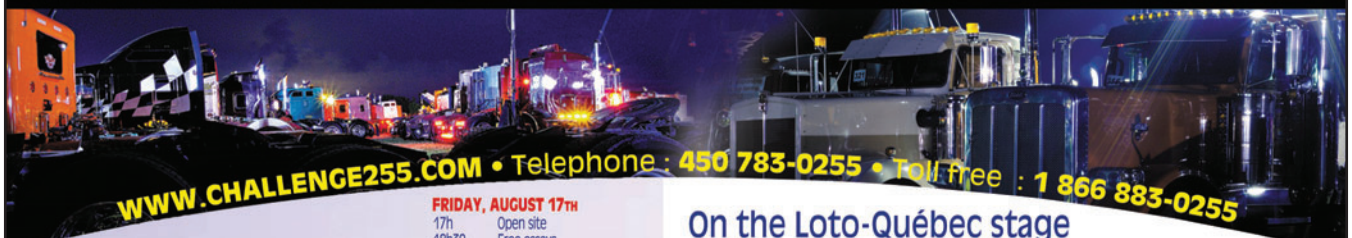
overall size of the system's three components has been reduced.

A new display with diagnostic capability can help the driver in the case of a system failure to ensure easier and faster service if required. There's also a remote control.

The new Arctic Plus should keep the cab cool for 10 hours even in the warmest climates, says Indel B.

See www.sleepingwell-ac.com

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21h **GIRLS WANNA HAVE FUN!** followed by **THREE OF US**

SATURDAY, AUGUST 18th

8h Free essays
9h30 Arrival of antique vehicles
10h Moto's qualification
10h30 Races begin
19h - 21h Show N'Shine Sound & Lights
21h **AKASHA** followed by **THREE OF US**

SUNDAY, AUGUST 19th

8h Open site
8h30 Truckers's mass
9h Races begin
15h Beginning of finales
17h Show N'Shine Parade
Awards and trophies

On the Loto-Québec stage



August 17th, 21 h
GIRLS WANNA HAVE FUN!
followed by **Three of us**



August 18th, 21 h
AKASHA
followed by **Three of us**

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SPECIAL EVENT



ARI-HETRA
heavy-duty stands

ALIGNMENT STANDS

ALS-18 HEAVY-DUTY STANDS
FROM ARI-HETRA

ARI-HETRA says its portable Model ALS-18 heavy-duty alignment stands are to be used in conjunction with the HDML Mobile Lifting System, providing a portable alignment solution that doesn't require a dedicated service bay.

The ALS-18 stands are said to provide ample under-vehicle access making it easy to inspect, adjust, and replace steering and suspension components during an alignment. They're easy to move using a pallet jack and can be put away when the alignment is complete. The company offers both turn plates and slip plates or you can use your own. Lifetime training is included.

Setting up and using the stands is easy, the company says. Once the vehicle has been raised and the stands are in place, the technician ensures they're level by adjusting the feet while viewing the built-in bubble levels. The stands will self-center to the wheels of the vehicle.

See www.ari-hetra.com

CLOUD-BASED MANAGEMENT

DESCARTES UNVEILS NEW
CLOUD-BASED MANAGEMENT SUITE

The new cloud-based release of **Descartes Systems Group's** Transportation Management suite covers off small-package shipping, fleet routing, mobile applications, and telematics. It's a

'closed-loop' system that optimizes and executes shipments and tracks deliveries.

As part of the company's Logistics Technology Platform, the suite is said to be ideal for organizations with private fleets, small package shipments, or complex execution challenges.

Capabilities include common carrier or fleet selection made through bi-directional planning with flexibility to allow either the contract-carrier planner or private-fleet planner to drive the decision-making process and manage over-capacity exceptions. Fleet plans are made using complex and detailed street-level, optimized fleet-routing decisions to minimize costs and maximize customer service.

Because the suite is cloud-based, customers simply connect to it by way of a standard web browser.

See www.descartes.com

SERVICE CRANES

FIVE NEW PALFINGER CRANES,
ELECTRIC OR HYDRAULIC

Omaha Standard recently introduced five new models of Palfinger service cranes.

Their model numbers—PSC 3216, PSC 4016, PSC 4025, PSC 5025 and PSC 6025—correspond to their maximum capacity. They're available in both electric and hydraulic versions and, starting with the 4000-lb. model, will be offered with up to 25 ft of reach. The design integrates many of the same features as the current line of cranes released in 2010.

The new cranes are claimed to offer

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WEEKLY PUMP PRICE SURVEY / cents per litre

Prices as of June 12, 2012 • Updated prices at www.mjervin.com

CITY	Price	(+/-) Previous Week	Excl. Taxes
WHITEHORSE	132.4	-0.5	114.9
VANCOUVER *	136.9	-1.0	94.0
VICTORIA	130.9	-0.8	95.8
PRINCE GEORGE	123.9	0.3	92.6
KAMLOOPS	125.2	-1.0	93.9
KELOWNA	126.9	0.3	95.5
FORT ST. JOHN	128.9	-1.0	97.4
YELLOWKNIFE	137.6	0.0	117.9
CALGARY *	106.9	-4.3	88.8
RED DEER	110.4	-1.0	92.1
EDMONTON	110.2	-1.3	92.0
LETHBRIDGE	114.2	-0.7	95.8
LLOYDMINSTER	114.6	-1.3	96.1
REGINA *	111.2	-4.1	86.9
SASKATOON	114.5	-2.2	90.0
PRINCE ALBERT	120.2	0.0	95.5
WINNIPEG *	116.1	-1.0	95.1
BRANDON	112.7	-2.2	91.8
TORONTO *	121.1	-0.8	88.8
OTTAWA	123.9	-1.3	91.3
KINGSTON	122.4	-1.0	90.0
PETERBOROUGH	119.6	-2.2	87.5
WINDSOR	114.9	-2.7	83.4
LONDON	121.7	-2.0	89.4
SUDBURY	122.0	-2.5	89.7
SAULT STE MARIE	123.4	-1.5	90.9
THUNDER BAY	124.6	-1.2	91.9
NORTH BAY	122.1	-2.6	89.8
TIMMINS	127.9	-3.2	94.9
HAMILTON	121.7	-2.5	89.4
ST. CATHARINES	120.2	-1.7	88.1
MONTRÉAL *	129.9	-2.0	90.8
QUÉBEC	130.2	-0.7	91.1
SHERBROOKE	128.4	-4.6	89.4
GASPÉ	129.9	-2.0	94.6
CHICOUTIMI	130.5	-0.5	95.1
RIMOUSKI	128.4	-1.0	91.4
TROIS RIVIÈRES	128.9	-1.0	89.9
DRUMMONDVILLE	129.9	-5.0	90.8
VAL D'OR	130.2	0.0	94.9
SAINT JOHN *	124.2	-4.1	86.7
FREDERICTON	124.5	-4.1	87.0
MONCTON	125.3	-4.0	87.7
BATHURST	126.8	-4.1	89.0
EDMUNDSTON	126.5	-3.5	88.8
MIRAMICHI	125.9	-4.1	88.2
CAMPBELLTON	126.0	-4.1	88.3
SUSSEX	124.5	-4.7	86.9
WOODSTOCK	125.5	-5.0	87.9
HALIFAX *	119.6	-4.4	84.6
SYDNEY	122.8	-4.4	87.4
YARMOUTH	121.9	-4.4	86.6
TRURO	120.9	-4.3	85.8
KENTVILLE	121.4	-3.7	86.2
NEW GLASGOW	122.0	-3.7	86.6
CHARLOTTETOWN *	120.3	0.0	90.4
ST JOHN'S *	127.8	-4.1	92.6
GANDER	127.3	-4.1	92.2
LABRADOR CITY	134.7	-4.6	98.7
CORNER BROOK	128.5	-4.1	93.2
CANADA AVERAGE (V)	119.6	-2.5	89.5

V-Volume Weighted

(+/-) indicates price variations from previous week.

Diesel includes both full-serve and self-serve prices.

The Canada average price is based on the relative weights of 10 cities (*)

www.espar.com



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The screenshot displays the TruckandTrailer.ca website. At the top, the logo reads "Truck and Trailer.ca" with the tagline "Canada's #1 Source for Buying or Selling Heavy Trucks and Trailers". Navigation tabs include HOME, SELL, FIND A DEALER, PRODUCTS & SERVICES, INDUSTRY NEWS, and QUICK SEARCH. The main content area is divided into sections for buying and selling trucks and trailers, with filters for application, make, and location. A "SEARCH" section allows users to find vehicles by make/model and location. A "FEATURED INVENTORY" section shows various truck models. There are also several news articles and a "Featured Dealer Site" for KIDTrailer.ca.

BUY Trucks (4,449) Trailers (3,181)

SELL

FIND A DEALER

SEARCH

Make/Model: New Used **Where:** All Locations **FIND**

Example: Make Model Year....

1 NewsFIRST Newsletter

Start your week on top of the news

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Harper's man faces truckers in riled riled west
EDMONTON -- Alberta truckers recently grabbed the federal government's ear and here's what they had to say:...more

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From Michelin, the X Works XDY and XDY-EX2 on/off-road tires...more

SUSPENSION OPTIONS
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“superior” lift-to-weight ratios and hydraulic reaches with lifting capacities ranging from 12,500 to 38,500 lb ft.

Their new features include Palfinger’s proprietary hexagonal boom design that’s said to eliminate boom sway while adding stability during long reaches. They also have a winch-integrated, two-block damage-prevention system eliminating cords and reels to end of the boom tip. Wireless remote control is standard on all models with manual over-ride controls.

The cranes also have two powered extensions with internal cylinders offered optionally, a maintenance-free extension system, E-Coat paint, and SAE hoses with JIC fittings for easy field maintenance.

See www.omahastd.com

ANTI-SPRAY FENDER

BETTS SPRING OFFERS LIGHTWEIGHT POLY FENDER WITH ANTI-SPRAY BENEFITS The SprayOff Anti-Spray Poly Guard is the latest spray-suppression product from **Betts Spring Company**. It’s said to be lightweight and strong while incorporating a unique channel design that controls road spray.

Among its benefits is diminished damage from corrosion. Such damage can be reduced if fewer anti-icing chemicals come in contact with vehicle surfaces or enter the vehicle systems. By redirecting road spray down and away from the vehicle in a controlled manner, SprayOff is said to limit a root cause of corrosion. Control of road spray also increases the truck driver’s outward vision and promotes a good view of the road for other drivers as well.

SprayOff guards are said to weigh “substantially less” than most typical poly quarter fenders, while also being very durable.

They accept multiple top flaps, are assembled in standard or low-mount configurations which can be field modified, and they’re unhandled, accommodating an easy change from left to right.

See www.bettspring.com



Phillips and Temro shore-power connector kit

SHORE-POWER KIT

FROM PHILLIPS AND TEMRO COMES A SHORE-POWER CONNECTOR KIT

The new **Phillips and Temro Industries Cab Power** connector kit consists of an electrical receptacle for mounting on the exterior of the truck cab, a cab-interior 120-volt AC outlet and wiring harness, as well as an on-off switch and a ground fault circuit interrupter. The connector kits allow drivers to plug in to power pedestals at truck stops and other locations.

See www.phillipsandtemro.com

TRAILER MONITORING

BLUE TREE AND MCLEOD COMBINE TO MONITOR TRAILER LOCATION AND TEMPERATURE IN REAL-TIME

Blue Tree Systems, provider of the R:Com fleet-management system, and McLeod Software have integrated the former’s trailer-tracking and temperature-management system with the latter’s LoadMaster enterprise operations-management system. The interface is said to provide carriers with real-time visibility on trailer positions, temperatures, and other cargo sensors while in transit.

Carriers using the two together will receive trailer status updates and can set temperature limits for any given load so that abnormal conditions or temperature alarms are detected and brought to the attention of the right people immediately. Alarm reports for sensors such as refrigeration unit power/battery can also be delivered via the LoadMaster Rapid

Alert module. As well, load temperature history is maintained in the LoadMaster system for each load, giving carriers the necessary proof that specified temperatures were maintained throughout the entire dispatch process.

See www.bluetreesystems.com and www.mcleodsoftware.com

NO MORE CORROSION?

PHILLIPS SAYS IT HAS A WAY TO END ELECTRICAL CABLE CORROSION **Phillips Industries** has introduced its new Sta-Dry QCMS2 plug/socket designed specifically to eliminate the corrosion damage caused when road contaminants enter a truck’s electrical system.

It incorporates a Sta-Dry seal that semi-hardwires the electrical cable to the tractor, completely stopping any debris from entering, according to Phillips. And since it’s rarely removed from the tractor, there should be even less chance for



damage. The other end of the electrical cable features Phillips’ field-repairable QCP plug. If the plug begins to show signs of corrosion, the cartridge can be easily replaced, keeping the QCMS2 attached to the tractor without breaking its sealed connection.

The housing is completely sealed for maximum protection against magnesium and calcium chlorides, the maker says.

See www.phillipsind.com

YOU CAN'T GET THERE FROM HERE

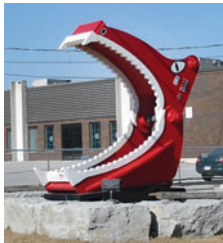


Have Bus Will Eat

Every month we award a fabulous **Today's Trucking** Cap to the first 10 eagle-eyed readers who identify our roadside attraction. Last month's iron gargoyle fiercely guarded Ontario's thriving manufacturing sector from its post in front of Nye Manufacturing on Mavis Road in Mississauga. And just to keep the other guys guessing, Nye switches up the statue every once in a while. This one's since been dismissed from active duty.

If you can tell us where **this month's little roadside joint** is, you can be the first on your block to have a swell cap. Give Jason Rhyno a call at:

June Answer:
Nye Manufacturing,
Mavis Road,
Mississauga, ON.



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COMPANY NAME _____

COMPANY ADDRESS _____

CITY _____ PROV. _____ POSTAL CODE _____

TEL () _____ FAX () _____

E-MAIL _____

1 HOW MANY VEHICLES ARE BASED AT (OR CONTROLLED FROM) THIS LOCATION? PLEASE INDICATE QUANTITIES BY TYPE

TRUCKS _____ TRUCK TRACTORS _____

TRAILERS _____ BUSES _____

OFF ROAD VEHICLES _____

2 ARE ANY OF THESE VEHICLES ...

A. In any of the following Gross Vehicle Weight Classes?

Class 8: 33,001 lbs. GVW & Over Yes No

Class 7: 26,001 to 33,000 GVW Yes No

Class 6: 19,501 to 26,000 GVW Yes No

Class 3, 4, or 5: 10,001 to 19,500 GVW Yes No

Class 1 or 2: Under 10,000 lbs. GVW Yes No

B. Refrigerated Yes No

3 DO YOU HAVE MAINTENANCE SHOP FACILITIES AT THIS LOCATION? YES NO How many mechanics here?

4 INDICATE YOUR PRIMARY TYPE OF BUSINESS: Check ONE category only.

(A) For-hire (Common & Contract Trucking)

(B) Lease-Rental

(C) Food & Beverage Production/Distribution

(D) Farming

(E) Government (Fed., Prov., Local)

(F) Public Utility (electric, gas, telephone)

(G) Construction/Mining/Sand & Gravel

(H) Petroleum/Dry Bulk/Chemicals/Tank

(I) Manufacturing/Processing

(J) Retail/Wholesale/Delivery

(K) Logging/Lumber

(L) Bus Transportation

(M) Moving & Storage

(N) Waste Management

(O) Other

5 DO YOU SPECIFY, SELECT OR APPROVE THE PURCHASE FOR ANY OF THE FOLLOWING? Check ALL that apply.

- A. New vehicles & components**
- 01 Trucks, Tractors
- 02 Trailers
- 03 Powertrain components (engines, transmissions, axles)
- 04 Vehicle systems (brakes, lighting, suspensions, cooling, electrical)
- 05 Tires, Wheels (new or replacement)
- 06 Vehicle appearance (paints, markings - new or replacement)
- B. Replacement Components, Parts & Supplies**
- 07 Replacement parts (filters, electrical, engine parts, brakes, suspensions, exhaust)
- 08 Major replacement components (engine, transmissions, exhaust)
- 09 Oils, Additives & Lubricants
- 10 Shop equipment and tools
- C. Fleet Products & Services**
- 11 Equipment Leasing
- 12 Computers, Software
- 13 Financial services, Insurance
- 14 Fleet management services (fuel reporting, permits, taxes)
- D. 15 None of the above**

TO BE COMPLETED BY NON-TRUCK OPERATORS ONLY!!!

What best describes your basic business as it relates to truck/bus fleets? (Check Only ONE)

- MANUFACTURER (including factory branches) of trucks, buses, trailers, bodies, components, parts, supplies or equipment.
- NEW VEHICLE DEALER/ trucks, tractors, trailers.
- HEAVY DUTY WHOLESALER/ components, parts, supplies or equipment.
- INDEPENDENT FLEET SERVICE/REPAIR SPECIALIST
- OTHER (Specify) _____



By Peter Carter

All Roads Lead to The Lakehead

Really. That's why it's such a trucker friendly and important city.

I forget a lot of firsts, but I remember the first time I hit black ice. I was 17 and driving from Sudbury to Thunder Bay with my pal Mike Blondin. My sister Bertholde had lent us her sporty new Buick Century to visit my other sister, Mary, who worked in The Lakehead.

I'm pretty sure she won't know until she reads this column but the fact is, that day, Bertholde came very close to losing her car. (Not to mention a brother.)

It was on a sunny afternoon, around this time of year. We had just left Wawa and were cresting one of those spectacular rises where the road soars above Lake Superior.

We entered a small rock cut, and Highway 17 was shaded by the granite rocks. I knew immediately I had lost control.

The highway curved, we headed straight for the ditch. But a moment before our wheels left the highway, the ice ran out, our radials gripped tar, and nothing bad happened.

I'm telling you this because; a) I'm alive to do it; and b) last month, I was chatting with Lakehead Mayor Keith Hobbs, who shared a black-ice story of his own.

Before he was Mayor, Hobbs was an OPP officer. One day he was doing surveillance in an unmarked car and he too, hit black ice. But his car flipped. Hobbs said a trucker came to his rescue.

I told him I wasn't surprised on a number of fronts.

First, for truckers, helping other drivers comes with the CDL.

Second, I've always found people in Thunder Bay extraordinary. I love that place.

Thunder Bay is to cities what the Ford F-150 is to pickups. Steady, beautiful, best in class.

It's clean, scenic in summer and winter, and if you like vodka and saunas, all the better. I think there are more Finns in The Lakehead than Helsinki.

Other reasons I like The Lakehead? My friend Nigel's pretty and smart wife Roberta Mack is from there. My nephew Paul Fairman and niece Sister Pat Carter earned their first degrees at Lakehead U. One of my journalism school pals, Barrie Ward, is a

Thunder Bay native and he's a nice guy so that's a good reason to like a place right? I've also tons of great memories of the city.

Get this: If you're ever in Thunder Bay and find yourself strolling down Johnson street, you'll find my surname carved in the cement in front of number 36. My son Michel did it last summer, when he was working as a carpenter's helper on a Habitat For Humanity Project. He, too, had so much fun in that city I don't ask for details.



LET SLEEPING GIANTS LIE: Thunder Bay is a city of big-time problem solvers.

The city's important besides. Giant freighters navigate around the beautiful Sleeping Giant Park loaded up with manna from Canada's West. And everything that gets trucked across this country has to go through The Lakehead.

Good thing it's such a trucker-friendly place. Which is what I was talking to Mayor Hobbs about. I was asking him about the group of locals is trying to have big trucks banned from

Dawson Road, a main Canadian trucking artery. (The issue's still unresolved. See pg. 16 and watch todaystrucking.com for more details on that.)

I'm sad to report however, that as I write this column, the city's having such severe floods Hobbs had to declare a State of Emergency. Hundreds of homes got flooded. The Trans-Canada is closed. Crews are working around the clock to get the city back to normal.

Good thing we know Thunder Bay's a city of problem solvers. And good thing Dawson Road's still open to let Canada's freight get through because the alternative route, the Trans-Canada, is shut down tight.

I have an idea. If you're like me and a fan of Thunder Bay, let them know.

Here's Mayor Hobbs's email. khobbs@thunderbay.ca.

Here's Councillor Trevor Giertuga's. He represents the Dawson Road area: tgiertuga@thunderbay.ca.

Tell them you're sorry about the flood and that you think their city's just great and you hope they don't mess it up by making any decisions they might regret down the road. **TT**

GOODYEAR



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