

BENCHMARKER: Totalline Transport's extreme makeover, PG.38



Today's Trucking

The Business Resource For Canada's Trucking Industry

September 2005 | www.todaystrucking.com



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about speed limiters



Tips for ending
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JUST AROUND THE CORNER



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Letters

Slow down on governors

(Editor's note: As expected, the Ontario Trucking Association's announcement to investigate mandatory speed limiters, first reported on *Todaystrucking.com* in late July, elicited fast and strong comment. For an update, see page 10 of this issue. The controversy will continue.—PC)

I guess the (OTA) should ask motorists what kind of uniform we truck drivers should wear and what time we should stop and eat. Don't these people get that

this isn't Europe?

So much for thinking for oneself or enjoying a good ride. I hope the American Trucking Associations (ATA) has the nerve to tell the OTA to keep this thinking up north.

On the other hand, this might be good for the fast-food industry. Truckers will need lots of snacks and drinks ready to pass the time while stuck in traffic.

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**Jay Jasper, General Manager
Jasbro Truck Leasing Inc.**



By Rolf Lockwood



Reading the Fine Print

Warranties can be hard to understand, but the effort is worthwhile. No, make that *necessary*.

Big fleets often write their own terms when it comes to claims on a manufacturer's warranty, or so it sometimes seems to me. They'll have direct pipelines into a truck maker's claims regime, for example, and its parts warehouse. Closely monitored, no doubt, but still a strong and advantageous position when it comes to controlling warranty costs.

Not so with the little fleet or the owner-operator. Such small operations just don't have that much clout, but I would suggest—from experience—that they're sometimes their own worst enemies. Costs soar and pain is suffered because, simply, they don't deal with warranty issues properly. Like finding a way to understand the terms of protection about what's covered and when. Before the whatchamacallit blows up.

Warranties are a common subject of discussion in my working day, not least because there can be so much interpretation involved when it comes to the crunch. Is the darned doodad covered or not? Sometimes the answer to that question is less than simple. And much less than satisfactory.

I couldn't count the number of calls I've had over the years from irate truck owners, mostly little guys with one or maybe a dozen trucks, who feel they've been screwed in some way. Their truck or engine or whatever came with a warranty or they bought one to cover it, but when they come to make a claim they find themselves holding what they see as the short end of the stick. I hear these stories far too often.

Sometimes, though certainly not always, I can intervene a little by putting them in touch with somebody above the dealer level. And sometimes that helps, because by the time I get the call, the truck owner's relationship with his local dealer has probably soured to the point where fisticuffs are the only communication option remaining.

Apart from the odd dealer with motivations other than customer satisfaction, there are two common threads in these cases: a failure on the truck owner's part to read and/or understand the terms of the warranty, and his failure to keep records of the sort that would back up his claim. The flip side of that first point is also common, namely a failure on the dealer's part, and sometimes



the manufacturer's part, to make the terms of the warranty clear. Most warranties are so loaded with fine print that even a lawyer wouldn't read through it, and the words aren't in plain English anyway so mere mortals like you and me would be beaten from the start.

I'd like to see all warranties written by people who are actually trying to communicate something as opposed to protecting their employer's butt. In fact there are efforts being made in various corners to simplify the claim process, but warranties are still too tough to understand in the first place.

Misunderstandings sometimes arise because a lot of truck owners seem not to know the difference between a warranty repair and a 'policy' repair. The former is

more or less straightforward: a part fails and it gets fixed, usually, because the warranty says it should.

A 'policy' repair, on the other hand, is something fixed at the dealer's or manufacturer's discretion, having more to do with good will than a guarantee or formal obligation of any sort. Performance issues are sometimes dealt with this way, but satisfaction isn't something you can expect every time if the fault isn't clear or it's not expressly covered by the warranty.

Ed Baerg, a reader from Vernon, B.C., wrote me a couple of years ago with some useful comment on a warranty story I'd written. A veteran of the industry, including working at dealerships, he urged truck owners to resolve every repair problem immediately.

"Nothing is more frustrating to a dealership than a customer coming back or phoning to say that last week's repair was supposed to be warranty," he said. "A host of issues arises immediately, not the least of which is the failed parts are probably gone, preauthorization from the manufacturer is not possible, and other info has been lost."

Good advice. Worth following. Pin that paragraph on your bulletin board. ▲

Rolf Lockwood is editorial director and publisher of *Today's Trucking*. You can reach him at 416-614-5825 or rolf@todaystrucking.com.

Dispatch

BY MARCO BEGHETTO

No Need for Speed

The OTA is on a mission to get speed governors on all trucks in North America. What do those who don't pay dues have to say?

A controversial idea that would make Ontario the first jurisdiction in North America to mandate speed limiters on trucks is threatening to cause a rift between the province's truckers.

The Ontario Trucking Association (OTA) Board of Directors has decided it wants to eliminate speeding by heavy trucks, and it will spend the next few months figuring out how to turn that wish into policy and then into practice. The Board also sees lane discipline as an issue.

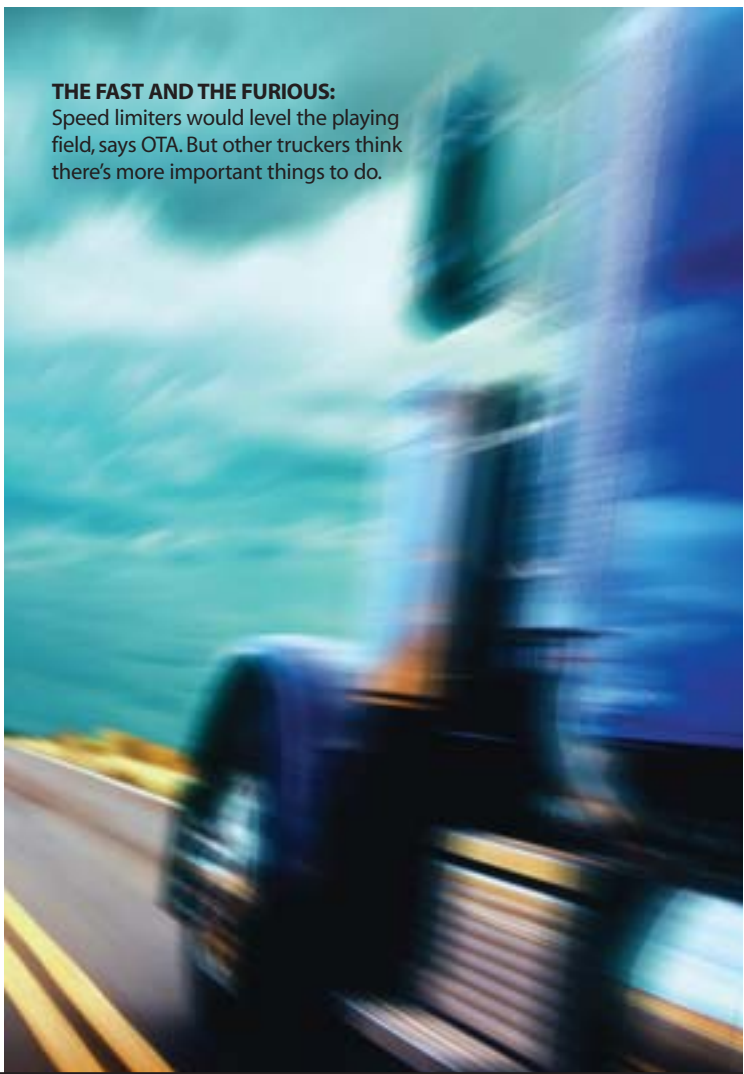
"The direction of the board is clear," said OTA Chairman Scott Smith, who is also the CEO of JD Smith & Sons, "speeding trucks and trucks that sit in passenger lanes should no longer be tolerated. We'll talk to carriers, truck drivers, government, police and motorists to answer questions like what speed trucks should be limited to, how to avoid tam-

pering [with limiters], how to deal with the fact that there are 60 jurisdictions in North America. But we are of the strong view that mandatory speed limitation for trucks is overdue."

While the plan has been discussed behind OTA walls for years, the group gave it the green light soon after a few members returned from a fact-finding tour of Europe—where speed limiters are mandatory.

The OTA wants to make it clear that a speed cap has not been decided. Only after comprehensive consultation will the OTA develop a policy that it will then take to the Canadian Trucking Alliance, the American Trucking Associations, and government bodies.

According to OTA President David Bradley, the plan has support from a majority of member carriers. But other truckers in the province—from owner-ops to larger firms—wasted little



THE FAST AND THE FURIOUS:
Speed limiters would level the playing field, says OTA. But other truckers think there's more important things to do.

ishes

time in expressing their displeasure with the idea. Within hours of the original story appearing on *Today's Trucking.com*, dozens of letters flooded our e-mail boxes, many questioning the purpose of the plan.

One was from Martin Paddock of Stoney Creek, Ont.-based Packers Logistics, a 50-truck food hauler. "This is a perfect example of why I won't participate in (OTA)," Paddock told *Today's Trucking* in a subsequent interview. "It never ceases to amaze me that these groups who would claim to have significant ties to the trucking industry seem to have not even the first clue about the real issues facing the industry at the street level."

Paddock says the OTA would better serve the industry by seriously tackling issues like the "outrageous cost of insurance" or the "plague of unscrupulous load brokers."

"These just represent the tip of the iceberg of problems that we deal with on a daily basis," he says. "If Mr. Bradley and company are bored and looking for something to do rather than wasting time addressing issues that are, by his own admission, 'not an apparent crisis,' why not tackle these for starters?"

Owner-operator Ed Wesselius also finds the scheme rather dubious. While he's all for trucks operating at reasonable speeds for safety and better fuel economy, he says the



Courtesy Ben Wolters

The Perfect Storm: No, not that proverbial 'storm' of overlapping costs everybody in the industry keeps buzzing about. This is the real deal—with torrential rains and floods and everything—that ravaged southern Alberta citizens and truckers earlier this summer.

This awesome shot of the impending storm comes courtesy of Ben Wolters from Pine River, Man., who captured Mother Nature in all her anger and beauty.

Alberta experienced its worst flood in almost 100 years as raging rivers led to floods and states of emergency in Drumheller as well as parts of Calgary and Edmonton. But when you need a quick response—either in delivering freight or helping others—you call a Canadian trucker. Several in the community swung into action, helping residents and other businesses protect the town against the swollen Red Deer River that threatened to breach dikes.

John Kohut Jr., general manager of LTL carrier HI-Way 9 Express in Drumheller, relocated equipment to the relief effort—hauling supplies in and out of town and providing up to 15 trailers so affected families could store furniture and other possessions. He told *Today's Trucking* he even surrendered a reefer unit to act as a makeshift morgue in case the local hospital got cut off. Thankfully, it wasn't needed.



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plan has more to do with using the government to level the competitive playing field for carriers that fear losing drivers to fleets without governors or strict speed rules.

Bradley knew he'd face such opposition. He also makes no apologies for promoting an equal playing field for his members—many

of which he says already voluntarily control speeds of their fleet.

"Yes, this is a safety issue, and it's do deal with fuel consumption. But more importantly it's to level the competitive playing field," he tells *Today's Trucking*. "Our members that are playing by the rules, and keeping



Dispatches

drivers limited to whatever speed they're limiting them to, are losing drivers to companies that will let their drivers speed."

So, since when is recruitment and retention the government's problem? Bradley says it isn't, but speeding is. "We can all agree that this is already the government's responsibility. But maybe we wouldn't have to do this if there was enforcement. There isn't, and there isn't going to be. That's the reality," Bradley says. "So, as an [industry] we want to be proactive."

Critics suggest the proposal wouldn't work anyway—especially considering that much of it is supposed to dovetail the European trucking model.

But Bradley isn't fazed. He refers to the OTA's fact-finding report that concludes that trucking on either side of the pond is not that different in many respects.

Contrary to popular belief, trucks are not relegated to a single lane in much of Europe, except during rush hour in a handful of major cities, Bradley says.

Furthermore, the potential problem with speed differential between cars and

"This is a perfect example of why I won't participate in OTA."

— *Martin Paddock*

trucks—something North American governments claim causes more accidents—is mitigated by the overall safety benefits brought on by lower truck speeds.

"The 'wall of trucks' that is sometimes created is seen as an aggravation more than it is a safety issue," the report states.

But Europe isn't Canada. In large urban centres like Greater Toronto, exit/

entrance ramps are as close as two kilometers apart.

There would be more cars in close proximity speeding or slowing down to get through the truck wall. As Paddock drearily predicts: "At those rates, you're going to have cars splattered at the back of trucks."

Also, drivers in Europe are paid almost exclusively by the hour, and therefore, unlike drivers mostly paid by the mile in North America, they tend to be more comfortable having their speed capped.

Bradley acknowledged such dilemmas in certain parts of the country. That's why he's taking every comment he receives seriously—from compliance and tampering, to industry acceptance—before the OTA crafts its official blueprint.

As for North America-wide acceptance, the OTA is staring up the steepest of mountains. American Trucking Associations

spokesperson Mike Russell would not offer an official position on the OTA's proposal, but did say the group would discuss it at their next meeting this fall. Getting the rest of the Canadian provinces on board is a more immediate, and perhaps more challenging, project considering they still can't all agree on what a heavy truck is.

"I've been around a long time and know it's going to be (difficult). We wish for a North American approach, but I also know our board isn't going to wait forever," Bradley says. "The Americans are pretty good at saying 'you want to operate here, you better play by our rules.' And technologically, we don't see why we can't apply the same sort of thinking here if we have to."

While he admits there are legitimate concerns to be addressed, he advises the industry against fear mongering. He insists it can



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SEPT 22 – SEP 24

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Dispatches

work, and that he doesn't see how good, reputable truckers would be hurt by the plan.

"Reducing driver income is not what we're doing here," he stresses. "Where it's going to reduce someone's income is in situations where as part of the service, it's built in that drivers have to speed. Well, we don't condone that anyway."

Neither does Paddock, of course. It's just that more state intervention is not what he thinks trucking needs. In fact he's bemused by the irony of the situation. "We fought for decades for getting the government out of regulating this industry," he says. "Now [the OTA] wants to go back the other way."

Truckers' Strike

Van Port's Future Threatened

Is it all talk, or are they serious this time? The buzz is that some of the nation's top importers are so incensed over yet another labour disruption at Canada's largest port, that they're seriously considering making contingency plans quite permanent.

Regional B.C. businesses as well as national retailers that bring goods in through the Port of Vancouver say they're losing patience with the port as well as the transport providers that service it.

It's not difficult to see why. Not only is the port itself overwhelmed on a good day, it has also been the stage for a series of labour battles over

the last few years, including a nine-day strike by tug and barge operators, a month-long dispute at Canadian National Railway, and a dockworkers strike in late 1999. Truckers who haul containers at the port have also staged multiple protests

The BCTA blasted the gov't for inexplicably extending the VCTA deal to other carriers.

over the last decade. But the most recent had by far the most serious impact.

About 1,200 owner-operators—represented by the ad-hoc Vancouver Container Truck Association—parked their trucks on June 27 in

order to get higher haulage rates and fuel surcharges from their carrier companies, who said they agreed the truckers should get a raise but their own customers wouldn't cover the cost. The strike lasted six more weeks, so here's the short version of what followed:

After several meetings brokered by government mediator Vince Ready failed to spark a deal—and a handful of frustrated truckers reacted by allegedly machine-gunning equipment of carriers who crossed picket lines—the Vancouver Port Authority stepped in and implemented an interim licence provision for carriers that work the port. The catch was that carriers that



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Dispatches



CP Photo

CONTAINED: Striking truckers at the PofV went back to work after 6 weeks. But what's the long-term damage?

obtain a licence would automatically be accepting the terms laid out in Ready's final proposal—a plan approved by 90 percent of VCTA truckers and unanimously rejected by the trucking firms.

With the threat of being shut out of the port, most carriers signed up for the VPA licence anyway. Only a handful refused and vowed to take the VPA to court. But even as most of the truckers went back to work and the stack of piled containers was slowly cut down and moved out, the confusion continued.

That's because long-haul carriers running their own trucks with employee drivers were also dragged into the fray, as the VPA also required them to obtain a licence. This despite the fact they had nothing to do with the VPA or the labour conflict. The BC Trucking

Association urged Transport Canada to reverse this decision. In a letter to Minister Jean Lapierre and the VPA, BCTA President Paul Landry blasted the government for "inexplicably" accepting the provision to include hundreds of other fleets in long-haul operations, with "entirely different business models and compensation agreements."

"(This) makes no sense whatsoever," Landry wrote. "Surely the federal government does not expect for a trucking company that has contracted with independent contractors for service based on hourly rates (including wait times) to convert to trip rates?"

"... Surely, the federal government does not intend for trucking companies serving the Lower Mainland ports with employee drivers to fire them and sell their equip-

ment in favour of independent contractors?"

Forcing companies into the independent contractor model has the potential to cause significant disruption to hundreds of stable companies, Landry adds. "Also the federal government has established a precedent that has not been lost on independent contractors everywhere." The government had not responded at press time.

Some businesses that saw their goods held hostage at the port for over a month now wonder about its long-term stability. If the port's reputation continues to take hits like this, there's a chance that freight may be routed to other gateways, some trade experts predict.

Ocean carrier Halterm Limited certainly sees room for alternative routing of China-based goods. It will start providing container

handling services in Halifax for connecting China and Southeast Asia to the North American East Coast via the Suez Canal.

"Right now, you can't afford any delay, let alone any loss of customers. It's not just labour issues, but capacity too, and problems with the rail system as well," Jayson Myers, senior vice-president of Canadian Manufacturers and Exporters, told *Today's Trucking*.

"So when you look at delivering a product from the [west] to Montreal, there really isn't that much of a difference between using a U.S. port versus Vancouver. I think it's these types of problems that will make companies, at best, make sure that they have alternatives or other logistics plans in place, and at worst, this could be a signal of a shift to other ports indefinitely."

Fillion Finished

Busted: Union Decries Closure

Fillion Transport's 40 unionized drivers in Beloeil, Que. found closed doors and security guards instead of the keys to their trucks when they showed up for work one morning recently.

Since then, the drivers, members of the new Syndicat de Metallos, have received letters from the Contrans-owned firm announcing the definite closing of their trucking company, reports *Today's Trucking* sister publication *Transport Routier*. According to the union, Fillion has either sold off its

trucks or rebranded equipment under the Laidlaw Carriers banner—another Contrans Income Fund division.

The drivers and their union insist the closure is a union-busting tactic—a charge the company denies. But Métallos says it's no coincidence drivers were locked out as the two sides were preparing to renegotiate the collective agreement.

Métallos is taking the case to the Canada Industrial Relations Board (CIRB).

According to Métallos representative Pierre Arseneau, the union had taken Fillion to the board even before the closing, alleging the company was employing agency drivers for loads normally hauled by union truckers. "It was total sub-contracting," Arseneau says. "This [recent] behaviour is just the continuation of the company's refusal to negotiate with a union."

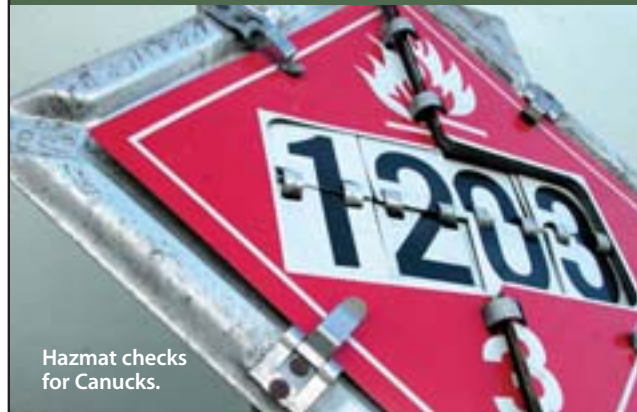
Contrans CEO Stan Dunford didn't return interview requests, but Louise Baillargeon, a lawyer representing Fillion, said much of Métallos' claims are nothing more than union rhetoric. She echoed a recent Fillion press release that blamed the closure on a depressed steel market, rising fuel costs, and operating expenses that have outpaced revenue. The company added that it regretted laying off its drivers, but was confident that with the worsening qualified driver shortage, they should have no trouble finding work.

"There's no secret here,"

on the Docket

HAZMAT RULE LOCKS IN ON CND TRUCKERS

The U.S. House of Representatives and Senate approved a multi-year highway re-authorization bill, which includes a section mandating hazardous materials background



Hazmat checks for Canucks.

checks for Canadian and Mexican truck drivers. The drivers have to undergo "a background records check similar to the background records check required for commercial motor vehicle operators licensed in the United States."

However, the requirement does not apply for six months, and the Transportation Security Administration can extend this deadline by an additional six months, reports the Canadian Trucking Alliance. "The six month [or longer] delay responds to the concerns CTA raised regarding the disastrous impact that an immediate implementation of the requirement would have produced," the association states.

As Washington correspon-

dent Oliver Patton wrote in *Today's Trucking* this past summer, the rule would require hazmat drivers to be fingerprinted—a requirement that may in effect turn Canadian drivers away from the cross-border hazmat sector. Another problem is that there aren't many convenient locations for international drivers to apply for their biometric credentials and the cost can vary in each jurisdiction.

Canadian exports.

A three-judge panel of the 9th U.S. Circuit Court of Appeals has released its written decision for overturning U.S. District Judge Richard Cebull's injunction—which extended the ban on Canadian cows originally put in place when a single cow was found to have 'mad cow' disease in May 2003.

"The record does not support the district court's alarmist findings that the 'irreparable economic harm' the district court foresaw from the stigma of Canadian beef will actually befall the American beef industry," the panel wrote.

ONT.-MICH. CROSSINGS PLAY ACE CARD

Canada's two busiest land border crossings will open electronic filing of truck manifests this month.

The Ambassador Bridge between Windsor and Detroit will launch the Automated Commercial Environment e-manifest system in late Sept. The Blue Water Bridge spanning Port Huron, Mich., and Sarnia, Ont. and the Sault Ste. Marie crossing will have the trade processing system operational by early October. U.S. Customs also plans to deploy ACE at Pembina, N.D. and some Vermont-Quebec locations by the end of this year.

Participation in ACE is voluntary for now. However, CBP is enticing carriers to sign up by offering them crossing priority. The agency plans to have ACE in place at all Canada-US border crossings by the end of 2006.

The CTA has been lobbying for over a year to get Transport Canada and Homeland Security to accept the FAST card for the hazmat requirement in order to eliminate overlap. CTA has a meeting scheduled with Transport Canada's security directorate, which will give the association a better understanding of where its proposal stands between the two agencies.

MAD COW RULING BULL: COURT

The judge who blocked the U.S. government from lifting the two-year ban on live Canadian cattle back in March seriously erred, wrote the Appeals Court panel that eventually overturned the decision and once again opened the border to

says Baillargeon in an exclusive interview. "The steel market is going under a reconstruction process. The market was a bit better in '04 but started to drift away again in '05. Just look how many steel companies went bankrupt—meaning they could not respond to carriers' requests for rate increases. Fillion decided that it was not worthwhile to keep going. It's that simple."

And Baillargeon quickly put a wet blanket on the allegation the company is trying to bust the union. "Fillion was unionized for more than 10 years and the management had no problem living with it. The decision has nothing to do at all with the unions," she says. "I understand the employees see things differently, but the facts we explained are based on reality."

Meanwhile, the answer as to whether Fillion closed to avoid dealing with an aggressive new union, or whether it simply succumbed to the economic pressures that have choked many truckers before it, is now for the CIRB to tackle. A decision was not made at press time. To read the complete story go to: www.todaystrucking.com/displayarticle.cfm?ID=4223.

Marine Atlantic

Drop Ferry No-Drop Plan: APTA

The federal government would turn the Rock into a modern day Alcatraz for consumers if it continues with a plan to scrap Marine Atlantic's drop-on trailer service, says the region's trucking association.

heard on the Street

■ The RCMP and Saskatchewan's Crime Stoppers have teamed up with **YANKE GROUP OF COMPANIES** to combat smuggling and enhance national security.

The RCMP Pipeline-Convoy-Jetway program is a police initiative to detect travelling criminals utilizing the province's transportation system. Starting this month, each of Yanke's 1,100 trailers will display a 2-ft x 2-ft decal soliciting tips from the public. For more information contact Sgt. Rob Ruiters at 306-780-3462 or rob.ruiters@rcmp-grc.gc.ca.

■ The **ERB GROUP** of Companies is the second carrier in Canada to receive a Certificate of HACCP Compliance for superior food safety practices. The **CANADIAN TRUCKING ALLIANCE** developed the



The Erb crew flanked by OTA, Kasar reps.

Trucking Food Safety Program and engaged Kasar Canada Ltd. to deliver it. The goal is to deliver a practical, cost-effective and results-oriented

The Atlantic Provinces Trucking Association (APTA) recently presented Transport Canada with a study stating the Newfoundland and Labrador economy would suffer if the Port Aux Basques-North Sydney service's drop-trailer operation were discontinued.

The recommendation to halt drop service comes from a Transport Canada advisory committee responsible for reviewing the ferry's business model regarding the fleet, financial needs, quality of service, and long-term funding and pricing

plans of the company.

At a cost of \$20 million a year to maintain, the ferry should get rid of the drop-on service, the committee stated in its report earlier this year. The group also wants Marine Atlantic to reinvest in its fleet by phasing in three larger vessels between 2006 and 2011, and also recommends the ferry scale back rates by 15 percent.

The APTA study shows that \$34 million of Marine Atlantic's revenues last year came from commercial vehicles—over 50 percent of these consisting of drop trailers.

program for ensuring food safety within the Canadian trucking community. Hazard Analysis Critical Control Points (HACCP) is the food safety self-auditing system at the core of the program.

■ Starting this fall, **FANSHAW COLLEGE** in Simcoe, Ont. will be offering a transportation program in partnership with

Caledonia-Ont.-based **KIM RICHARDSON TRANSPORTATION SPECIALISTS**. The program is a six-week Professional Truck



Driver Institute (PTDI) certified course that's geared to carriers looking to recruit entry-level drivers.

■ Trucking giant **CONTRANS** is getting out of the bus business with the sale of all of its interests in Northstar Passenger Services to **WALSH TRANSPORTATION** for about \$54 million. The net proceeds from the deal will enable Contrans to make further acquisitions in the freight transportation business as appropriate opportunities arise, says Contrans CEO Stan Dunford.

■ **CANCOM TRACKING** has announced that **TAILWIND MANAGEMENT SYSTEMS INC.** is now a Cancom-certified software partner. B.C.-based Tailwind is a supplier of transportation management software for all aspects of trucking operations and administration. Working with Cancom Tracking, Tailwind manages the information provided by drivers with their software using CMS's message management module.

Additionally, interest in the service has increased by 15.3 percent between 2001 and 2004, while live usage had increased by only 5.4 percent.

The association predicts that converting drop trailers to live units would cost the industry approximately \$50 million in capital costs and an additional \$30 million in operating costs.

"The trucking industry cannot absorb these costs; they will be passed on to manufacturers and shippers, and eventually to the consumers in Newfoundland," APTA says.

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No Coasting in the Lower Mainland

right turn *The Vancouver Port is becoming a dog's breakfast. Will the striking owner-ops' big bark come back to bite them? By Marco Beghetto*



Who would have thought that when a group of independent container haulers at the Port of Vancouver slapped down the hasta la vista card during contract negotiations with their carrier companies, they would be putting in motion a game of chicken that would take nearly a month and a half to end?

As you can read in the Dispatches section on pg. 14, it was the Vancouver Port Authority (VPA) that stepped in with a backdoor plan to get the 1,200 truckers back to work. Most of the carriers involved in the dispute have begrudgingly accepted the policy, which requires fleets that haul freight in and out of the port to acquire an interim licence. By signing on to the licence provision, a carrier would also be bound by the terms laid out by a mediator's proposal, which was unanimously rejected by the trucking firms just days before.

Predictably, the VPA was applauded by businesses and the media for its bold move. But the port carries as much of the burden for this as any party.

While the truckers were decrying low rates and inadequate compensation for rising fuel on the surface, how much of their discontent is rooted in old issues within the port's gates like congestion and agonizingly slow loading/unloading times? How much stomach would

these truckers have for stretching this strike out for over a month if they figured they could get in and out of the port fast enough for one more container a day?

Somehow the VPA managed to fly below the radar screen during this entire conflict, while fingers were being pointed at just about everybody else.



These drivers may have cut their own legs by refusing to react to what the market was dictating.

The truckers, of course, blamed the carriers, many of whom insisted in the early days they would love to give their owner-ops an increase. But it was their customers—the shipping lines—that wouldn't back them up in covering at least some of the added cost.

We didn't hear much from folks like Paul Martin's sons at Canada Steamship Lines or others in their position, but I assume they too would say they have to pass the buck to importers and big retailers.

You know the guys—the ones claiming they were so frustrated with the strike, they'd happily pay the price for diverting freight to other ports. (Instead of just passing it down the ladder back to the truckers to get them working again?)

While it's tough to argue that most of these truckers don't need some sort of

increase to mitigate fuel costs, my sympathy for them started to wane as the dispute dragged on. The fact that some of them were busy targeting 'scab' truckers in drive-by shootings instead of thinking about solutions sure didn't help melt this armchair scribe's icy heart, either.

I just had a hard time figuring out why—if hauling containers in Vancouver is really *that* bad—they stuck around with their hands open (and empty) for over a month. Why not just put their trucks on with a linehaul fleet in this capacity-crunch era? In fact, in a free-market system, that's the right way to get rates at the port to rise. Don't stick around waiting for the

carriers and shippers to offer you something. Leave. And when the Martin Jrs. can't get containers off their ships, leave it up to them to lure you back. Unless, of course, some of these drivers, for whatever reason, are un-hirable in other sectors. And if so, maybe some should rethink the idea that they're good enough at their jobs to deserve a hefty raise in the first place.

In the end these drivers may have cut their own legs by refusing to react to what the market was dictating. Big box shippers fed up with a myriad of labour disruptions at the port over the last few years claim they're seriously considering permanently diverting freight to other ports, which would result in less freight for the truckers.

Also, a handful of carriers privately told *Today's Trucking* they're toying with the idea of bringing in Teamster drivers and phasing out the contractors. Hello irony? How 'ya doin'? Pause on that a sec.

The mass empowerment of owner-operators was in part a union-busting tactic once upon a time. Now we have carriers who would prefer unions and collective bargaining instead of what's supposed to be the open market?

Only on the Left Coast. ▲

Marco Beghetto is the senior editor of *Today's Trucking*. He can be reached at 416/614-5821, or marco@todaystrucking.com.



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Dispatches

It seems that the APTA's argument may be carrying some weight with the committee, likely to the disappointment of the region's owner-operators who rely on live loading and have been clamoring for Marine Atlantic to focus on those operations rather than drop service.

Jon Summers, president of the Newfoundland & Labrador Independent Truckers Association, has lobbied for years to have more attention paid to roll-on. He welcomed the committee's original announcement, saying owner-ops have been severely delayed, even bumped, at the expense of drop cargo, which takes time to load on and unload from vessels.

But the APTA now has a strong ally in its battle to save the roll-on service.

ROUGH WATERS: Will carriers who want to save Marine Atlantic's drop service get their way after all?



Labour leaders from six unions weighed in and recently urged the government to reconsider its proposal.

"The federal government wants to reduce their obligation that was made at the time of Confederation, and

citizens cannot be duped into accepting short-term gain for long-term pain in receiving their goods," says APTA president Ralph Boyd.

The APTA, however, has some members who also rely on live load service, and perhaps wouldn't shed a tear to

see drop go. Boyd admits that may have been the case at one point, but the view has changed somewhat.

"I represent both communities, and it's true that there were some that felt that way initially," he says. "But after our analysis, I think they

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TRL Inc. President & CEO
Pittston, Pennsylvania**

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understand there needs to be those two classes of freight coexisting.

“If, for example, 50,000 trailers all become live, where does it put the present live people today in trying to access the ferry? Does it put them at a better advantage? I would argue that one service is dependent on the other.”

Can-Am Relations
Light at the End of the Border

Canadian truckers are urging government officials to mirror a US proposal that would extend daylight savings time.

The plan—which would extend daylight savings in the US by forwarding clocks one hour on the first weekend of March and rolling back an hour on the

last weekend of November—was adopted by Congress and is close to becoming law. Currently daylight savings begins the first Sunday in April and ends on the last Sunday in October.

Ontario Trucking Association President David Bradley has told Ontario Premier Dalton McGuinty and the Office of the Prime Minister that “the prevailing view of the trucking industry is that it would be better to be ‘in synch’ with our largest trading partner and customer than to not be ... I have been hearing from motor carriers from across Canada expressing concerns about what would happen if the proposal were to become law.”

Bradley is concerned over potential scheduling problems and the general confusion that would ensue if the US were to extend daylight savings time

and Canada were to maintain the status quo. Each November and April, US clocks would be one hour ahead of Ontario, meaning pick up and delivery schedules for cross-border trips would have to be recalibrated to account for the time difference.

Several business groups, such as the Canadian Chamber of Commerce, have also expressed their concerns in the event Canada does not mirror the plan. Bob Ballantyne, president of the Canadian Industrial Transportation Association told *Today's Trucking.com* that a time change would likely throw just-in-time freight off balance—especially for the southern

Ontario auto sector where parts are designed to be delivered at plants exactly as they're needed.

Some officials wondered how a time shift would impact cross-border paperwork requirements. For example, shippers and carriers are just now getting used to pre-notification rules in which truckers must forward US Customs shipment information up to an hour before the freight arrives at the border.

And what about hours-of-service rules? “I would think it would affect HOS in some way,” predicts Ballantyne. “Whose time would you be working on? Truckers who cross the border may be hard pressed to keep tabs.” ▲

Some officials wondered how a time shift would impact cross-border paperwork requirements.

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Dispatches

truck sales index					June 2005				
CLASS 8	This Month	YTD '05	YTD '04	Share					
International	826	4017	2904	23.8%	<p>12-month Class-8 Sales</p>				
Freightliner	690	3935	2966	23.3%					
Kenworth	439	2387	1961	14.1%					
Volvo	271	1773	1411	10.5%					
Peterbilt	158	1436	1480	8.5%					
Western Star	256	1131	940	6.7%					
Sterling	291	1125	1015	6.7%					
Mack	218	1104	925	6.5%					
TOTAL	3149	16908	13602	100.0%					
CLASS 7	This Month	YTD '05	YTD '04	Share					
International	117	733	713	16.5%	<p>12-month Class-7 Sales</p>				
Peterbilt	21	232	354	11.2%					
Freightliner	77	409	341	9.2%					
General Motors	68	339	228	7.6%					
Kenworth	45	277	259	6.2%					
Sterling	65	173	264	3.9%					
Hino Canada	22	115	122	2.6%					
Ford	10	43	5	1.0%					
Western Star	0	0	3	0.0%					
Mack	0	0	2	0.0%					
TOTAL	425	2321	2291	100.0%					
CLASS 6	This Month	YTD '05	YTD '04	Share					
International	35	336	352	43.5%	<p>12-month Class-6 Sales</p>				
General Motors	21	176	103	22.8%					
Freightliner	16	106	117	13.7%					
Hino Canada	18	82	51	10.6%					
Ford	11	38	0	4.9%					
Sterling	13	34	45	4.4%					
TOTAL	114	772	668	100.0%					
CLASS 5	This Month	YTD '05	YTD '04	Share					
Ford	155	1164	1234	50.0%	<p>12-month Class-5 Sales</p>				
General Motors	141	718	544	30.9%					
Hino Canada	59	412	449	17.7%					
Freightliner	8	32	16	1.4%					
International	0	0	0	0.0%					
Sterling	0	0	0	0.0%					
TOTAL	363	2326	2243	100.0%					
U.S. RETAIL TRUCK SALES									
CLASS 8	This Month	YTD '05	YTD '04	Share					
Freightliner	6893	37002	26942	30.6%	<p>12-month Class-8 Sales, United States</p>				
International	4689	23661	16529	19.6%					
Peterbilt	2778	13622	10974	11.3%					
Mack	2496	12772	9409	10.6%					
Volvo	2439	12519	9237	10.3%					
Kenworth	2705	12289	9806	10.2%					
Sterling	1418	7426	5407	6.1%					
Western Star	290	1467	1139	1.2%					
Other	43	232	386	0.2%					
TOTAL	23,751	120,990	89,829	100.0%					



Online Resources: For more truck sales stats, go to todaystrucking.com
Sources: Canadian Vehicle Manufacturers Association and Ward's Communication.

suppliers

As part of its ongoing effort to provide customers more information about the upcoming 2007 emission regulations, **Mack Trucks** is conducting customer clinics throughout the U.S. and Canada in conjunction with its distributor network.

The sessions—offered by the North American Institute, the distributor and customer training operation for Mack—will deal with the company's strategy for meeting the 2007 standards.

Each session lasts approximately five hours. Topics include Mack's history, current product offerings, and the company's EPA '07 solution, which features an advanced version of the cooled exhaust gas recirculation system (CEGR) currently used for NOx control on the Mack ASET highway engines. Mack refers to the advanced version of this system in its new engines as "high performance exhaust gas recirculation," or HEGR. A diesel particulate filter, or DPF, is used for particulate control.

Over 80 customers have participated in the four clinics conducted to date which cover the subject in far more detail. Go to www.macktrucks.com or ask your local dealer.

Freightliner Trucks, along with DaimlerChrysler Services Truck Finance, has announced the availability of model-year 2006 Columbias with a 30-day delivery time through a unique new program called Ready to Roll.

Designed for small-fleet owners and owner-operators who have an immediate need for a truck, the new program allows customers to take advantage of fast truck delivery through a combination of on-the-ground truck availability and a simple and expedited financing process.

The program allows customers to purchase a dealer- or factory-stocked 2006 Freightliner Columbia with 24-hour credit approval. Go to www.freightlinertrucks.com for details.

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Big Brother Knows Best?

driver's side *Speed limiters are not the best way to tackle speeding.* By Jim Park

Unimaginative, overbearing, even imperialistic. That was my visceral first reaction to the Ontario Trucking Association's (OTA) idea of mandated speed limiters on trucks. All trucks.

I rejected the idea out of hand. And following many interviews and discussions on the subject, I still can't warm to the idea. While I appreciate the carriers' position, I firmly believe it's a problem best handled internally.

I know drivers will reject the idea wholeheartedly as well, but who cares? And I fear that's partly why the OTA is pushing for a legislated solution rather than incentives or encouragement. (See 'Dispatches', page 10.)

OTA chief David Bradley admits that there's a competitive angle here, which is in part a recruiting issue. He says that some of his members have lost drivers to competitors who don't enforce speed limits. He admits it's difficult for some fleets to recruit and retain people to drive governed trucks. He says, too, that some owner-operators have an aversion to fleet-enforced speed limits, and so avoid certain carriers.

His solution is to level the field. Put limiters on all trucks, thus eliminating that particular marketing advantage. And when speeding is seen through a 'mom-and-apple-pie' viewfinder, it's a safe bet that the emotional issue will play better than

the practical one.

Having said all that, I still can't defend speeding. It's costly, dangerous, and annoying. It's illegal, too, if you get right down to it. And that's



You have to be able to make adjustments.

the peril in this move. Politically, there's no way to defend speeding, yet in a world that moves faster than our sensibilities, you have to be able to make adjustments. That's why I can't accept trucks with speed limiters.

Anyone with a view that speed limiters are the answer isn't looking at the whole picture.

Not long ago I ran Montreal's Metropolitan freeway—the section of Highway 40 that crosses the city's north side—behind a chap who insisted on maintaining a speed of 90 km/h in the right lane. Out front, it was clear sailing; behind him it was pandemonium. Montreal motorists have no idea how to react to a vehicle

going that slow. It was a sight to behold.

I predict a similar fate for Toronto's section of Highway 401. A column of trucks, bumper to tailgate in the

right lane (assuming you can readily identify that lane because it constantly changes), stretching from Milton in the west to Oshawa in the east, with four-wheelers diving for the exit ramps, weaving and dodging between the trucks looking for ways on and off the freeway. All because the discretion to keep up with the flow of traffic has

been stripped from the driver.

None of this matters terribly in northern Ontario, or Saskatchewan, or on New Brunswick's spanking new four-lane, but the OTA hopes they'll go along with the scheme, too. The same goes for Montana, Texas, and all the other Excitable States of America.

Saving fuel, lowering operating costs, reducing greenhouse gases, making safer roads: they're all laudable goals. And they're all achievable with a bit of imagination.

Take away capped fuel prices so that owner-ops feel the impact of \$0.85/L fuel, and replace them with surcharges that benefit those who run economically. Develop pay incentives that

encourage drivers to operate at a given speed—doable by monitoring road speed on trip reports generated by the engine's ECM. Pay drivers by the hour rather than the mile, thus removing the reasons to get there sooner.

Or maybe fleets could start working with their contractors and drivers to explain how money is made in trucking or any other business—simply the spread between cost and revenue, of course, which too many owner-ops and drivers still don't get—and then share a little of the wealth.

There are lots of fleets and owner-ops out there managing speed quite effectively through similar means. I've seen trip reports showing eight and nine mpg on tandem loads, so clearly those drivers aren't speeding. Nor are they running governed trucks.

This isn't policy yet, but I think it's a flawed idea conceived to solve local problems. But out of concern that the policy itself will create a competitive disadvantage, the OTA would have the rule apply to everyone. There are other workable solutions here, I believe, but lack of imagination seems to be limiting our options. At the end of the day, is it easier to pass the dirty work on to legislators than tackle the problem internally? ▲

A former owner-operator, Jim Park is the editor of *highwaySTAR* magazine. Reach him at 416/614-5811 or jim@todaystrucking.com.

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Street Smarts

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MANAGING PEOPLE, TECHNOLOGY, BUSINESS, AND SAFETY



“You Want Me to Do What???”

dispatch *Tips for keeping the driver/dispatcher relationship harmonious. By Duff McCutcheon*

Today's *Trucking* readers will recall a story about driver grievances earlier this year (“Take this job and love it,” March 2005) in which truckers shared a few things about their jobs that they loathed so much they quit.

A lot of those beefs—the guy whose family vacation was foiled at the last

minute or the chap who arrived home only to be sent back out a few hours later—seemed to center around dispatch.

This time, we talk to three industry leaders—two recent winners of *Cancom Tracking's* Dispatcher of the Year Award, as well as a dispatcher from Boucherville-based *Transport Robert*, judged last year

as one of Canada's best-managed companies—for their advice on what it takes to be an effective dispatcher. And good dispatchers can mean less driver turnover.

THINK LIKE A DRIVER:

Gary Post, Transport Robert

“I think more than anything drivers want honesty from their dispatcher,” says Gary Post, a weekend Toronto dispatcher for *Transport Robert*. “Drivers know there's going to be good loads and bad loads, and when there's a bad load you come out with it and don't try to sneak it past them. You just tell them, ‘Look, you've got a crappy load today. I'm sorry, but it's your turn.’”

Post says it's also very important that dispatchers establish relationships with

Street Smarts

the drivers they work with, and get to know their likes and dislikes.

Some of his OTR drivers, he says, like to max out their miles and might request three Chicago trips a week. Some guys want to stay out all week. Other drivers don't want U.S. east coast runs because they want to avoid New York City, so Post works to keep them in the midwest. "And every now and then you get a guy that just wants to check out a part of the country he's never seen. You really have to communicate with the guys, get in their heads, and find out what they want."

In terms of dealing with customers, Post says honesty works best. When he was starting out he says he was guilty of danc-

honesty and timeliness as key to establishing good relations with drivers.

Samay mans the dispatch desk with Provider Transportation & Logistics, a small Ayr, Ont., carrier with just over 20 trucks. Most of the firm's freight moves across the border, and the company has a 2:1 ratio of owner-operators to company drivers.

"The relationship between dispatch and driver is a two-way street. You're asking them to work for you, but you have to show them that you're willing to work for them as well. You have to do everything you can to make sure they're rolling and doing loads that are good for both parties.

MONEY TALKS, DISPATCHERS LISTEN:

Glen Dowden, East Can Transport Services

Dispatching a St. John's, Nfld., fleet poses unique challenges because drivers are always dealing with making the ferry at Port-aux-Basques. If you miss the boat, you're looking at hours on the dock, waiting for the next one.

"I drove between here and Halifax so I know what they're going through," says Glen Dowden, a dispatcher with St. John's East Can Transport Services. "We try to give them more time, but really, all you can do is pay them some hours. You can't do much about the weather."

Dowden, who won the 2003 Atlantic Provinces Trucking Association/Cancom Tracking Dispatcher of the Year award, says a sympathetic ear goes a long way in building trust with drivers. "Anyone who's just getting into dispatch should make sure that they really listen to the drivers. When there's a problem, listen, try your best to sort it out, and make sure it doesn't happen again."

Good communication has to work both ways, of course. Dowden says nothing makes his job tougher than finding out a driver is unavailable at the last minute.

"There's nothing worse than being surprised, good or bad. Like when a driver unhooks a trailer that's a complete mess—straps not rolled up, tarps not folded—or the trailer has a flat tire, and the driver doesn't bother alerting anyone to the problems.

"Meanwhile," Dowden goes on, "I've booked a loading time with a customer and called in a driver to load. When he arrives he finds this mess of a trailer. Now I have to call the customer to advise of the delay; and I've got an irate driver who has to wait around while the trailer gets fixed. Everything seems to snowball from there." ▲

THE FOUR COMMANDMENTS

1 Thou shalt keep everyone in the loop in a timely manner. Especially when it comes to letting everybody know about changes to plans. Demand the same from drivers and other stakeholders.

2 Thou shalt get to know those flashing dots on the screen. That voice at the end of the phone has a personality and a life and everything will be a lot smoother for everyone if you get to know your drivers, their interests, their quirks, likes and dislikes.

3 Thou shalt not fib. Lies, even little ones, get you nowhere. If problems arise, be up front about them with drivers and customers.

4 Thou shalt be there for thy drivers. Imagine how frustrating it is for a stuck driver to phone in for help and get voice mail three times in a row.

ing around issues, and "telling little white lies" when customers called demanding to know where their freight was.

"You're so much better off telling them 'I'm sorry, it's late, it was poor planning on my part, it's going to be another hour'. Attack the problem before it attacks you—that means calling the customer before they call you."

The same goes for drivers. With the advent of satellite tracking, dispatchers can tell if a driver is running behind and Post says it's up to dispatch to plan accordingly. "If you're on top of it, you know who's in trouble before they even call you. And if you're not, it'll bite you in the ass when it catches up with you."

IF YOU BAIT, DON'T SWITCH:

Darryl Samay, Provider Transportation & Logistics

Like Post, Darryl Samay, the 2004 Ontario Trucking Association/Cancom Tracking Dispatcher of the Year, stresses

"For example, if our customer is short on loads and a driver wants to go out again, or if they want to go out this day and be back that day, you have to talk to everyone you can to get them a load," he says.

"And make sure you keep your promises about getting them home. It's about doing the small things to ensure they're successful and they're happy doing it. They can't expect to get what they want all the time, but you try to help them out in getting decent lanes and decent times as much as you can."

Samay says his drivers are great, but he does get the odd driver who doesn't really understand the demands of the customers—drivers who think they can dictate when a load's going to arrive or don't call in when they're in trouble or running late.

"These guys often don't get the big picture; we're here to service the customer and that's the main priority," he says.





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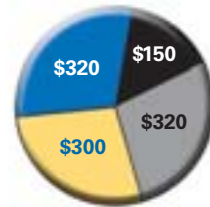
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Proof is Proof

safety dept. *How to win over the DOT folks.* By Raymond Mercuri

There are only two words that count when it comes to a facility audit: 'Show me!'

You might have the best policies and practices in place, but if you don't document everything, then you might as well not have them at all.

Let's explore some key best practices to ensure a successful audit.

MAINTENANCE POLICY

Having a written maintenance statement is great, but remember that you will be held accountable to that policy during an audit.

If you tell an auditor that you perform a full equipment service and PM inspection every 30 days on your tractors and quarterly on your trailers, then your maintenance files better back that up. If you exceed your own stated PM intervals, you will lose points because you are not in compliance with your own policy.

Therefore, you should build some flexibility into your maintenance statement. For example, instead of stating a 30-day PM interval for a tractor, modify it to every 30 to 40 days. Have your staff work within the 30-day interval; but if they don't complete a PM within that interval, you have wiggle room.

DRIVERS AND HOS

During an audit, don't be surprised when the DOT officer spends hours dissecting individual driver logs.

While you should be

inspecting those logs yourself, in reality many carriers only give their driver logs a peripheral review. If this sounds familiar, sit up and take some notes.

The auditor will start by picking a month and entering all the duty hours for each day into a software program, which will then crunch the numbers to uncover cycle violations. If your review doesn't check for cycle violations, don't be surprised when the auditor finds one.

You can reduce cycle violations by levelling the playing field. Use log-auditing software yourself or use the services of a quality log-auditing firm.

If you do catch violations, address the issue with drivers, especially with repeat offenders. This is where a progressive discipline policy is useful.

Make sure your drivers understand your discipline policy, specifically by having each driver sign off on it as 'understood'. Therefore, if you have a repeat offender, you have the legal means to take disciplinary action.

In addition, be sure to search for evidence of 'mile compression' or 'pattern logging'.

Match log entries against bridge- and border-crossing receipts.

If a driver has been through a scale, the log entry should show the proper time and date of the inspection. The DOT will bring time-stamped records to the audit to conduct comparisons

against your logs.

Miles-driven and hours-driven entries should never suggest that a driver was speeding. For example, many logs document that a driver drove 800 kilometers while working for 7 1/4 hours. That the driver is either speeding or falsifying his log.

Let's do a reality check. When a driver's log averages 90 km/h or more, alarm bells should be ringing. No truck is ever going to average more than 90, given time spent getting up to speed, delays in traffic, and stops required for breaks and fueling. Any truck recording an average speed over 90 km/h should be targeted for a closer review.

Also, a DOT officer may enter city-to-city information into a mileage calculator based on approved mapping software programs like Milemaker. This is where the auditor may catch a driver shortening the hours required to do a trip leg—and bingo, you have an HOS violation with no effective way to fight it.

BONUS POINTS

Bonus points are available under most Canadian and U.S. audit processes. These are credited to fleets that can show that they provide regular safety training on such topics as load securement, handling/transporting of dangerous goods, and pre-

trip inspection. You can also earn bonus points for exceeding minimum standards. For example, the regulations require you to pull driver abstracts once a year; if you pull them twice a year, you get bonus points.

However, be sure you know which measures will earn

bonus points if exceeded—if you recall, more frequent PM inspections that don't match your policies can work against you.

GOT THE PROOF?

Since paper documentation can help you pass or fail a facility audit, ensure your paperwork is in order before an audit takes place. After all, talk is cheap. The bottom line is that during an audit, your company is only as good as its processes, and you need documented proof that you're running a compliant business. ▲

Raymond Mercuri writes about safety and training for *Today's Trucking*. He can be reached at raymondm@markel.ca.



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Temp Time

drivers *How to keep agency drivers from walking the job. By Mike Briant*

Did you hear about the driver who, in the middle of his shift, stomped off the dock never to be seen again just because he had to hand-bomb a bunch of 20-lb sacks? What about the guy who leapt into the 10-ton and immediately backed it over the boss's new Lexus? I'm talking horror stories about driver agencies. You've all heard them. Maybe even experienced one or two.

It doesn't have to be that way, and mostly it isn't. Otherwise, agencies wouldn't be gaining in popularity. Whether it's to replace a company driver for a day, try out some temps in the hopes of making them permanent, or even outsource an entire fleet's staff, truckers are using agencies often.

The agency business has its share of good guys, bad guys, and everything in between. Problems do arise. So here are a few ideas for keeping the headaches to a minimum:

1 Always visit a prospective agency's premises. Pepper the managers with questions, and make certain their business practices are legit.

Do they pay drivers under the table? If so, clear out.

If they're not making income-tax deductions, they're probably also not paying Health Tax, E.I. premiums, Canada Pension or—worse—WSIB remittances. If such a driver is injured or involved in an accident while driving your truck, you could be held responsible.

Even if a driver is registered as a numbered company and a sole proprietor, he can still be paid by the agency without any of the above-mentioned deductions. Canada Customs and Revenue states that the only difference between a sole-proprietor driver and a regular employee is that income tax doesn't have to be deducted at the source, period. All other deductions still apply and a T4 slip must be issued.

If the agency isn't making source deductions there's little chance they're making WSIB remittances.

Any agency willing to break the law on government and WSIB remittances probably won't be diligent with driver abstracts and CVORs either.

2 Tell the agency exactly what you need. Will the driver be handling the actual freight? Will he be driving a van, reefer, or flatbed? Will he tarp? Does the tractor have a/c?



3 Spend a few extra minutes bringing a driver up to speed on details. We recently had a customer ask why their company driver was able to complete a regular route in nine hours but it took our driver, sent in for the day, 10 to complete.

Usually, an agency driver doesn't know your dispatchers' names, your paperwork, your customers, or any special details such as which dock to back into when he gets there. To make matters worse, agency drivers are often parachuted into a situa-

tion that's already behind schedule.

4 Don't give your agency drivers only the trips your regulars don't like. The temps won't like them either and won't return.

5 Finally, give the agency feedback on the driver's performance—good and bad. That's the only way they'll meet your needs satisfactorily the next time. ▲

Mike Briant and his partner Ken Dodd have owned and operated Dodd Driver Personnel in Toronto for the past 10 years.

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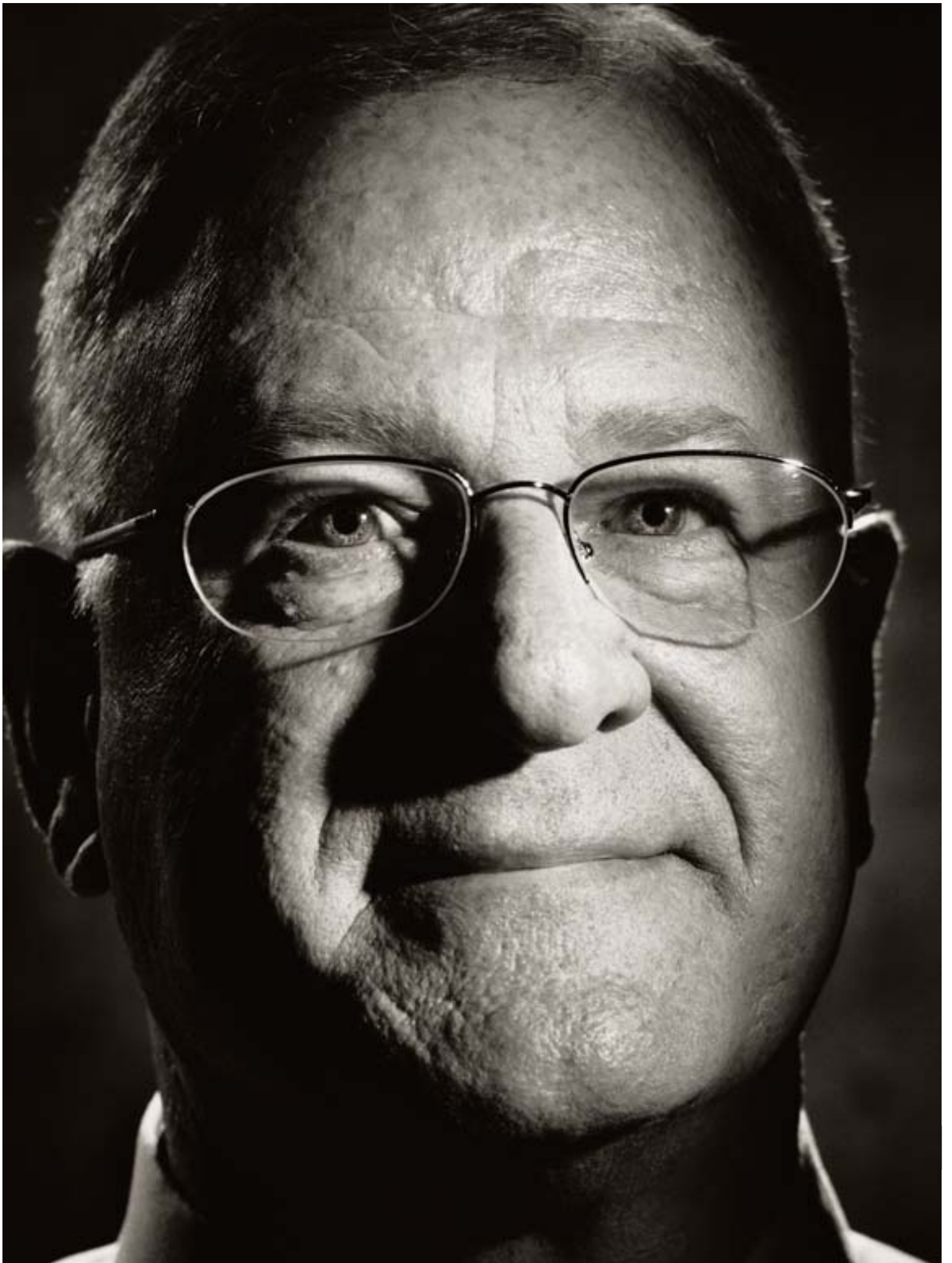
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The Benchmark Series

Early 1986: few folks outside rural Ukraine had heard of a place called Chernobyl; George Bush Sr., ticked off American farmers because he said he didn't like broccoli, and an unknown TV host in Chicago was about to have her little show renamed as "The Oprah Winfrey Show".

Meanwhile, in Toronto, a 28-year-old entrepreneur had just quit a lucrative sales job with a local expeditor to sublet a chunk of warehouse space and start his own outfit. Once a week, Uwe Petroschke (his first name is pronounced 'Ooo-Vah') assembled goods from various shippers across Toronto into one Vancouver-bound tractor-trailer and thus began Totalline Transport.

Since that time, he has grown into a \$70-million-per-year, 300-plus-employee, carrier operating out of spiffy new 325,000-sq-ft headquarters in Vaughan, Ont., just north of Pearson International Airport. With about 500 tractor and trailers, Totalline has terminals from Halifax to Vancouver.

Totalline has much to boast about. In 2005, the company was named by the Vaughan Chamber of Commerce as Business of the Year. Three years earlier, the Ontario Chamber recognized Totalline as one of the most admirable businesses in the province. Petroschke claims that he has never ever laid off one employee; and that his first customer (Sunbeam Electric) is still with him. Consumer goods are a specialty with Totalline, and he claims a loss-and-damage rate of less than 1/10th of one percent. Ninety-nine point six percent of his shipments arrive on time.

"Failure," he says, "is not an option." With his 'Premier' service, if a shipment's late, it's free, no questions asked.

Employees say they've never worked at a place like Totalline.

"Uwe'll still go out to the dock if we have an abundance of containers that need to be unloaded and he'll put his boots on and help out with it," Lucy Barnes of the Customer Service Department told *Today's Trucking*. One of his morale-improvement schemes involves having everybody in the place spend at least a day

with colleagues from other departments so they know how every piece of the LTL machine works. Drivers sit dispatch, sales reps work the customer-service phones, warehouse guys spend a day riding shotgun, that kind of thing.

His customer-service people pride themselves on their pre-tracing skills so they forewarn customers before something arrives late. "Preventive maintenance," he calls it.

In July, Petroschke announced that he expanded his fiefdom even more. In conjunction with Dartmouth, N.S.,-based Bansam Logistics Services, Totalline acquired Eisener's Transport of Dartmouth and Kreative Carriers, a TL outfit out of Moncton.

But what's really setting Totalline apart from others who built transport companies from nothing over the past two decades is that Petroschke is determined



GROW 'n' SHINE

BY PETER CARTER

Why **TOTALLINE TRANSPORT** is proving that style sometimes equals performance.

to revolutionize the trucking business as radically as Oprah changed daytime TV.

He just might do it.

For Uwe Petroschke, it's all about image.

Visit his new Vaughan dock facility. You've probably not seen a cleaner site. Says Tammy Clattenburg, a sales rep who worked for three trucking firms before Totalline, "You'd go into those other warehouses and you could barely breathe. This one is sweet clean."

Petroschke himself is all Versace and Armani. He's probably the only trucking CEO in the country who has been on Fashion Television.

His iron's new; his drivers are uniformed. "We're constantly getting letters and phone calls saying 'your driver just delivered this and he was amazing. He was clean, courteous and he was smiling.'"

The thing is, Uwe Petroschke wants trucking to be respected. In his estimation,



PETROSCHKE ON THE ART OF TRUCKING:
 "This new acquisition puts us in a new stratosphere."



if the general public reconsidered its attitude toward this most vital of industries, many of trucking's woes would be solved.

Check this out: in 2001, Petroschke decided to paint five of his 53-ft dry vans with abstract paintings that would make other drivers—car drivers—think positively about trucking, about Totalline, and about the world in general.

He and Toronto artist Andrea Kantelberg decided he wanted car drivers to see his trailers but not be advertised at.

It cost him about \$100,000, but he ended up with five distinctly inked trailers, each with an abstract painting—the kind that makes you say 'huh?'—and a single, huge word of encouragement. His five chosen messages: freedom, destiny, dream, awakening, and surrender. And they each got decorated with appropriate images. Butterflies surround the dream image; a rocket ship embodies surrender. (It was when he launched this art project that Fashion TV did a story about him, incidentally.)

"The prime objective of the art," he says, "is the positive message. Number two: it had to be colorful and vibrant and abstract. We wanted to come up with something that could be interpreted a hundred different ways by a hundred different people. We wanted to get people thinking."

The goal: Make the public rethink trucking.

For one thing, the entire industry will benefit. The industry will attract more drivers.

Legislators will be more understanding. Fuel prices might even come down.

Petroschke figures petroleum companies can keep selling diesel to truck firms at higher rates as long as there's no political pressure from consumers to lower the price. Why? Because the general public doesn't appreciate the contribution that trucking makes to everybody's standard of living. "We're a captive audience," he says. "We'll have to buy fuel no matter how high the price."

The thing is, if Petroschke weren't so successful at trucking, one might be tempted to dismiss his idealistic efforts. But his dues have been paid. This is a man who has done every job in the industry except driving. "The reason I haven't driven is simply because I have too much respect for what those guys do on a day-to-day basis. I know I can't do what they do."

He began doing the full-time nightshift at the old expeditor Kwikasair Express when he was 15 and still attending Westwood Secondary high school. He played blues trumpet in a bar band on

weekends. After high school, he decided to forego university and accept a management position with Kwikasair.

"I was 18 and I was in charge of billings and rates and had nine people working for me," he grins.

There he came under the tutelage of the late Bill MacDonald, who taught him one of the secrets to LTL success — and that is, because the goods get handled by far more employees than would be the case at a truckload operation, no task in the place can be done halfway.

"First you have your dispatch call, then there's the pickup driver, the local warehouse has to move it through and it gets handled by your dock guy who loads it onto a linehaul trailer to a major destination, where you're unloading it again to a local delivery truck. It gets handled a lot."

So, every employee deserves the same training; the same respect.

"I also don't want politics here. I went out on my own because I was tired of politics. I was tired of the sales guys getting all the hockey tickets

all the time," he says. That doesn't happen at Totalline.

"We've created a non-threatening environment. If a sales rep comes into my office and we closed the door and had a chat, the director of sales wouldn't be in my office five minutes later wondering 'what was all that about?' Because nobody here is threatened by other people."

Turnover, says his HR manager Josee Gagnon, is remarkably low. Petroschke says it's his goal that someday, most trucking companies will be able to make the same boast.

"For someone who doesn't want to go on to university, trucking's a good trade; and for someone who wants to work hard at it, you can make a good living," Petroschke says.

"But if you go into a high school and ask the students how many of them want to be truckers, nobody's really going to wave their hand.

"And that really bothers me."

And when something bothers Uwe Petroschke, he fixes it. So stay tuned. ▲



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John Merrifield
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**Special Feature:
Sterling Truck Plant**

On nearly 80 acres in northeast St. Thomas, a 440,000-square-foot building handles the bulk of Sterling's assembly operation. Off-site, a 100,000-square-foot warehouse is tapped for additional storage, sequencing, and some light fabrication.

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Currently, a two-shift operation employs 1,150 skilled workers who hail evenly from St. Thomas, nearby London, and the surrounding counties. This regional draw has revitalized an area that has historically been associated with railways and engineering.

Freightliner LLC built a heavy-duty truck plant that became fully operational in January of 1992. Six years later, the plant was completely converted to produce Sterling trucks.

"Everyone says we have a really great working environment here, not to mention a competitive wage and benefits package," proclaimed Pat Sage, Training, Development, and IT Manager for the plant. "It continues to be one of the most sought-after places to work in southwestern Ontario."



Sterling employs skilled, enthusiastic workers at the St. Thomas manufacturing facility. These employees are assigned to work groups consisting of 10-30 individuals. Each work group actively participates in a culture that encourages input from all levels.



Sterling Truck Plant

Location: St. Thomas, Ontario

Size: 440,000 square feet

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Sage added, *"One of our best sales tools is extending open invitations to customers and prospects to visit our plant. Meeting the people who build the trucks is an important connection, because each Canadian-built Sterling carries a pride that's unique to our brand."*

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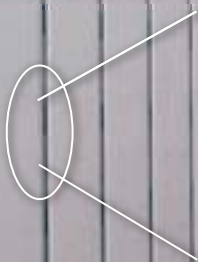
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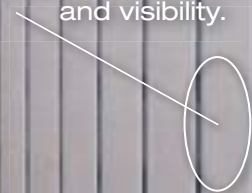
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It may be only a matter of time before you'll be replacing dual tires with **WIDE-BASE SINGLES**. Here's why.

Imagine Tiger Woods having to use an old-fashioned wood driver instead of one of those high-tech NexTi titanium 460 CC deals. Think he'd reach 300 yards on average?

So, when a new technology gives both you and your industry an edge, the logical move would be to take it, right? Well, that's not the case for Canadian truckers looking to spec tires progressively—at least not yet.

We're talking here about wide-base tires—or 'new generation' super singles, or super-duper wide single tires, or whatever they're being called these days.

Look under any European truck and you'd be hard-pressed to find dual tire sets. Many U.S. fleets also benefit from single tires' proven weight savings, superior traction and stability, and the elimination of tire mismatch or air-pressure discrepancies. The tires also provide far better fuel economy than duals and they also take

less crude to make in the first place. That leaves both Mother Nature and your bottom line looking a lot better.

Canadian truckers aren't necessarily banned from using single tires like the Michelin X-One or Bridgestone Greatec north of the border. They just have to be prepared to take a severe weight penalty.

Quebec truckers—and soon many in Ontario—can use them on 53-ft tandem trailers for U.S.-bound loads only, while the rest of the country is handcuffed at 6,000 kg per axle, making singles anything but profitable, even if you're hauling potato chips.

The reason lies with the ghost of the former 'super single' tire. The original single in North America was widely used in the 1980s, especially in vocational applications like sanitation, dump, and mixers. But they weren't very road-friendly.

Pavement engineers concluded the tires damaged the road surface, which they did. The provinces then set minimum standards in the Memorandum of Understanding on Interprovincial Vehicle Weights and Dimensions, agreeing on a total maximum weight of 9,100 kg per axle, but limiting any single tire to 3,000 kg (6,000 for two tires on an axle). That's a restriction the four western provinces and four Atlantic provinces apply, and which Ontario enforced on 53-foot trailers.

While tire makers have exorcized those single-tire demons



MAKE IT A SINGLE

BY MARCO BEGHETTO AND STEVE BOUCHARD

WIDE VIEW: 'Super Singles' are now easier to spec in Ontario. But what about the rest of Canada?

Wide Tires

through improved technology, the old-school rules remain in place.

In Quebec, however, the maximum load for singles 10 out of 12 months is 8,000 kg per axle, which still carries a 1,000-kg-per-axle penalty. But that's not a problem for dedicated U.S. equipment. Weights there are capped at a maximum load of 17,000 lb or 7,700 kg per axle.

Therefore, for a fleet running with 80,000-lb gross weights anyway, the penalty, if there even is one, is inconsequential, explains Ralph Beaveridge, marketing manager for truck tires at Michelin North America.



SINGLE FILE: Tire makers like Michelin have been working to get GVW rules for singles at par with duals.

The same can now be said in Ontario for tandem combinations, which make up over 40 percent of Canadian trailer setups. Starting in January 2006, Ontario will harmonize with Quebec and move up to 8,000 kg for tandem axles on SPIF (53-foot) trailers, provided Ministry of Transportation inspectors are all in tune with the amendment.

"In theory you can now convert all those trucks to U.S. runs, and be very happy," says Beaveridge.

But the industry wants more.

"Eight thousand is okay, but really, anything less is baby steps. We're trying to get full equality for all tires," Beaveridge continues. "Right now, you have to be dedicated to U.S. [runs]. But you have vehicles doing different routes every day—Toronto

to Montreal one day, then maybe west to California the next day. That vehicle needs to go to [9,000 kg] so you can easily [interchange] the truck."

Danfreight System, a Joliette Que.-based carrier that operates 50 reefer units solely to the U.S., is a 100-percent single-tire fleet.

Known as one of the most innovative fleets in Quebec, Danfreight has been testing and using both the X-One and Greatec tires since 2001. President Daniel Bérard concludes that a fuel-efficiency improvement "far beyond" the 4-percent Michelin claims is attainable with the X-One and top maintenance practices. He also cites

"In theory you can now convert all those (Ontario) trucks to U.S. runs, and be very happy," says Beaveridge.

noise reduction, superior stability, and driver comfort as added bonuses with both makes of single tires.

"The test period is over. It's time for a regulation that will allow us to use wide-base tires without restrictions and to harmonize their usage," says Bérard.

Michelin, along with a handful of carriers and trucking associations, has been leading the charge to have GVW rules for wide-base singles at par with duals. The tire maker has also been working hard in trying to prove the X-One is not a threat to Canadian roads.

At the centre of the debate are two stud-

ies—often described as competing, but actually more similar than most critics realize. The first, from Laval University in Quebec City, is the blueprint that a core group of veteran Quebec Transport Ministry engineers dovetailed in a report that's keeping single tires stuck at 8,000 kg. The Laval study concluded that single wide-base tires do more damage in spring at high speeds than conventional dual tires.

But the same study under closer review also concludes that wide-base singles are equivalent or better for asphalt surfaces other times of year, and where there is degradation, the margin of error is actually larger than the measurement of damage.

"So, to take this and turn it into the report the MTQ published was very difficult for us to understand," says Beaveridge.

Adds Marc Brouillette, chairman of the Quebec Trucking Association: "Even where wide-base tires possibly have some slight effect on roads, they are outweighed by substantial benefits for the environment and safety."

The second study was published out of Virginia Tech by a team of engineers who have recently moved to the University of Illinois. Those tests showed that the wide-base singles caused about the same damage as the equivalent dual tires. In addition, researchers determined that the largest factor to pavement damage is the axle load, not tire pressure, as was originally believed. Tire pressure was only found to be a factor at shallow depths, the study states.

Furthermore, the study shows that mismatched tires of various makes and heights on a single unit is a leading contributor to pavement damage since a specific tire would take an unequal share of the weight.

Beaveridge concedes, however, that the original report has its flaws—mainly that it was based on tests on U.S. roads with U.S. loads, and therefore the results cannot be reasonably applied to differing Canadian specs on weaker road pavement.

However, more recently the team has updated its finite-element model to accommodate various load and pavement data for a comparative report. "It now very



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VOLVO

Driving Success

meticulously mirrors the experiences in the real world and provides a true result of how one tire or another will affect different pavements,” says Beaveridge.

In fact, follow-up studies based on the new testing model have kick-started the lobbying effort north of the border once again—and not just in the legislative halls of Quebec, but in other parts of Canada too.

B.C. is apparently getting ready to make the jump to 8,000 kg as well—an impending move that may only be delayed so that officials can discuss going straight to 9,000. While a decision on that front is a while off, such an initiative would make B.C. the first province in Canada to make all tires interchangeable on an axle.

There are high hopes on the other Canadian coast as well. For the first time in a while, Vern Seeley senses optimism in the air. Seeley, of chemical and petroleum hauler RST Industries in Saint John, N.B., is



probably the Maritimes' hardest-working proponent of wide-base singles. He says the work being done at Illinois U. as well as Ontario's jump to 8,000 kg may help snowball a similar movement for the Atlantic provinces. So far, only RST sister company Sunbury Transport has a special permit to run singles on a long combination A-train configuration as part of a pilot project on a controlled-access highway. That may soon change, however.

“We've had some ups and downs, but we're back up now,” says Seeley.

The government is reportedly in talks with the Illinois U. engineers about running the province's pavement data through

Danfreight's Dan Berard says he's done testing. It's time for singles in Canada.

the testing model in order to produce relative side-by-side comparisons between singles and duals for New Brunswick's top five roads. If the project is given the green light, Seeley hopes the results will help New Brunswick—

and eventually the rest of the neighbouring Atlantic provinces—update its GVW rules for singles.

Despite the brighter light over the horizon for single tire proponents, Beaveridge isn't taking anything for granted.

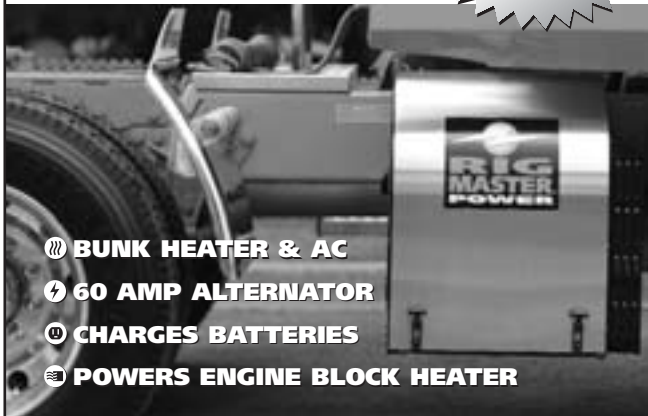
“Uniformity is a hurdle we haven't been able to clear yet,” he says. “Ontario and Quebec have probably gone as far as they need to go for the time being... But people are really seeing the benefits [of single tires], so hopefully there's nowhere to go but forward.”

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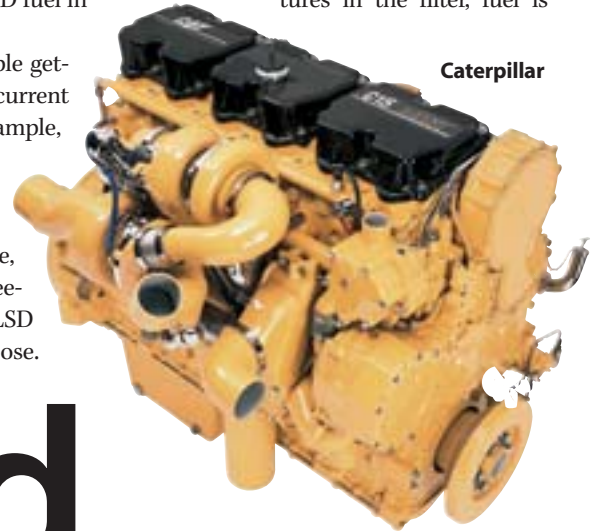
What will we see in the engines of 2007? Most diesel makers are reluctant to give us detail, let alone fuel-economy predictions, but we do know a fair bit. Testing is well underway both in the labs and in the field, without the scramble seen before the last Environmental Protection Agency emissions deadline in October 2002. So the engines you buy in an '07 truck should be much better sorted than they were in '02.

That said, they will also be more expensive. Best guesses suggest a heavy-duty truck price hike somewhere between US\$5,000 and \$10,000. The lower of those

delayed until Oct. 15, 2006, with 22 ppm being allowed in the meantime. Their concern is that they can't guarantee 15-ppm sulfur content because the new fuel will inevitably mix with non-ULSD fuel in the pipelines.

Engine makers have had trouble getting supplies of ULSD for their current field testing. Cummins, for example, had tanker trucks carrying ULSD following their test vehicles around the country earlier this year. Yet there was supposed to be, by EPA mandate and refiner agreement, an Interstate corridor of ULSD availability for precisely this purpose.

The soot is gradually burned away through a catalytic action created by heat from the exhaust gas itself. When light engine loads don't produce sufficient temperatures in the filter, fuel is



Caterpillar

The Road Ahead

Engine makers reveal their latest heavy-duty products and plans for 2007.

BY JIM PARK & ROLF LOCKWOOD

figures was confirmed to us by one truck manufacturer.

This next round of EPA rules demands yet another reduction of both particulate matter and nitrous oxides (NOx). All engine makers will deal with the former through a particulate filter and that will be—with interesting exceptions—the only substantial hardware change.

To avoid clogging these filters, engines will also need to drink ultra-low sulfur diesel fuel (ULSD) with a sulfur content of only 15 parts per million, a tiny fraction of the 500 ppm that's in fuel now. Oil refineries have to install extra equipment to make the ultra-clean stuff, but the challenge there appears to be in getting it to market.

The new ULSD blend will officially be the standard on June 1, 2006, according to the original EPA mandate, with retailers ready to sell it by Sept. 1. In response to concerns recently raised by refiners, that retail rollout at 15 ppm has since been

Another key concern is how much more ULSD will cost. At this point good guesses suggest a couple of cents more per litre.

What follows is a state-of-the-union piece on '07 engine development as well as a roundup of recent introductions.

CAT HOLDS FIRM ON ACERT FOR '07

Caterpillar turned a few heads recently by announcing that its overall compliance strategy for EPA '07 would include a variation on the cooled-exhaust-gas recirculation (EGR) theme. The engine maker says it will stick with existing ACERT combustion and air-management strategies first introduced in 2003, adding diesel particulate filters (DPF), closed crankcase ventilation (CCV), and 'clean gas induction' (CGI) for 2007.

The Cat DPF filter traps soot within a container that also functions as a muffler.

injected to accelerate the oxidation of accumulated soot. This process is called 'active filter regeneration' and will be a feature of all engine brands using a DPF.

Cat engines with 500 hp or less will require one DPF, while engines with 550 or more will need dual filters.

To meet the required reduction in NOx output for '07, Cat has introduced what it calls 'clean gas induction', which will see a portion of the exhaust drawn from downstream of the DPF recirculated back to the engine in a low-pressure loop. It's cooled in a water-jacket heat exchanger and returned to the engine in measured quantities. The cooled exhaust gas is reintroduced upstream of the turbochargers and the charge-air cooler.

Cat has long claimed that soot drawn into the engine in the EGR process increases the potential for engine wear. While still relying on exhaust gas to cool the temperature of the combustion

2007 Engines

event—thus limiting the formation of NOx—Greg Gauger, Cat's director of on-highway power systems, claims the recirculated exhaust will be soot-free. "This clean gas does not induce the engine wear that cooled-EGR produces," Gauger says.

Engine makers using cooled EGR, not surprisingly, deny that recirculated air is dirty enough to cause any engine damage at all.

Cat, like the other engine makers, will be forced to add a closed-circuit crankcase ventilation mechanism to eliminate the discharge of blow-by gases from the crankcase—as directed by the EPA's '07 requirements—and on-board diagnostic measures to monitor emissions systems performance.

See www.cattruckengines.com.

CUMMINS FOR '07: LITTLE CHANGED FROM '02

A 2007 Cummins engine will look almost exactly like an '02 model under the hood, according to John Wall, the company's vice president and chief technology officer. And the same basic EGR technology



employed in 2002 will work in 2007, with relatively few changes except for the addition of a particulate filter designed and made by Fleetguard Emissions Solutions, a Cummins subsidiary. Its service interval? They're aiming for 400,000 miles.

The Cummins '02 solution is working well, says Jim Kelly, vice president and general manager of the firm's medium- and heavy-duty engine business. Those '02 engines have accumulated over nine billion miles to date. Fewer than one tenth of 1% of them—74 out of about 100,000 sold—have needed to take advantage of the company's 'Uptime Guarantee' in which a replacement truck is rented for

customers whose engines can't be repaired in a day.

"We got it right in 2002," Kelly says.

Under the hood, temperatures have not been an issue with '02 Cummins engines so far and they should be identical in 2007, Wall says. Including filter and muffler changes, he noted that an '07 engine will weigh about 75 lb more than its predecessor.

Engine design and OEM truck integration are complete for both the ISX and the ISM models. There are presently 75 trucks on the road for real-world testing, split between Cummins engineering, OEM engineering, and end-user field tests (including a couple in Canada).

"Stable architecture allows [us] to focus our field evaluations on optimizing the integration of the proven engine design with the new particulate filter to fine-tune calibrations and certain performance parameters," says company spokesperson Cyndi Nigh.

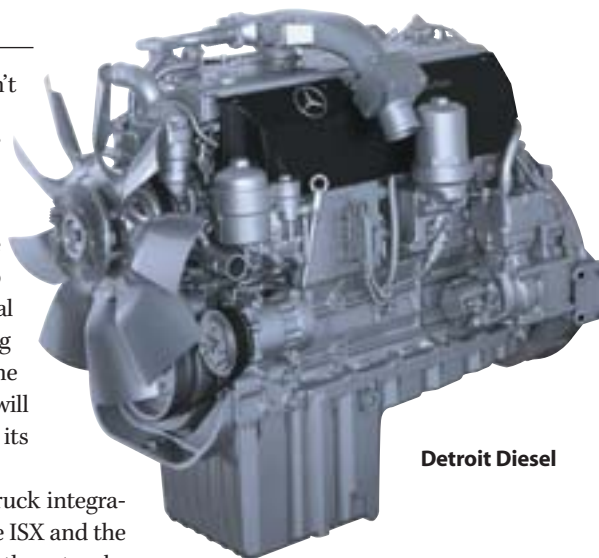
The testing process has been a challenge because until recently there was no ULSD fuel available at all in the U.S. Tina Vujovich, Cummins vice president in charge of emissions and engine marketing, said earlier this year she was fearful that oil companies would not be able to meet their commitment to supply the new fuel in time for 2007 because of pipeline contamination by other fuels.

"If we don't have 15-ppm fuel in 2007, the engine manufacturing industry is in trouble," she said, because everything has been designed to that standard and it enables aftertreatment. She noted that engine makers had actually wanted 0 ppm, not 15.

See www.cummins.com.

DETROIT DIESEL TO LAUNCH THE HDE

While design work continues in preparation for 2007, including an all-new engine platform for worldwide applications, Detroit Diesel Corp. (DDC) isn't standing still with its existing product line. Its MBE 4000 engine is now available with a rear engine PTO, opening up more vocational applications to the 12.8L engine.



Detroit Diesel

Earlier this year, DDC hosted a preview of its '07-compliant Series 60 engine, and offered a few hints about its all-new engine set for launch in 2007. It's presently referred to simply as the Heavy Duty Engine (HDE), to be built at the company's headquarters in suburban Detroit, and expected to take DaimlerChrysler commercial vehicles worldwide to and beyond 2010.

Production will start in the U.S. with a 14.8-litre version during 2007. Ultimately, the HDE will be the common heavy-duty worldwide engine platform for all DC commercial vehicles, also available in 9.9, 12.8 and 15.6 litres.

During the preview, a few changes to the Series 60 were obvious: the EGR cooler was significantly larger than current editions, and the engine was fitted with a water-cooled Holset turbocharger. Holset is the Cummins subsidiary that makes the very reliable sliding-vane variable-geometry turbo used on Cummins '02 and '07 engines. The Holset VGT on the Series 60 (also in use on Volvo's D12 and D16 engines) is similar to the design Cummins uses. It will replace the current—and in some cases troublesome—Garrett swinging-vane VGT.

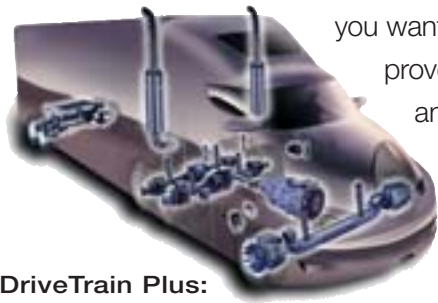
So far, DDC hasn't shared any of its '07 plans for the MBE 900 or 4000 engines. Both platforms are expected to carry forward beyond 2007. The Series 60 will meet 2007 standards, but DDC is not planning to take it beyond 2010. The 12-litre block will be delisted as the new HDE platform emerges in late 2007, DDC chief Carsten Reinhardt says.

See www.detroitdiesel.com.



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2007 Engines

INTERNATIONAL'S BIG BORE PLATFORM

International Truck & Engine has entered into North America's big bore engine market. Last year it announced a collaboration with MAN Nutzfahrzeuge AG of Munich, Germany on the design, development, and manufacturing of truck and engine components. The new '07 International engine, based on the MAN D20, is the first fruit of that agreement.

Running in Europe for the last year or so, the D20 is a 10.5-litre engine using cooled EGR and closed-crankcase ventilation. In Europe the D20 comes in 350-, 390, and 430-hp configurations with torque output of 1290, 1400, and 1550 lb ft respectively.

The International version will include the D20's overhead cam and common-rail injection along with proprietary combustion technology and a new air-management strategy. International has



not confirmed North American horsepower ratings, torque output, or even displacement—except to say it will be in the 11-13 litre range and available in late '07.

International will continue to offer Cat and Cummins engines along with the new engine in many of its class 8 trucks.

See www.internationalbigbore.com or www.internationaldelivers.com.

MACK GETS NEW ENGINE FOR '07

There has been some confusion, and no shortage of speculation, on the future of the Mack power plants come 2007. It's widely known that Mack's ASET engine platform—in AI vocational and AC highway configurations—will not be produced for the NAFTA market beyond 2007. The Volvo Group, of which Mack is a part, will have a new family of engines fully commercialized

EMISSIONS, GEARING: MORE PRECISION REQUIRED

Emissions rules have made spec'ing the correct engine for the job even more important. With EGR or other precisely engineered means to lower oxides of nitrogen, airflow is among the many factors that affect fuel combustion. Too much or too little flow reduces efficiency, so working a 'little' engine hard or letting a big engine loaf—practices once considered OK in many trucking circles—may now cost fuel money.

Gearing is more important now because each engine product has a 'sweet spot' where economy and performance

are best, and usually a narrower operating range. For most models the best cruising rpm is still 1,500 or 1,600, while Caterpillar ACERT engines are best run at about 1,300 rpm.

Truck salespeople should have information on how to gear each truck properly; if they seem unsure, grab product literature off a rack or go online to see what the engine people themselves recommend. Call the factory's sales-engineering representatives if you have any doubts. Once ratios are built into transmissions and axles, they can't be easily altered. — Tom Berg

by 2007, when the new emissions regulations take effect. Although the new family will feature some common architecture, such as blocks, cranks, etc., each of the Group's brands will have distinct engines.

"There will be a period of overlap during which customers will be able to choose between the existing ASET engines and the new ones," says Mack's trade relations manager, John Walsh, stressing that although they will feature common architecture, these engines will be customized to meet the unique performance demands of each brand's individual customers.

"In other words, the differences will be just as significant as the similarities," Walsh notes. "And more than enough to ensure that our new engines will have the operating characteristics customers have come to expect from Mack."

Mack officials have told *Today's Trucking* that the difficulties some customers have been experiencing with the Borg Warner turbochargers are behind them now, and the redesign has been extensively tested and declared fit for duty.

See www.macktrucks.com.

VOLVO'S VN GETS D16 TOO

While we don't know much about the company's 2007 plans yet beyond what was written above, we do understand that the '07 D12 will use a Holset variable-

geometry turbocharger as Detroit Diesel is doing. Volvo uses a variation on the EGR theme to meet the current emissions standard, and will continue to do so in 2007, with the addition of a particulate filter.

The company's recently launched D16

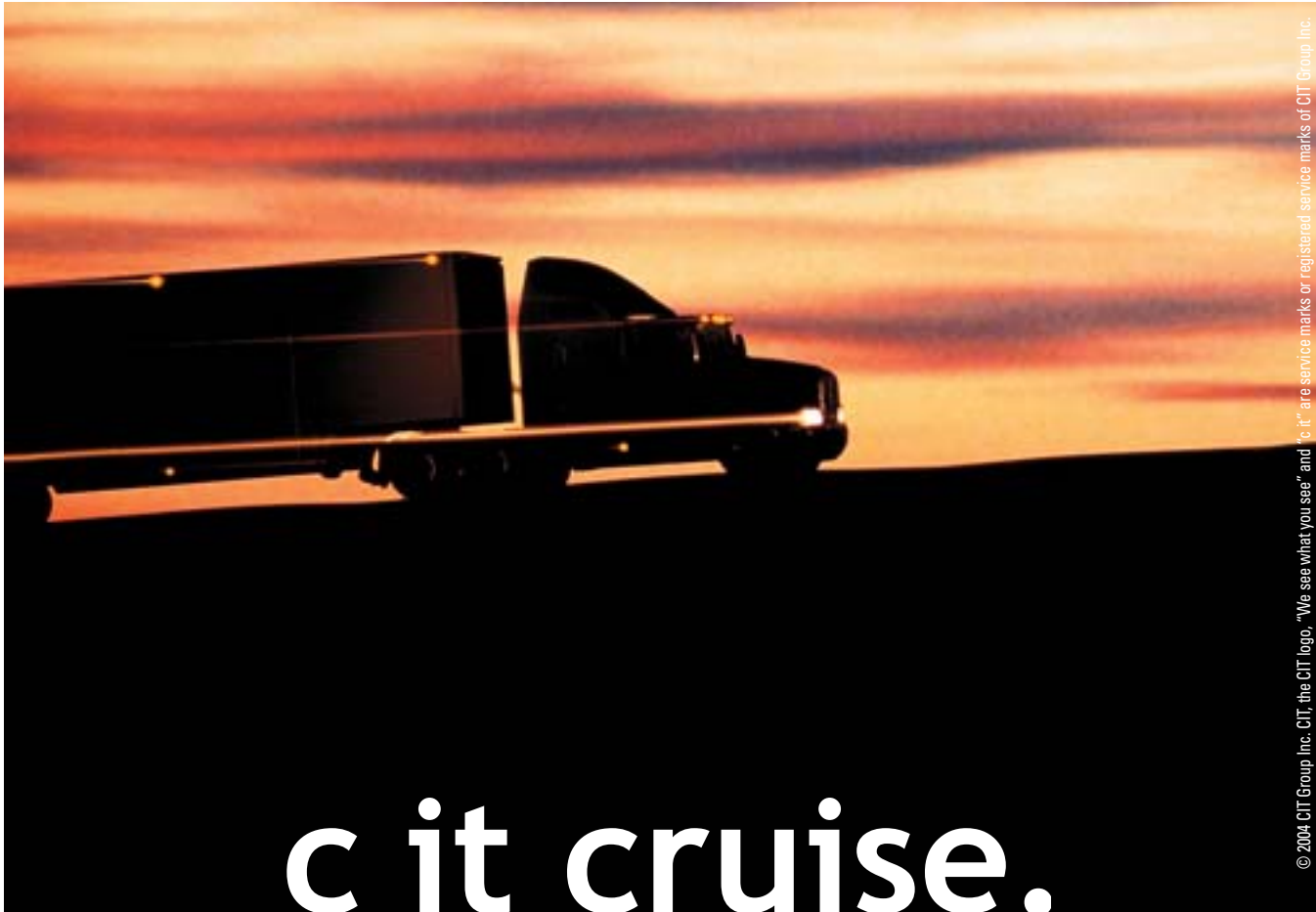


engine is now included in the VN data books. It's available in the VNL daycab and the VNL 430, VNL 630, VNL 670, and VNL 780 sleeper cab tractors. The D16 is also available in Volvo's premium owner-operator model VT 880, introduced in early February.

The D16 engine will appeal to drivers who want to run heavy at high legal speeds as efficiently as possible, Volvo says.

The fully rated D16 (625 hp with 2250 lb ft) is available only on the VT880. Available ratings for the D16 in the VNL models are: 450 hp at 1650 lb ft; 500 hp at 1650 lb ft; 500 hp at 1850 lb ft (I-Torque); and 535 hp at 1850 lb ft (I-Torque).

See www.volvotrucks.us.com ▲



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EQUIPMENT NEWS, REVIEWS, AND MAINTENANCE TIPS

SPEC'D FOR SUCCESS:

Drivers will appreciate the smooth ride and quiet cab.



Double Duty

quick spin Peterbilt's new 386 long-cab aerocab has enough going for it to keep everyone happy. By Jim Park

Call this one a crowd pleaser: there's something in Peterbilt's new Model 386 for just about everyone. Introduced at Mid-America earlier this year, the 386 fills a gap in the lineup left after the 377 was retired. Go back a few years and you can see that it fits nicely into the niche once occupied by that aero-conventional. Peterbilt is positioning the 386 as a fleet truck, but it has plenty of owner-op appeal as well. We've heard it'll be very competitively priced, too.

The platform was designed to accommodate a wide variety of customer preferences with a full range of sleeper, power,

and drivetrain options. It features the new line of interior packages, Prestige and Platinum, with the new soft-touch dash cover and a customizable dashboard B-panel. They've upgraded to long-life rocker switches, and dash lighting has been converted from incandescent to easy-on-the-eyes backlit LED.

Outward vision has been improved, with the sill on the passenger door window now a couple of inches lower than before, and the passenger door port-hole window is larger than ever. The cab itself sits 2.5 in. higher on the frame than a 379, adding just that much more altitude to the view from the cab.

THE TRUCK

The 368 is '07-ready, Peterbilt says. This truck was configured for '04 emissions, but changes to the rad placement and the length of the hood were driven by the need for increased cooling capacity with '07 engines. The rad now sits ahead of the front crossmember rather than on the top of the frame rails.

I'm not sure if it's fair to say that Pete has solved all the cooling challenges posed by '07, but they've obviously made progress. I noticed very little fan-on time during this drive. Even with ambient temperatures close to 110 F on the second day of the trip, with the A/C on, the fan ran much less than I expected.

As far as weight and balance are concerned, this 386 was set up nicely. Bobtail, the steer axle tipped the scale at 11,520 lb (with me in it). The drives were at 8,580 lb. The steer axle is set back 50 in. from the bumper, keeping a lot of the cab, engine, and sleeper weight up front. The Pete people had me loaded to 78,960 lb, and with the fifth wheel set an inch ahead of center, I scaled the drives at 33,400 lb. The steer axle went to 11,800 lb.

POWERTRAIN

The 475-hp Cat C15 did a good job with the 79,000-lb GVW, but its full potential might have been limited by the 9-speed transmission—Eaton's RTOC 16909A, a 9/13-speed convertible gearbox. Top gear is a direct 1:1 ratio.

The truck was obviously set up to run 60 mph (3.55:1 rears and 22.5-in. low-profile tires), which would put the C15's cruising speed at 1325 rpm—just the way Cat wants it run. I ran the truck a bit faster and my fuel economy took a dive. In fact, my American colleague, Steve Sturgess of Heavy Duty Trucking magazine, took the same truck on a shorter ride—after Peterbilt put a roof fairing on the truck—besting my fuel mileage by a full 2.2 mpg. I made 4.6 mpg on my 1,000-mile trip; Sturgess hit 6.8 on his 300-mile trip.



PETERBILT MODEL 386

ENGINE:

Cat ACERT C15 475-hp @2100 rpm, 1650 lb ft @ 1200 rpm

TRANSMISSION:

Eaton Fuller RTOC 16909A
9/13-speed convertible

CLUTCH:

Eaton Fuller 15.5-in. Easy Pedal VCT Plus

FRONT AXLE:

Dana Spicer E1202 W 12,000 lb;
Peterbilt 12,000 lb, taper-leaf springs;
Bendix air-disc brakes;
Sheppard M100 power steering;
Bridgestone R280 295/75R22.5 tires

REAR AXLE:

Dana Spicer DSP 40, 40,000-lb 3.55:1 ratio;
Peterbilt Low Air Leaf suspension, 40,000 lb

DANA SPICER ES BRAKES:

Cast drums, Haldex auto slacks, MGM TR 3030 chambers

TIRES:

Bridgestone M726 EL 295/75R22.5
Wheelbase: 240 in.

TARE WEIGHT (FULL FUEL):

20,100 lb (steer—11,520 lb, drives—8,580 lb)



DISC SPACE: An added bonus of disc brakes is that they give techies lots of space to work.

Sturgess said he ran the engine at 1325 rpm (60 mph), while I ran it up to 1425-1550 (65-70 mph), clearly outside its sweet spot.

Readers shouldn't construe this as a negative comment on Cat's fuel economy, but rather as a lesson on the need to spec for the operating conditions and to run to the spec. Going only 200 rpm beyond the recommended operating range of the engine cost me 2.2 miles per gallon. The fairing would have helped, and perhaps his driving technique, but I believe my driving skills (speed notwithstanding) would pass muster with Cat—shift below 1000 rpm, easy on the pedal, low rpm in a climb, no idling, etc. I definitely wasn't pounding on it.

ON THE ROAD

Peterbilt kindly let me have the truck for a couple of days, and I made the best of the time, spending two nights in the sleeper, and logging 998 miles. I headed west out of Denton, Texas to Odessa and south to Fort Stockton. From there, I followed I-10 east, through Fredericksburg, and over to Austin. From Austin, I ran I-35 north back to the plant in Denton. The weather was sunny and cool (mid/high 70s) on Day 1, with winds from the northwest at 20-25 knots. It was well over 100 F on Day 2, with the wind at my back.

Drivers will appreciate the smooth, quiet ride of this truck. It held the road well, and the 50-degree wheel cut made it a snap to wheel around tight corners. The Sheppard M100 power steering was a bit stiff for palming the wheel in a tight spot, but the feel on the highway was terrific. A very fair compromise.

I ran into a couple of good hills on the trip, a six-percenter near Clyde on I-20, just east of Abilene, and a few more down on I-10. I give the 475-hp C15 credit here, but I had to drop two full gears on the longer hills. Had I been able to split the gears—keeping the engine closer to peak torque—I probably could have done it with just a split.

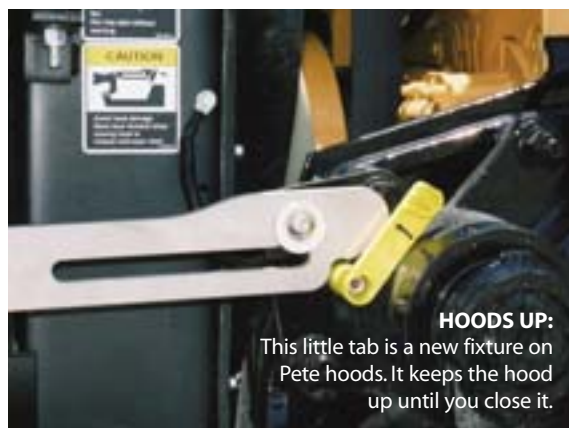
The irritants were few, and minor. For example, while there's adequate storage

space in the cab, there's not a lot of room on top of the dash for stuff like smokes, sunglasses, and Twinkies. The doors to the under-bunk jockey boxes were keyed the same as the door and the ignition, and remained locked. You'd need an extra key to get them open, or be constantly taking the key from the ignition. And last, but not least for some, the ashtray is difficult to reach and impossible to see in the dark. A dim light down there would help a lot.

LASTING IMPRESSIONS

Drivers will like the traditional Peterbilt cab, and get an extra buzz from the terrific maneuverability and outward vision of the 386. Co-drivers in team operations will certainly appreciate the smooth ride and quiet cab. And the folks out in the shop will be impressed with the ease of access to all the maintenance points. The fuel-tank skirts detach easily, the new front bumper—made of Metton—is said to be nearly bulletproof, and the Electronic Service Analyst (ESA) hook-up point is just inside the driver-side door—and up off the floor—for easy access from the ground.

And Canadians will be happy to learn



HOODS UP:
This little tab is a new fixture on Pete hoods. It keeps the hood up until you close it.

that the 386's 49.8-in. front-axle setback keeps it comfortably under the 244-in. wheelbase limit, even with the longest sleeper Peterbilt has on the books—the 70-in. UltraCab.

As a company driver, I'd be pleased to learn that I had been assigned one of these, and as an owner-op, I'd see the advantage of running a traditional Peterbilt cab and chassis with improved aerodynamics and good weight distribution—not to mention an attractive price and an impressive list of customizing options. ▲

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For The Road Ahead™

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CAUGHT IN THE COLD: Don't wait for winter to ensure your HVAC's in working order.



All-Season HVAC Maintenance

tech tip *Winter's coming, sad to say, so it's time to check out your heating system. By Stephen Petit*

If you're like most truck operators, you know it's time for preventive maintenance on your truck's heating, ventilation, and air-conditioning (HVAC) system when the springtime A/C tune-up coupon from the local truck shop hits your mailbox. Otherwise, it's if-it-ain't-broke-don't-fix-it, which might be all right if you sleep in your own cozy bed at night or tool around town in the company pickup truck.

But trucking is not winter camping or an endurance trek across the desert. A few labor unions figured this out some time ago and drafted contracts that require the truck to be shut down if the cab temperature exceeds a certain range. Fleets north of 60 treat heaters like bona fide safety items and spec them in multiples, plumbing in auxiliary units so one blown heater

won't lead to lost time or toes.

HVAC preventive maintenance should be an all-season endeavor. As we head into the winter months, remember that your air conditioner has a big effect on whether your defroster can work at peak efficiency, says Gary Hansen, vice president of engineering at Red Dot Corp., which designs and manufactures HVAC units and replacement parts for trucks, buses, and heavy equipment.

In defrost mode, the air conditioner kicks in to remove excess moisture from the air, which helps quickly clear the wiper-stroke area and the door window glass.

"If you're noticing a loss of air-conditioning performance now, while the weather is still warm, don't wait until next year to fix it," Hansen explains. "Your air conditioner doesn't go dormant in the winter. When you

go to run the defroster, you'll engage the A/C and risk damaging the compressor."

To improve the performance of your defroster—and to increase your margin of safety on a winter highway—make sure the A/C unit is functioning properly. Check to see that it's fully charged with refrigerant at the start of the heating season. Engage the A/C and let it run it for five minutes once a month to circulate lubricant and make sure the condenser fan turns on and off. Clean debris off the evaporator fins. Inspect those hoses and clamps.

None of this requires A/C certification or cold, hard cash, just a little diligence and time.

There are other steps you can take to troubleshoot defroster and cab heater complaints. Most are quick, simple, and relatively inexpensive.

■ **WATER VALVES.** After sitting unused for a season, water valves can stick. Don't try to force the issue: you risk stretching the actuator cable and damaging the valve. So go easy on the heater controls and check the valves to make sure they open and close completely. It's easy to adjust the slack out of a cable, but it's a job you can avoid with a little care.

■ **BLOWER MOTORS.** Blower motors

THE CHILLING EFFECT ON NO. 2 DIESEL

The sight of a heavy truck, frozen as a turkey, hoisted off the ground by a forklift and brought into the shop to thaw like tomorrow's supper is not one you soon forget, especially when the truck is yours.

But it's a ritual when the cold arrives in places like Williams Lake, B.C., a random miscellany of buildings in the mountains south of the Arctic Circle. Thirty-five below isn't kind to anyone's joints and fluids, but it's especially harsh on trucks that belong to itinerants who fill their tanks farther south, where you don't need heavy mitts, a parka, or diesel fuel blended for the deep cold.

In most cases, winter fuel is a blend of No. 2 diesel, No. 1 diesel, and additives designed to minimize waxy crystals that cloud and thicken the fuel, plugging fuel filters and causing your engine to choke and sputter. The recipe differs by region: winter fuels are more 'winter' than others in the Williams Lakes of this world, meaning they contain a heavier dose of No. 1 diesel. It contains less paraffin than No. 2 diesel, so wax crystals are less likely to form during cold weather.

The trouble is, fuel cut with No. 1 diesel

is more expensive than your trusty No. 2 diesel. Its poor ignition quality takes the edge off the power your engine is capable of delivering and it has almost no lubricating properties.

"In the name of saving money, guys fill up out on the coast or down south where the fuel is waxy and get caught in a cold snap as they come north," says Ivan Goward, the service manager at Inland Kenworth in Williams Lake. "When their engine starts to sputter, they top up with winter-blend fuel and additives the first chance they get."

But it's no use. Once that fuel starts to cloud over and gel, it's a losing battle.

The only remedy is to warm the truck in the shop until the fuel can flow easily again, flush the fuel system, and fill the tanks with fuel suited to the weather. It's a process that takes four or five hours—not counting the downtime involved when there are seven or eight trucks ahead of you suffering from the same problem.

"The trucks freeze solid either in our lot or during the ride behind the tow truck, so we have to use a yard forklift to get them into the shop," Goward explains. "That's where the money gets gobbled up."

None of these trucks belongs to the locals, who anticipate the cold and buy fuel that's capable of operating in low temperatures. "They don't really spec fuel heaters or insulated fuel lines like the folks who run in the Arctic all the time," Goward says. "They buy the right fuel for the weather—it's always well marked—and keep their fuel system maintained."

The regimen includes draining the water sump on the fuel-water separator (ice can be as detrimental to a fuel filter as wax crystals); flushing dirt, water, bacteria, and fungus out of the saddle tanks; and inspecting the fuel lines and fittings for wear.

And if you happen to be thawing out in Williams Lake, Goward will hold on to your regular No. 2 until the weather warms up. "We pump it into 45-gallon barrels," he says. By mid-winter he'll have a dozen drums in the shop with names spray painted on the side, sitting in reserve until the customer passes through again and claims it.

"They almost always come back," Goward says. When you're hungry for fuel, warmed-over leftovers look pretty darned appetizing.

get a workout in the winter. "On a cold morning, the motor goes from zero to full-speed in one swift turn of the knob," Hansen says. "The motor should take no more than 30 minutes to remove and replace, so do it at the first sign of trouble."

■ **DUCTS.** Turn on the defroster and run your hand under the dash, feeling for air leaks or lost connections. Fill holes in the ducts with putty or tape designed for heating systems.

■ **FILTERS.** Your heating system has at least one pleated paper or foam filter to capture dust, lint, carpet fibers, and other impurities that can clog the heat exchangers and reduce the efficiency of the heater system. Depending on the truck model, there will be one filter on the fresh-air inlet and another for recirculated air. The filter for the sleeper heating system is almost always for re-circulated air and it's accessible either

through the toolbox or under the bunk.

"Most filters are reusable. If the filter is made of paper, simply vacuum the dirt away," Hansen explains. "If it's a foam filter, wash it with warm water and dish soap."

■ **RECEIVER DRIER.** OEMs are using less and less desiccant in the receiver driers they install. On a heavy truck, for example, instead of the standard 8 or 15 cubic inches, the desiccant level may be 5 cu in. or less.

That leaves little margin for error should you decide to not replace the receiver drier once a year or whenever the refrigeration system is opened up. Moisture isn't something you want to invite into the system. Moisture and refrigerant combine to create hydrochloric or hydrofluoric acid, which attacks metal surfaces in the refrigerant circuit. So don't chance it with a receiver drier. Change it.

■ **COOLING SYSTEM.** Cold tempera-

tures amplify problems with belts and hoses, which may already feel the strain of the aggressive fans and pulleys on big diesels today. Look for signs of leaks, like bits of crystallized antifreeze on the radiator tank tubes, water pump, and other places where a hose attaches. Tight clamps, or maybe the wrong kind, can cut into the hose surface. And have your cooling system checked for the proper glycol mix. ▲



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The Case for APUs

Idling OEMs, engine makers, even governments are giving you new reasons to minimize idling. Time to do the math?

By Stephen Petit

Idling a 500-horse diesel to keep a cab and sleeper comfortable is like taking the kid to hockey practice in a school bus: not the most efficient use of some highly capable equipment.

A big-bore diesel is made for heavy lifting, after all, so what you really need to keep the lights on, the room comfy, and the block, fuel, and batteries warm is something better sized to the task.

An increasingly popular solution is the auxiliary power unit, or APU. Typically it has a small two- or three-cylinder diesel engine with an alternator, and it's integrated into the big engine's cooling system and thus the truck's HVAC system. So it provides climate control, engine heating, and battery charging without idling the big motor. With a power inverter, an APU can also run any number of household electronics without having to draw down the truck's batteries. Some include an air conditioner as well.

An APU is not a gen set, or an auxiliary power generator. The latter is often heavier than an APU and powered by a 2-, 3- or even 4-cylinder diesel engine to produce 110- to 220-volt power for running AC-electric devices such as heaters and air conditioners. Some manufacturers offer a complete, integrated climate-control package, and some also include a battery charger.

One high-end APU contains an alternator for electrical power, an A/C compressor for cooling, a heat exchanger, and options such as an air compressor, air starter, an oil pump for pre-lubricating the engine, and a 1,750-watt power inverter. It can do everything but move the truck, yet it uses something like a litre of fuel per hour to cool a truck cab and even less to heat a truck compared with four-plus litres of fuel burned up during each hour of idling.

But the changes in the market today may have less to do with how products are evolving than with outside forces.

A growing number of jurisdictions have

anti-idling laws to reduce fuel consumption, pollution, and especially noise. And with fuel prices at all-time highs, fleets are looking for on-board controls and devices that will shut off the engine but still provide the driver with power and comfort.

So truck makers are more and more often installing APUs and other idle-reduction equipment at the factory, as databook options. Last year Freightliner introduced its Idle Solutions option, for example, a 120-volt, 14,000-BTU HVAC unit for its class-8 trucks. Other OEMs offer similar systems. Freightliner is also working on an APU powered by a Ballard fuel cell running on liquid hydrogen, but it's not ready for market.

The engine makers are in the game too. Cummins now markets an APU called ComfortGuard, integrated with the truck's climate systems and providing 12-volt DC and 120-volt AC power. It's actually a hybrid device, combining APU integration with a gen set.

FOR MORE INFO

Auxiliary Power Dynamics Willis APU

☎ www.auxiliarypowerdynamics.com

Caterpillar MorElectric

☎ www.cat.com/cda/layout?m=37800&x=7

Cummins ComfortGuard

☎ www.everytime.cummins.com

Energy & Engine Technology AXP 1000

☎ www.eent.net

Pony Pack APU

☎ www.ponypack.com

SCS/Frigette Truck Climate Systems

☎ www.scsfrigette.com

Teleflex Canada ProHeat Gen4

☎ www.proheat.com

ThermoKing TriPac

☎ www.thermoking.com
also www.tri-pacapu.com/

TruckGen APU

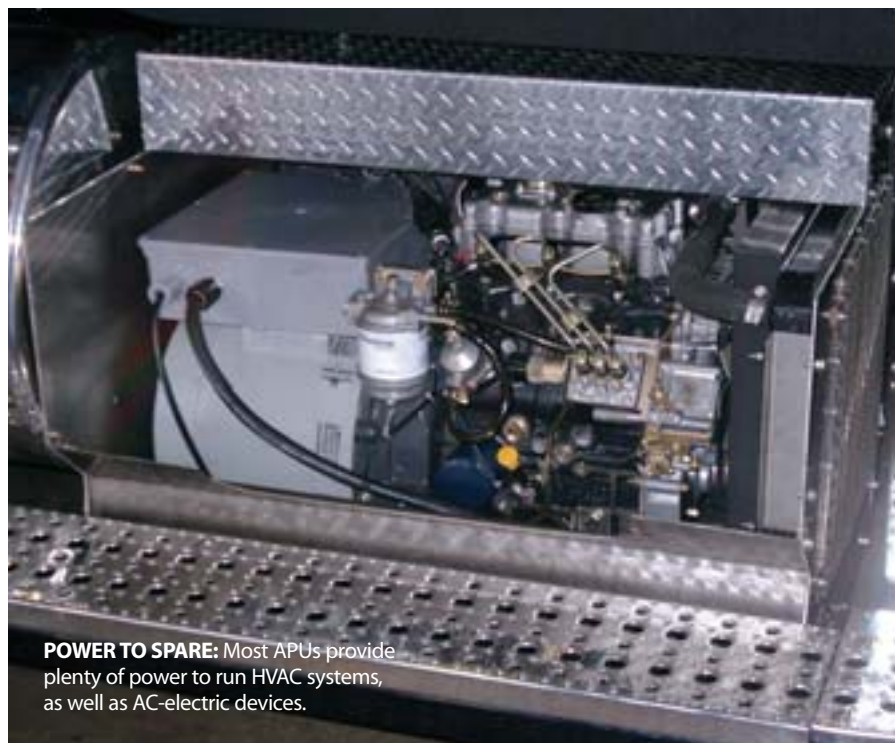
☎ www.truckgen.com

Double Eagle Industries Gen-Pac

☎ www.doubleeagleind.com

Cummins Commercial Power Systems

☎ www.onan.com



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Due on the market next year, Caterpillar's unique MorElectric system is a generator, HVAC unit, and APU. It replaces the alternator altogether and is powerful enough to run an HVAC system, enabling the cab heating/cooling load to be removed from the engine. This is expected to improve fuel economy. The APU powers the HVAC system when the engine is off. The system can also be plugged into shore power instead of operating the APU.

And now ThermoKing has its own TriPac APU on the market as well. It combines cab cooling and heating capabilities with truck engine preheating, bat-

Your payback on an aftermarket APU would easily be under three years.

tery charging with automatic voltage sensing, 120-volt power for on-board appliances, and automatic start/stop. It weighs 425 lb and incorporates a small Espar fuel-fired heater.

There are several other small, independent manufacturers in the APU mix, so there's a fair bit of variety in price, quality, and capability.

Factory installation and integration with the truck's existing HVAC system can lower the cost significantly, one of the perceived drawbacks to an APU. When it introduced ComfortGuard in March, Cummins estimated a US\$3,000 price for its unit, while stand-alone APUs that supply cab heat and air conditioning, electric power, and heat for the engine and fuel are considerably more expensive. One premium-quality aftermarket example we checked on will set you back about C\$11,000, including an 1,800-watt power inverter and installation. That's not untypical.

Some equipment manufacturers offer their units for lease with the option to buy after three years. Natural Resources Canada will subsidize the purchase of approved anti-idling devices: rebates of up to 19 percent to a maximum of \$350 on a cab-heater or A/C unit, and up to \$1,400 on an APU (for more info, see www.oeenrcan.gc.ca/transportation/fleetsmart.cfm).

If you're deterred by the price, remember that APUs are one of just a few items on the spec sheet where you can calculate

a realistic return on investment without a lot of complicated math. And it's no trial to see a payback of just a couple of years.

Say a long-haul tractor idles for six hours a day, 5 days a week, 52 weeks a year, for an annual total of 1,560 hours. That's 1560 gal of fuel, or about 7090 litres (idling a diesel consumes about one Imperial gallon an hour), and at \$0.85 per litre, you'll spend \$6026.50. You can't eliminate all idling, but if you used an APU for 75 percent of those

hours and then consumed fuel at a rate of 0.2 gal/hour, that's 1,170 hours and 1,170 gallons (5319 litres) of fuel saved.

At current fuel prices, that's around \$4,525 a year, not including the savings from reduced engine wear, preventive maintenance, and overhauls. So your payback on an aftermarket APU would easily be under three years. Warmth is one thing, but there's no more comfortable feeling than having money in the bank. ▲



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THE CRITERIA? Simple. Nominees must be Canadian-owned trucking enterprises operating medium- and/or heavy-duty vehicles that could legitimately be called 'Best in Class' businesses. For-hire fleets and private concerns, big fleets and small, owner-operators included, they're all eligible.

The series is sponsored by PeopleNet Canada, and at year's end *Today's Trucking* and *Transport Routier* will join with that company in honoring the fleet chosen as 'Benchmark' of the year. That choice will be made by the editors and a jury of industry veterans. PeopleNet and Newcom will also recognize those carriers featured monthly by way of an attractive plaque.

NOMINATIONS INVITED!

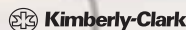
Please send us the name of a trucking company, big or small, that in your opinion merits inclusion in the Benchmark Series. It could be your own company or simply one you admire. Please call Editorial Director Rolf Lockwood at 416-614-5825 or e-mail him at lockwood@newcom.ca with your ideas.

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TWO PEDALS, 13 SPEEDS

EATON INTRODUCES THE NEW FULLER ULTRASHIFT LHP

Now you have it: a 13-speed UltraShift transmission from Eaton Corporation. They're calling it the Fuller UltraShift LHP (Linehaul High Performance), specifically designed for on-highway applications where you want the performance that a 13-speed's ratio coverage provides, to handle varying terrain and load conditions. It's based on the well known and well proven Fuller RT 13-speed but it does away with the clutch pedal, though not the clutch itself. Automatic starts—just put it in 'Drive'—use a dry-clutch module based on the industry standard 15.5-in. twin plate, ceramic-facing technology.

It can handle torque capacities up to 1750 lb ft and loads up to 110,000 lb GCW. Eaton emphasizes that the LHP is a highway gearbox, not intended for extensive off-road use.

"The LHP has been designed to provide best-in-class performance with gathered ratios in the top and bottom gears for excellent launch quality, unsurpassed low-speed and reverse maneuverability, and superior shiftability on grades," says Eaton's Scott Steurer, product line manager for performance and vocational heavy-duty transmissions.

It's really a 14-speed in that it also has a selectable low starting gear of 12.2:1,

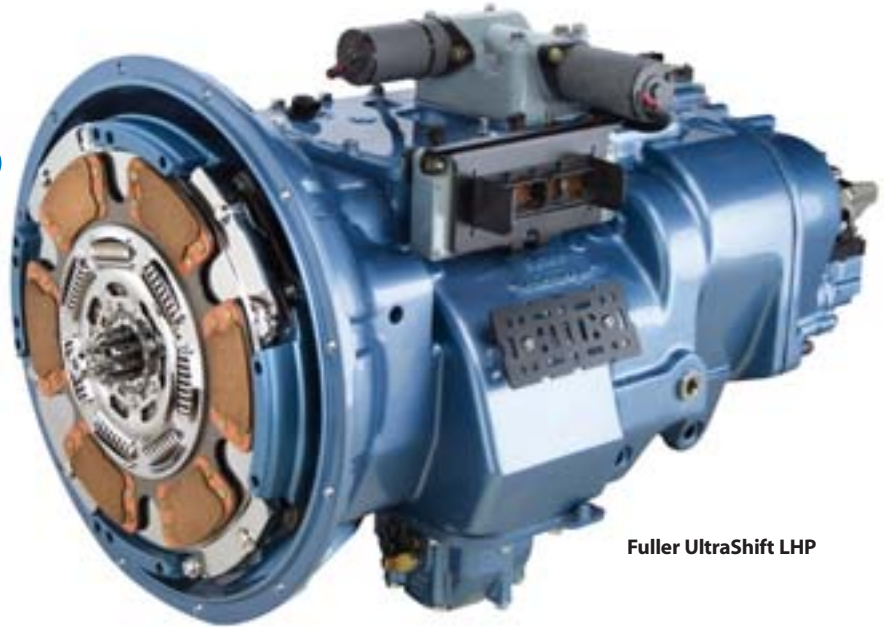
designated by an 'L'. The LHP features progressive gearing with gathered ratios in the low- and high-end gears for superior startability and better operating efficiency, letting the engine operate within a tighter rpm range for efficiency. Its three reverse gears provide maneuvering flexibility.

The LHP comes in two torque capacities, both approved to 110,000-lb GCW—1650 and 1650/1750 lb ft in a Multi-Torque model with 1750 in the top two gears only. Will there be an 1850-lb-ft model?

Probably, but not with the existing clutch.

The new 13-speed is electronically controlled, of course, using the same controls and XY shifter as in the Generation 3 AutoShift, reducing the parts count and improving serviceability. One unique feature is the driver-triggered 'Data Logger'—it captures 10 seconds of system performance data to record hard-to-replicate faults when they occur in actual operation.

The UltraShift LHP has undergone extensive testing and is now in its "LQR" phase (limited quantity release), with an initial production quantity of 400 over the next six months. Full production is scheduled to begin in the fourth quarter of 2005.



Fuller UltraShift LHP

TRAILMOBILE EXTENDS ULTRA PLATE SIDEWALL WARRANTY

TRAILMOBILE CANADA has extended the standard five-year limited warranty period on Ultra Plate trailer sidewalls to 10 years, for trailers purchased directly from an authorized Trailmobile dealer or sales representative. Made in Mississauga, Ont., the Ultra Plate features 101-3/8-in. inside width, 101 at the scuff plate, and 110-in. inside height. Its inside length is only 6 in. less than its overall length. In a 53-footer, you get 4066

cu ft of space. The side panels have a polyethylene core thermally bonded with 0.019-in. galvanized and pre-painted white inner and outer panels. Standard thickness is .236 in., with .313 in. option. Strength is provided by 16-gauge, 9/32nds-by-5-in. anti-sag logistics posts on 48-in. centres, with a big 11.5-in. lower rail. Forklift capacity is 17,500 lb. For more info call 888-216-6663 or see www.trailmobile.com.

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Graeme Deans, Vice President of AT Kearney, will speak on how China will change the economy of North America



Graeme Deans



INTERNATIONAL TRUCKING FORUM

Carriers and the heads of the trucking associations of Australia, Europe, New Zealand and the United States will join the CEO of the Canadian Trucking



Governor Bill Graves

Steve Williams

Chris Althaus

Alliance for a discussion of mutual operational issues and international regulatory trends.



Umberto de Pretto

Tony Friedlander

Warren Hamilton

Ross Fraser

VOLVO LUNCHEON

Brian Burke, President of the Anaheim Mighty Ducks



Brian Burke

THE MARKET: DON'T PUT YOUR BUSINESS IN REVERSE

CEOs from major US and Canadian carriers will discuss current market conditions and how shippers are testing the resolve of carriers.

WALL STREET OUTLOOK FOR TRUCKING

Thomas Albrecht, a leading Wall Street transportation market analyst will provide an economic outlook for the industry.



Thomas Albrecht

CROSSING THE BORDER - Q&A FOR OPERATIONS STAFF

Getting across the border efficiently has become a major challenge for Canadian trucking companies. This session enables you to interact with bridge operators and customs officials about your border crossing issues.

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COMEDY FESTIVAL

Russell Peters, Glen Foster, Derek Edwards



Russell Peters

Glen Foster

Derek Edwards

FRIDAY, November 18, 2005

FROM THE DRIVER'S SEAT

Jim Johnston, president of Owner-Operator Independent Drivers Association (OOIDA) will discuss the future of owner-operators in the trucking industry. Truck drivers will provide their views and comments on the issues of the day. A group of carriers will respond.



Jim Johnston

SHIPPERS STRATEGIES FOR THE CAPACITY CRUNCH

Leading shippers from Canada and the US will provide insights into how they are ensuring they get the trucking service they need in a tight market.

USING TECHNOLOGY TO TRACK COSTS AND INCREASE PROFITABILITY

Learn how you can use leading edge technology to dramatically increase profitability by more accurately tracking costs.



Ken Manning

BY THE NUMBERS: MEASURING YOUR COMPANY'S PERFORMANCE

Carriers and financial experts will discuss the standard ratios you should be looking at to measure your company's operating and financial performance.

FREIGHTLINER LUNCHEON

Mike Lipkin - Motivational Speaker



Mike Lipkin

TRUCKS AND TIRES: WHAT IS THE FUTURE?

Meeting the rules for the 2007 model year engines has been a challenge for engine and truck makers. 2010 is expected to be an even more difficult milestone.

HOW TO DEAL MORE EFFECTIVELY WITH YOUR BANK

Many companies are not getting full value from their banker. Hear how you can maximize your profitability through a better relationship with your banker.



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THURSDAY, November 17, 2005

POST 2002 DIESELS: A 300,000 MILE ASSESSMENT

Nearly three years have passed since fleets took delivery of post Oct. 1, 2002 diesel engines, mandated by EPA to meet 2004 emissions regulations. Panel discussion about key issues related to fuel economy, reliability and maintainability.

MAXIMIZING THE VALUE OF ENGINE DATA

Today's engines are sophisticated data collection devices, accumulating information about numerous on-vehicle parameters and events. Watch for even more data collection capability in the near future. Find out how fleets can use this data without becoming overwhelmed by it.

ONTARIO'S NEW REQUIREMENTS FOR ENHANCED TRAILER AIRBRAKE SYSTEMS

Recent concerns about the vulnerability of trailers built to the minimum requirements of '121' has prompted Ontario to require additional operating features to be incorporated into 5 and 6 axle trailers currently being manufactured. This may soon extend to all trailers with 3 or more axles. Find out what's different and why it's beneficial.

ADVANCED SAFETY TECHNOLOGIES ON THE HORIZON

Several different safety technologies on commercial motor vehicles are currently being tested and evaluated to reduce the number and severity of large truck fatalities and crashes. Find out about three systems the US is currently looking at: rollover crash avoidance systems; forwarding collision warning systems and lane departure warning systems.

FRIDAY, November 18, 2005

SPEC'ING, TESTING AND OPERATING FOR MAXIMUM FUEL ECONOMY

With diesel prices at historic highs, finding practical and cost effective ways of saving fuel matters more than ever to a fleet's bottom line. Session covers essentials of spec'ing, testing and operating equipment for maximum fuel economy.

MAXIMIZING TIRE LIFE THROUGH TOTAL VEHICLE ALIGNMENT

Have you developed a tolerance for the costs resulting from vehicle misalignment due to the high cost of maintaining alignment at a more precise level? Expert panel offers tips on how to improve total vehicle alignment through proper in-service inspections, preventative maintenance & component replacement.

CHALLENGER MOTOR FREIGHT FACILITY TOUR

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WEEKLY PUMP PRICE SURVEY / cents per litre

Prices as of August 9, 2005 • Updated prices at www.mjervin.com

CITY	Price	(+/-) Previous Week	Excl. Taxes
WHITEHORSE	103.1	0.6	85.2
VANCOUVER *	98.0	0.1	66.6
VICTORIA	96.3		68.5
PRINCE GEORGE	92.6	-0.7	67.5
KAMLOOPS	92.1	0.2	67.1
KELOWNA	92.9	-0.5	67.8
YELLOWKNIFE	94.9		75.6
CALGARY *	84.2	0.0	65.7
RED DEER	83.5	0.5	65.1
EDMONTON	83.8		65.4
LETHBRIDGE	85.8		67.2
REGINA *	90.0	0.1	65.2
SASKATOON	88.9	-0.1	64.1
PRINCE ALBERT	89.9	0.4	65.0
WINNIPEG *	89.2	0.2	67.9
BRANDON	86.8	-4.9	65.6
TORONTO *	89.5	0.8	65.3
OTTAWA	89.9		65.7
WINDSOR	87.5	-0.7	63.5
LONDON	87.7		63.7
SUDBURY	93.4	2.6	69.0
SAULT STE MARIE	92.9	0.3	68.5
THUNDER BAY	91.3	0.2	67.0
NORTH BAY	90.9		66.7
TIMMINS	94.4	0.3	69.9
HAMILTON	90.6	0.4	66.4
ST. CATHARINES	87.3		63.3
MONTRÉAL *	98.4	0.5	65.3
QUÉBEC	99.4		66.2
SHERBROOKE	97.4		64.5
GASPÉ	95.6	0.7	62.9
CHICOUTIMI	97.3	-0.5	64.4
SAINT JOHN *	103.9	0.3	69.4
FREDERICTON	103.1		68.8
MONCTON	100.5	0.8	66.5
BATHURST	98.9	-2.5	65.1
HALIFAX *	96.1	0.9	64.2
SYDNEY	98.9	2.8	66.6
YARMOUTH	98.6		66.3
TRURO	101.2	0.7	68.6
CHARLOTTETOWN *	98.8		68.5
ST JOHNS *	106.4	1.6	72.0
GANDER	106.5		72.1
CORNER BROOK	104.8		70.6
CANADA AVERAGE (V)	92.0	0.4	65.8

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



In Gear

Among those testing the UltraShift LHP is Gary Coleman, president of Big Freight Systems, a flatbed carrier in Steinbach, Man. "We have been testing five units and have had such great results that we recently placed an order for 45 additional LHP units," says Coleman. "Our drivers like the performance and we consider the reliability to be equal to that of the 13- and 18-speed manual transmissions."

See your truck dealer, visit www.roadranger.com, or call 1-800-826-4357.

DISC BRAKE

COMPACT, MODULAR DESIGN FROM HALDEX

The new line of 'ModulX' air disc brakes from **Haldex** offers 19.5- and 22.5-in. sizes, plus a 17.5-in. model coming soon for medium-duty applications. The brake



can easily fit on nearly any tractor or trailer, and is said to provide several advantages: lower weight, better resistance to water and contaminants, and fewer, easier maintenance requirements. While S-cam drum brakes often require a different brake type, size, and design for steer, drive, and trailer axles, one ModulX

model can be used on all of a vehicle's axles — the brakes are fully interchangeable from left to right, simplifying inventory demands and making maintenance more manageable.

Other features:

- Lightweight, two-piece caliper accommodates different rotor thicknesses by changing one piece.

- Caliper slides on four stainless-steel slide pins, said to increase overall stability and resistance to corrosion, resulting in greater resistance to vibration, reduced noise, and longer service life. Slide-pin replacement doesn't require opening the caliper housing.

- Self-lubricating Teflon guide bushings in the caliper produce low friction to optimize caliper sliding for smoother, trouble-free operation.

- Pad replacement requires 20 percent of the time required to change S-cam linings, says Haldex. Both a pad-wear indicator (warning of a worn out pad) and a pad-wear sensor (minimizing pad inspection time and costs) are options.

See www.hbsna.com or your dealer for more information.

CLEAN AIR

BENDIX AIMS TO ELIMINATE

CONTAMINANTS FROM TRAILER LINES

Available as an OE installation or an aftermarket retrofit, the Cyclone DuraDrain from **Bendix** keeps water and other materials out of the trailer air system. It prevents contaminants from reaching the trailer reservoirs when installed on the supply line, and drains liquid, traps debris such as insects and

MANAC CHOOSES HOLLAND SUSPENSION

MANAC has announced that **THE HOLLAND GROUP's** CB400 trailer air-ride suspension/slider system is now standard on its tandem van trailers. The CB400 was launched as Holland's standard van trailer suspension in 2004. It features 'SwingAlign', said to be a very fast and convenient axle alignment system; an advanced thin-wall cast trailing arm for optimized

strength and reduced weight; and 'PosiLok', a dock-walk and squat solution. The system also features high-strength slider technology that provides unmatched durability and the 'QWIKRELEASE' pin-pull system that allows one person to reposition the slider and eliminates bound-up lock pins. See your trailer dealer or visit www.manactrailers.com or www.hollandgroupinc.com.

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Cut downtime with the lightweight air ride trailer suspension that handles heavy loads with ease. The durable design features truck-style brakes that can reduce service inventory up to 40%. An industry first 5-3/4" large diameter axle (LDA) provides greater strength and a 15% increase in bending stiffness, while reducing the weight per axle by 30 pounds. Increased stiffness reduces axle deflection, improving tire wear and fuel economy. It's also available with Dana Spicer® TIMS™ (Tire Inflation and Monitor System) to prevent costly tire wear and has a payback of less than one year. So don't get held back by trailer suspensions that can't handle the job. Specify the RF Series suspension, built for the long haul.



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DEMAND HIGH FOR ROLLOVER PREVENTION

MERITOR-WABCO SYSTEM SEES ACCIDENTS BEFORE THEY DON'T HAPPEN

FREIGHTLINER says it has installed almost 11,000 Roll Advisor & Control systems since beginning production two years ago. Developed in co-operation with Meritor-WABCO, the system is integrated with the truck's anti-lock brakes. It alerts the driver to a potential rollover and/or automatically slows the truck to reduce the risk of an accident.

The system's two integrated components, Roll Stability Advisor and Roll Stability Control, both use sensors that track the truck's lateral acceleration and wheel speed to 'see' the potential for rollover.

Roll Stability Advisor is a training aid designed to advise the driver that the truck is near a rollover condition. Warnings are communicated via the

Driver Message Center display in the dash, directly in front of the driver.

The Roll Stability Control function takes rollover avoidance to the next level by automatically slowing the vehicle.

When sensor data indicate that a rollover is imminent, Roll Stability Control sends a signal to reduce engine power, apply the engine brake, and/or apply the tractor rear service brake. This slows the truck and reduces the forces pushing the vehicle toward rollover. The trailer brakes will also be momentarily applied to ensure that the combination remains stable and is slowed as rapidly as physically possible while remaining stable. When the vehicle becomes stable, power is restored and the engine brake is turned off. See your dealer or visit www.freightliner.com or <http://www.meritorwabco.com>.

dust, and purges with every brake release when installed in the control line. Bendix says the gladhand openings are traps for foreign material, and when coupled with the moisture naturally present in many tractor air systems in the winter, system operation can easily be compromised. The DuraDrain offers the protection users need for top performance. See your parts supplier or www.bendix.com.

T800 GETS FRONT PTO

SHORT-HOOD KENWORTH OFFERS FEPTO OPTION

Kenworth's new front engine power take-off (FEPTO) option for the work-horse Kenworth T800 short-hood model is designed especially for snowplow, municipal dump, mixer, refuse, and crane applications. It provides a front-frame extension for applications requiring front-mounted equipment, such as hydraulic rams or hose reels. The FEPTO configuration is available for order with Caterpillar C11 and C13 engines up to 380 hp and the Cummins ISL engine up to

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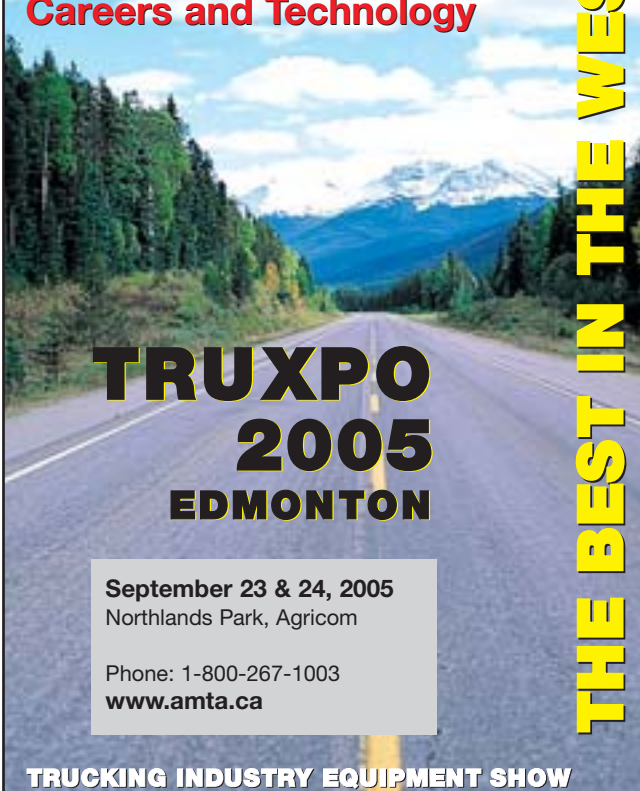


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In Gear

350 hp. The package provides some unique features that differentiate the model from Kenworth's standard T800 short-hood. Extended front frame rails are available with a 66-in. bumper setting



in dimensions of 11-5/8 x 3/8 in., 10-3/4 x 3/8 in., and 10-11/16 x 1/2 in. The unique 950-sq-in. radiator includes a modified bottom tank for PTO shaft clearance. The radiator-mounted grille allows the hood to be tilted for daily under-hood inspections and prevents the grille from impacting the snowplow, pump or other front frame-mounted equipment. The cab and hood are raised 3-1/2 in. on the FEPTO model to provide PTO shaft clearance. See your dealer or visit www.kenworth.com.

DANA STEER AXLES

HEAVY-HAUL AXLES UP TO 22,800 LB

Dana's Commercial Vehicle Systems group has introduced the Dana Spicer D-2000F steer axle series for heavy-haul applications. The new axles are compatible with both air-disc and drum-style brakes, offer a 5-in. drop-beam option, and feature increased axle ratings up to 22,800 lb. The beam drop allows the truck manufacturer to lower the chassis,



and that opens the door to several important benefits like improved cab entry and exit and additional passenger room in the cab. Other features, according to Dana: a patented power-rib beam design that saves weight while maintaining durability; a patented in-line, draw-key kingpin retention system with

"OH GIVE ME LAND LOTS A LAND"



When Bert Clay, **TRAILMOBILE's** VP Sales & Marketing refers to 'farm,' he's talking about a 16-acre storage area 20 clicks west of the company's Mississauga factory. The dry van specialists' most popular product is the 53-ft Advantage with composite liner and post & panel design, followed by the new Ultra Plate, which was introduced this year. In July, the Mississauga plant upped capacity from about 10 53-ft vans per day to 33, but there was simply no place to put the finished products in the 100,000 sq ft factory. So now they get rolled down the 401 to the farm from where customers can pick them up easily, not to mention, Clay says, avoiding Hogtown's traffic congestion.

spring-washer tensioning helps to maintain good camber alignment while also improving durability and reliability; patented compressible inserts, seals, and threaded caps on the kingpin that improve contamination exclusion and grease retention; and tie rod ends with sealed boots and patented purge valves that also improve contamination exclusion. Two gross axle weight ratings (GAWR) are available: 20,000 lb for the D-2000F model, and 22,800 lb for the D-2200F. See www.roadranger.com or call 1-800-826-4357.

MID-RANGE ULTRASHIFT

NEW FULLER HV TRANSMISSION FROM EATON

Joining the new **UltraShift** heavy-duty 13-speed is the Fuller UltraShift HV (Highway Value) medium-duty transmission from Eaton Corp. It's in limited production now with a full build rate set for April of next year. The company says the 6-speed UltraShift HV has been designed to deliver superior fuel economy by allowing the engine to consistently operate in the most fuel-efficient portion of the performance curve. It's a fully automated gearbox like its heavy-duty brethren (meaning there's a clutch operated electronically, with no clutch pedal), but designed for class 6 and 7 vehicles with engines in the 195- to 260-hp range. It can handle torque up to 660 lb ft and loads up

to 33,000 lb GVW. It includes a feature called 'Hill Assist' which automatically minimizes rollback—or roll-forward—on grades up to 10 percent while the driver makes the transition from the brake pedal to the accelerator. With a modular design



UltraShift HV

for faster servicing, the HV is 'lubed for life' and includes electronic 'abuse protection' to reduce the potential for drivetrain and clutch damage.

Other features include the new "Gen 3" electronics (also in all other new UltraShift transmissions), which brings a driver-triggered data logger that captures 10 seconds of system performance data to record hard-to-replicate faults when they occur in actual operation. There's a standard 6-bolt PTO. Vocationally tailored warranty coverage goes up to three years, unlimited mileage, parts and labor (ask your OE for details). Call 1-800-826-4357 or visit www.roadranger.com.

KENWORTH TRUCKS

NEW BROCHURES FOR 2006
T600, T800, & W900

New 2006 model brochures on **Kenworth's** T600, T800, and W900 trucks are now available. The brochures feature Kenworth's key sleeper options, including the spacious 86-in. Studio AeroCab and popular 72-in. AeroCab, and the Diamond and Splendor cab trim levels. An easy-to-use chart helps customers choose interior trim levels and colors. Both Kenworth styles are available in four



primary and trim color combinations and come standard with two-tone seats in the same color combinations. Vinyl, velour, Mordura, and leather are available. *Direct links to the new brochures are available on Kenworth's Web site (kenworth.com/brochures/T600.pdf, kenworth.com/brochures/T800.pdf, and kenworth.com/brochures/W900.pdf).* Or see your local dealer.

REFUSE SIDE LOADER

HEIL DROP-FRAME OFFERS FLEXIBILITY
The new 'MultiTask SL' drop-frame side loader from **Heil Environmental** provides refuse haulers with maximum flexibility, dumping stability, and payload capacity, the maker says. It can be equipped to handle any residential route:



automated, semi-automated, manual, or all three. It features dual hopper doors on both sides, low loading sills, and for semi-automated collection it can be outfitted with a Bayne cart lifter or two.

Automated collection is facilitated by the optional Python automated arm. The MultiTask SL enables haulers to use a single refuse collection vehicle for any of their residential routes, Heil says. Its proprietary 'Radial Crusher' panel rotates 250 degrees from the back of the hopper wall, compressing refuse and sweeping it through the compaction chamber fully into the body. Because it transfers all of

the refuse into the body, it's all removed when the load is discharged. A shallower dump angle offers greater stability, especially on the uneven terrain found in landfills. The MultiTask SL offers what's claimed to be the largest packer volume in the industry, 1.7 cubic yards, and its cycle time is only 12 to 14 seconds. *See your local distributor, visit www.heil.com or call 1-800-214-4345.* ▲

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By Peter Carter

Keep the Change

A sure-fire way to chase us curmudgeons out the door.

Simon Blake, my colleague here at *Newcom Business Media*, and I were regulars at a nearby joint called Steve's Diner until just a little while ago. After something that happened on our last visit, we probably won't go back there any more.

Before I explain how this applies to trucking, I have to tell you about Steve's.

From the office it's 12 minutes by car. And the only thing we ever ate was the 'All-day Breakfast'—about four rashers of bacon tossed onto three fried eggs, crispy and frequently burned home fries, and two slices of toast, with coffee.

Steve's had no wait staff. You walked up to the counter and the woman behind it—she was a bit rough around the ears and could use a dental implant right in the middle on top—was always happy to see us.

She'd glance up, ask, "The usual? With white or brown?" and she'd call us both 'dear'.

Some weeks, I got 'dear' more often at Steve's than I did at home.

A few minutes later, she'd hand over the trays and we'd make our way to the little arborite tables, fold up the greasy used newspaper that a previous customer had abandoned, and pile it in the corner near the empty two-fours. (Beer at Steve's came in bottles. Price: \$3.25 per.)

For some reason, it was easy to discuss motorcycles, trucks, and relationships as viewed from the male perspective at Steve's.

A guy could swear if need be or get loud and nobody was going to tell him not to.

Simon and I have solved many of the world's problems at Steve's and on this particular occasion, we'd been looking forward to dealing with the recent London bombings and Karla Homolka.

But it didn't happen.

Some time when we weren't looking, Steve's Diner became Steve's Restaurant. It moved across the road into splashy, sunlit digs, with a deck and patio. Maybe 100 tables. A 'Please Wait to Be

Seated' sign. Menus. Beer in mugs. We went in anyway.

A very articulate waitress in an ironed uniform led us to our table and asked if there was anything she could get us to start.

We ordered breakfast, but the bacon was arranged just so. Worse, the hashbrowns weren't burned. They weren't even crispy. Steve's new hashbrowns were all the same size—browned mildly and sort of soft. The ketchup, instead of sitting on top, sunk in. Even the toast was whole grain.

The bill came (the old Steve's didn't have any paperwork) with little foil wrapped mints.

I think you understand why we're not going back.

It wasn't the food. Or the prices. But there was something fundamentally wrong.

As much as Simon and I tried to talk Harleys and sex offenders, we couldn't build up a good head of steam. For one thing, we had to keep our voices down. You couldn't know who was at the next table. That was never a concern at the old place.

The new Steve's just isn't conducive to our old ways. And nobody called anybody 'dear'.

The thing is, the world—and especially the trucking industry—is lousy with people like me: middle-aged guys who like things pretty much the way they are. (More than half of Canada's truckers saw their 40th birthday disappear in their rear-view mirrors more than a few years ago.)

Steve might make a million bucks—indeed, Simon and I were joking that some day we'll see Steve's franchises on every corner—and we'll be able to say "We remember when you had to have a tooth missing to work there."

He'll have lots more customers to replace us, so his restaurant's makeover might not be to his detriment.

Still, it's easy to see how change can be scary, especially to people who like things the way they have been. Steve might have kept us as customers if he introduced the changes a bit more gradually, but the radical switch was just too much for us to swallow.

If there's already a shortage of skilled workers out there and the ones you have keep their job-antennae up, it's good to remember that the older people get, the less comfortable they'll be with big-time change. In fact, they might tell you to keep your change. Or put it where the sun don't shine. ▲



I think you understand why we're not going back.

Peter Carter is the editor of *Today's Trucking*. You can reach him at 416/614-5828 or peter@todaystrucking.com.

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