

THE MEDIATOR: Making a family truck biz run right, PG. 32



Glenn Thomsen,
Defusing
company
landmines

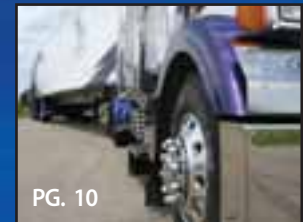
September 2006
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Today's Trucking

The Business Magazine of Canada's Trucking Industry

SAVE MONEY AND THE OZONE TOO

HOW TO BUY ANTI-IDLING GEAR



PG. 10

Single-wide tires
on a roll



PG. 42

Making a buck off
intermodal *ology?*

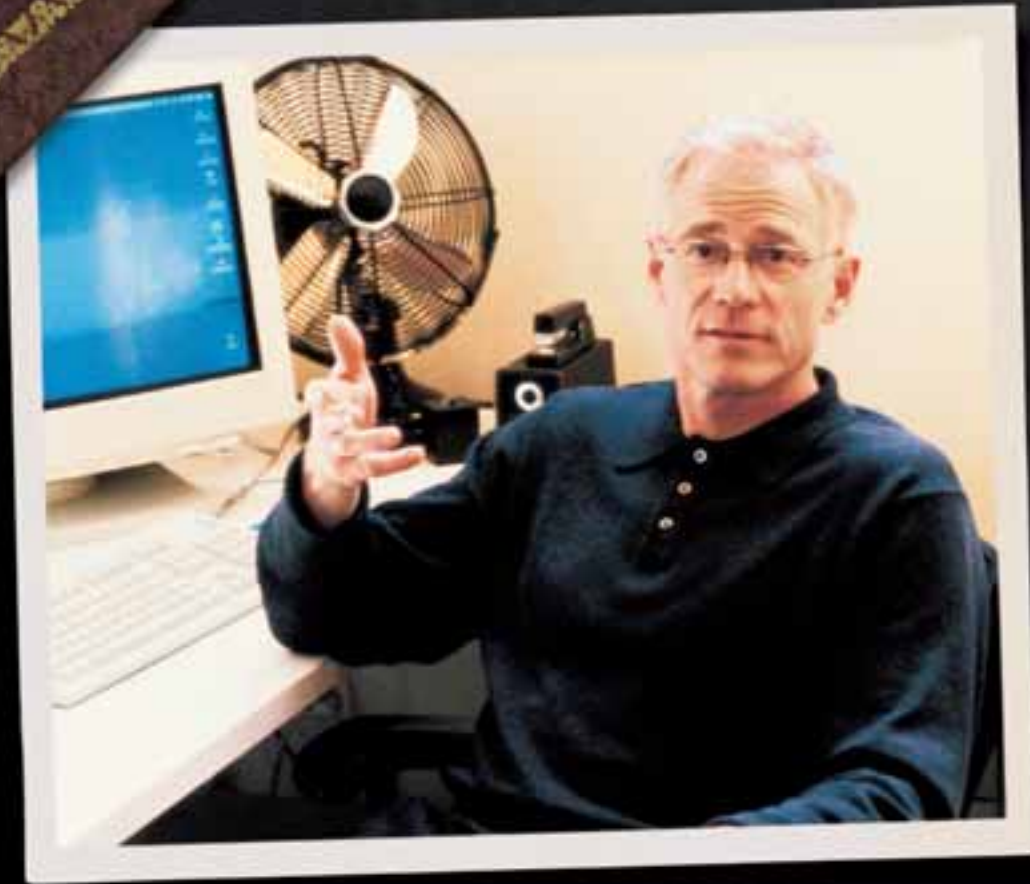


PG. 49

How good-looking
iron lures drivers

PLUS:

How you can help drivers feel more
secure and plug security gaps at
the same time, PG. 25



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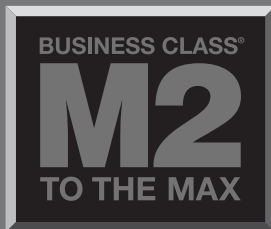
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49

Making your paint jobs work for you



42 How to profit from intermodal



65 Kenworth extends CAT offerings

NEWS & NOTES

10 DISPATCHES

SINGLE WIDE TIRES ON A ROLL



12 Logbook

14 Van port carrier challenges court decision

16 Sited on the web

19 Drivers share \$400,000 kitty

21 Sales stats

FEATURES

32 PROFILE

FAMILY TIES

A West Coast family trucker trusts Glenn Thomsen to ensure kitchen table decisions work in the boardroom, too.

BY MARCO BEGHETTO

36 SPEC'ING

CUT FUEL COSTS NOW

If you haven't invested in anti-idling gear, what's holding you back?

BY JIM PARK

42 COVER

INBOUND FREIGHT

There are tons of consumer goods out there waiting to come into Canadian homes. Problem is, what's headed out?

BY DUFF MCCUTCHEON

49 FLEET

PAINT YOUR WAGONS

How smart fleets use clever graphics to attract drivers.

BY DUFF MCCUTCHEON

OPINIONS

7 LETTERS

9 ROLF LOCKWOOD

23 JIM PARK

29 RAYMOND MERCURI

31 SCOTT TAYLOR

78 PETER CARTER

SERVICE DEPT

25 UPPING DRIVER SECURITY

53 AN OLD-HAND'S CONSTRUCTION-TRUCK BUYING TIPS

57 UNTANGLING ELECTRICALS

63 PRODUCT WATCH



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**Kenneth R. Wilson
Award Winner**



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Mending fences in Vancouver

I am writing in response to recent comments by the British Columbia Trucking Association (BCTA) quoted on Today's Trucking.com, which were critical of TransLink's efforts to improve transportation in the Greater Vancouver region.

First of all, I would like to point out that TransLink shares the goals of the trucking industry. We want to reduce traffic congestion and improve the flow of goods and services in the region to maintain a healthy economy.

We have always been a strong advocate for investments in roads and bridges to reduce the number of cars on the roads, freeing up room for more trucks.

TransLink has done a good job containing traffic congestion on regional roads and truck routes as the region grows. For example, the 2004 Greater Vancouver Screenline Survey found that overall, traffic crossing major roads and bridges is increasing, but is growing slower than population.

Growth in traffic was 6.7 percent between 1996 and 2004 compared with the population growth of 11.8 percent. According to the Screenline Survey, general traffic in the inner parts of the region has actually experienced a decline, is stable, or has shown only relatively minor increases.

But of course, we agree more work needs to be done.

TransLink's 2005-2007 Three-Year Plan includes \$236 million for eight new road projects, designed primarily to improve goods movement. In addition, the new Golden Ears Bridge across the Fraser River and its connector roads represent almost \$1 billion in investments that will open up a major new north-south goods-movement corridor. While most of this particular project will be recovered by tolls, 60 percent of transit costs are recovered by fares.

The roads that are most congested in our region are under provincial responsi-

bility, and members of the BCTA should be aware that more than \$500 million in the fuel taxes collected locally leaves the region every year destined for the provincial and federal governments.

TransLink has always been an ally of the trucking industry. We recently came out in support of the provincial Gateway Program because we recognize the importance of the provincial highway system in keeping goods moving. In addition, municipal requests to eliminate trucking routes have been rejected by TransLink to keep maximum flow on key commercial routes. Currently, we are working on a freight strategy for the region, including a Goods Movement Study, that will provide us with information on how to make further improvements that will help the trucking industry.

The BCTA's claim that TransLink is over-investing in rapid-transit "mega-projects" does not stand up to the facts. In fact, if the



region decides to follow through on the full program of transportation improvements it identified as priorities for 2005 through 2013, TransLink will have invested \$1.7 billion in roads and bridges, \$1.4 billion in bus expansion and \$788 million in rapid transit.

Finally, it is important to emphasize that there is no "financial crisis" at TransLink. All of the road and bridge projects, all of the bus expansion, and the rapid-transit projects committed to date in our current Three-Year Plan are fully funded. The major issue will be whether or not people in the region, including the BCTA and others in the business of moving goods and services, are committed to the remaining road and transit improvements in the plan.

Pat Jacobsen, CEO
Greater Vancouver Transportation
Authority (TransLink)

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By Rolf Lockwood



It's About the Money

A survey of 326 American fleets finds that drivers usually quit over pay issues. But don't forget benefits packages.

Drivers quit their jobs over money issues more often than for any other reason. No surprise there, despite what some people have thought—and at least one major study reported—about the importance to a driver of things like 'being respected.' Still, I'd guess there are carriers with turnover problems in spite of what they see as pretty good mileage rates compared to the competition. The thing is, it's not quite that simple, and I wonder if the average fleet manager really understands the nuances of driver compensation.

Nothing's ever simple in this game, of course, and that's illustrated in a piece of research I came across recently. The Department of Management in the Sam M. Walton College of Business at the University of Arkansas surveyed top managers of 326 small trucking companies across the U.S. in a paper published last year. Some 56 percent of companies in the sample were truckload carriers, while 27 percent were specialized-commodities fleets and 17 percent were less-than-truckload outfits. Dispatchers handled about 40 drivers each, and the 326 responding companies had an average of 97 employees.

Data were obtained on many driver management practices, though drivers themselves weren't surveyed directly, so their opinions are filtered through management eyes here. And these are all American drivers, of course, but I think the main lessons apply here too.

The turnover rate amongst these fleets averaged about 28 percent, by the way, which seems very low even when compared to Canadian turnover stats and much lower than the 100-percent-plus U.S. average.

"The major reasons reported by drivers for quitting were pay and benefits, the nature of the driving job, and the relationships with supervisors/dispatchers," the report says. But let's stick with pay.

Nearly everyone said "better pay elsewhere" is one of the three primary reasons for drivers quitting.

"Virtually all respondents (96.7 percent) reported this being an issue that they encounter at least some of the time," the report says. "A related reason is 'better benefits elsewhere,' mentioned by 83.6 percent of the respondents... This is perhaps because pay levels are not increasing at a high rate. In any event, a significant key to reducing quit rates may lie in an examination of the pay and benefits package offered to drivers."

The implication here is that an ageing driver population is looking more seriously at retirement than in the past.

Not surprisingly, the research found that higher pay is related to lower quit rates among drivers. But the key isn't how much the average driver is paid, but how much the best-paid driver gets. In other words, if the 'ceiling' is high enough, drivers will tend to stay. If maximum earning potential is seen to be lower than at other carriers, that's a reason to move on.

"Interestingly," it goes on, "another issue is 'not enough driving hours/runs scheduled,' listed by over 75 percent of the companies. The pay and benefits concerns may be attributable to this problem—it is not that drivers are not paid enough per mile. Rather, it is that drivers are not scheduled for enough miles to make an acceptable pay rate."

As my buddy and *highwaySTAR* editor Jim Park says, nothing damages a driver's commitment to the company more than excessively long layovers in distant ports or inconsistencies on the bottom line of the weekly pay statement—\$1,100 one week, \$800 the next, etc. The two complaints are often tied together, of course.

The point is, it's no good having a great mileage rate if the miles simply aren't there. That layover can be tough to avoid, I'm well aware, but it's clear that efficient routing and dispatch has to be a real priority.

Another reason to fly the coop, according to the Arkansas research, is the lack of a pension plan. It's often an issue with drivers I talk to, and the survey found that pension plans are not universally offered. On average, 65.7 percent of carriers had a pension plan, with TL carriers most likely to have one. TL and SC carriers contribute an average of five percent of a driver's salary into the pension plan; LTL carriers an average of four percent.

The implication here is that an ageing driver population is looking more seriously at retirement than in the past.

I can't leave this without mentioning Coastal Pacific Xpress in Cloverdale, B.C., which recently said it's paying its 475 employees and owner-operator drivers a total of more than \$400,000 in bonuses to recognize their role in helping the company generate revenue of \$100 million for the fiscal year ended May 31, 2006 (See pgs. 19 and 23 for more). That figure represents a 41 percent increase over the \$71 million in revenue posted in fiscal 2005. Wonder why?

If you'd like a copy of the Arkansas study, e-mail me—rolflockwood@newcom.ca—and I'll happily send it your way. I think you'd find it useful. ▲

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

Dispatc

BY MARCO BEGHETTO

Single Matchmaking

Research coming out of Ontario may eventually spark a single tire revolution across the country.

It's often said that slow and steady wins the race. Try telling that to Michelin's Canadian marketing manager Ralph Beaveridge—undoubtedly this country's most tireless promoter of axle weight uniformity for wide-base tires.

Slowly and steadily, his campaign is paying off as provinces inch toward load weight parity between dual setups and single, wide-base tires—which are proven in providing substantial weight savings (and thereby more payload), better fuel economy, and superior stability over duals.

In fact, Beaveridge admits, there's been more progress made on the issue over the last 18 months than perhaps the previous five years.

But it's been a long time since Michelin began promoting its X-One single tire product—and with the bal-

ance of jurisdictions still enforcing weight rules that economically choke single tires usage—Beaveridge can be excused for wanting the process to roll a little faster.

“I can say I'm very energized by the movement over the last year. But I want to see more,” he says. “I want it to go the next step and I want it to be there tomorrow. So there's excitement, yes, but still a lot of desire.”

In the last year and a half, Ontario has hiked its vehicle weight threshold for single tires to 8,000 kg per axle on a standard 53-ft tandem SPIF trailer. That closed the gap within a 1,000 kg between singles and duals, which, based on the Memorandum of Understanding (MOU) on Interprovincial Vehicle Weights and Dimensions, enjoy a 9,100 kg per axle maximum. Under the same national MOU, single tires are



SINGLE FILE: Ontario is testing the road impact of single tires compared to duals. The results could determine if the province allows weight parity.

capped at 3,000 kg (6,000 for two tires on an axle), a restriction that (still in place in all provinces except Quebec, Ontario, and B.C.) makes it economically impossible to spec single tires.

Taking baby steps, B.C. recently announced a weight increase to 7,700 kg, which still makes it tough to interchange equipment for Canadian operations, but makes sense for runs

thes



Reinhard Hollenhorst, wife Cornelia, and daughter Anja, want to take the family fleet across the pond.

dedicated to the U.S. where the maximum load is 17,000 lb (7,700 kg per axle).

Our French-language province recently became the first jurisdiction to approve an increase to 9,000 kg per axle for tandems, thereby allowing full parity between duals and singles, provided users buy a special permit for about \$400 a year (increasing to \$600 for additional axle setups). The amendment hasn't yet taken effect, however.

And now Ontario looks to follow up with another breakthrough that's giving carriers itching to spec wide-base rubber reason to think national uniformity may not be too far off.

This past summer, that province's Ministry of Transportation and the University of Waterloo's Center for Pavement and Transportation Technology conducted a weeklong series of tests to determine a comparative pavement impact analysis between singles and duals.

The tests involve running both types of tires on a track with sensors embedded in the pavement at a variety of weights and speeds, explains Ron Madill at MTO's Freight Policy VW&D Reforms office.

Engineers will compare the "stress and strain" load

GUTEN TAG CANADA!

GERMAN TRUCKERS LOOKING TO START FRESH IN THE DOMINION

Reinhard Hollenhorst, owner of 25-truck fleet HTI Spedition in Munster, Germany, has gotten to the point where he believes he's seen the best trucking days Deutschland has to offer.

Thinking of closing up shop and starting new somewhere overseas, Hollenhorst sent his daughter Anja and associate Thorsten Schaefer on a scouting expedition to Southern Ontario earlier this summer.

After a week of touring the region and talking to a variety of Canadian transportation folks, Anja and Thorsten called up *Today's Trucking* and asked if they could come to the office for some perspective on the small fleet landscape in Canada.

Turns out they had a better story to tell than we did.

Anja says her dad sent her and Thorsten to gather information on the Canadian trucking industry and look for business opportunities on this side of the pond. Specifically, says Anja, she's on the hunt for a small fleet—preferably along the Southern Ontario Hwy. 401 corridor—that could be available for purchase.

"At the moment we're just investigating," she says. "We still have to collect much information."

The ideal company, adds Thorsten, is one with a small pool of established contracts, currently in the hands of an owner in the twilight of his career.

The two aren't too picky about sectors at this point. HTI Spedition is experienced in a variety of applications: general freight, warehousing and logistics, oversized, dangerous goods, and containerization—although the carrier dropped that business a couple years ago when "rates plummeted."

One of the carrier's other major operations likely wouldn't help them much in North America's eat-or-be-eaten environment.

It's a trucking practice called "groupage" where dozens of small carriers band together and pool their resources to size up the behemoths of German transport.

"Our trucks all meet in the center of Germany and everyone takes a share and delivers it across the country for next-day delivery," says Thorsten. "Big companies don't have to do that because they all have their own direct lines from city to city."

While divvying up freight may be a small carrier's best hope in a couple of circumstances, Anja says

it's partly Europe's centralized, socialist-leaning policies and confiscatory taxation that's driving people like her father out of trucking.

"Things are good for [HTI] now, but my father is thinking of the future of his kids and our kids," says Anja. "He wants to sell because of the situation there. The policies are not very pro-business."

Worse, adds Thorsten, is the EU, which takes heavily from the pockets of German taxpayers and businesses to subsidize the enrollment of new, poorer, nations into the union.

Leaving are big manufacturing companies that move to cheaper countries in Eastern Europe and Asia, and arriving in return are a flood of truck drivers from those nations who Anja says are cannibalizing the rates.

"The Russians, for example, will send their drivers and they don't go home for four weeks. They work in lots of European countries for very cheap," says Anja. "At the moment you have lots of businesses saying 'should I work? Why should I work?'"

The Hollenhorsts still want to work, but they want a change of scenery. To them, the view looks good from here.



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Dispatches

impact on the sub structure of the pavement to help policy makers decide whether to take the next step and increase the single tire limit to 9,000 kg in Ontario. Says Madill: "If an axle with single tires loaded to 9,000 kg does not cause any more damage than the same axle with duals ... then we wouldn't have a problem with it."

The MTO didn't have any preliminary data to share at press time, and Madill said the final results wouldn't be available until November.

But the fact that Canadian engineers are holding singles and duals up to a mirror is good news for Beaveridge, who has long argued that mismatched duals—said to be rolling on about 30 percent of trucks on the road—cause far more damage to roadways than singles without any of the environmental and operational benefits.

"There is a significant difference in tire damage

immediately, even at 5-psi difference in mismatched duals," he says.

"If you blew across the market place and took into account a 30-percent incident rate of very high damage caused by duals, then any data they would get [on the impacts of singles] are a joke in comparison," he says.

"Typically, when we're talking mismatched pressure in duals versus the possible damage caused by single tires, the data is going to be significantly on the side of the singles."

Madill says it's too early to suggest whether Ontario, like Quebec, would implement a permit-based system if 9,000 kg were eventually approved. He did add, however, "as far as general policy goes, our preference is to do things in regulation and avoid permits."

The results of the Waterloo U tests could have ripple effects beyond Ontario's borders. Madill

admits that other provincial transport ministries await Ontario's data. "There's a great deal of interest from some of the other provinces in the testing Ontario is doing," he says.

In the West, B.C.'s decision to allow 7,700 kg for singles could have an affect on its neighbors, although Beaveridge says he's had "some good discussions with Alberta, separate of what

"7,700 kg wouldn't do much good for big liquid bulk fleets in Alberta who want to go full tilt."

happened in B.C." Those talks, he tells *Today's Trucking*, have centered mostly on moving from 6,000 kg straight to 9,000 kg.

"Obviously, we would be okay with a compromise of U.S. loads (7,700 kg). But in Alberta, it wouldn't do much

good for the big fleets which are pushing for this because they're all bulk haulers and they want to be able to go full tilt."

On the other side of the country, proponents in the Atlantic Provinces had gotten their single-tire campaigns stuck in the mud. Based on the amount of research undertaken by industry and regulators these last two years, it looked as if New Brunswick would be the first to wave the green flag for wide-base tires.

But a series of impediments—including delays at the acclaimed University of Illinois (whose pavement experts had agreed to measure the impact of single tires against N.B.'s own pavement data)—now look like they've been cleared away, says Vern Seeley of chemical and petroleum hauler RST Industries in Saint John.

Seeley, who has been a vocal champion of single-tire technology, says the tires



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Dispatches

also have a lot of support in the N.B. government, which, like Nova Scotia, wants to see the study from Illinois before making an official decision.

He says he's confident that legislators are leaning toward full parity for singles, adding that 7,700 kg would only be "half a victory." It would accommodate RST's U.S. dedicated fleet, he says, but also invite American truckers to run freely and more efficiently north of the border.

While he's being carefully optimistic, Seeley's seen some preliminary results from Illinois, and thinks the study—in concert with Ontario's own project—packs enough of a punch to start a domino effect in the Maritimes and perhaps other Canadian provinces still stuck at 6,000 kg.

"It looks positive. I have a pretty good feeling from the results of all the work being done."

VanPort

Canned: Port Enforcing Licence

The fight isn't over yet. So says one of the drayage firm owners contesting the Vancouver Port's authority to impose on carriers a controversial licensing system that sets rates and surcharges paid to independent truck operators.

Bob Simpson of Port Transport (formerly Team Transport) tells *Today's Trucking* he plans to appeal a Federal Court of Canada ruling that reinforces the Vancouver Port Authority's (VPA) jurisdiction to



CAN OF WORMS: A federal court says the VPA has the authority to maintain a controversial licensing scheme. Bob Simpson begs to differ.

continue enforcing the so-called Vince Ready licensing provisions.

The licensing system—first established by government mediator Vince Ready to bring an end to the crippling, six-week trucker strike at the port last summer—

includes a set haulage rate paid to owner-ops, among other provisions.

The plan was legislatively backed by the federal government through repeated Orders-in-Council until this past April, when David Emerson, federal Minister of



International Trade and Minister for the Pacific Gateway, transferred the power to maintain the program to the VPA.

Most carriers begrudgingly signed on as a requirement to work the ports. However, a small handful continued to resist, and when the VPA took over responsibility, two carriers—Pro West Transport and Team Transport—quickly challenged the VPA's authority to enforce Ready's regulated rate system.

They lost, though, as Justice Teitelbaum sided with the feds and the VPA.

"We're not happy with the court's decision," Simpson says in an interview. "Our main contention is that the VPA has absolutely no right telling me what I must pay

heard on the Street

■ Former Canadian Sterling and Western Star General Manager **John Nelligan Jr.** says the Sterling dealership he bought into last year is expanding to include Western Star's line of trucks.

Already the largest Sterling dealer in Canada, Mississauga-based Harper Ontario Truck Centres is now able to offer



John Nelligan

Freightliner LLC's Western Star Trucks. "This will provide us with the perfect combination to meet our customer's commercial truck needs now and in the future,"

says Dealer Principal John Nelligan. "This announcement now brings this dealership in-line with our Oshawa location in terms of the products we are able to offer."

The dealer's Oshawa location is already an existing dual Sterling/Western Star facility.

■ **TRANSFORCE** has named veteran executive **John P. Emsley** the new CEO and president of parcel delivery fleet Canpar Transport. Emsley is the successor to the late **John Cyopeck**, who passed away this April after a hard-fought battle with brain cancer.

Recently, a new \$22 million, state-of-the-art operations hub was built in Cyopeck's name. The 170,000 sq ft John Cyopeck Centre replaces the aging 100,000 sq ft center in downtown Toronto.

■ **HALDEX NORTH AMERICA SALES** has been organized into two segment-based groups: the OEM and Fleets unit and the Field Sales group—the latter will be headed by **Brian Bowerman**, for both Canada and U.S. operations. Bowerman brings 20 years' experience to the heavy-duty industry with a strong aftermarket focus. He has held positions with the Heavy Duty Distributors Council, the Canadian Fleet Maintenance Seminar, and ATSSA.

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Dispatches

my employees when I'm not on their property.

"It's absurd they should be able to dictate what we pay our drivers when they're in Surrey or Richmond or wherever."

Simpson's port battle is now two-pronged. While he mounts an appeal against the VPA, on another front he's watching the Canadian Auto Workers certify his owner-ops.

As reported here earlier this summer, rising up behind the Ready licensing system is a movement to unionize port truckers. The collective bargaining agreements struck with carriers so far basically

"A handful of companies being subjected to union contracts are on the top floor of a burning building."

mirror the Ready rate system.

Stu Shields, CAW national representative, said at the time that his goal was to solidify the rates by bringing all port drivers under the CAW umbrella, which could then deal directly in the long term with an association to be made up of drayage firms.

That's in fact what Simpson would like to see too. But he says it isn't

happening. The CAW's campaign to certify the entire port under one local, he says, "is stuck in neutral." In the meantime, new truckers "are coming out of the woodwork and hacking away" at the newly unionized carriers.

"A small handful of union companies that are subjected to the union contracts are being trapped on the top floor of a burning building," Simpson says.

Other companies insist, however, union certification in tandem with the VPA licence system has brought some stability back to the port. Chandra Nand, operations manager at five-truck

fleet Quantum Transport, says he doesn't care who's enforcing the rate system as long as it keeps containers from piling up on docks in the Lower Mainland. "We needed somebody who could oversee this mechanism so we don't have further disruptions," he says. "This was a long time coming. It's a good thing that somebody's in control of how we should be compensating owner-ops."

"We are absolutely in favor of the court decision."

Current peace at the port is "fragmented stability"—nothing more than a regulatory Band-Aid, says Simpson. He wonders how

SITED ON THE WEB

Every day, our AWARD-WINNING online product, **Todaystrucking.com**, reports the best collection of original, in-depth transportation news on the web. If it happens in trucking, you'll read a unique account there first. Here's a recap of some recent exclusives reported online:



■ Todaystrucking.com learned that **DETROIT CITY COUNCIL** warned Deputy Mayor Anthony Adams with termination for allegedly signing "very serious contractual documents" with the Ambassador Bridge Co. without City Council's approval. Both deals—one that gave the bridge operating rights to the U.S. side of the Detroit-Windsor Tunnel; and the other which allowed the bridge to operate and run its own transportation projects on port dockland property—were also vetoed by council. A couple days later, newspapers in Detroit and Windsor picked up on the story, reporting that Detroit Mayor Kilpatrick overturned council's resolutions. Council responded with another counter-veto. It's not clear where the balance of power ultimately lies. A court will probably have to decide.

■ Meanwhile, in a related issue, TT.com obtained documents indicating that the **AMBASSADOR BRIDGE** has officially filed a permit application to begin construction of a new, six-lane twin span across the Detroit River. In the application, an official from American Consulting Engineers LLC writes on behalf of the bridge company that the existing Ambassador would be closed for evaluation and repair if found economically viable for future use. Critics insist the bridge company is trying to undermine plans by Canadian and U.S.

officials to build an entirely separate bridge about 3 km southwest of the Ambassador.


■ A few miles east down Hwy 401, workers at **NAVISTAR INTERNATIONAL'S** truck plant in Chatham, Ont. were notified that the company may layoff workers in anticipation of a post pre-buy slowdown in 2007.

The alert was issued to comply with requirements of the Ontario Employment Standards Act (ESA), which states a 16-week advance notice must be given before any job cuts can be implemented. Navistar said the notice doesn't specifically mean workers will be sent home.

Most media reported the number of potential layoffs is unknown, but a source told Todaystrucking.com that he was surprised to hear over 800 jobs are part of the ESA notice. While he agreed workers shouldn't assume the worst, the CAW's Chatham plant chair Mike Neuts said he was shocked when told of the possible layoff numbers being suggested.

"To satisfy the ESA they had to put out a number of 499 or more," he said. "I thought that would be the max with a few skilled trades (jobs) in there as well, but the 859 number that came out was considerably higher than what I was expecting. It kind of stressed me."

For more on these stories and dozens of other issues you won't read about anywhere else, click  www.todaystrucking.com



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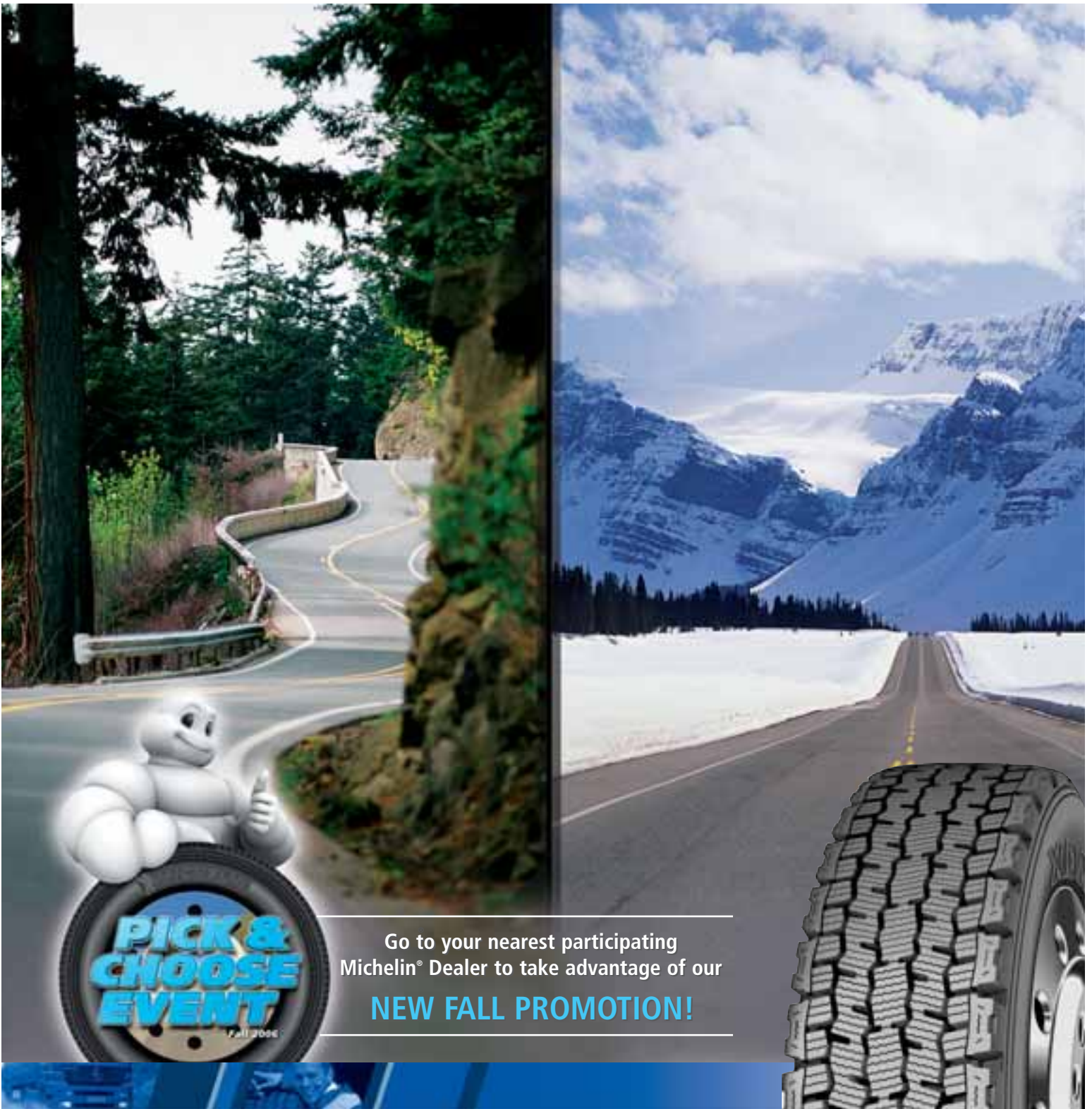
Canada's Youth Employment Strategy (YES) will cover up to one-third of a new employee's salary – whether they will work behind the wheel, in your office, or in the warehouse.

Eligible candidates need to be between 19 and 30 years of age, cannot be collecting Employment Insurance, and must be a graduate of a post-secondary institution or the Canadian Trucking Human Resources Council's Earning Your Wheels program. You simply need to offer them a minimum of 30 hours of work per week for the next six to 12 months.

For more information on the Youth Employment Strategy, contact the Canadian Trucking Human Resources Council at 613-244-4800, or email yes@cthrc.com.

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the licence system is going to help the VPA settle future disputes with other port sectors.

"I guess there'll never be another conflict at the port ever again?" he asks sarcastically. "Because with a stroke of a pen I guess (the VPA) will write up their own little licensing scheme for whatever group it is, and resolve it by stating what a longshoreman makes or what a welder makes, right?"

"No. It's the trucking industry that's the easy target."

Human Resources

Pay Day For CPX Owner-Ops

Talk about breaking the rules. A progressive B.C. carrier is shelling out more than \$400,000 in profits to its drivers and owner-operators this year.

Surrey, B.C.-based Coastal Pacific Xpress, a 300-truck long-haul TL and expedited carrier, is paying 475 employees and drivers the bonuses in recognition of their role in helping the company generate revenue of \$100 million for the fiscal year ended May 31, 2006—a 41-percent (\$71 million) increase over last year. The bonuses are on top of the 45 percent boost in raises the company gave its owner-ops since last October.

CPX, which specializes in temperature-controlled and just-in-time delivery across North America, is also unveiling an enhanced benefits package for its owner-ops that takes effect this fall.

"It's easy to just say 'thank you' to your employees and owner operators for a job

on the
Docket

HAZMATTER OF FACT:

Canadian hazmat haulers not able to get FAST-approved in time to meet US Customs and Border Protection's new security rules for foreign truckers got a 90-day reprieve from enforcement.

CBP says it will consider the next couple months a period of "informed compliance," in which Canadian and Mexican hazmat truckers that do not produce a FAST card at the border will be handed an informational notice advising them of the new rule. Phase 2 enforcement and full compliance now kicks-in November 13, 2006.

The rule, a clause in the Patriot Act, has already been in place for about 3.5 million U.S. drivers since last year. Canadian truckers were slated to comply with the same background checks, which basically mirrored the protocols for FAST compliance.

But, as the Canadian Trucking Alliance has argued for years, the problem from the outset had been to find a mechanism for Canadian drivers to comply with the system since one does not exist in Canada.

The news spelt relief to hazmat haulers like Winnipeg's Jade Transport, a specialized fleet hauling industrial and food grade chemicals into the U.S. "That's great news," says Ian Mowat, manager of driver services, safety & compliance. "The TSA hazmat endorsement would have just added another layer

of bureaucracy. It opens the window for more hassles when you add something like that."

Mowat is fortunate that over 80 percent of Jade's drivers are already FAST-approved. But others not aware of the rule ran a serious risk of being turned away at the border for not having a FAST card—a process that can take as long as two months to complete.

While trucking groups like the CTA welcomed the decision to allow FAST in lieu of America's security requirements, many questioned the timing of the official announcement.

That led to a meeting between CBP and the Transportation Security Administration, who apparently agreed a phased-in approach would give foreign truckers sufficient time to register for FAST.

TRASHY DEAL:

Starting the first of this month, U.S. Customs has eliminated all C-4 codes using the MUW (Municipal Solid Waste), WQC (Sewage Sludge) and CS3 (Construction Debris 2) from the BRASS, "line-release," database.

Carriers hauling municipal solid waste shipments must switch to PAPS when transporting to the U.S.

The rule was originally set to kick-in July 31, but the Canadian Trucking Alliance got authorities to delay it a month, to Sept. 1, 2006, so truckers and brokers could have enough time to make the change to PAPS.

Shippers and carriers will have to make new arrange-

ments with brokers to ensure PAPS transmissions are filed within the time window that CBP allows before cargo arrives at the border.

It is rumored that the phasing out of BRASS for trash shipments was expedited, in part, for



political reasons. U.S. politicians are concerned that BRASS does not provide Customs with the advance cargo information needed to conduct a proper risk assessment.

Last month, the US Senate passed a bill—at the urging of Michigan legislators—requiring CBP to review its screening process for municipal solid waste. If a system isn't developed soon, the proposal would require Homeland Security to stop trash trucks from entering the U.S. altogether.

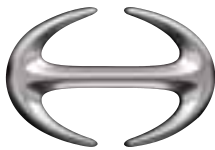
"The trucking industry has known for some time that BRASS would be phased out; but the schedule for phase-out has been a significant unknown," said CTA CEO David Bradley. "Providing the supply chain with three weeks notice for a policy change such as this was simply not practical."

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well done,” said Jim Mickey, general manager and partner at CPX. “We believe in giving back to our people what they have given to us.”

Of course, the ROI is more than just an upbeat company culture.

In an industry where the qualified driver turnover rate hovers over 120 percent, CPX’s turnover rate is now 20 percent—down another two points from 2005.

In an interview, Mickey said his company has grown 500 percent in the last few years at a time when other fleets are forced to downsize because of a lack of quality drivers.

Six years ago CPX wasn’t any different than any other hauler, says Mickey—competing on price, and paying more or less the industry standard.

But the whole idea that trucking was just a commodity soon became difficult to accept for Mickey, who returned to trucking in 2000 after a long hiatus.

Realizing that premium service needs premium drivers, Mickey and Glen Parsons, partner and vice-president of marketing, set out to make CPX the employer of choice.

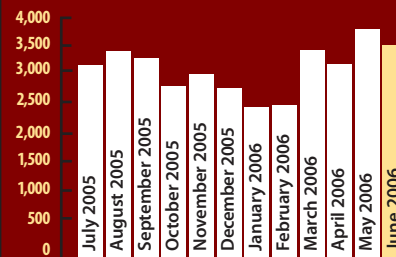
“Trucking has this ludicrous idea that we can get away with a cavalier disregard for a worker’s time,” he says. “That’s not the way the world works. You wouldn’t get away with the way we treat drivers anywhere else.”

People–Service–Profits—that’s the company’s motto, literally in that order. So far, it’s paying off in full. ▲

truck sales index

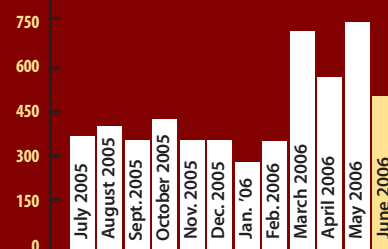
June 2006

CLASS 8	This Month	YTD '06	YTD '05	Share
International	614	3677	4017	19.4%
Freightliner	651	3651	3935	19.2%
Kenworth	600	3330	2387	17.5%
Peterbilt	472	2324	1436	12.2%
Volvo	297	1750	1773	9.2%
Sterling	327	1616	1125	8.5%
Mack	283	1380	1104	7.3%
Western Star	278	1258	1131	6.6%
TOTAL	3522	18,986	16,908	100.0%



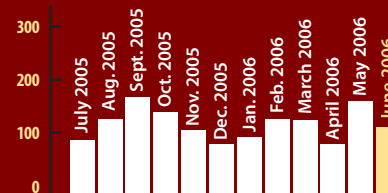
12-month Class-8 Sales

CLASS 7	This Month	YTD '06	YTD '05	Share
General Motors	64	916	339	28.6%
International	171	765	733	23.9%
Peterbilt	85	416	232	13.0%
Kenworth	60	333	277	10.4%
Freightliner	47	299	409	9.3%
Sterling	43	219	173	6.8%
Hino Canada	38	208	115	6.5%
Ford	8	43	43	1.3%
TOTAL	516	3199	2321	100.0%



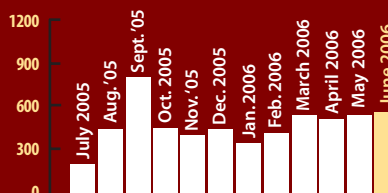
12-month Class-7 Sales

CLASS 6	This Month	YTD '06	YTD '05	Share
International	21	197	336	29.7%
Hino Canada	41	162	82	24.4%
General Motors	21	137	176	20.6%
Freightliner	11	75	106	11.3%
Ford	7	47	38	7.1%
Sterling	10	46	34	6.9%
TOTAL	111	664	772	100.0%



12-month Class-6 Sales

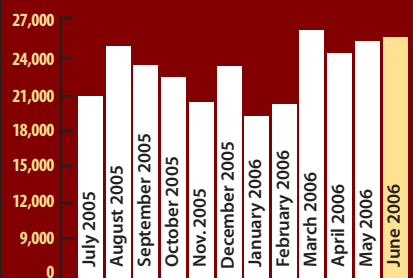
CLASS 5	This Month	YTD '06	YTD '05	Share
Ford	240	1312	1164	44.4%
General Motors	147	922	922	31.2%
Hino Canada	66	427	427	14.5%
International	106	284	0	9.6%
Freightliner	2	8	32	0.3%
Sterling	0	0	0	0.0%
TOTAL	561	2953	2545	100.0%



12-month Class-5 Sales

U.S. RETAIL TRUCK SALES

CLASS 8	This Month	YTD '06	YTD '05	Share
Freightliner	6310	39,033	37,002	27.8%
International	4953	26,503	23,661	18.9%
Peterbilt	3502	17,599	13,622	12.6%
Kenworth	3254	15,679	12,289	11.2%
Volvo	2631	15,248	12,519	10.9%
Mack	2759	15,032	12,772	10.7%
Sterling	1391	8601	7426	6.1%
Western Star	269	1694	1467	1.2%
Other	171	778	232	0.6%
TOTAL	25,240	140,167	120,990	100.0%



12-month Class-8 Sales, United States



Online Resources: For more truck sales stats, go to todaystrucking.com

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

KAL TIRE'S TRUE SERVICE ARRIVES IN ONTARIO

Vernon, BC – After acquisitions of three successful Ontario tire companies, Kal Tire will officially roll out True Service in Ontario, September 1, 2006.

The rebranding of Timmins Tire/The Tire People, and The Mississauga Tire Centre (MTC) Group, will stretch the Kal Tire blue and orange from Victoria – north to Whitehorse - and now, through to the Quebec border.

Chief Operations Officer of Kal Tire's Ontario Division, Danny Funk, says that it just makes good sense to drive expansion east into the Ontario marketplace, the transportation hub of the country.

“With these stores, we have spread our service network throughout Ontario and

along an important stretch of highway – the 401,” Funk explains, “As a result, our commercial clients will benefit immensely from a consistent business experience, nearly coast-to-coast.”

Kal Tire's service-driven philosophy has built the tire company into the largest independent tire dealer in Canada. The addition of the 20 Ontario stores to the Kal Tire network has the company nearing 200 branches.

Funk insists that although the colors of these buildings have changed, the customer experience will, for the most part, remain the same.

“We've brought our industry-leading employee training program and tire technology to these branches, but we

are grateful to have the key management figures still very much involved,” says Funk, “They have built successful businesses and their experience will ensure a smooth transition for us into the market.”

Kal Tire is a privately-owned, corporate partnership that was founded in 1953 in Vernon, BC, where it is still based. Its employees number over 3000 within the 200 stores, five warehouses, 11 mining operations, 13 tire retreading plants, and corporate headquarters.

The company was rated best employer in British Columbia for 2002, by BC Business Magazine in a survey conducted by Watson-Wyatt.

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Tough Love

driver's side *Making your customers love you for charging them more.*
By Jim Park

Truck drivers form the backbone of the Canadian economy, says the narrator right off the top. "They link producers, manufacturers, retailers, and consumers. Without truck drivers, every Canadian would be affected, from farmers to manufacturers, to retailers to consumers. Yet this industry is in crisis. There's a critical shortage of drivers in this country."

I'm on the plane coming home from a recent trip to Vancouver watching a 10-minute DVD produced by Coastal Pacific Xpress in Cloverdale, B.C. The same outfit I wrote about a few months back—the one giving its drivers \$10,000 pay increases this year.

If you're thinking CPX must be in trouble if it needs a slick little DVD to get hiring prospects to listen, you'd be wrong. This isn't a recruiting tool at all. CPX produced this high-quality video expressly for the only bunch in the supply chain that doesn't seem to understand the threat posed by this driver shortage...

"What we've got is the potential for a corporate and consumer catastrophe," says CPX co-owner and president, Jim Mickey, in the opening moments of the DVD. "If we don't have product on the shelves to sell, that's about as serious a problem as we could have in the retail sector."

... his customers.

Using drivers from his own fleet, as well as office staff,

Mickey explains some of the difficulties the industry has in attracting drivers, and why the number-one issue, he tells viewers, is compensation. So, when he or his sales rep (he only has one) goes in to see a customer, the customer gets a free copy of the DVD.

In the video, CPX driver Jacquie Kohanko, filmed from the passenger seat while maneuvering through town, describes the problem in terms of the hours of service rules. "We've only got 15 hours a day to work, and if we use up four to six of those hours making a pick up or drop, that cuts into how many miles we can get in for the day," she says.

And for added impact, Paul Landry, president of the British Columbia Trucking Association, explains—rather succinctly—the roots of the driver shortage.

"Over the course of the 1990s, the trucking industry was brutally competitive," he notes. "The industry underpaid its workers. It failed to respect the worker's needs in terms of compensation for delays at the border and delays at shipper's facilities."

CPX is out to remove any doubt from their customer's minds that they don't have a right to expect top quality service if they're not willing to pay for it. He makes the point pretty clearly that if shippers expect—no, hope—to have a truck at the door when they need it, they're going to have to pony up.

Mickey makes no bones about the cost of developing and retaining the kind of driver the customers want handling their freight. And he's right up front with the customer about the high cost of quality help, which he warns in the DVD, is going to get higher.

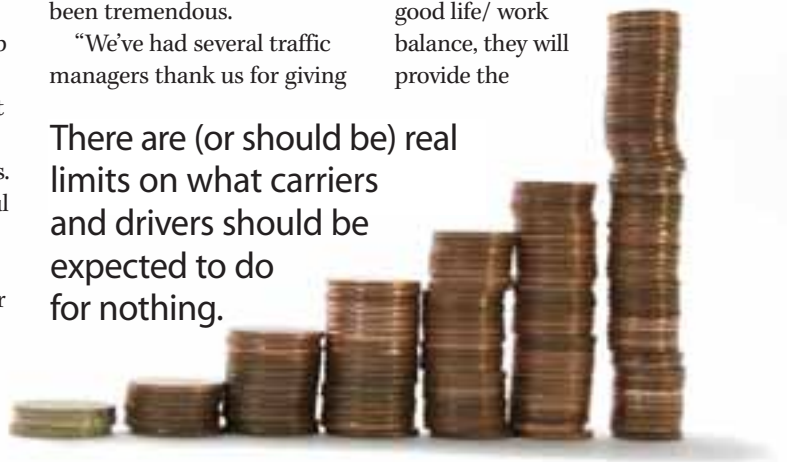
CPX bore the entire cost of producing this DVD, and they've taken it around to all their valued customers. The feedback, Mickey says, has been tremendous.

"We've had several traffic managers thank us for giving

should be expected to do for nothing, and prices they should be expected to absorb. This company has been right up front about it, and is taking steps to explain the affect predatory pricing is having on one industry's ability to serve the other.

The trade off to higher rates, says Mickey's business partner, co-owner Glen Parsons, is simple: "If we continue to pay our drivers well, provide them with good working conditions and good life/ work balance, they will provide the

There are (or should be) real limits on what carriers and drivers should be expected to do for nothing.



them the tools to justify the rate increases to their bosses," Mickey told me. "By now, everyone knows about the driver shortage, but we're just explaining what it will mean down the road for companies that rely on timely deliveries. They know where they'll be without trucks."

Aside from the fact that I believe initiative of this sort is worth a public pat on the back, I applaud CPX for its directness in presenting the issue to the customer. There are (or should be) real limits on what carriers and drivers

customer with good service and a strong commitment to make sure the product is on the shelves on time."

That's what I call a balanced and sustainable business relationship. Want a little help in managing your customer relationships better? Jim Mickey says the video in question should be posted to the CPX website by the time this article is published (www.cpx.ca). ▲

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



**GENUINE PARTS.
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Street Smarts

INSIDE:

29 Mercuri on training techniques

31 Tax changes afoot

MANAGING PEOPLE, TECHNOLOGY, BUSINESS, AND SAFETY



Witnesses Wanted

techs mechs *How to plug security leaks and make your freight even safer. By Dwight Hamilton*

We will never know if short-haul trucker Don Woods saw anything suspicious around his brand-spanking-new Volvo tractor, which was pulling 65,000 lb of meat westward on Highway 401 toward Toronto. We won't know if a sixth sense inside of him told him something wasn't just right when he may have stopped for food at a Fifth Wheel in Bowmanville. That's because Durham Regional Police found him at a Pickering, Ont., parking lot on June 23, 2006.

He was shot to death.

Woods was likely murdered for what he was hauling, because his trailer was empty when he was discovered.

Durham Region Police won't speculate

publicly on the case and it remains under investigation. In the meantime, a fund has been set up to help Wood's widow Nicole and his 13-year-old son Alex. Donations can be made at any TD Canada Trust Branch, payable to branch number 2456 and account number 6257707.

This type of hijacking is estimated to cost Canadian businesses about \$1 billion each year with the lion's share of activity in Ontario, due to the lucrative Windsor-Montreal corridor. And it's not just tractor trailers at risk. In less than two months this summer, seven postal vans were stolen in the western Toronto area alone, one driver being dragged from her van in broad daylight.

One initiative to counter today's increased threat environment for truckers is known as Partners in Protection, run by the Canada Border Services Agency (CBSA). The program includes a myriad of services that are intended to improve a carrier's internal security standards and procedures to help prevent criminal activity and speed up cross-border transportation.

Under the program, a carrier agrees to a comprehensive security audit by CBSA personnel, conduct its own regular assessments, participate in awareness sessions, consult and share information with the agency and develop a joint plan of action. There's no charge to participate, and so far over 1,000 carriers in Canada have signed on.

An aspect added to the program in May 2004 was a 24/7 toll-free tip line you can call (1-888-502-9060) if you observe anything suspicious that could involve criminal or terrorist activity. Calls are confidential and not recorded. No detail is too small as it may provide authorities with just the right missing piece in a complex puzzle of nefarious goings on. Here's a quick list of what the authorities are looking for:

- Location, date and time of suspected illegal activity;
- Physical description of the suspect, including clothing worn;
- Date of birth or approximate age;
- Conveyance involved: truck, car, boat, airplane or train;
- Address and phone numbers if known;
- Known associates or business ties.

At the discretion of CBSA, there may even be a cash reward for information furnished, and in the last two years the tip line has borne some fruit. An employee at a trucking company spotted some suspicious paperwork involved in a shipment that led to the seizure of three containers of counterfeit designer clothing worth \$790,000.

In another instance, a trucker witnessed a roadside exchange in the dead of night



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between a semi and an SUV that led to the seizure of 200 lbs of illicit drugs and \$140,000 in cash.

Possibly the most important tip the agency received may have been when truckers witnessed three men photographing a prominent bridge with high-resolution digital cameras. Were they tourists or terrorists? An investigation is ongoing.

Trucks are of great interest to terrorists. With respect to cargo theft providing a revenue stream for them, cosmetics are a good score, as they are valued like gold in the Third World, which includes many countries affected by internal wars, revolution and exportable terrorism.

What to do if...

In the highly unlikely event of a truckjacking, York Region Police Det. Paul Lasalle offers drivers the same advice he'd give anyone in a carjack or mugging situation.

First, be aware of your surroundings—especially at night or in isolated areas. If you're robbed at gun or knifepoint, cooperate, and definitely give up your load—the product is not worth your life.

Carry a cellphone so you can call for help.

“And just become the best witness you can be. It's a difficult thing to do if you're a victim, but be aware of your surroundings, take note of where you are so you can get help to you. Take note of what the person looks like, and memorize your truck and trailer's plates so we can track it down ASAP,” says Lasalle.

— by Duff McCutcheon

“The more you know what we do and the more we know the needs of the industry, the better off everyone will be, because we have a vested interest in working together,” says Derek Mellon, a spokesperson for the CBSA. “The trucking business needs the border secure to expedite the flow of goods in as quick a

manner as possible,” he says. He admits the industry has been more vigilant since 9/11 and that the tip line “drills it down to a personal level,” but he warns truckers not to take the law into their own hands by gathering evidence or making citizen's arrests. The dangers in these types of situations are very real.

Sadly, the tip line wouldn't have helped Donny Woods, as he was nowhere

near the Canada/US border at the time of his murder. But maybe if his company had undergone a security audit by CBSA, the theft of his cargo would never have occurred. ▲

Dwight Hamilton is the author of *Inside Canadian Intelligence, Exposing the New Realities of Espionage and International Terrorism*. (Dundurn)



TA-300T

Ride Heights:
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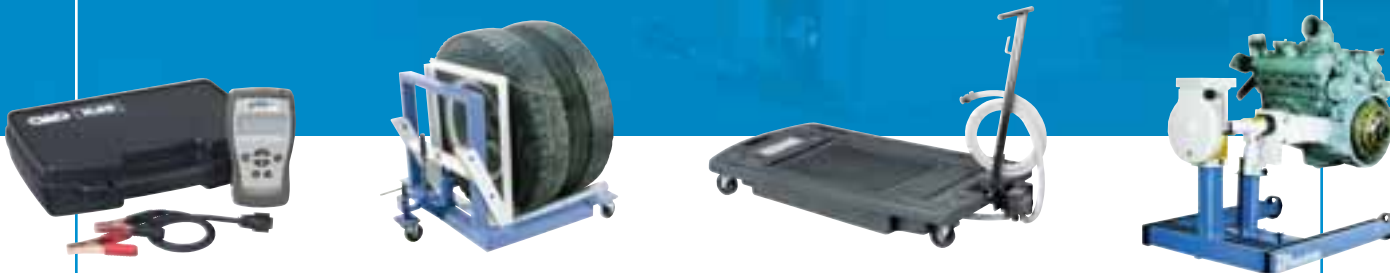
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No. 1590





How To Make School Fun

safety dept. 10 steps for effective employee safety training.

By Raymond Mercuri

Whether you're running a small division of a huge fleet or trying to keep costs down at a five-truck outfit doing local P&D work, keeping your people up to speed on safety is as much a part of your job as keeping an eye on fuel prices.

So I'm talking about training—specifically, driver training.

And not to make too much of the fact, but it's easy to remember—particularly at this time of year—that drivers and classrooms are seldom each other's best friends.

So you have to make training easy and effective. That's why it's so important that before you start, you must define your goals and then deliver your message in the least-painful way possible.

Here's a list of 10 tips that some of Canada's best fleet safety practitioners rely on to get their messages across.

1 Prepare your agenda and set your goals.

Don't wing it. Figure out which topics you want to cover, what order you want to do it in, and how long you're going to spend on each one. And be sure to establish clear and concrete learning objectives. Before you start, figure out some way to measure your success. Otherwise, you'll be wasting your time.

2 Involve participants in the learning process.

Ask your people what they'd like to cover. Sometimes, there are specific company issues that need

addressing. Are there dicey situations that arise between your dispatchers and drivers? Weave company specifics into your training program right from the start to keep the program relevant.

3 Leverage your people's experience and knowledge.

Understand that your drivers have accumulated a wealth of life experience. Draw on those experiences and apply them to the lessons. That means asking for examples beforehand so you can relate the concepts covered to real-life situations.

4 Keep their eyes on the prize. Adult learners are goal-oriented. When your drivers attend a training seminar, they arrive with a specific aim in mind. Fleet instructors must show attendees how the seminar will help the participants accomplish their goal.

5 Keep it relevant. Adult learners must see the reason for learning what is being presented. And that reason must be of value to them. Help your people make the connection through the use of familiar settings and situations.

6 Keep it practical. How will your lesson be useful on the job? Successful delivery means telling your drivers exactly how they will use this particular session's content the next time they show up at work.

7 Use visual aids and hands-on exercises. Most people

learn more effectively when training is both visual and highly interactive. The way you communicate and your lesson formats are critical; don't scrimp on high-quality visual-training tools.

It's not enough to hand your drivers a copy of your company safety program booklet and expect them to read it. Having drivers sign a statement that they have received, read and understood your policy is, simply put, the lazy way to train your crew. It's also a sure-fire way

did have the information they needed. These will also serve as handy reference tools long after the training has been delivered.

9 Quiz them. Apply a pop quiz at the end of your training session.

10 Use the KISS rule. As in "keep it simple, stupid." Kevin Snobel, general manager of Caravan Logistics, credits his company's successful training program on its simplicity. "Keeping it simple is rule number-one," he advises. "Keep the training material



Before you start, figure out some way to measure your success. Otherwise, you're wasting your time.

to make sure nobody shows up at your next meeting.

8 Handout printed materials. Provide written materials as a take-away for your drivers. Even if they never refer to them again, at least they'll have the option. And if a problem does arise, you'll be able to say that your people

and message simple without talking down to your trainees. This will go a long way to getting and keeping their attention and improving knowledge retention." ▲

Raymond Mercuri writes about safety and training for *Today's Trucking*.



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All Together Now

big money *In six months, the government's going to start treating your personal taxes differently. Don't be taken by surprise. By Scott Taylor*

The Canada Revenue Agency (CRA) is in the midst of an initiative to ensure the Income Tax Act, Excise Tax Act, and other tax laws have common and consistent rules related to accounting, interest, and penalties.

In what it is calling a "harmonization of administrative provisions," CRA has taken the opportunity to gain greater access to all your government accounts starting April 1, 2007.

This means when CRA reviews one tax account, it will be able to review all of your government accounts, ensure that each one is current, and apply any refunds you may be due in one account to any debts you may have in another. For corporations, this means your GST, source deductions, and corporate tax accounts are related. Likewise, for sole proprietors, your GST, source deductions (if you have employees), and personal tax accounts will be connected.

Today, CRA typically only does this once a file is far into collections mode. In the future it may become an everyday practice.

How could this affect you? Effective April 1 of next year, CRA won't refund overpayments of tax or installments from your GST or income tax until all returns, due under any of your accounts, are filed. The intention here is to enforce filing compliance. If you want your refund, you



CRA won't refund overpayments of tax or installments from your GST or income tax until all returns, due under any of your accounts, are filed.

must be current on filing all your returns. So if you're a sole proprietor and your personal income tax return is not filed, your GST refund will not be paid to you.

Also starting next April, CRA will not pay your GST or personal income tax refund if

you owe money on another tax account. Instead, any refund or rebate "may be" (which more likely means "will be") automatically offset against a debt you owe to the Receiver General from any other tax act.

This is the big one. You will no longer have the choice to use your GST refund as a tax payment. CRA could decide for you and scoop it. So for a sole proprietor if your personal taxes are not paid next spring, your GST refunds probably won't be issued to you and they will be applied

against your income taxes.

Let's run through this hypothetical situation. You're a sole proprietor and purchase a new truck or trailer sometime between January and June 2007. You file your GST return for the period claiming back the money you need to make your balloon payment on your loan. You also file your personal tax return by April 30 or June 15. CRA steps in and decides to apply the refund to your personal taxes that you just filed. Because remember, if your taxes are not paid by April 30, you are behind. Imagine scrambling to cover the difference to make

your payment or explaining to the finance company why you're short.

Other changes coming into force on April 1, 2007:

- Currently, CRA pays interest on your GST refund if it takes more than 21 days to process. Effective April 1, the timetable will be extended to 30 days. CRA is notoriously slow at processing refunds, so it's no surprise they're giving themselves more time.

- The interest rate charged on overdue amounts and the interest paid on refunds is currently the same. That will change on April 1. The interest rate charged on late payments will be two percent higher than the interest CRA pays on late processing of refunds.

- Today, penalties for late filings are charged at \$250 or five percent of the net payable amount, whichever is greatest. Starting April 1, the penalty will be a fixed charge of \$250 per return.

These changes, issued in July, are outlined in GST/HST Notice 212 and a Q&A document available online at www.cra-arc.gc.ca. The new rules become effective in just six months, so ask your accountant about Notice 212 and the strategies you can use to anticipate and manage their effects. You can also call CRA at 1-800-959-8287. ▲

Scott Taylor is Vice President of TFS Group of Waterloo, Ont. For more information visit www.tfsgroup.com or call 1-800-461-5970

BY MARCO BEGHETTO

“A family in harmony will prosper in everything.” That’s one of about a gazillion Chinese proverbs being stuffed into a fortune cookie somewhere in the world right now.

More often than not, advice peeled out of a crispy-fried wafer is both catchy and true. But if you’re looking for real valuable life lessons on family, then Glenn Thomsen in Coquitlam, B.C. is the man.

He’s a master juggler of family management—not only as husband to wife Maria and father of two in the Thomsen household, but also at work where in many ways he’s the glue that binds together the Williams family’s Williams Transportation & Logistics Group of Companies.

Here at Williams headquarters—literally at the foot of the Port Mann Bridge in

personal family minefields embedded in the company culture, most outfits find it difficult to attract or retain top-level execs from the outside.

Then again, few companies demand the kind of loyalty that Williams has earned from its employees over the years.

The fleet’s first chapter was written in 1929 when founder George James Williams borrowed \$50 to purchase a Dodge touring van and, with the help of friends, launched Williams Transfer. In 1949, he was joined by his 16-year-old son George “Sonny” Williams, and that year Williams Transfer became known as Williams Moving & Storage.

Sonny guided the company into the forefront of the moving and freight hauling industry. Under his watch, the company pioneered the development of domestic moving containers in the 1970s and became the largest shareholder of United Van Lines Canada, which Sonny oversaw as company president for a time.

Rivaling another great family of Georges—the Foremans—Sonny followed

Thomsen’s history isn’t as deeply rooted in trucking as the Williams boys. He graduated from Queen’s University in Ontario as a mechanical engineer. He then decided to fine-tune his skills in the transportation vocation so he figured “what better way to learn the transport industry than to buy my own truck?”

So, with his bachelor’s degree up on the wall at home, Thomsen hit the road as a lease operator. He didn’t turn back.

FAMILY TIES

B.C.’s Lower Mainland—Thomsen is a true bridge builder in his role as company chief operating officer and general manager.

He oversees more than half a dozen different operations and ancillary businesses while at the same time acts as a trusted liaison for owner and President George “Jim” Williams.

It’s not often you find someone like Thomsen at a deep-rooted, family-run fleet. With equity usually reserved for successive generations and a whole lot of

family tradition and named his own son George “Jim” Williams. He raised his boy around the trucks and trailers of the family moving company.

Jim took over the reigns in 1996, and under his leadership, the fleet has grown into a \$50-million company, with 500 employees, 22 offices, 36 warehouses across the country, and 1,300 pieces of equipment, including 250 tractors, 250 hub and spoke straight jobs, and hundreds of vans and container units.



MOUNTAIN MOVER: Glenn Thomsen coordinates everything from household moves to family meetings.

After following Maria, a native British Columbian, back to her home province, Thomsen was hired at Williams by then-owner, George Sonny. He moved up the ranks, and with the elder Williams' blessing, went north to Terrace, B.C. to open up a new terminal under the company's St. George Moving division.

"He was a very supportive principal in that if you made a presentation to him and it made sense he allowed you to do things

you wanted," recalls Thomsen.

In 2000, with Jim now at the helm, Thomsen was called home to Coquitlam and given the task of finding the synergies within all the company's moving, linehaul, and spin-off businesses.

"It's my job to have a finger on the pulse of every one of our operating companies and finding where the optimum efficiencies are; where we can cross-haul; where we can intermingle. And then to pool and

redistribute the revenues to all those divisions," Thomsen says.

Sometimes identifying top-gear efficiencies where those operations intersect is obvious; for example, shifting most of the company's lease operators off of residential household moving in the winter to a lucrative linehaul partnership with Sears' trucking arm, SLH Transport, in time for the busy consumer-driven shopping season.

In fact, Williams Moving and Storage



How to make sure **KITCHEN-TABLE DECISIONS** work at the boardroom table too.

Profile

has a \$7-million department dedicated to distributing owner-ops where they're needed most.

"About four years ago, we made a conscious decision that our lease operators were an asset that needed their own department 12 months a year," Thomsen says.

In other instances, newly found revenue is a result of a little creativity. In recent years, Jim Williams and Thomsen have expanded on Sonny's vision of exploiting the flexibility of intermodal containers for over-the-road transport.

"The [qualified] driver shortage has really required us to think outside the box. We've expanded on [acquiring] 53-ft containers," Thomsen explains.

"We can load them in Vancouver, send them to Toronto, and an agent there unloads it.

"We're not going to have the luxury of having a single driver go across the country in four days anymore. The customer might like it like that, but soon it won't be the reality. We need pieces of equipment that you can do different things with and can be easily third-partied."

There was a time, not long ago, when the moving specialists fought in the trenches of general goods truckload lanes with 35 linehaul units. "We found that to be a very tough market," says Thomsen.

So, the company backed away from hauling "40,000 pounds of dry dog food" and moved into high value, TL and LTL niche lanes—things like Formula One simulators and high-tech medical equipment like MRI machines.

The shift also allowed Williams to focus on its traditional core service—moving residential and commercial furniture and equipment, both short-haul and long-distance. Not that the sector, admits Thomsen, is any less cutthroat than the dog food delivery market.

In fact, while many general truckload lanes have matured and, to some extent, weeded out more than a few fly-by-nighters, the 0-50 mile moving business still often accommodates rate cutters.

"It's an easy entry business, with little

capital expense. You can go in with your buddy, a rented truck and a cell phone, and make a living like that," Thomsen says.

Of course, there's always the risk that an inexperienced driver or an aging piece of equipment could result in great grandma's 200-year-old family heirloom being spilled on the side of the road.



STACKED: Williams moves and stores everything from living room furniture to a hospital's MRI machines.

In recent years, Williams and Thomsen expanded on Sonny's vision of exploiting the flexibility of intermodal containers for over-the-road transport.

"That's where we sell above them," Thomsen continues. "We sell safety, experience, expertise, and piece of mind."

The fine line Williams walks, he says, is being careful not to price itself out of the market, while reinforcing to salespeople that the carrier "is the kind of company people are willing to pay [a premium] for."

A collection of supplemental services—creating a sort of one-stop moving shop—also gives the company an edge. Williams not only hauls the goods, but also has on staff moving consultants, capable of planning to the finest detail the transfer of a small office building or

100,000-sq-ft manufacturing plant.

"The client wants to be in business while he's moving. He doesn't want to close for a week. So you sit down and plan the priorities. What are the most important things? What's the last thing you want to leave the building and the first thing you want at the new place? Not everybody can do that on their own."

Williams offers a variety of warehousing and storage services as well. Recently, the company launched a unique "do-it-yourself" mobile storage service. A tilt-bed truck drops off a small, portable 16-or 18-ft container at a customer's front door. "You load it yourself, and we pick it up and transport it whenever you want, whether it's five days or five months." Furthermore, the container units are furniture-compatible and can easily fit in threes inside a 53-ft dry van.

When he's not building bridges across the company's many ventures, Thomsen is the outside "voice of reason" helping strengthen family ties among the boss and possible successors, Jim Jr., Tom, and Donna, whose husband also works for the company.

In his exceptional position, Thomsen not only ensures that every decision isn't made directly from the kitchen table, but is also employed by Jim as a valued communication link when the lines between being a father and boss sometimes get blurry—as they inevitably can at family run businesses.

"The kids have grown up around me, so I have a very strong relationship with all of them and the family," Thomsen says in explaining his adopted role as an honorary family intermediary. "I think I'm the outside analytical influence that helps take emotion out of some decisions.

"It's a third generation organization, but it's also a \$50 million company."

It would bode well for any company with a nameplate ending with "... & Sons" to put some stock in a guy like Glenn Thomsen should he be available. Because, as Williams can attest, good advice can't always be found in a fortune cookie. ▲

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APUs

CONSIDER THIS: If a sizeable percentage of all North American over-the-road trucks could eliminate the need to idle for driver comfort entirely, there'd be nearly 4 billion gallons of diesel fuel saved every year.

And that figure doesn't even include the thousands of hours idled away by dump trucks, city drivers or P&D guys.

One year ago, the price of diesel was about 12 cents a liter less than it is now.

Idle your truck for more than three minutes in downtown Vancouver and you're liable to be dinged with a \$150 fine.

Really, is there any math to be done?

In individual terms, eliminating idle time completely could save a one-truck operator \$30,000 or more over five years.

Still say an APU is too expensive?

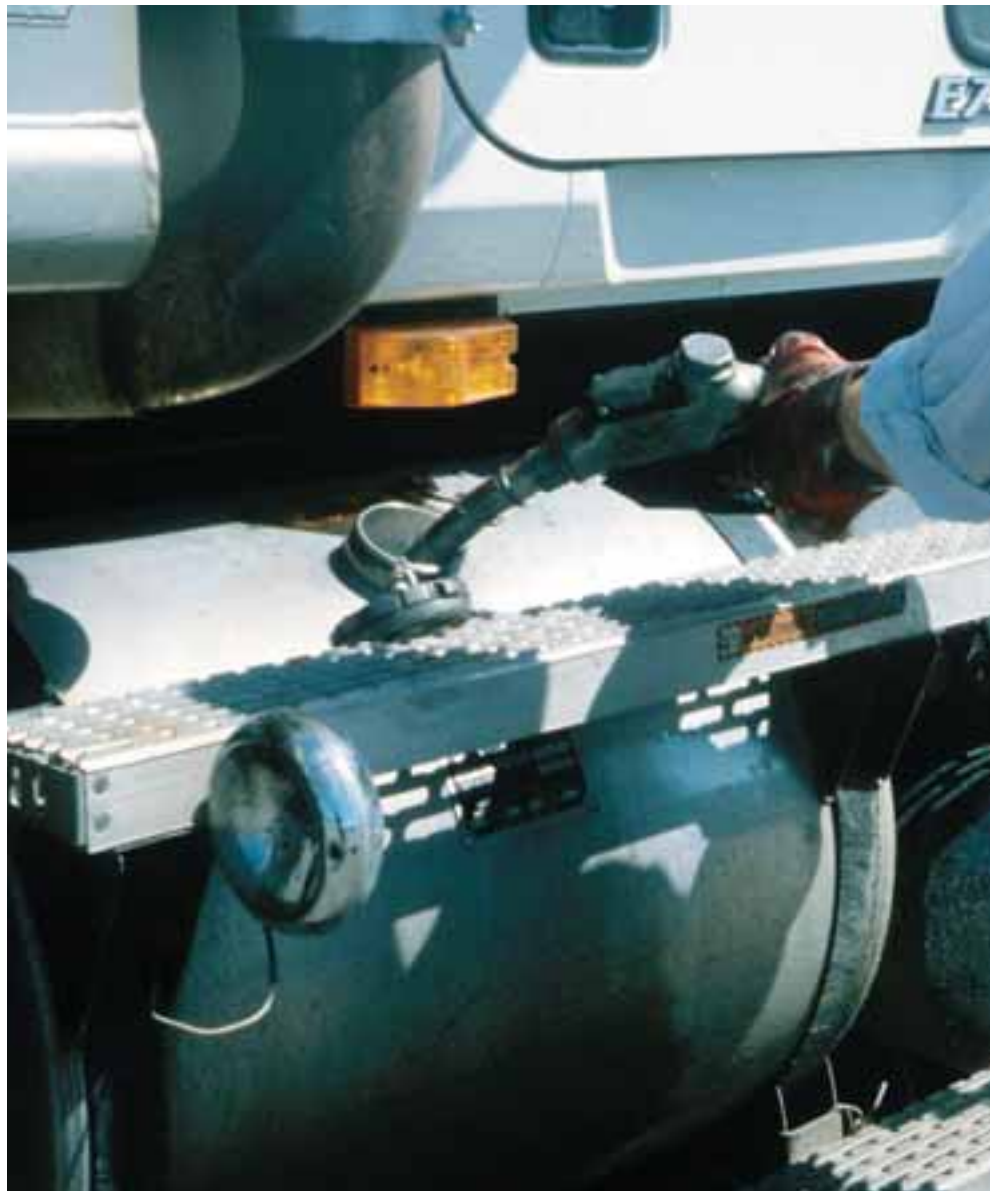
It turns out, even one of the more elaborate models could return triple what you paid for it over five years—even more if they wind up on multiple trucks.

To achieve year-round idle-reduction capability, one needs an on-board source of power, primarily to run a cooling system. Cab and engine auxiliary heating systems have progressed to the point where they are as compact and efficient as they can be, but that leaves the summer months to consider. Battery powered A/C systems are emerging, but they're expensive, and not quite as effective, yet, as a full air conditioning system.

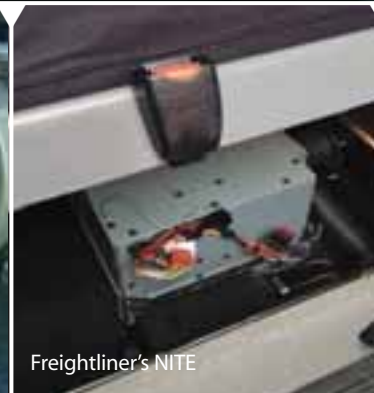
Enter the genset or auxiliary power system (APU). They aren't the same thing, for the record, but one or the other may be a better solution for your personal needs.

Both consume a fraction of the fuel required to run the truck's big diesel—by a factor of about 8:1, but a genset (generator) is simply a diesel-engine powered source of 110-volt AC power—which can be used to run appliances like fridges, microwaves, etc., and remote heater and/or air conditioning systems.

An APU, on the other hand, uses a small diesel engine to produce DC power to run built-in climate-control systems. Coolant from the APU engine can be used to heat the big diesel in the winter for reliable cold starts, and depending on the level of inte-



Carrier's ComfortPro APU



Freightliner's NITE



Blackrock APU

gration, some APUs have their own A/C compressors but use the truck's A/C condenser for cooling. Most of the DC systems onboard the truck can be used as usual—with an inverter—while a DC alternator on the APU engine keeps the main batteries charged.

In accordance with the EPA's new emissions guidelines, come 2008, APUs will require diesel particulate traps, similar to

the ones coming our way on 2007-model trucks. Though, according to Ed O'Malley, vice president of dealer development at Blackrock Systems, a maker of the integrated variety, "the smaller diesels will not come under serious environmental regulation until 2017."

And at least one APU manufacturer has declared its product ULSD compliant. RigMaster has announced that all its



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If you haven't yet shopped around for technology that cuts idling time, **WHAT'S STOPPING YOU?**

BY JIM PARK

A/C compressor, but use the truck's condenser and air circulation fans.

The integrated APUs usually include an under-bunk unit housing the A/C and the heat exchangers, as well as the fans and ductwork.

Blackrock's O'Malley says there can be warranty and reliability issues when breaching an OEM's A/C circuit, for example. "When you have multiple hoses and connectors, you increase the potential for leaks," he says. "And when you tap into the cooling circuit, you're adding more hose again, and a coolant leak can take the whole truck down."

Some of the non-integrated units, such as Carrier's ComfortPro (formerly known as Proheat), use a 120-V AC generator to power an electric-drive A/C compressor, mounted under the sleeper. These non-integrated units offer some flexibility in the mounting positions of both the external and internal components.

And we're not done with variety just yet. The Willis APU, manufactured by Auxiliary Power Dynamics LLC, can be ordered with an integrated air compressor to maintain system air pressure on the truck, and a heavy-duty alternator capable of supplying power to the truck's electrical system.

"APUs with heavy-duty truck components, like alternators, can better handle the high power demands and the high operating temperatures of a Class 8 truck diesel engine," says Will Watson, vice president of sales and marketing for Auxiliary Power Dynamics. "Plus, they can act as backup for their counterparts in the truck engine."

Also entering into the APU game is one of the world's biggest manufacturers of kitchen and bathroom products—Kohler. Kohler's 5-kw non-integrated APU is unique in that it's air-cooled and designed with a direct-drive alternator—a direct connection between the engine and alternator.

If you're worried about added weight you might want to look at Idle-Kleen's efficient Hitchhiker, a non-integrated unit that adds only about 220 lb to your vehicle. The Cambridge, Ont., based manufacturer also says that the Hitchhiker can be installed easily, in just a few hours.

Kelly Cooper of Idle-Kleen says that the recent fuel spikes have been commensurate with unpredicted spikes in sales. "We thought we'd be doing three to 500 units a year and it's more like three to 5,000." The Hitchhiker retails for \$6,950.

current models will operate on the ultra low sulfur diesel.

APUs come in many guises but in just two configurations: integrated—meaning they have their own AC compressor and condenser and heat exchanger and don't need to tie into the truck's system; and non-integrated—meaning they use the truck's HVAC system and circulate coolant from the APU to provide heat while running an

APUs

The OEMs have also experimented with various technologies to provide on-board sources of heating, cooling and power.

Kenworth's "Clean Power" system provides up to 10 hours of cooling capacity, used in conjunction with a set of deep-cycle batteries to power fans, as well as electric heat in the cooler months. Peterbilt offers a similar system, called the Comfort Class system. Both work with shorepower systems.

Freightliner's NITE (No-Idle Thermal Environment) by Bergstrom, consists of a rechargeable battery bank that supplies power to a 3,500 BTU AC system and an auxiliary heater. It provides up to 10 hours of cooling capacity.

And International's No Idle APU allows drivers to operate heating or air conditioning, as well as "hotel loads," such as a microwave or television, without running the engine of the truck. It offers 6kW, 120-volt AC power; plus 50 Amp, 12-volt battery charging; and provides 10,000 BTUs an hour of air conditioning or heat.

APU makers offer a variety of system

FOR MORE INFO



Auxiliary Power Dynamics LLC
Tel: 800-825-4631
www.willisapu.com

Rigmaster
Tel: 800-249-6222
www.rigmasterpower.com

Black Rock Systems LLC
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capacities. Cooling system capacities, for instance, can range from from 10,000 to 26,000 BTU. Quite a spread, but one system may be designed to cool a large sleeper and the cab, while the other may be intended just for the sleeper. Buy as much capacity as you can without over-buying.

The same goes for AC and DC electric production. If you plan to run a TV, an air conditioner, a microwave, and a hairdryer

all at the same time, you may need a larger generator or alternator. If your power needs are more modest, you may save a few dollars specifying a lighter unit.

An auxiliary system should accomplish three things: provide a power source for driver convenience, and provide heating and cooling capabilities for driver comfort. The means vary across the brands, but the end result is the same. ▲



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How to make the most of the
UNPREDICTABLE intermodal market.



INBOUND FREIGHT

The ultimate symbol of globalization is the megaship. These new 77,000-ton leviathans ply the

world piled high with containers containing the fruits of a global economy. Textiles from Bangladesh, computer parts from Malaysia, and you-name-it from China all travel the globe inside containers aboard massive container ships.

Much of it lands on North American shores, where it is unloaded at ports like California's Long Beach and B.C.'s Vancouver port, or eastern ports like Charleston, S.C. and Halifax, and shipped inland via truck, train, or both—intermodal.

And the fact that giant ocean shippers like Cosco, Hanjin, Maersk, and OOCL are keeping ship builders' order books full for these megaships speaks to the ever-growing demand for transportation—both on the high seas and on the highways and rail lines that haul goods out of the ports and into the consumer supply chain.

In the last five years North American intermodal growth has been averaging 5.5 to six percent a year. "And we don't do projections, but barring any major impacts to the global environment—like another

BY DUFF McCUTCHEON

9/11—it appears we are on target to see continued five- to six-percent growth rates," says Tom Malloy, VP of member services

with the Washington-based Intermodal Association of North America (IANA).

Unfortunately, many Canadian container haulers aren't sharing in this growth. Calls to container haulers in Halifax, Montreal, and Toronto all resulted in the same answer: a recent downturn in export business, largely due to the rise in the Canadian dollar.

"In terms of exports, people have always dealt in U.S. dollars and they're holding onto their product or not moving it because of that. They don't want to get less than what they started with," says Brian Conrad of Halifax's Conrad Transport.

Meanwhile, in Montreal, Garfield Transport general manager Ralph Fishman blames the dollar, rising fuel prices, border issues, and the competition from rail for the declining fortunes of carriers moving out of the Port of Montreal.

"The declines have been substantial over the last year or so," says Fishman.

"Another big impact has been from the railways," he says.

of asking for government help to import overseas drivers for three-year contracts.

While numbers currently look grim in parts of Canada, containers continue to pile up at ports on both North American coasts—with no real end in sight.

“Both the indicators looking backwards and forward all show an upslope in container traffic that we expect to see at virtually all port areas. The growth market in containers is positive on both coasts, and for whatever moves it inland—be it rail or truck—the numbers seem very positive,” says Curtis Whalen, head of the American Trucking Association’s Intermodal Carrier Conference.

The growth has been primarily driven by consumer demand for international source products—clothing, electronics, products that are coming from low-cost producers in Asia.

“And when you’re talking about major retailers, like Wal-Mart, the demand continues to be strong which means there is demand for import traffic, and imports are what is primarily driving the growth—at least recently,” says the IANA’s Malloy.

Another major area of growth has been in intermediate goods—manufactured goods that are not all made in one place.

“You now see components being shipped from one plant for assembly in another plant; or goods that are partially made in one place, like China, and shipped elsewhere, like Canada, for completion. That never happened before, and now it’s routine because the transportation costs are so low,” says Marc Levinson, author of a book on the history of the shipping container.

In Garfield Transport’s case, rail has taken a chunk out of the carrier’s container volumes out of the Port of Montreal, but intermodal carriers have been using rail as a cost-effective means of moving freight cross-country. Malloy says it’s up to three times cheaper to move a trailer or container via rail over a truck—as long as a customer isn’t in a big rush to get it someplace.

Ask a transportation Goliath like Schneider or Consolidated Fastfrate and they’ll say they use it all—rail, OTR, expedited, air—to get freight shipped.

Using a truck or rail “really depends on the characteristics of the freight and the demands of the customer. If a customer wants something moved 800 miles overnight, that’s not going to be conducive to intermodal movement. It’ll be trucked,” says Malloy.

But if they need something across the continent in 10 days, it makes sense to go intermodal. “It’s cheaper and from a motor carrier’s standpoint, they can redeploy assets to other areas—instead of tying up

five trucks to go 3,000 miles, they can have them moving in different lanes and utilize rail for linehaul services and not incur all the fuel and exposure for those miles.”

The desire of most shippers is to have goods moved intact in their original container. Obviously if you’re going to move less than 500 miles, it makes more sense to maybe break up the shipment into vans and ship it by truck. But if you’re moving beyond that range and depending on the freight characteristics



“They’ve taken a lot of freight off the road. Rail has been progressively building up their resources to handle freight and it’s been building over the last three to five years. Plus there’s been a lot of pressure on the railways to improve their services to get some of the trucks off the road. They haven’t done it totally, but enough to effect the business of carriers such as ourselves.

“Sure there’s more containers arriving every year, but the steamship lines are trying to call inland ports closer to major market areas—you have a lot more ships calling Montreal which at one time were calling U.S. eastern seaboard ports. When containers arrive in Montreal, they just rail it in to the Toronto market.”

And in Toronto, a source at a local container hauler says business is down at least 20 percent over the past five months—largely due to the rise in the dollar and a lack of U.S.-bound exports.

“Because we have no exports, we’re sending people down to the port in New Jersey with bare frames to pick up import loads.” While exports are down, he did note that “imports are currently busy as hell” because it’s produce season. “We’ve got tons of containers down in New Jersey to pick up, but not a lot of them to take down.”

Meanwhile in Vancouver, home of Canada’s largest port, drayage firm Quantum Transport is desperate for drivers. Operations manager Chandra Nand says they’re even thinking



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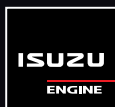
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and the demands of the shipper, that's when you pick and choose how you're going to have your service provided—and it's usually a combination of truck and rail. A major retailer like Wal-Mart has several different transportation options in their quiver to cover how they move goods.

Whether there is truck-rail competition depends on the shipping season, with the high demand time of year starting in late July/early August to deal with the lead times for fall merchandise and the run-up to Christmas.

"At that point there is some competition," says Malloy. "Say Kmart has 40 containers of merchandise coming in to Vancouver, and they want to ship 30 of them via rail because the stores don't need them all at once; however, they're having a hot sale in selected stores and they need 10 of them moved over the road to these locations, then they'll either move them intact in the containers, or have them unloaded and put them in OTR equipment. They're meeting their internal goals by utilizing both services."



SLACK ADJUSTMENT: Trucks can adapt to market conditions faster than trains.

Still, all those container-laden mega-ships steaming to North American shores are straining capacity—especially in the U.S.

"We're having trouble in North America with rail capacity," says Levinson. "Rail deregulation has meant that a lot of capacity has been removed. Duplicate lines have been taken out, double track has been turned into single track, and so the railroads have been having trouble coping with the high level of shipments."

"While there might also be a capacity

crunch in [U.S.] trucking, it's much easier for trucking companies to add capacity than it is for railroads. If there's not a lot of capacity in trucking it's because there's not enough trucks or they don't pay enough to get drivers; but those are problems that can be corrected much more rapidly than rail, where you have to lay down a new line or build a connecting track."

For the short term, the ATA's Whalen is confident in trucking's ability to pick up any slack from the railroads, but it hasn't been easy—and the future is uncertain.



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If the growth remains as it has been—and you only have to read the international papers to see who's adding new, huge capacity container ships to their fleets, and the great ports being built in the Asian Rim—it's all coming here. You know it's coming, but now it's being handled with a lot of hard work."

For ailing Canadian container haulers like Conrad Transport, Garfield Transport, and our undisclosed hauler out of Toronto, a shortage of drivers is definitely not a problem. But they're not shedding drivers either.

"There will always be a need for the type of service we provide, like there is for any other specialized service. What the demand will be in years to come, I guess time will tell," says Fishman. "Plus everything is cyclical. Not every year's a winner and this year's been very tough."

In Halifax, there's been recent talk of more Chinese freight making its way to the local port, which should be cause for optimism for Conrad and his peers in the Maritime container business. "It hasn't grown considerably, we haven't seen the great big Chinese rush of imports yet, but some of it's coming here. It's certainly still in a growth period. There is word that the Asian market will grow, but we'll have to wait and see. If it does? Every little bit more that comes in, everyone gets to share it," says Conrad.

And then there are the ports themselves. Many of North America's ports aren't equipped to handle the new megaships, which means more and more containers being shipped to the few ports that can.

"Thus far the growth has been handled," says Malloy. "But there are forecasts that say that because of global demand, port facilities may end up being a point of constriction for the flow of goods. They haven't expanded and they haven't done so for a lot of reasons."

Then there's the labor side. In 2002, striking longshoremen at Long Beach caused up to \$1 billion a day in losses with their action; and last year striking drivers at the Port of Vancouver caused massive losses during their six-week job action.

Ret Tinning, a sales manager at intermodal carrier Berry & Smith Trucking in Penticton, B.C., says about 10 percent of the company's business is hauling dray out of the Vancouver port, but they

have no desire to go after more.

"There's probably growth out there if we chased after it. We haven't. And part of the reason why is the instability at the ports. We don't want to be there if they decide to go on strike," he says.

As for intermodal, which Tinning says makes up another 30 percent of Berry & Smith's business (the rest going to OTR), he's confident in its growth potential.

"It's a very cost-effective way of shipping freight. And if you're not in a panic for your freight then it's definitely cheaper than OTR, so it's got its place in the industry. And with the cost of fuel going up, I see it as a growing segment of the transportation industry. And that's in conjunction with the economy growing anyway. Maybe to some degree everybody's going to win by default." ▲

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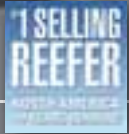
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For the for-hire crowd, consider this: If you're hurting for drivers, there's also lots of truckers stuck out there in rush hour chaos, some of whom will no doubt be considering different employment options. If they see one of your trucks go by—looking clean, professional and prosperous—it might prompt them to send a resume your way. And then there's a much smaller fraction of this captive community that will be buyers of shipping—obviously you want to look your best for these guys.

Your truck is a rolling billboard—for half the price of a stationary one. Consider this little nugget from the Seiko watch

company. A study they commissioned to the Traffic Audit Bureau found that one truck emblazoned with their brand reached 40,500 people a day in Chicago. The price? Seventy cents per thousand impressions—less than half the price of billboard advertising for roughly the same number of impressions.

"A truck trailer is a great advertising medium," says Phillip Meyersohn, Neilson's VP of marketing. "When you look at the number of trucks on the road, each one is a billboard. And our brand is experienced in different ways in different contexts. We're in the direct store delivery business and our trucks' visuals and cleanliness is all a part of who we are as a brand."

Neilson recently won the Private Motor Truck Council's (PMTC) annual

Vehicle Graphics Design competition in the tractor-trailer combination category on the strength of its 3D chocolate milk design. The trailer graphics feature Neilson chocolate milk bottles floating in a sea of milk.

"We want to have a consistent message across all the communications vehicles we use, whether it's truck graphics, leaflets, or newspaper ads," says Meyersohn.

Prescott, Ont.'s Kriska Transportation is also a big believer in using rolling stock to promote the brand.

Kriska COO Paul Dean admits the company made a branding mistake years ago when they changed their colors to a red trailer with a smaller Kriska logo in white. "I don't think our old style from 10 years ago was very impressive at all."

Paint your Wagons

BY DUFF McCUTCHEON



Like the man says, every single reputable corporate carrier out there knows that a **GOOD-LOOKING FLEET** attracts drivers. Not to mention customers.

Fleet Markings

The company set about correcting the problem three years ago, enlisting Mississauga, Ont.'s Turbo Images to enhance their corporate image and aid them in going back to the company's traditional logo—a K starting in black, with the straight line going into a grey towards the bottom and then a red arrow to finish off the K.

"We've had very positive feedback for the new design," says Dean. "It's a good, clean look. The bulk of our business is with the food and packaging industries, so we want to demonstrate a clear, crisp appearance—clean. Plus, it's important to have a common identity."

Before giving your fleet a makeover, ask yourself a few basic questions—first, who are you trying to reach?

For the for-hire carriers, that's trending towards potential new hires, according to Simon Bois, regional sales manager of Turbo Images.

"It used to be common carriers would be satisfied with just having their names on the fleet," says Bois. "Every single reputable corporate carrier out there knows that a

good-looking fleet attracts drivers. More and more are corporations that are going beyond the 'drivers wanted' advertising. They're using fancy fleet graphics, above and beyond their corporate image, to attract drivers and send messages to them."

Private fleets have to ask themselves what product(s) they want to market, who they want to reach, "and then come up with the artwork that suits that specific need. For example, you've got Loblaw's who is very colorful on the road. They want to reach everybody. The entertainment factor in fleet graphics is exponentially larger than any other advertising medium. If there's an entertainment factor in this, you're assured people looking at you two or three times—and it moves," says Bois.

In terms of the actual vinyls used in applying your brand to the trailer, you really have two choices: Avery Dennison or 3M. According to Bois, an experienced graphics supplier will use one of these brands. "The reason is simple—the support from both companies in cases of complication is equal and very attractive compared to

what other vinyl manufacturers provide—especially regarding warranties.

"If you're using Avery or 3M and there's a product failure on 100 trailers, you're looking at a claim of several hundred thousand dollars. You're looking at removing the defective graphics from the fleet, downtime on equipment, reproducing good graphics, and reinstalling it all—it's a lot of money. Both companies will cover product and labor. If you go with any other products, they'll give you a batch of product, but no labor."

Most of what you see on the road these days is either digitally printed or screen printed. Screen printing is a process that requires a long expensive setup and requires an end-user to plan ahead for repairs and to keep an inventory of material for future repairs. Digital print is the leading technology. Eighty percent of what you see on the roads these days is digital print. The only downfall with digital is that it's meant for complex images. If you're looking for a solid color, your best solution would be screen printing. ▲

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EQUIPMENT NEWS, REVIEWS, AND MAINTENANCE TIPS



BOXED IN: Trucks geared to a single task can be perilous.

Constructing Trucks

vocational *Buying a new dump truck? A veteran hauler offers a few tips. By Bill Cameron*

I've seen a real epidemic lately of old timers who complain of not making any money, all the while driving a truck worth \$180,000, with too much engine under the hood and too many toys to maintain.

We just lost an owner-operator who complained of not making any money, all the while driving a 5.5-mpg beast. (His revenue per mile for his last four months was \$1.99 by the way, loaded or empty.)

The epidemic taught me that even experienced truckers must sometimes re-examine their buying practices. Before investing in new iron, ask these questions:

What do you want, what do you need, and how much can you afford? Realistically,

there had better not be a big difference between the want and need list, especially when buying construction equipment. Do not leave this thought process to the last minute, or you will cost yourself money, either now or later.

RULE NUMBER-ONE: No contract is forever. Don't buy equipment that is too specifically geared to one particular task. With tractors for instance, think about a heavy single frame, rather than a double. Your average heavy-spec tractor is usually too heavy to haul freight. A small bunk is usually a good plan. You may never need one, but if your job disappears, you'll be glad it was there. They're cheaper as an extra than a later add-on.

Give careful consideration when adding a dump box to a truck, or spec'ing a trailer. Maybe you haul asphalt, or to a stockpile, and the no-stick features and light weight of a u-body (or bathtub) looks appealing.

If you end up at a job spreading gravel in driveways, forget it. Where the average square box will spread a load 9-10 ft wide, the u-body will be only 4-5 ft. As well, these bodies are suited primarily to aggregate. With the body shape, it requires a very long box to fit a full payload of lighter products, such as salt or fertilizer. Don't get locked into a specific job by virtue of your equipment choices.

RULE NUMBER-TWO: Durability is your most important factor and relates directly to cost. Some folks try to save tare weight by spec'ing dump bodies with thinner, lighter sidewalls and floors, assuming that the use of a protective liner will be the savior. Good theory, if all you haul is asphalt, sand, salt, or other finer products. If you haul coarser aggregate, though, you will dent the floor and sides anyway, resulting in premature liner wear and your floor will still wear through.

Some dump trailers with lightweight frames are becoming available as are hoppers with all-aluminum frames. Although they sport an admirable tare weight, is the main frame really a great place to save weight? If they are to be operated strictly on good roads, with no off-road usage, then sure. Again, we ask, how long-term is your current job?

RULE NUMBER-THREE: If it shines, or lights up, it has to stay that way. Stainless, chrome, and polished aluminum look great when clean, but how tough is it to keep clean in the construction industry? The last aggregate hauling job I had involved enough hours working that a few extra hours per week polishing really wasn't even an option.

As for those of you addicted to "chicken lights," remember the basic rule. They don't need to be there by law, but if installed, they must work (by law). Construction work incurs more vibration



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and structural impact than any other application. Do you really need 30 more lights to maintain? Those of you who polish your dump boxes have my admiration for cleanliness—I just hope that you are single and childless to have this much spare time.

For some reason, the construction and aggregate industry remains one of the



most cut-throat transportation sectors, with rate increases coming about as easy as birthing rhinos. As a result, any savings you can keep, or extra profit you can earn, is even more important than in other sectors. Your primary earning season is only eight to nine months per year, so your window time earnings gets even tighter.

To quote a former co-worker, “don’t trip over a loonie reaching for a quarter.” Don’t want to spend the extra expense of installing a box liner? Replacing a liner every few years is a lot cheaper than replacing aluminum wear plates, floors and sidewalls. The same holds true for suspensions and drivetrains. A little extra initial expense now, could be a huge cumulative savings down the road. ▲

Bill Cameron—an experienced gravel hauler—operates Parks Transportation with his wife Nancy in Owen Sound, Ont.

THOSE D*** PARTICULATE FILTERS

Here’s something dump truck operators didn’t have to worry about, until now. Diesel particulate filters (DPFs). They’re heavy, bulky and possibly difficult to place on certain vocational trucks, but they are also going to be unavoidable, come next year.

So between now and 2007, when the new emission regulations come into effect, body builders, OEMs and upfitters—which is what you call the people who unite chassis builders with body makers—have their hands full trying to figure out how to accommodate everyone’s needs.

Builders say the most difficult to fit will be multi-axle dump trucks, whose lift axles consume frame space that could otherwise be used to hang the DPFs.

However, the filters will also act as mufflers, so in most cases, they will be mounted where mufflers are now.

A truck or tractor with lots of frame area or with a vertical stack should accommodate a DPF, provided the DPF’s increased width and weight don’t present problems. A DPF might weigh about 80 lb and cost \$1,500 or more to replace, although prices will come down as the devices go into volume production.

And the higher heat expected during active DPF regeneration, when burning fuel helps burn off accumulated soot, can affect operations—especially in town while trucks are sitting still. Truck manufacturers are aware of this and are formulating strategies to safely control the operation of DPFs.

OEMs are all preparing their customers and distributors with guidelines so end users will be aware of their options.

Offers Navistar’s Bill Sixsmith, director of severe service vehicle center marketing: “The exhaust/filter system cannot be modified once it is on the truck.

“We are doing as much as we can to offer clean chassis to TEMs. We are also going to make available chassis diagrams to body upfitters so they can see where these systems are and they can engineer ahead of time how they can mount on our chassis without making any modification to the exhaust/filter.”

Ben Vander Griend from Kenworth Engineering says his company is currently composing a body-builder manual that will be ready for dealers by the time 2007 orders start coming in.

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Uncommon Sensors

tech mechs *Even as systems become increasingly complex, electrical basics still apply. But be afraid, very afraid, of fixing it yourself. By Jim Park*

Contrary to popular belief, there are actually three certainties in life: death, taxes, and wiring problems. You don't have to hang around trucks for long to be beset by a bad ground, or grounded by some sensor nonsense. Sadly, wiring issues are a fact of life.

Corrosion is often the culprit, along with connectors, but the root of the problem isn't always obvious. The source may not be where you'd expect to find it, and the indicators can often be misleading. Fault codes displayed by various electronic components may suggest a particular sensor has gone bad, when in fact, another sensor somewhere in the system may be getting an improper voltage and sending a bad signal to the original sensor.

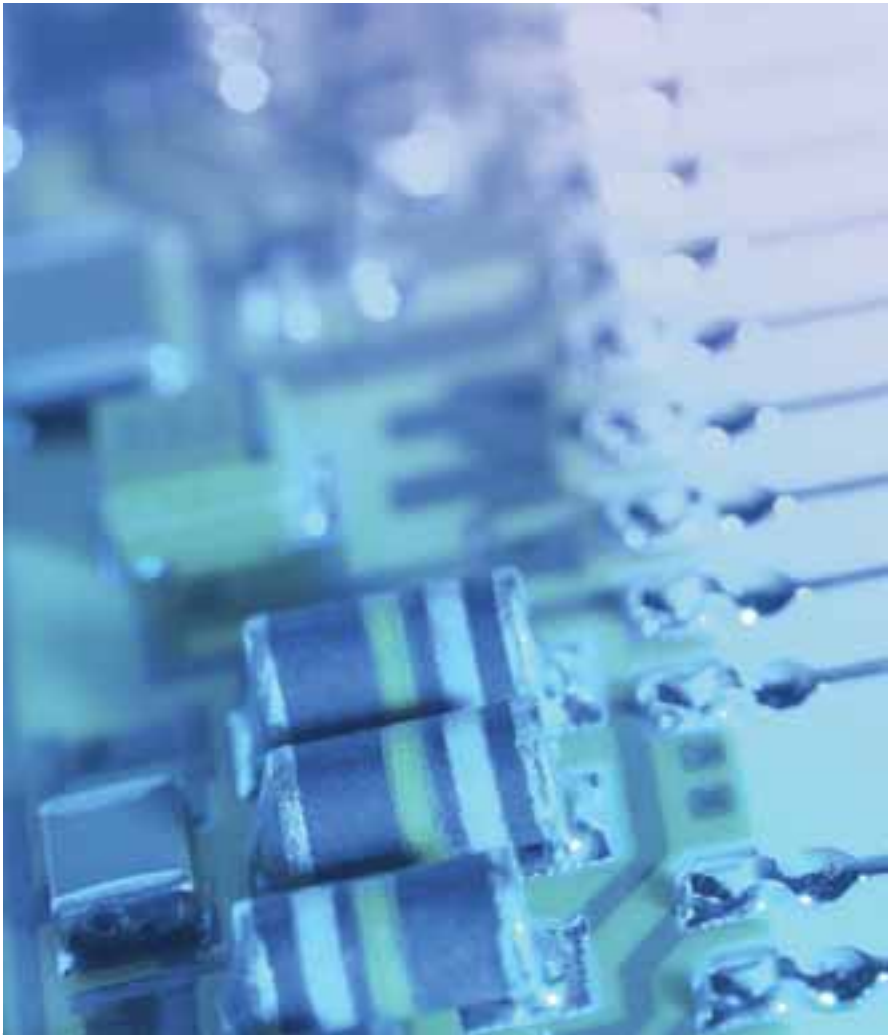
Veteran mechanic Hal Trueman, shop foreman at MacKay's Truck & Trailer Center in Truro, N.S., says he'd rather tackle a big dirty job like changing a clutch than go after a short in an electrical system.

"The technology is changing so quickly these days, it's near impossible to keep up with it," he says. "The 2004 wiring schematics for Freightliner and Volvo, for example, are completely different from the 2005. They're adding stuff all the time."

But even with the advancing technology and all the on-board computing power, most of the problems boil down to wiring and sensors. He doesn't see many ECM failures, but lots of sensor failures.

And while diagnostics can narrow the hunt down, the two-minute fix can still take three hours to find.

"The fault codes help, but they're often not specific. They'll tell you if you have an open circuit, for example, or voltage above or below normal. And the schematics can help you locate the problem physically, but the quick fix just isn't there anymore," he says.



SHORT-CIRCUIT YOUR ELECTRICAL WOES

Next to road salt, drivers and backyard mechanics can be your biggest headaches. With the best of intentions—and with all due respect—a little knowledge can be a killer when it comes to wiring. Things just ain't like they used to was.

Trailer wires can be multiplexed, that is, carrying signals to and from ABS sensors or auxiliary electrical components. Cab wiring, especially the stuff behind and under the dash, can be attached to very expensive computers. There are nine of them on a late-model Volvo, for example, and a typical ECM unit can cost up to \$3,000 to replace. Cut the wrong wire or cross two live wires, and you'll be into your line of credit in a heartbeat.

HERE ARE A FEW TIPS TO KEEP THE WIRING SAFE FROM INEXPERIENCED HANDS.

- Discourage electrical add-ons, like chicken lights, inverters, and audio gear unless they're installed by qualified personnel.
- Establish a policy prohibiting do-it-yourself fixes, unless it's absolutely necessary and the driver doing the job is completely clear on what's to be done.
- Urge drivers to report electrical problems promptly, and have shop personnel tend to the repairs promptly.
- Don't ever arc weld on a truck without first disconnecting the batteries. You could fry the ECM and other sensitive electronics.
- Review all roadside repairs and re-repair as necessary to bring the work up to company standards. — By Jim Park

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GROUNDS FOR APPEAL: (above) System complexity is pushing some electrical work beyond the scope of many small shop techs. Still, the basics apply: power sources, grounds, and connectors.

CUTTING EDGE PROBLEMS: (right) Invasive procedures such as improper installation of inverters or audio equipment can damage electrical systems if you snip the wrong wire.



Regardless of the technology in play, Trueman always starts with the basics: look for the easiest stuff first.

“Power and supply. Grounds and connectors. Most sensors operate on a five-volt supply, not 12, but a sensor getting only 4.2 volts because of a corroded wire can trigger a low voltage fault. Then the wild goose chase begins.”

For all the tools on the shop floor, Trueman admits it's a lot of trial and error.

“Don't get me wrong, we spend a lot of money on training, like any fleet would do, and in the end, we get people who know the system, and who know what to look for. You can be hunting around for three or four hours and then come to realize that all you had to do was clean the battery cables. It takes a combination of training and experience.”

Want to know the root of most problems?

Corrosion, says Trueman. And loose connectors. Add prying pliers to the list too.

Humidity, de-icing chemicals, and salty coastal air can kill a connector quickly in Canada, and the temptation to tackle these electrical issues on your own can be overwhelming. The backyard mechanic's favorite tool is actually his worst enemy: the old pointed circuit-probe.

“When you stick that probe into a wire, piercing the insulation, you've just opened up a hole for moisture to seep in,” notes Trueman. The wire you're checking might be perfectly good, but you've just killed it. Moisture will get in and the wire will corrode at that point sometime in the future.”

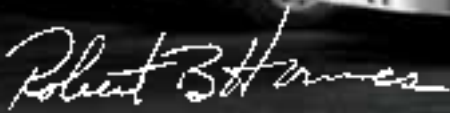
Today's road de-icing compound-de-jour, magnesium chloride, tends to work through the wire at a faster rate than road-salted water. It's said to be less corrosive over all, but when corrosion sets in, it'll chew out a longer section of wire more quickly.

Trueman knows of a local carrier that routinely repacks all of its new trailer electrical connections with dielectric grease upon delivery, but notes that while it may help a little in the long run, there's quite a cost up front, with few guarantees.

It's hard to swallow a \$500 repair bill for a rotten wire, but that's not uncommon today. Brad Anderson, shop foreman at Tubby's Truck and Trailer Service in London, Ont., says many of the electrical problems his mechanics see at roadside stem simply from bad battery connections or shorts on the power cables leading from the batteries and/or to the ECM.

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“Cable in that area is hard to get to when inspecting the truck, so cable damage can be difficult to detect,” he says. “Look carefully at all the wiring around the battery box, and at the cable tucked up near the spring shackles on the left side of the engine. That’s where we find a lot of trouble.”

On trailer jobs, he always looks first to the spot where the last repair was made, and to junction boxes where water can seep in and rot the wires.

“It’s the twist-n-tape jobs we get a lot of calls on—particularly on trailers,” says Anderson. “A previous failure that wasn’t fixed properly, or checked when it got back to the yard.”

Other issues Anderson and his fleet of service trucks are frequently dispatched for include bad fifth-wheel grounds and deteriorating seven-pin trailer cords.

“Trailer cords are cheap compared to a service call, and the fifth-wheel grounds should be an annual inspection item,” he notes. “There’s no end to what can go

The backyard mechanic’s favorite tool is actually his worst enemy: the old pointed circuit probe.

wrong with an electrical system, but you don’t have to make life more difficult by not doing a little follow-up after a repair is made outside your shop.”

Messing with the wiring on a recent vintage truck is no longer something safe to try on your own. The level of complexity is astounding, and the interconnectivity of seemingly unrelated components means that crossing a wire, or shorting out two live contacts, could mean the end of a \$3,000 engine control module (ECM).

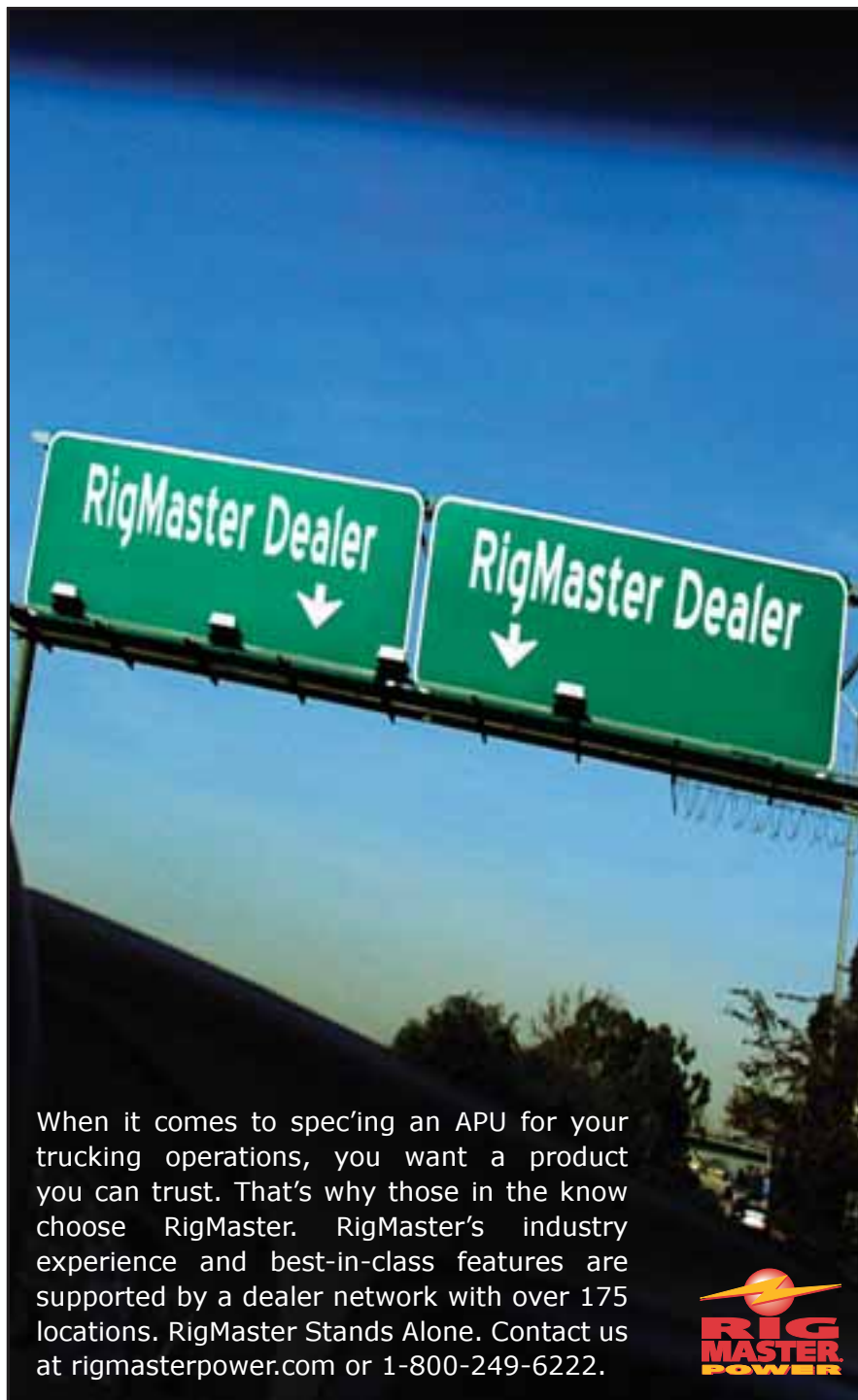
Company trucks often suffer at the hands of drivers doing a little do-it-yourself installation or repair work. Hacking into an electrical system to hook up CB radios, chicken lights—and especially power inverters—can compromise the integrity of the system—if not burn the truck down to the frame rails. That kind of thing should be discouraged if not prohibited.

If drivers want those sorts of things on your trucks, the very least you should do is ensure they’re installed properly.


A fleet maintenance manager can help the driver with electrical issues by creating a cheat sheet for drivers’ manuals on electrical symptoms to watch for and what to do about them. An extra pair of well-trained eyes can spot little problems before they become \$500 service calls. Drivers also need to write up a sheet on any outside repairs done to the vehicle so the shop crew can review the

quality of the work.

Someday, it’ll happen to you, too. There’s no way around it. You can keep the cost and inconvenience to a minimum with a bit of preventive maintenance, and careful stewardship of the vehicles. Or at least by not standing over the mechanics’ shoulders watching them work. It always costs more when you watch and pepper them with expert advice. ▲



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LIGHT, COMPACT APU

THE HITCHHIKER
FROM IDLE-KLEEN

The Hitchhiker auxiliary power unit and HVAC system is a new entrant on the scene from **IDLE-KLEEN INC.** in Cambridge, Ont. It provides independent all-electric heating and air-conditioning to reduce unnecessary engine idling, but its real claim to fame may be its light weight and compact size. At just 220 lb or about 100 kg as it sits on

the frame rail, it's said to be half the weight of some others.

The company says it can be installed in only 4-6 hours with no special tools. All components are pre-assembled for plug-and-play installation, and you don't have to install AC lines or fittings as the unit comes pre-charged and sealed from the factory. It needs only a connection to the fuel tank, using supplied fuel lines and fittings. There's no frame drilling to do either; instead, there are custom designed frame grippers to mount the generator to the frame rail, which is said to take about 10 minutes.

The system runs on 115-volt AC power, which is supplied by the Hitchhiker unit or a shore-power connection. Models are available in 10,000 and 14,000 BTU/hr sizes, with 1.5, 2.0 or 2.5 kW of electric heating capacity (other heating capacities are available on special request). At the core of things is a single-cylinder, air-cooled diesel engine.



The HVAC system consists of a separate evaporator inside and a condenser mounted outside, connected by flexible refrigerant lines. They're designed specifically for the harsh trucking environment, made by Dometic and said to be vibration- and corrosion-resistant. A digital thermostat controls the system and is ordered separately.

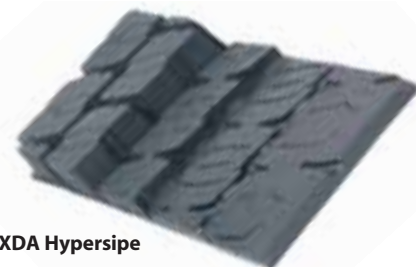
Idle-Kleen says the Hitchhiker will supply ample power for all electrical needs while drawing nothing from the truck's batteries. Two duplex receptacles mounted in the cab supply 110-volt AC household power and continuous trickle charging of the truck's batteries help to ensure a positive engine start. There are no belts, pulleys, or water pumps to maintain or break down as it uses a direct-mount, crankshaft-driven alternator. The only maintenance needed is an oil change every 500 hours. Cost is in the C\$7,000 range.

Call 519-589-5014 or see www.idle-kleen.com.

TIRE REGENERATES TREAD

MICHELIN'S XDA HYPERSIPE RETREAD
A retread drive tire that regenerates tread features as the tire wears has been introduced by **Michelin Retread Technologies (MRT)**. The first self-regenerating retread, the Michelin XDA Hypersipe uses patented tread design and siping technology to mold tread features on both the top and bottom of a Pre-Cure tread band. Sipes molded into the bottom of the tread appear as the tire wears, giving improved worn traction—especially in the wet—over the life of the retread. Other advantages claimed include more miles per retread as well as better fuel economy.

The bottom sipes appear at approximately half tread depth and will last literally down to the last usable 32/nd of tread, giving the retreaded tire better



XDA Hypersipe

traction at reduced tread depth and allowing the tire to be removed from service later in life.

The XDA Hypersipe is now commercially available in limited quantities in the 230mm tread width, and Michelin intends to add more sizes in the future.

See your dealer or visit www.michelintruck.com.

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Technologies Inc. of Woodbridge, Ont. The system is based on Spectra's proven brake-sensor technology, coupled with the remote monitoring function of BSM Wireless' vehicle tracking and fleet-management solutions.

Spectra CEO Andy Malion calls it a "quantum leap" in preventive brake maintenance.

The system will ensure that brake problems, including adjustment issues, are reported to the maintenance shop in real time, which is no small advantage. In addition to monitoring through Spectra's Brake Inspector in-cab display module, the BSM interface will send an e-mail alert in real time to the fleet maintenance department as well as to the driver. The ability to identify a brake problem remotely, anywhere in North America, will allow maintenance personnel to direct the driver to the nearest repair facility and avoid costly roadside fines, reduce vehicle downtime and mitigate potential accidents, Spectra says.

The first implementation of this new system will be for TFX International, a specialized vehicle transporter based in Toronto.

Call 416-252-2355 or 888-381-2355, or visit www.spectra-ssa.com and www.bsmtechnologies.com.

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and the 625 offers 2,050 lb ft at 1,200. The T800 high-hood truck with these engines requires a manual transmission and Kenworth's 1,430 sq.-in. radiator.

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SMARTRIDE SUSPENSION

WEIGHT-EFFICIENT DESIGN FOR TRAILERS

A new brochure from **Dana's Commercial Vehicle Systems** group highlights the Dana Spicer SmartRide suspension family's weight-efficient design. The six-page brochure presents a



Dana Brochure

component-by-component overview of key product features and options available on this family of suspensions. Dana says SmartRide suspension customer benefits also include fuel savings, reduced maintenance, and increased payload. It's claimed that the suspensions are up to 18 percent stronger than competitive designs to resist buckling. The brochure describes numerous SmartRide features and options, including air disc brakes, drum brakes, wide-base configurations for single tires, and Dana Spicer TIMS tire inflation and monitor system for trailers.

The brochure, item number SUSL-0002, can be downloaded or ordered free at www.roadranger.com/smartride.

BENDIX SOFTWARE

DIAGNOSTICS FOR ABS & ESP

Two new software applications from **Bendix Commercial Vehicle Systems** aim to help technicians diagnose, repair, troubleshoot and recalibrate antilock braking, traction and stability system components.

The ACom Diagnostics 5.3 software is a Windows-based program that interfaces with the vehicle and reduces steps in the troubleshooting process, directing the technician straight to the diagnostic trouble code. It covers current and most earlier generations of both tractor and trailer ABS applications from Bendix, including the most recently released ABS-6 Advanced with ESP electronic stability program.

A separate tool, the Bendix ABS Repair and Diagnostic CD, serves as a reference for training technicians about

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Plus, now you can save even more with the new Alcoa 14-inch wide base wheels. Some fleets have experienced a 3%-7% fuel savings with wide base wheel and tire combinations.*

*Source: Based on the average truck running 100,000 miles per year at 6 miles per gallon and a \$3 per gallon fuel price. NDTC, 2002. Michelin states increased fuel savings of 3% - 7% with wide base wheel and tire combinations, depending on current duals. Actual fuel savings may vary.



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CITY	Price	(+/-) Previous Week	Excl. Taxes
WHITEHORSE	117.4	2.0	99.6
VANCOUVER *	110.3	2.1	79.1
VICTORIA	110.4	2.5	82.7
PRINCE GEORGE	109.2	3.0	84.0
KAMLOOPS	109.8	2.1	84.6
KELOWNA	111.1	3.6	85.8
FORT ST. JOHN	110.9	2.0	85.6
YELLOWKNIFE	111.4		92.0
CALGARY *	99.1	1.3	80.5
RED DEER	100.7	2.2	82.0
EDMONTON	99.3	0.4	80.7
LETHBRIDGE	103.2	1.7	84.4
LLOYDMINSTER	102.9	5.0	84.1
REGINA *	106.9	2.8	81.8
SASKATOON	104.7	2.0	79.8
PRINCE ALBERT	105.9	3.5	80.9
WINNIPEG *	103.2	1.8	81.8
BRANDON	103.9	2.7	82.5
TORONTO *	103.9	2.5	79.7
OTTAWA	103.0	2.1	78.9
KINGSTON	104.4	1.4	80.2
PETERBOROUGH	103.9	1.7	79.7
WINDSOR	100.2	1.0	76.3
LONDON	99.5	2.6	75.6
SUDBURY	103.9	2.0	79.7
SAULT STE MARIE	105.9	1.3	81.6
THUNDER BAY	106.6	3.2	82.2
NORTH BAY	101.9	-4.0	77.8
TIMMINS	106.4	0.5	82.1
HAMILTON	103.0	1.1	78.9
ST. CATHARINES	98.8	1.2	74.9
MONTRÉAL *	114.1	4.5	79.9
QUÉBEC	114.6	2.6	80.3
SHERBROOKE	113.4	2.5	79.3
GASPÉ	109.9	1.0	76.2
CHICOUTIMI	112.4	2.0	78.4
RIMOUSKI	115.9	6.0	78.4
TROIS RIVIÈRES	109.9		78.4
DRUMMONDVILLE	109.4	5.3	78.4
VAL D'OR	113.6	2.7	78.4
SAINT JOHN *	112.3	0.7	77.6
FREDERICTON	112.5		77.8
MONCTON	112.4	-0.2	77.7
BATHURST	122.8	10.0	86.8
EDMUNDSTON	114.4	0.9	79.4
MIRAMICHI	112.1		77.5
CAMPBELLTON	114.6		79.6
SUSSEX	109.9	-2.0	75.5
WOODSTOCK	114.9	1.0	79.9
HALIFAX *	112.6	-2.9	79.4
SYDNEY	116.4		82.7
YARMOUTH	114.9	-1.3	81.4
TRURO	113.9	3.3	80.5
KENTVILLE	114.2	-1.0	80.7
NEW GLASGOW	115.8		82.1
CHARLOTTETOWN *	109.9	-1.1	78.7
ST. JOHNS *	118.5		83.4
GANDER	117.1		82.2
LABRADOR CITY	125.4		89.5
CORNER BROOK	116.5		81.7
CANADA AVERAGE (V)	106.3	2.2	79.9

V-Volume Weighted

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

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

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In Gear

Bendix ABS and how to use various tools, including ACom Diagnostics, to troubleshoot the system. The CD includes information and tips on all current as well as most earlier generations of Bendix tractor ABS applications.

The ACom Diagnostics 5.3 program supports ABS-6 Advanced with ESP. It provides additional insight related to the quantity and type of stability events, detailed diagnostic trouble codes, information on how to repair trouble codes, and enables recalibration of steering-angle and yaw acceleration sensors after repairs are made.

The software is compatible with Windows 98, NT, 2000 and XP operating systems, and supports the following Bendix electronic control units: EC-17, Generation 4 and 5, EC-30, EC-60 (standard, premium and advanced), A-18, MC-30, and the trailer antilock braking TABS-6 unit.

Order the CD's through the literature center at www.bendix.com or call 800-247-2725. Refer to BW2538 for the diagnostics and troubleshooting CD and BW2329 for the ACom 5.3 CD.

PACLEASE TELEMATICS

PACTRAC FOR PRIVATE FLEETS

PacTrac is a new telematics system from PacLease that's said to reduce operating costs, improve productivity, and enhance service in private fleet logistics. Developed by PeopleNet, it uses GPS technology, a reliable network of over 100 wireless carriers, and an Internet connection to deliver real-time data from customers' vehicles.

PacTrac



Modular hardware includes the PacTrac onboard computer, keyboard and handset. The system provides real-time GPS vehicle position reports; management reports on driver and vehicle efficiency; and paperless data collection

by automating driver hours-of-service logs and automatically populating tax, payroll and compliance reports.

Data and voice communication provides a direct link between drivers, dispatchers and customers. Exception-based arrival and departure reporting tightens security, PacLease says, and provides automated notification when trucks move within allowable geographic boundaries.

See your dealer or visit www.pactrac.com.

LMS WIDE-BASE HUB

LOW-MAINTENANCE SPICER SYSTEM

A new Spicer LMS wide-based hub system for drive and trailer axles has been introduced by Dana's Commercial Vehicle Systems group. It's a long-life, low-maintenance wheel end designed to maintain load ratings with wide-based tire applications. The new hub system is compatible with standard-track axle configurations.

Available on standard track, R-series drive, and P-spindle trailer axles, Dana's new LMS hubs meet the demand for interchangeability and application flexibility between wide-based tires and standard dual tires, reducing downtime and supporting future resale value. The LMS wide-based hub system is available on Dana's Spicer 23,000- and 40,000-lb drive axles and P-spindle 71.5- and 77.5-in. track trailer axles, and is approved for use with two-inch offset wheels. The hub systems are ready for immediate production.

Call 1-800-826-4357 or visit www.roadranger.com and www.dana.com.



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CHEVRON DELO & TEXACO SYN-STAR TL

Two new, premium synthetic transmission fluids designed specifically for the heavy-duty manual transmission market have been introduced by **Chevron Products Company**. They meet the newly released Eaton Fuller PS-164 Rev 7 specification. Available as Chevron Delo

ESSO, PETRO-CANADA AND SHELL INTRODUCE CJ-4 OILS FOR 2007 ENGINES

Three major refiners have recently announced their new heavy-duty engine oils in the API CJ-4 category (formerly known as PC-10). That's the new standard required by EPA-compliant 2007 engines running on low-sulfur fuel with diesel particulate filters. They're specifically for these diesels, though they're backwards-compatible, and one of their main challenges will be dealing with higher levels of soot in the crankcase—by keeping those fine particles suspended, preventing them from clogging a vital oil path. They must all meet or exceed stringent tests set by engine makers.

Esso XD-3 — Imperial Oil says its new XD-3 Extra CJ-4 15W-40 heavy-duty engine oil will be available in October. It meets the requirements of all engine-maker tests—Caterpillar ECF-3, Cummins, CES 20081, Detroit Diesel Power Guard 93K214, Volvo VDS-4, and Mack EO-O Premium Plus. The company says the new lube will exceed requirements for soot control, wear protection, oil consumption and deposit control, while also meeting the earlier requirements of API CI-4 and CI-4 PLUS oils. See www.imperialoil.ca.

Petro-Canada Duron-E — the new Duron-E CJ-4 oil features enhanced soot-fighting capabilities in addition to improved wear pro-

tection, oil consumption, and piston deposits compared to the previous CI-4 Plus category. There are three versions—Duron-E 15W-40,

Duron-E XL Synthetic Blend 15W-40, and Duron-E Synthetic 10W-40—all of which have demonstrated extended drain capabilities in severe-service field trials in both EGR and conventional diesel engines, the company says. Engine lube purity is a bigger issue now than before, says Petro-Canada, and particulates and contaminants are an even bigger risk factor for next-generation engines equipped with diesel particulate filters. It adds that its base oils are among the purest in the world—99.9 percent pure—and especially low in sulfur and sulfated ash.

Call 800-661-1199 (west), 800-268-5850 (east), 800-576-1686 (French), or visit www.petro-canada.com.

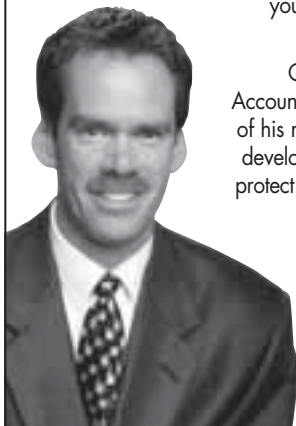
Shell Rotella T — Shell's new formulation of Rotella T motor oil meets all CJ-4 criteria and the company says it can also provide performance benefits when used in engines built prior to 2007. CJ-4 Rotella T is available in bulk and drums now, and in quart, gallon and pail packages beginning October 15th. Shell also plans to continue selling its API CI-4 Plus Rotella T oils in bulk and drums beyond the introduction of the new oils to meet customer demand. A new brand, Shell Rimula Super, will soon be introduced to meet the new API CJ-4 specification, specifically targeting the needs of fleet operators.

See www.shell.com.

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Synthetic Transmission Fluid SAE 50 and Texaco Syn-Star TL SAE 50, these products meet and exceed major OEM performance requirements for extended drain and warranty. In addition, Chevron says, both offer reduced component wear and potential fuel-economy improvements to truck operators.

Both the Chevron and Texaco lubes are specially formulated high-viscosity and low-pour-point synthetic lubricants that provide year-round performance under severe climate and operating conditions. During cold weather shifting, the all-season properties of this formulation lubricate transmission parts quickly, resulting in less gear wear and drag.

See www.chevron.com.

KOHLER'S DIESEL APU

NEW 5-KILOWATT DIESEL APU

Kohler Power Systems will expand its generator product line to include an auxiliary power unit (APU) for the heavy-duty trucking industry. Its new 5-kilowatt APU will be available later this year and will offer truck operators what is claimed to be the only air-cooled APU in the 5kW, side-rail mounted size. The air-cooled, self-contained engine means less intrusion into the truck's critical systems. With compactness being



crucial, Kohler's first APU product is small—27 W x 26 H x 23 in. D—and weighs less than 350 lb.

The APU, offering 120-volt AC and 50-Amp DC power, is designed with a direct-drive alternator—a direct connection between the engine and alternator instead of belts—which should provide reliability and reduce maintenance issues. Its oil-service interval is 500 hours.

The standard digital controller allows

the driver to start and stop the generator and adjust the heating and cooling from inside the cab. It also features an easy-to-read LED screen that displays up to 13 operational conditions. Other features include a sound-attenuated enclosure for quiet operation.

Call 800-544-2444 or see www.kohlerpowersystems.com/mobile.html.

AIR-POWERED TIE-DOWNS

AUTOMATIC TENSIONING SYSTEM

Traction Technologies says it will begin very limited sales in September of its new air-powered winch tie-down and automatic tensioning system. This latest version, trademarked 'Cinch', is an evolution of the firm's original tie-down safety



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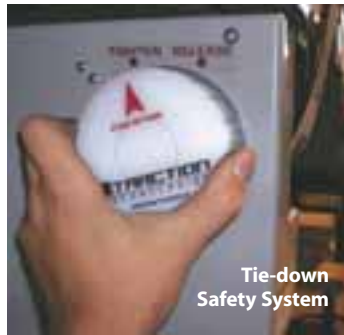
thehollandgroupinc.com

In Gear

system which won the Telus Innovation Award in 2005. Since then field testing and customer feedback have produced further product refinements. It will eliminate the need for operators to use a pry bar to tighten load straps and it will continually apply a pre-set pressure for the duration of the trip. This pressure can be set from zero to over 2,000 lb to meet any load requirements.

This tie-down safety system was designed to eliminate the significant number of driver injuries occurring while securing loads using conventional winches and to eliminate accidents caused due to load shift. Conventional winch-tightened straps have been measured to lose 50 percent of their tension during the first hour of a trip, Traction claims.

The Cinch automates the entire securement process. It consists of an



Tie-down Safety System

enhanced winch which is mounted to the side of a trailer. It appears at first to simply be a traditional winch, and is in fact installed just as a normal winch would be. A small air-powered drive system is affixed to the winch and mounted to the underbelly of the trailer. This then becomes the tie-down system. The drive runs off pressurized air, and as long as air is provided to it, it will always apply a holding force to the cargo. The force at which it holds the cargo is varied by setting the air pressure before putting on the tie-downs. The higher the air pressure, the more holding power you will get. You can adjust the power of the system, up or down, depending upon your cargo needs.

Production will be very limited until 2007.

Call 888-372-7676 or see www.tractiontech.ca.

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Donaldson Company has expanded application coverage of its Endurance Plus family of oil filtration products, designed to reduce oil usage by as much as 50 percent for heavy-duty on-road trucks. The company currently covers



Donaldson Oil Filtration

popular Caterpillar, Cummins and Detroit Diesel engines, and has now made filters available for popular Mack and Volvo diesel engines.

Introduced in 2004, the filtration solution uses a built-in additive replenishment technology designed to



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extend oil and oil-filter life significantly longer than conventional oil filters, the company says. Designed for on-highway line haul truck fleets, large fleets sensitive to operation costs, emissions compliant EGR engines and non-EGR diesel engines, the Donaldson Endurance Plus solution is built with Synteq Filtration Media, which is highly effective in removing the smallest contaminants. The filter with its internal additive gel container installs like a regular filter and requires no system maintenance.

Call 800-374-1374 or see www.donaldson.com.

REEFER BATTERIES

CARRIER'S NEW 12-VOLT BATTERIES PowerRush batteries, a new line of 12-volt batteries engineered for the demanding requirements of transport refrigeration units, are now available from **Carrier Transicold** dealers.



Offered in partnership with Interstate Battery System, they feature an 18-month free-replacement warranty. The batteries are available in three cold-cranking amp (CCA) capacities: the 950 and 750 CCA heavy-duty models and the 700 CCA high-cycle battery with specially engineered plate stabilizers for extra cycle life.

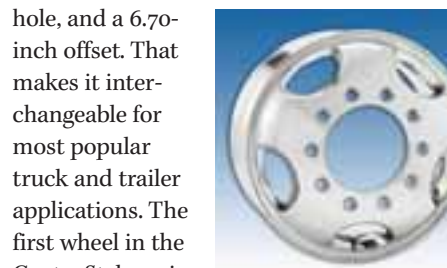
All PowerRush batteries feature exceptional durability and vibration protection, Carrier says, to handle the frequent start-stop cycles and harsh temperature demands of refrigerated unit applications. The vibration protection includes epoxy-bonded plates to prevent movement, and the ribbed housings are made of polypropylene along with bottom stone-guard protection. A computer-optimized end-wall design protects the plates inside.

See your dealer or visit www.trucktrailer.carrier.com.

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Hayes Lemmerz International has expanded its commercial highway product line to include new CentruStyle custom styled aluminum wheels for class 7 and 8 tractors and over-the-road trailers. Made using a proprietary casting process, CentruStyle offers distinctive styling and can be used on all 22.5 x 8.25-in. hub-piloted mountings, allowing easy retro-fitting using a 10-bolt hole, 285.75mm bolt circle, 220.2mm center hole, and a 6.70-inch offset. That makes it interchangeable for most popular truck and trailer applications. The first wheel in the CentruStyle series is a proprietary 10-spoke design available on the new International ProStar tractor.



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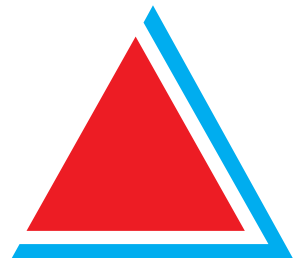
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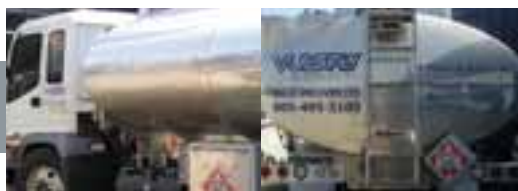
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By Peter Carter

Wayne's Real World

We could learn a thing or two from the folks in Cardigan.

Between the time I started working at this magazine a few years back and today, I've become a far more interesting guy to drive down the highway with.

For one thing, the other people in whatever vehicle I'm piloting get full-length, in-depth feature tales about the various fleets of trucks that we pass.

"Hey look," I might announce when I see that familiar TransForce swoosh. "Did I ever tell you that the biggest truck company in this country started with a man delivering cheese on a bicycle?" It's true. Fifty-two years ago this month, the Saputo family started making and delivering cheese and eventually went on to hugeness.

I also have quite a few trucker tales that I gather from interviewing people across Canada.

Last Monday, in fact, I was telling my family and a neighbor/passenger about a fellow I met who hauled fish guts from a processing plant on Vancouver Island to a waste site on the mainland.

But just before I got to the part about how the vast majority of his run was spent sitting on the ferry from Nanaimo to Horseshoe Bay, I noticed that the truck we were passing at that moment was from a place called Cardigan, P.E.I.

"Cardigan!" I said, "I know somebody from Cardigan."

Well, rather, I don't really know them. But I'd like to. And here's why.

A couple of weeks back, I took a phonecall at work. It was from a Cardigan-based hauler named George Van Denbroek. He wanted to know if I could mail a few copies of *Today's Trucking* to his friend Wayne Johnston.

Wayne's a trucker too, and a long-time pal of just about everybody involved in trucking on P.E.I., it seems.

This past year, he was felled by ALS, also known as Lou Gehrig's Disease.

So Wayne, in his mid-50s, has been forced to hang up the keys.

Not that he wants to. In fact he still likes to visit his old gear-jammin' grounds and see how his colleagues are doing and offer observations such as whether enough of them are driving Kenworths. (His personal favorite.)

But ALS is an unforgiving illness—you wouldn't curse your worst enemy with it. He can still drive a car, but sometimes it's easier if one of the family chauffeurs him around. "Not working is killing Wayne as much as anything," George told me. "He's just as fine a man as you'd ever meet."

Wayne and his wife Thelma have three daughters, Tammy, Jill and Paula, as well as four grandkids and a dog, Jack.

With ALS sidelining him, Wayne's fellow truckers and

friends figured money might get a bit tight, so they organized a benefit concert.

Wayne's friend Tracy Maclean, whose husband Kevin still drives at Kings County Construction, where Wayne put in 26 years, estimates that more than 800 people showed up at Cardigan Consolidated School for the event. A whole bunch of local musicians performed and the organizers—comprised primarily of folks from the trucking business—raised about \$12,000.

Not bad, eh?

George said that the important thing wasn't the money so much as it was the recognition "that this is one fine man."

By the way, I didn't interview Wayne for this story. It'll be a bit of a surprise for him, just like the benefit concert was.



MAGNUM P.E.I.: The tiny but huge-hearted community of Cardigan, on the eastern side of P.E.I., turned out in full force to honor driver Wayne Johnston, who put in 26 years with Kings County Construction.

I hope he's okay with the fact that we snuck around behind his back to get this picture and the facts about the situation.

I did it for two reasons.

One was to get word out to anybody else who might know Wayne but didn't have a chance to attend the benefit. (George Van Denbroek at 902/583-3152, would be thrilled to pass along any donations.)

The second? To remind everybody else that Canadian trucking teams with


community-minded leaders. Some have huge companies and industry associations to run. In that category, I'm thinking of the late John Cyopeck, who headed up the Canadian Trucking Alliance and Canpar Transport. He raised more than a million bucks for a new MRI machine months before he died this past April.

Then you have others—good hard-working down-to-red-PEI-earth folks like Wayne Johnston, George Van Denbroek and Tracy Maclean, and everybody else who helps out around Cardigan.

And that thing I mentioned earlier about me being a far more interesting person? I take it back. It's not me that's interesting. It's the people in this business. ▲

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