

THE NEW BORDER: "It's a good agreement, and they know it." PG.10



CTA CEO  
David  
Bradley

# Today's Trucking

The Business Magazine of Canada's Trucking Industry

25 YEARS

## KEEP THOSE Wheels Turning

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Why tech training's a must, PG. 36

**PLUS:** Big movement in medium-duty, PG. 40

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# Today's Trucking

The Business Magazine of Canada's Trucking Industry

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## Letters to the Editor

Email [peter@newcom.ca](mailto:peter@newcom.ca) or send a letter to Newcom Business Media, 451 Attwell Dr., Toronto, ON M9W 5C4

### Our bass-ackward apprenticeship system

Re: "Assume Nothing" by Rolf Lockwood, Nov. 2011. The current process to become a mechanic/technician is broken and needs to be fixed.

As the father of a son who is trying to become a coach and truck mechanic, I can share the frustrations he has faced in his journey. During his senior year in high school, he decided he wanted to be an auto mechanic. Upon graduation and at 17 years old, a local auto dealer in our community hired him with the promise of sending him to further his education in auto mechanics.

After three years the dealership still did not know when they could send him to further his education. It may have been the fact that they had a good deal, paying him minimum wage, while maximizing the services he could provide. He eventually quit the dealership and decided to become a coach and truck mechanic.

It astounded me to think that he needed an employer to sponsor him in this field before he could register for this profession at a community college. I cannot think of another profession that requires you to be in the work force, before you can go to school.

It feels like the cart before the horse syndrome.

Attending community college first would better prepare them for their profession, ensure they were current on compliance, regulatory and technical issues. It would also help prospective employers by having trained personnel, and as you note it would avoid short cuts in training, should that be happening.

Unless the industry along with automo-

tive and trucking associations and the Ministries of Education across Canada take a proactive approach to the issue of training and technicians, they will reap what they sow in a few short years.

**Bob Miskelly,  
Oakville, ON**

*P.S. My son did find a sponsor and he's now working towards his goal!*

### The real meaning of broad shoulders

Re: "Getting things done 101" by Peter Carter, Nov. 2011

I enjoyed your editorial regarding how the word "should" can lead to false aspirations and disappointments.

I also think that when we say, on the other hand, "should not" interesting things can happen; for instance, "this woman I am talking to is really attractive and since I am a married man I should not carry this on further."

Good or bad things can happen, one way or the other, depending on the application of the word "not."

"Should" and "not" have equal value, resting on both shoulders of the individual.

**John O'Callaghan,  
Toronto**



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Local people serving you.



By Rolf Lockwood



# Trucks Need More Parking. Lots.

Governments who insist drivers pull over and rest but don't provide places to do so are creating a monster of a safety problem.

This time of year always brings on amusing lists. The top 10 movies of the year, the 10 best books, you name it. My personal favourite by far is the Christmas wish list. You'll be reading this editorial post-holiday but I'm writing in mid-December, so jolly old St. Nick and all that is top of mind. Back in the day when my kids were kids, I absolutely loved the scribbled Santa letters they'd give me, replete with very specific toy requests. Receipt of same was followed by a frenetic spate of toy-store visits, and really, can anything be more fun? No matter how old you are.

Anyway, before I could switch things up a bit and concoct a list of things I'd like you lot to enjoy this new year, the Canadian Trucking Alliance (CTA) did it for me. The CTA shipped out a list of its infrastructure priorities for the suits in Ottawa to consider. Each provincial trucking association listed roads and bridges in need of help as well as new projects deemed necessary.

Most are predictable. Like B.C.'s wish to see four-laning of Trans-Canada Highway 1 from Kamloops to the Alberta border. Alberta wants ring roads in Calgary and Edmonton. Saskatchewan? More roadways, interchanges and staging areas around the Global Transportation Hub near Regina. Manitoba wants to see all its 'RTAC' highways upgraded to accommodate 63,500-kg weights, which is a no-brainer. Ontario is asking for a second bridge at the Windsor/Detroit crossing and upgrades to the Peace Bridge at Fort Erie/Buffalo. Quebec's trucking community asks for bridge help, not surprisingly, and my favourite, twinning of Route 85 from Quebec to New Brunswick. That last one is on Atlantic Canada's wish list as well.

What really strikes me here is that we're in trouble. I only mentioned a few examples of needs in that last paragraph but they'd cost a gazillion bucks. The complete list is comprehensively impossible.

Easily in the possible realm, however, is truck parking. In some cases it isn't 'more' truck parking wanted because there simply isn't any to begin with. I've written about this often, and I can't begin to describe just how big the need really is.

I'll ask this critical question yet again, in hopes that somebody in Ottawa might actually be listening: how can you justify limiting a driver's time at the wheel, how can you possibly demand that he rest a prescribed number of hours every day, if you're not also going to ensure that he has somewhere to do the resting?

Of all the ludicrous bits of rule-making I've seen, this one tops

the list of mandates that weren't thought through. It even beats speed limiters because it causes serious hardship and represents one monster of a safety problem. Why don't they see this?

Only Manitoba and Quebec didn't mention parking.

In asking for parking, B.C. just listed the need for a "sufficient number of adequately serviced rest stops at appropriate distances from major centres." Alberta says a rest area between Calgary and Red Deer is needed badly on the northbound side.

**Of all the ludicrous bits of rule-making I've seen, this one tops the list of mandates that weren't thought through.**

Saskatchewan used exactly the same general language as B.C. Ontario was specific, citing the need for parking/rest areas along Highway 17 from North Bay all the way to the Manitoba border and all along truck-heavy Highway 401, where parking facilities for LCVs were also requested. The Atlantic request was also general, citing the

need to "improve or add" rest stops in New Brunswick and Nova Scotia, especially to handle LCVs. They also want a rest stop outside the Confederation Bridge on the N.B. side.

May all those wishes be granted. May you find enough breath to hold while you wait. And even if none of those wishes comes true, may you all have a terrific year.

It's a special one for us, by the way, being our 25th anniversary. Look for more about that in the months to come.

**BEFORE I GO**, I should clarify something I wrote in this space last November. I said the effort to measure the industry's technician shortage, a project I helped launch together with Gord Box, Rolf VanDerZwaag, and a committee of interested people, seemed to be "lagging" a bit. I should have explained a little more instead of leaving that comment hanging in the air. The Canadian Trucking Human Resources Council sat on that committee and generously agreed to help. We here at *Today's Trucking* have been working closely with them to survey the industry, and we'll have results within the next month or two. I'm impatient to get this in my hands, re-engage the committee, and start making things change. More to follow... ▲

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

# Dispat

BY JASON RHYNO



## Thinning out the Border

Is the new U.S.-Canada border agreement too good to be true?

**I**t's a good day when everyone in the Canadian trucking industry manages to agree on something.

That something was the announcement of two "action plans" by Prime Minister Stephen Harper and President Barack Obama that aim to speed up trade and travel, improve

North American border security, and align Canadian and U.S. regulatory approaches.

"These agreements represent the most significant step forward in Canada-U.S. cooperation since the North American Free Trade Agreement," Harper said.

With about half-a-dozen critical measures relevant to

truckers in the announcement, it was big, big news. Well, here in Canada, anyway.

Post-Sept. 11 security measures hindered Canadian carriers—specifically the ability to transport domestic loads through the U.S. by requiring full customs documentation—not to mention the disjointed policies and regulations between

North and South, exorbitant border fees, and a host of other irritants.

Keyword? Irritant—an estimated \$16 billion irritating loss of revenue each year, according to both the U.S. and Canadian governments.

Since early 2010, The Canadian Trucking Alliance (CTA) had been consulting with the Beyond the Border

# ches

“These agreements represent the most significant step forward in Canada-U.S. cooperation since the North American Free Trade Agreement,”  
— **Prime Minister Stephen Harper**



## ■ Mutual Recognition of Trusted Trader Programs

Currently, companies have to apply to both the U.S. Customs-Trade Partnership Against Terrorism (C-TPAT) and the Canada Border Services Agency's Partners In Protection (PIP) separately, despite the fact the information required is the same.

## ■ FAST Cards

Both governments will examine ways to allow FAST cards to meet requirements of other security programs, involving CBSA, CBP and other government agencies.

## ■ Pre-Inspection

“Inspect once, accept twice” is the motto here. A pilot slated for launch at the Port of Montreal will introduce this concept where freight arriving at the North American border will only be inspected by one Customs agency but will be accepted by both countries.

## ■ Pre-Clearance

U.S. Customs and Border Protection (USCBP) will launch a pre-clearance pilot at a land border by Sept. 2012, possibly the Peace Bridge, where infrastructure limitations contribute to traffic congestion. Facilities at the Peace

Working Group and the Canada-U.S. Regulatory Cooperation Council on measures to reduce trade barriers. So when the announcement came with roughly half-a-dozen critical measures relevant to truckers, well, you could practically hear the cheers from the CTA offices across the country.

And, save for a few civil liberty groups, nobody seems to be jeering the recently announced plans.

It's an ambitious plan that affects travelers and various industries, but the relevant parts for the trucking industry are:



**MODEL CITIZEN:** The big-rig-loving Ms. Jones struts her stuff in a Heart & Stroke Foundation fashion show.

Photo courtesy of Heart & Stroke Foundation

## TV STAR CALLS BIG TRUCKS “PORN.” AND MEANS IT IN A GOOD WAY.

**Y**ou know **CATHY JONES**, the seductive and very funny star of “This Hour Has 22 Minutes?” She’s a trucker at heart. She loves rigs. Like really.

“I feel like I have an inner three-year-old boy yelling ‘Truck! Truck!’ every time I see a truck,” she told a writer for the Toronto Star Wheels section.

In a hilarious story about her love/hate relationship with cars—“You know cars were unreliable and they didn’t start all the time so I grew up thinking, ‘If the car starts then we’ll go.’”

The capricious Newfoundlander says her love of tractor trailers means she’s never bored when she’s on the highway.

“It’s the aesthetic of the trucks,” Jones, who now lives in beautiful Mahone Bay, says. “If you look at the cabs of these 18-wheelers, I mean just to do it is porn. It’s like they’re shiny, they’re beautiful, they have everything that cars have lost.”



**Kauri first studied engineering at her father's insistence then returned to school to embrace journalism.**

### Tech-Savvy Writer Wins A Grand Prize

**Vidya Kauri**, a 31-year-old Ryerson University student in her third year of the four-year Bachelor of Journalism Program, is one of those rare people who can braid technical know-how with plain English. These people should be encouraged.

And that's exactly what happened to Kauri in November when she was awarded the \$1,000 **Rolf Lockwood Scholarship** at the Ryerson University Journalism Awards Night.

(Newcom Business Media founder and President **Jim Glionna** introduced the award after the company's co-founder and Vice-President Editorial **Rolf Lockwood** won the highly coveted 2003 Harvey Southam Editorial Career Award. Now, the Award goes every year to a Ryerson student who, in their second year, produces an outstanding piece of business journalism.)

Born in India, Kauri first studied engineering at her father's insistence then returned to school to embrace journalism where she very deftly melds technical interests with wordsmithing.

Her winning story was about the beer delivery business.

TO READ IT, TYPE KAURI IN THE SEARCH BOX AT [todaystrucking.com](http://todaystrucking.com).



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### Manitoba Awards

Manitoba's best and brightest truckers were honored by the **Manitoba Trucking Association (MTA)** recently. Now in its seventh year, members of the MTA nominate their peers to receive awards based on contributions to not only the MTA, but to the industry as a whole.



- The 2011 **Volvo Trucks** Manitoba Driver of the Year went to William DeGroot of **Arnold Bros. Transport**.
- **Payne Transportation LP** Associate of the Year Award was handed to Larry Seel of Wajax Power Systems.
- Earl Coleman of **Big Freight Systems Inc.** won the MTA/RBC Royal Bank Service to Industry Award, and the MTA/Shaw Tracking Distinguished Member Award went to **Arnold Bros. Transport**.
- The inductees to the MTA Pioneers Club this year were Bordon Hadley of **Smooth Freight** and Eldon Funk of **Wajax Power Systems**.

## Heard on the Street

### Toronto Transportation Club

The **Toronto Transportation Club** has selected a new executive. They are Senior Director and General Manager of **Transcore Link Logistics** Claudia Milicevic as president; **Trailcon Leasing** Account Manager John Foss as first vice-president; Vice President of Sales and Marketing at **Durabody Industries** Peter Collins, second vice president; and finally, Director of Sales for **Canadian National Railway** Gary Crowther, immediate past president.



### Feats of Darryn-Do

**BELANGER'S GOT A HISTORY OF HEROISM**

This past July, **Darryn Belanger**, a 13-year driver with **Kriska Transport**, witnessed a truck in front of him lose control, flip and start on fire. Fast-acting Belanger remained calm, stopped and pulled the trucker from the burning rig, saving his life. And it's not the first heroic act under Belanger's buckle, though it is the most spectacular. So, in November, Belanger was presented with the 2011 **Bridgestone-Ontario Trucking Association** Truck Hero Award. "Darryn is a model professional as evidenced by his selfless act of bravery and kindness," said **Kriska** President Mark Seymour. "We're proud to have Darryn as part of our organization. He quietly goes about his business and is now a hero amongst his peers."

Bridge would allow trucks to be pre-cleared on the Canadian side of the border by Canadian Border Protection (CBP) prior to entering the U.S. The CTA said that they have historically cautioned against any initiative that would see trucks stopping twice where currently there is only one stop, but they will work with governments and port officials to make sure that the program is efficient.

■ **Border Crossing Fees**

Both governments will examine the rationale and impact for the multitude of border crossing fees, like the Animal and Plant Health Inspection Services fees.

■ **Radio Frequency**

Identification (RFID)—Funding has been allocated for RFID, and the hope is that this will lead to an expansion of FAST lanes and RFID tech for commercial lanes.

Harmonizing standards on certain goods, like vehicles, food and drugs, should also ease things. The plan also calls for major infrastructure development at certain border crossings—in fact, hours after the Action Plan

announcement, the Niagara Falls Bridge Commission announced a \$50-million plan to improve the U.S. side of the bridge. Perhaps the biggest win is the move to harmonize data requirements for in-transit goods that temporarily travel through one of the two countries. “It’s the greatest bang for our buck,” said David Bradley, president of the CTA.

By restoring carriers’ ability to move in-transit, trade will be more efficient, cost less and speed up transit times for trucks moving goods through the States.



Still, though, there are skeptics waiting on the sidelines, suspicious of sharing so much information with Uncle Sam. Some have suggested that the U.S. political climate, which tends to resemble Chaos Theory of

late, could derail certain aspects of the plan—if a Tea Partier flaps her wings in Idaho, will a president feel it in Washington?

“I try not to worry too much about things that we have virtually no control over,” Bradley said in an email to *Today’s Trucking* regarding possible impacts from U.S. politics. Bradley maintains that the majority

**“It is a good agreement and they know it. They are grasping at straws and being contrarian for the sake of being contrarian...”**

of measures pertinent to the trucking industry are not controversial on either side of the border.

Civil libertarian groups haven’t voiced too much opposition either, and the dust that they are kicking up

is not aimed at the commercial measures.

“It seems to me that there are some people out there who are desperately looking for something about the agreement to be critical of,” Bradley wrote. “It is a good agreement and they know it. They are grasping at straws and being contrarian for the sake of being contrarian, in my view.”

At the end of the day, the border agreement is a huge win for the Canadian trucking industry, and while there are still a billion details to be ironed out and much work needed, it looks to be a clear road ahead. ▲



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Beyond today's standards.





# TRUCKING?

THERE'S AN **APP** FOR THAT



## Man, are there ever a lot of Apps out there.

Last month we called up **Dan Dickey** (or as we know him on Twitter: @BCTrucker1), a driver for 18 years based out of B.C. Dan runs between Vancouver and Calgary twice a week, and knows a thing or two about smartphone apps.

Follow Dan on Twitter @BCTrucker1 or check out his website: [bctrucker.com](http://bctrucker.com)

### FuelBook



We asked Dickey if he had found a fuel app he liked, and he said he hadn't yet, but "that would be a nice one for the situation we're having right now," he said, referring to western Canada's fluctuating diesel prices.

The best free fuel app we found was the Canadian-made **FuelBook**. You can search stations near you, compare diesel prices, and also filter your search by showers, full restaurant, lubes, emergency repair, motel, scale and parking. Fuelbook also comes with a parking feature that aims to let you know whether you'll be able to get parking at a particular location. Only problem is that this depends on users' updating Fuelbook, and at the time of testing, nobody was using this feature. The interface was relatively intuitive, and text was easy to read.



### Low Carb Diet Assistant

— by [nanobitsoftware.com](http://nanobitsoftware.com)



"I'm supposed to use this one," said Dickey in a Twitter message. While this app isn't free (**\$2.99**) it has all the features you need to keep track of your diet. The database allows you to search information on over 1000 food brands, 404 restaurants, and you can add your own to a custom list. You can set goals, and view

your progress on well-designed, full screen graphs. You can also export your nutrition log to Excel or another program for when you visit your doctor.



## Other Apps you can't live without.



### Whrz Timmy

Let's face it, we need a cup of **Tim Horton's** just to get through the day. This app shows you where Tim Hortons are located, plus various other popular restaurants (KFC, Wendy's, McDonald's), gas stations (Shell and PetroCan), banks, grocery stores, Walmarts, Costco's, Shopper's Drug Mart, and Rona, depending on where you live.



### TSN Mobile

**Great app.** You get all the sports headlines, TSN blogs, scores, and the ability to filter by whatever sport you're into. You also get TSN Radio, and during some games, there's a live forum going so you can interact with TSN sports writers and other fans.



## logbook

january 2012

23-26

**Heavy Duty Manufacturers Association's Heavy Duty Dialogue**

The Mirage, Las Vegas  
Kicking off Heavy-Duty Aftermarket Week, the HDMA Dialogue features a day of outstanding seminars and fleet executive panels.

Contact: 919-406-8847

Website: [hdma.org](http://hdma.org)

23-26

**Heavy Duty Aftermarket Week 2012**

The Mirage, Las Vegas  
Following HDMA's Heavy Duty Dialogue, Aftermarket Week is jam-packed with educational seminars and educational sessions against a trade show backdrop.

Contact: 708-226-1300

Website: [hdma.org](http://hdma.org)

february

9-12

**2012 Technology & Maintenance Council Annual Meeting**

Tampa Convention Center, Tampa, Fla.

Contact: 703-838-1763

Website: [truckline.com](http://truckline.com)

march

4-7

**Truck Carriers Association (TCA) Annual Convention**

Bayfront Hilton and Convention Center, San Diego, Calif

Contact: 703-838-1950

Website: [truckload.org](http://truckload.org)

april

19-21

**Truck World 2012**

International Centre, Toronto  
This is Canada's meeting place for Canada's trucking industry.

Contact: Joan Wilson, 416 614-2200

Website: [truckworld.ca](http://truckworld.ca)



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## SITED ON THE WEB

### Quick-thinking Trucker Pulls an Indiana Jones Move and Saves Lives

Several people in eastern Canada are still alive today only because a truck driver from Northeastern Quebec saved their lives and they might not even know it.

According to MRC des Collines-de-l'Outaouais police spokesman Const. Martin Fournel, two cars were sitting at an intersection on highway 105 in this Gatineau-area village when a southbound logging truck started losing control.

Another trucker, this one with an empty flatbed on his way to a pickup in Low, Quebec, noticed the truck in peril with its loose load and he sped up to place his vehicle between the rolling logs and the two cars, so his truck took the hit. Sacre Bleu!

**MORE @ <http://tinyurl.com/gatineauoh>**

### Freightliner Taps Students in Search of Ideal Truck

What, praytell, will the owner-operator of the future want in his or her sleeper berth? A microwave that won't cook meat?

Or a tranny that features forward, reverse and "gender-neutral.":)

Better yet, maybe the berth will be adorned with cult-movie posters and strewn with empty pizza boxes. Point being, the folks at **Freightliner Trucks** are trying to determine the ideal owner-operator truck of the future and in their quest, they're tapping into some of the sparkiest minds around: college kids.

**MORE @ <http://tinyurl.com/customtruck>**

### How to Run An Award-Winning Parts Shop

Lunch was "on the house" for staff at the Mack/Volvo dealer **Performance Equipment** recently as the brass from head office dropped in to officially present the parts department with the Mack/Volvo Canadian Parts Dealer of the Year Award.

Larry DeHoop is Corporate Parts Manager for the parent company, the Slotegraaf Group, which owns Mack, Volvo and Hino dealerships in several centers around Southern Ontario. And if he runs his department anything like he responds to requests for tips on running a great shop, it's no wonder he got the blue ribbon. Read on:

**MORE @ <http://tinyurl.com/slotegraaf>**




## Away at the Races

When **Alliance Truck Parts** invited a few trucking journalists out to the races in Miami, **Today's Trucking's** associate editor **Jason Rhyno** got a pass to walk around in the pit and garage areas. He shared the experience with Facebook pals:

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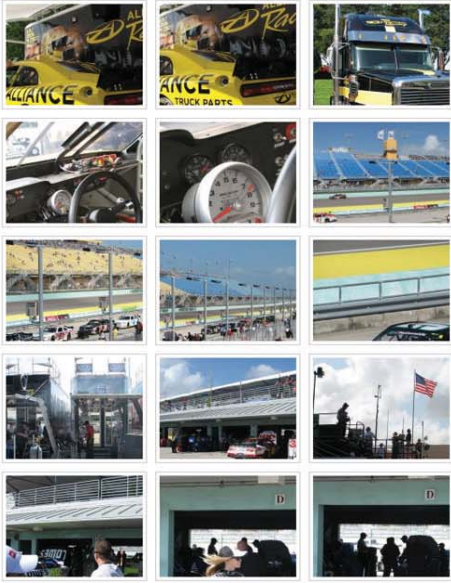
Transport/Freight · Toronto, Ontario

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**Alliance Truck Parts, NASCAR, Homestead, Florida**

By Today's Trucking · Updated about 3 weeks ago · Taken in Homestead, Florida



**Today's Trucking**

Truckload Carriers Association is asking everyone to check out this video in order to help change the public's perception of truckers.  
<http://youtu.be/XtD16Y2DP8I>

**Highway Angel Video**  
[www.youtube.com](http://www.youtube.com)

Lindsay Lawler's music video to the song written by Lawler and Chris Roberts, which is a tribute to all of the Highway Angels out there...men and women driv...

Like · Comment · December 9 at 12:58pm ·

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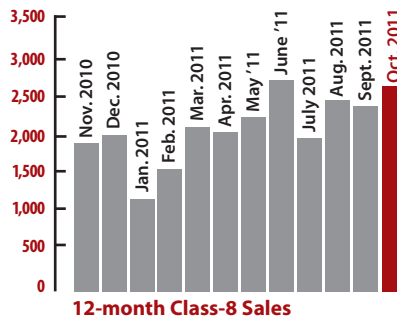
Join the Conversation!



Canada – Truck Sales Index

October 2011

CLASS 8	This Month	YTD '11	YTD '10	Share '11	Share '10
Freightliner	599	5232	3380	25.2%	21.6%
International	656	4241	3916	20.4%	25.0%
Kenworth	467	4150	3074	20.0%	19.6%
Peterbilt	301	2290	1732	11.0%	11.1%
Volvo	332	2159	1556	10.4%	9.9%
Western Star	126	1369	960	6.6%	6.1%
Mack	125	1346	914	6.5%	5.8%
<b>TOTAL</b>	<b>2606</b>	<b>20,787</b>	<b>15,532</b>	<b>100.0%</b>	<b>100.0%</b>



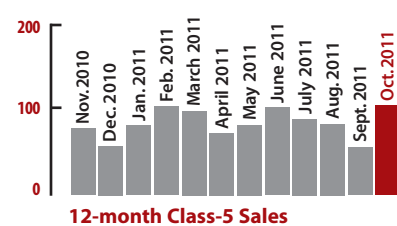
CLASS 7	This Month	YTD '11	YTD '10	Share '11	Share '10
International	146	1001	655	40.6%	38.2%
Kenworth	41	425	292	17.2%	17.0%
Freightliner	62	419	319	17.0%	18.6%
Hino Canada	52	328	199	13.3%	11.6%
Peterbilt	31	292	231	11.8%	13.5%
<b>TOTAL</b>	<b>332</b>	<b>2465</b>	<b>1696</b>	<b>100.0%</b>	<b>100.0%</b>



CLASS 6	This Month	YTD '11	YTD '10	Share '11	Share '10
Hino Canada	20	310	160	40.5%	30.2%
International	39	294	236	38.4%	44.6%
Freightliner	23	149	87	19.5%	16.4%
Peterbilt	2	12	34	1.6%	6.4%
<b>TOTAL</b>	<b>84</b>	<b>765</b>	<b>517</b>	<b>100.0%</b>	<b>100.0%</b>



CLASS 5	This Month	YTD '11	YTD '10	Share '11	Share '10
Hino Canada	35	432	381	52.0%	67.0%
International	65	351	118	42.2%	20.7%
Freightliner	2	26	13	3.1%	2.3%
Kenworth	1	19	37	2.3%	6.5%
Peterbilt	1	3	8	0.4%	1.4%
<b>TOTAL</b>	<b>104</b>	<b>831</b>	<b>557</b>	<b>100.0%</b>	<b>100.0%</b>



Simple. Quick. Effective.

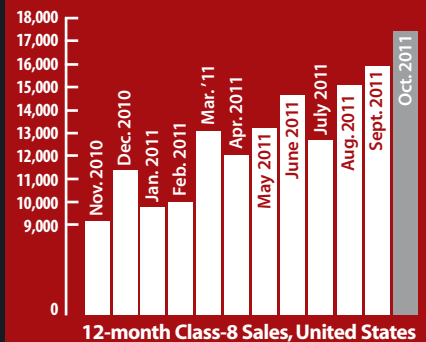


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U.S. – Retail Truck Sales

CLASS 8	This Month	YTD '11	Share '11
Freightliner	5692	41,943	31.4%
International	4259	28,918	21.7%
Peterbilt	2354	18,654	14.0%
Kenworth	1990	17,148	12.9%
Volvo	1849	15,140	11.3%
Mack	1097	9938	7.4%
Western Star	181	1641	1.2%
Other	2	16	0.0%
<b>TOTAL</b>	<b>17,424</b>	<b>133,398</b>	<b>100.0%</b>



Canada – Provincial Sales (Class 8)

CLASS 8	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CDA
Freightliner	36	120	15	15	270	104	22	17	0	0	599
International	26	124	8	42	283	103	25	18	21	6	656
Kenworth	44	210	18	20	68	100	7	0	0	0	467
Peterbilt	46	90	22	44	49	40	9	1	0	0	301
Volvo	25	25	29	15	148	71	14	4	0	1	332
Western Star	24	64	4	1	18	12	1	2	0	0	126
Mack	4	17	12	4	60	21	1	2	0	4	125
<b>TOTAL</b>	<b>205</b>	<b>650</b>	<b>108</b>	<b>141</b>	<b>896</b>	<b>451</b>	<b>79</b>	<b>44</b>	<b>21</b>	<b>11</b>	<b>2606</b>
<b>YTD 2011</b>	<b>1731</b>	<b>4328</b>	<b>918</b>	<b>1230</b>	<b>7289</b>	<b>3840</b>	<b>879</b>	<b>390</b>	<b>49</b>	<b>133</b>	<b>20,787</b>

Sources: Canadian Vehicle Manufacturers Association and Ward's Communication.  
Sterling ceased production in 2009 and has been removed from the truck sales listing.

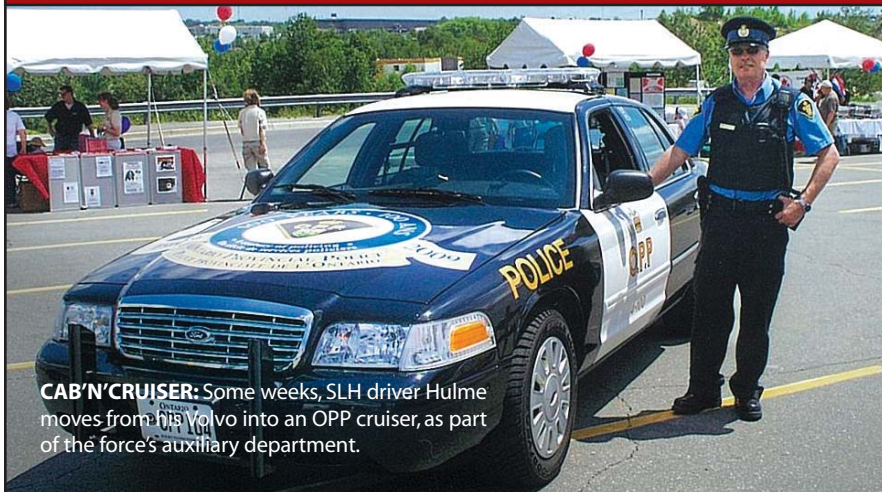
# Street Smarts

## INSIDE:

21 BAs & burgers

23 Other roadside distractions

MANAGING PEOPLE, TECHNOLOGY, BUSINESS, AND SAFETY



**CAB'N' CRUISER:** Some weeks, SLH driver Hulme moves from his Volvo into an OPP cruiser, as part of the force's auxiliary department.

## The man with two hats

**drivers** Award-winning truck driver Bob Hulme has saved lives, delivered babies and witnessed police takedowns. And he knows his way around a radar trap. By Peter Carter

**N**EWFLASH! Cops don't need to be set up with a roadside radar gun to nab you for speeding. New technology lets them gauge your speed even when they're headed towards you in a moving cruiser or coming up from behind.

In fact, cops don't even have to have a radar gun to ticket you. They just have to be able to persuade the judge you're guilty.

This important information comes to you not from a police spokesman but rather from one Bob Hulme, recently named Canadian Truck Driver of the Year by the Canadian Trucking Alliance (CTA) and Volvo Trucks Canada.

For almost 30 years, Hulme has spend his nights behind the wheel of an SLH tractor trailer delivering Sears merch to catalog shoppers around Elliot Lake, Blind River, Manitoulin and sometimes points further west. Nobody knows the curves, infrequent passing lanes and blind corners of the Trans-Canada and Highways 6 and 108 better than Hulme.

It's dead obvious that he's a safe driver. Otherwise he wouldn't have earned the

prize, which was presented at November's Ontario Trucking Association's (OTA) annual convention.

And it almost goes without writing that if Hulme were anything but an outstanding ambassador for his company, he would not have been singled out.

"Just like the mailman, Bob is an SLH-man who delivers his merchandise through rain, snow, sleet, and freezing rain," said Don Gray, SLH's safety coordinator and driver trainer. "As long as the roads aren't closed you'll find Bob making sure customers' orders are delivered."

Like so many other truck drivers, Hulme has been the unofficial first-responder to innumerable highway accidents and has thus helped fend off his share of disasters. At the award-presentation time, officials cited an incident a few years back in which Hulme's driver-partner actually passed out behind the wheel and Hulme was quick enough to first notice the problem and second grab the wheel and hit the spike. What could have been disaster ended up being not much at all.

What the prize presenters mentioned but did not go into great detail about was Hulme's avocation—his two decades as an auxiliary member of the Ontario Provincial Police (OPP). Recently, he was named Auxiliary Officer of the Year.

To participate in the OPP Auxiliary Program, you have to take training as a regular officer, then commit to monthly meetings and training and go out on at least one 12-hour patrol shift a month.

On those shifts, you're pretty much a regular cop, minus the gun.

"If there was ever an emergency they could swear me in as a regular police officer on the spot and I could arrest somebody if necessary," Hulme told *Today's Trucking*.

The OPP Auxiliaries wear blue shirts; regular cops wear black. Other than that, they're indistinguishable. (The OPP—Auxiliary and Regs—have abandoned the Smokey the Bear hats and returned to the peaked caps.)

Hulme says many people sign on to the Auxiliary in the hopes of joining the forces full time, but that never interested him.

The father of three says that when he was younger, he knew his trucking career prohibited him from coaching teams or getting involved in daytime activities, but his weekends were free and he wanted to be involved in the community in some capacity. The Auxiliary program fit his schedule and aptitude.

"Last Sunday, for example," he said, "we did a food drive and collected 4,000 lbs worth \$3,000 for the needy at a grocery store."

He's been in more parades than your local pipe band.

Hulme has been involved in high-speed chases, thug takedowns and countless traffic accidents.

Not long ago he found himself the sole professional present for the birth of a baby in a small house on the Northern Ontario reserve called Wikemikong, known locally as Wiki.

"I was with an officer in a plaza in Wiky and this man comes up to us and says, 'my wife's water broke.' He led us into a tiny house where this poor woman was in the middle of giving birth.

"Then," Hulme says, laughing, "the officer had to run out to the cruiser to call an ambulance and I'm thinking, 'you're not going to leave me all alone here are you?'"

He did. And thus the Sears guy oversaw the delivery of one more very special parcel.

On another occasion, and not far away from Wiky, in the tiny Trans-Canada whistlestop called Webbwood, Hulme landed in the middle of a potentially deadly hostage-taking.

"Somebody robbed a taxi in [nearby] Espanola and took the taxi driver hostage at 3:00 in the morning," the soft-spoken 61-year-old Toronto-born driver said. "There was a standoff in Webbwood and again I was one of the first officers on the scene."

Has hanging out with cops made Hulme a better driver?

Not really, he says, adding, "I've always been extremely careful." He's got more

than three million safe miles under his belt buckle.

These days, Hulme drives a 2011 Volvo spec'd with an I-Shift automatic and super singles.

And when he's not driving or policing or volunteering you'll find Hulme with his grandkids at the family cottage or puttering around on the gorgeous 1950 Ford pick-up that he restored from scratch.

The Driver of the Year Award completely blindsided Hulme. He and his wife Christine had made the trip from Sudbury to Toronto but he was under the impression they were attending a party marking Christine's 25 years with her company.

They booked into a hotel called the Doubletree.

Hulme thought: What a coincidence. Not only is this where we had our honeymoon night all those years ago but also, it

appears the Ontario Association is holding its annual convention here.

Even when he ran into some SLH staff in the hotel, Hulme was surprised but not suspicious.

"I didn't realize what was going on until I saw my Kevin, Lori and Trevor come around the corner"

Hulme's three grown children had arrived, in secret. And so, surrounded by his family, Hulme was presented with the award by Brent Weary, Regional Vice President, Sales and Marketing of Volvo Trucks Canada.

"I," a humble Hulme enthused afterwards, "had never won anything before."

Stopped a few crimes in progress perhaps; saved numerous lives and conscientiously delivered happiness to tens of thousands of catalog shoppers in remote communities maybe, but won anything? Nah. ▲



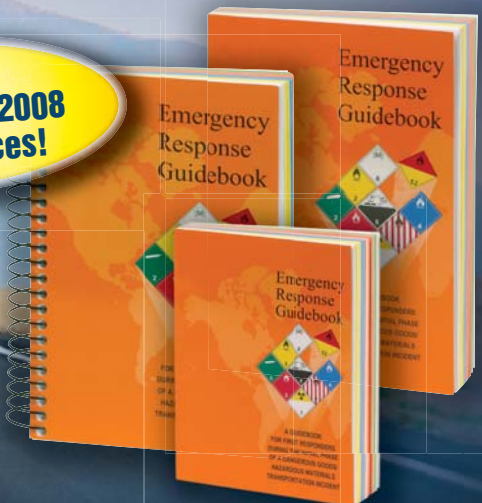
**HANDLED WITH CARE:** Hulme lovingly restored this '50 Ford.

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## Professional Services Support

The opportunity for increased control over profits comes from implementing new technology within an organization's current operations. As with any new technology, it is common to question the most effective method of calculating its Return on Investment (ROI). The solution? Set up benchmarks prior to rolling out the technology against which the ROI can be measured. This is why Shaw Tracking's Professional Services has made its mandate as follows: To provide organizations with a proven methodology and the tools to effectively measure the greatest potential for ROI. Shaw Tracking understands that the groundwork must be laid before putting all of an organization's benefits and costs into any given profit-driven formula. After all, every formula is as unique as the business it's coming from. Shaw Tracking's Professional Services' step-by-step method to calculating true, attainable ROI provides:

- succinct and complete project definitions
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- a solid, water-proof line of argument and attainable ROI document
- a sensitivity analysis of final results probability and the major risk factors that impact it

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As a web-based software service, the information is delivered to the dispatch system via a web interface. It can also be viewed online with a web browser. This automated record-keeping system helps reduce costs by eliminating the use of paper logs and

by mitigating the driver violations and fines associated with non-compliance. Additionally, the Hours of Service application runs on the OmniTRACS platform, which minimizes the need for up-front investment and driver training.

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Over the past year, Shaw Tracking's Professional Services has delivered proven results and greater profits to many new and existing customers. On average, the following results have been delivered:

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# Those Flippin' Burgers

**skilled trades** Why it looks like Canada's on the verge of putting a really high value on skilled trades. By Donna Soave

Everyone knows that people with BAs in English will always need to get their vehicles fixed and their properties landscaped. Mechanics, plumbers, roofers, and heavy-equipment operators are just as important as professors and doctors. We have to keep reminding ourselves of that.

We already know there's a shortage of people entering the skilled trades. And even though I saw a study recently that suggested that most of those vacancies will eventually be filled by immigrants, that doesn't mean we don't have anything to worry about in the long run.

My question is, what about our own citizens? Our own children? Why aren't we training our own people first, our unemployed? Why haven't governments, whether in Canada or the U.S., been working feverishly with high schools to address this problem? Why aren't we as parents and taxpayers complaining to the boards of education about the lack of technical classes in our high schools and demanding they bring them back? Is it because very few citizens remain involved with the school system after their own kids get through? Does anyone really care?

As business people and citizens, we should make our voices heard.

As Canadians, we really must find a way to elevate

career choices in the trades and service industries to the same level as those that require university diplomas. It would go a long way to solving several serious problems.

When I was younger, every high school offered academic as well as technical courses. In

These men and woman learned life skills and advanced their careers through technical courses in their local colleges and apprenticeship programs. They are the people who started small shops and hired other people as they

ties are churning out graduates that the economy doesn't have places for.

How many university graduates are flipping burgers to pay off their hefty student loans but can't get jobs in their fields? And how many of them are standing beside



## University grads flip burgers beside drop-outs who were discouraged from taking up a trade.

my school, subjects were modified for technical students so teachers made sure that students who graduated were literate. Everyone was offered a stint in auto shop, carpentry, plumbing, food services, etc. Everybody got a chance to experience each in a safe learning environment and they found out what they were good at doing.

grew their businesses, paying their taxes and payrolls, generally contributing to our economy.

Skilled trades were not looked down on. They weren't just "for dummies." But now people might pay lip service to the trades but do they really encourage their own youngsters to pursue them? I don't think they do. And it seems to me that the educational system has completely abandoned children and young people who aren't university material. There's a stigma attached to trade schools.

What's worse, the universi-

high school drop outs who were discouraged early on because they weren't academic minded and the schools didn't promote the skilled trades?

People only value a service when they need it. If we don't do something soon to fix the trades shortage, we're going to find ourselves in even more desperate need of them in the future. Then imagine how much it's going to cost and how long it's going to take to have your car serviced. ▲

Donna Soave is office manager at North Star Landscaping Inc., in Toronto.

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# Thoughts on Distracted Driving

**drivers** *Even though an activity's perfectly legal doesn't mean it's not lethal.*  
By David MacNevin

Remember those famous summer vacations—loading up the Plymouth Fury wagon and heading out to a cabin with those wonderfully musical voices coming from the back seat?

“Dad! He pinched me,” or “Donnie’s making faces,” or, finally, everybody’s fave, “Are we there yet?”

And you thought distracted driving was new.

(It just occurred to me. I wonder if cell phones will reduce that backseat racket. The kids can all text each other without bugging Dad so much.)

But seriously, the sight of people reading and texting or applying make-up while manoeuvring their two-ton-and-over vehicles scares the bejesus out of me.

Here in Alberta they have finally passed distracted-driving laws that encompass a whole list of things, and good on them. (Unfortunately for my waistline, snacking did not make the no-go list and neither did my beloved Timmies!)

And I am assuming the police will use discretion when it comes to enforcement.

Apparently a handheld CB radio is still allowed if you can prove you were using it to make your drive safer, and

that covers a lot of ground. So I don’t believe the CB is on the endangered list at this point.

Hand-held cells are now taboo and that’s okay with me. All of our company trucks have hands-free devices, and our satellite-tracked trucks have this robotic female voice to message our drivers without them taking their eyes off the road.

I must add that even though the hands-free system is legal it can still be dangerous.

The person on the other end isn’t in the vehicle with

Imagine you’re entering a tight S curve on an icy road, and your 15-year-old phones to say she’s, um, late with her, you know, cycle. Could be

**There are tons of distractions outside the cab these days; and drivers have to work doubly hard to not be thrown off by them.**

a dangerous distraction to say the least. Really it’s best to be stopped and parked whenever any phone conversation needs to take place.

Also, there are tons of distractions outside the cab these days, and drivers have to work doubly hard to not be thrown off by them. I’m thinking of things like—and this is no all-inclusive list: ■ Those new high-impact electronic advertisements. When they change ads, it’s like lightning bolts coming at your windshield.

■ Those blue headlights on Beemers and other luxury cars, they can be brighter than most domestics’ high beams.

■ Portable speed signs that measure your speed and flash it when you are exceeding the

limit. (I swear some people try to see how high they can make it go on purpose).

■ Summer pedestrians wearing bikinis on resort-town sidewalks; (umm...on second thought, let’s just live with this one.)

I have long assumed that laws like these are made for drivers who obviously can’t chew gum, listen to the radio and change lanes without causing mayhem.

Professionals who navigate a 53-foot trailer with 30 tons of freight through a snowstorm while sipping a Timmies and chowing down on a double cheeseburger could live without these laws. But maybe, just maybe these new regs will save a life or two, and who can argue with that? And like I said, I am sure our enforcement officers will be models of discretion.

Besides, most of the drivers I admire learned to drive under the same conditions as Chevy Chase did, like in that movie when he left for vacation forgetting that the dog was tied to the bumper. (Poor little fella kept up for the first mile or so.) And wasn’t his dead aunt tied to the top of the car, too?

Truck drivers, like that poor pup, have already been through a lot and won’t let little distractions (or distracted-driving laws) get to them. ▲



**SIGN OF THE TIMES:** Professional drivers can take even the most distracting ads in stride.

you so has no idea what the driving conditions are. They won’t stop talking because a deer runs in front of you. And they might say something that’ll cause you to forget you’re driving.

David MacNevin is operations manager at Whitecourt Transport Inc., based in Whitecourt, AB

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A close-up photograph of a large, multi-layered burger. The burger is stacked high with several layers of beef patties, melted cheese, a white sauce, and other toppings. The bottom bun is visible, showing some charring. The background is slightly blurred, showing a restaurant setting with a wooden table and other food items.

*The*  
**GOOD  
EAT**

*... Not so good.*

Staying in shape is a bit more of an uphill jog for truckers than most people. Who wants a salad after a long day on the road? The thing is, you've already got the discipline and patience. How about putting it to work for you on the road to a healthier lifestyle?

— **JASON RHYNO**



**T**here's a cheeseburger I dream about. It's sold at a small hamburger joint in Toronto's east end called The Burger's Priest. ("Redeeming the burger one at a time.")

In fact, if I had to pick what my favorite food is, I'd go with cheeseburgers. Pizza would be a close second, and third would be, well, cheeseburgers. I've actually thought about starting a blog devoted to cheeseburgers.

Back in November, I went for a ride with Erb Transport driver Alfie Meyer. We were hauling a load of chicken tortellini from Kitchener, ON to Morris, IL. We had to wait at meat inspection in Detroit, so we decided to hit one of the restaurants in Detroit's famed East Market, where I had one of the best cheeseburgers in recent memory: salami (freshest I've ever had) piled on a beef patty that was smothered in old cheddar. And the bun? The bun was a pretzel. Salty, greasy and utterly fantastic.

That evening, we wound up at a truck stop where I lazily had two over-the-counter slices of pizza (2 for five bucks!) that tasted as if someone soaked the crust in water, then put a brick of cheese on top. Down the hatch they went, quickly, and before I knew it, I was asleep in the bunk, dreaming about cheeseburgers.

The next morning we had breakfast at the truck stop restaurant. (And say what you will about the Great Canadian Beer Gut, one look at all those American truckers made me realize we have nothing on them; those are some big, big boys.) I ordered the "Louisiana Skillet" with rye bread. The skillet had a base of white potatoes, a shifty looking spicy cream sauce, chopped chorizo sausage, diced ham, a quarter inch of cheese, some specks of vegetables thrown in for good measure, topped with two eggs, over-easy. Tasted like the pizza I had the night before. Should've had the biscuits and gravy.

As I was re-living my favorite episodes of "Man Vs. Food", Alfie was dining on home-cooked meals he had prepared and brought with him—fish, leftover meat pie, fruits and nuts, and various other goodies.

He joined me for breakfast but took a lot of time ordering off the menu, making sure that what he ordered wasn't overly jacked with sugars and nasty fats. When it came time to eat on the road, this man showed true discipline. Alfie wasn't trying to lose weight or adhering to any specific diet—he was just eating healthy.

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## EXERCISE: IT HELPS

But, if you're like many people, doing laps around your tractor-trailer feels a little silly. You can certainly bring some weights with you and store them easily in your cab, but there's only so many exercises you can do with dumbbells. Look for foldable, light-weight equipment, like the **VERSA STICK**. It's not going to clutter up your cab, and is the closest thing you'll get to a gym on the road.



## Having A **Blind** Moment?

**T**here's no denying the night-vision thing. As you age, your eyes get worse and night driving becomes more stressful.

But it needn't stress you out.

According to Dr. Marc Green, PhD, a Toronto- and Pittsburgh, PA-based traffic-and-vision expert, there's no evidence that

what we commonly refer to as night blindness has led to more accidents and in fact his research shows that aging drivers adapt quite well to their changing abilities.

Most night time accidents are rear-end collisions, which have more to do with reaction times than vision.

"Your best bet is to make yourself as visible as possible. Since there's only so much you can do to avoid collision,



AGE 20

AGE 60

AGE 75

**BLACK IN THE DAY:** These pictures show how much aging changes the relative transmission of light through the optic media for viewers of age 20, 60 and 75. Fortunately, humans can also adapt accordingly. Says Dr. Green: "You know when you first walk into a dark room you can't see anything but then your vision adapts? The same thing applies here."

I'd make sure I have as many conspicuity aids as possible."

Dr. Green actually offers a seminar called "Vision and Conspicuity Issues in Accidents."

Says Green: "Clean your lights. And anybody who doesn't have a white trailer is running a big risk.

"You have to make sure you have your tape is clean. That's the law. Be as visible as possible."

And another irritant that seems to worsen with age is one's aversion to glare. Because of the deterioration of the optic part of your eye (as opposed to the neural part) bright light seems to reflect differently as you age, so bright lights at night are harder to look at.

There's not much you can do about that, except, Green says, glance away from the glare.

BY PETER CARTER



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For long-haul drivers, staying healthy is a bit more of an uphill jog than it is for most people. After the ride down to Illinois, I realized that nobody has the right to tell a driver how to eat and exercise unless they've gone on the road for a few days.

Still, though, health is major problem in the trucking industry. Mix in the long hours, the stress of the job and irregular sleep patterns with the meals of deep fried everything, it's not surprising that, according to one study, life expectancy for a U.S. unionized trucker is 63 years while owner-operators come in at a depressing 55.7 years. The general U.S. male population gets to live to the ripe old age of 75.

But you've heard enough studies and have been pitched enough "new diets" and exercise advice.

John Siemeda, personal fitness trainer with Brampton-based APPS Transport, is suspicious of the diet and exercise industry. "It's a big money making thing," he says. "My focus is not on weight loss, its on living healthy."

For \$5 a week, APPS employees get two one-on-one sessions with Siemeda, and, among other duties, he also makes daily lunches for a handful of APPS drivers.

"I'm into good fats," he says about the meals he makes for drivers. Think chicken and rice with vegetables—home-cooked food minus any sugars, bread that's been whitened and bleached, or anything overly processed. "Keep eating all you want," he says, "just make sure it's all good food."

Easier said than done, however. As a red-meat-eating, cigarette-smoking, beer-drinking Canadian, I've developed some habits that are hard to break.

"You have to start eliminating things," Siemeda says. Don't think about changing your whole diet, just get rid of one bad thing to start. He points to the concierge in the building where he lives. The concierge had lost 70 pounds by simply cutting out any visits to McDonald's and Wendy's. Seventy pounds gone simply by breaking one habit.

It's about changing your language, Siemeda explains. "Say 'I don't eat this anymore.'" Then give it a few days. Your body will stop craving those fat-filled donuts.

It's okay to fall off the wagon, too, Siemeda says. "Commitment doesn't mean you never fall, it means you get back up again."

So what about exercise? After my Illinois breakfast with Alf, we had about 45 minutes to kill while we waited to unload. Alf carries some light gym equipment with him, so we worked out in the parking lot for 15 minutes—just enough time for me to work out some of that Louisiana Skillet monstrosity.

And that's all it takes—avoid the bad stuff, get some moderate exercise and start from there. ▲



**✗ Cutout Sugar**

As much as possible, that is. Even naturally grown foods have sugar but you have power over how much white stuff you add.



*Speaking of...*

**✗ Avoid Anything White**

If you do have to eat a fast food place, get the chicken and toss the bun. Siemeda suggest carrying your own loaf of bread with you.

**✓ Cook for yourself,**

and bring the food with you. Think basic, nothing fancy. Nobody likes tofu, not even vegans.

*(Advice courtesy of APPS nutrition expert John Siemeda)*

*Don't Miss Meals*

*It seriously messes with your blood sugar. Boil some eggs in the morning and bring them with you. A little salt and pepper, and you've got a tasty snack. Think unsalted nuts, fresh walnuts, and just keep snacking throughout the day.*

**1,200**

*Calories of Pasta?  
You'll Get Fat.*



**1,200**

*Calories of Beef?  
Get Lean.*

---

**BY JIM PARK**

**T**ire wear is not the problem. It's usually a symptom of some other problem, such as poor suspension condition, misalignment, bad driving habits, improper tire spec'ing, etc. Simply removing a bad tire and throwing on a new one is consigning that second tire to an early grave as well.

Frankly, if you are buying premium, name-brand tires, the likelihood of getting a "bad" tire is minimal. Tire makers use highly automated manufacturing processes today to prevent such occurrences. If your tires aren't living up to expectations, it's probably your truck or your driver—or your own neglect—that's killing them.

Here are seven tips to help get the best possible life from your tires, including multiple retreads.

## **1 THE RIGHT TIRE FOR THE JOB**

Given the variety of tread and casing designs and rubber compounds available today, choosing the right tire for the job ought to be easy. You can spec for any number of factors, such as durability, fuel efficiency, or tread life. But there are conflicts even in those three factors. A more fuel-efficient on-highway tire may give you a shorter life cycle because of shallower tread depth and compounding. Traction could be an issue too. A traction tire with deeper tread will last longer but may not deliver the fuel economy benefits.

Tires built for regional work can withstand more curbing and scrubbing, and may have deeper treads and thicker sidewalls. They'll perform well on short hauls with more turning and docking, but will wear more quickly on the highway. Get the picture?

Quality tires perform best in their intended application, so understand what it is you want from a tire, and spec accordingly. The amount of highway, off-road, and city driving you do should inform your tire spec.

## **2 PROPER INFLATION**

While there is still debate over the cost effectiveness of tire pressure monitoring systems and automatic tire inflation systems, there's no debate over the value of proper tire inflation. It saves fuel, saves tires, and saves money. It's also a P-I-A of biblical proportions.



**COST OF INFLATION:**  
Sooner or later, anything that wears and tears will cost you money.

Proper inflation allows the tire casing to support the weight of the load. The sidewalls of an under-inflated tire are stressed due to excessive flexing and are prone to premature, sometimes catastrophic failure. Excessive casing temperature will also weaken the rubber compounds that keep the casing and the tread together—this applies doubly for retreaded tires. Tire service companies tell us under-inflation is number-one underlying cause for roadside tire service.

On top of that, soft tires exhibit poor rolling resistance characteristics. Poor rolling resistance means less-than-optimum fuel economy.

The alternative to technology here is grunt work—get someone down on his knees checking tire pressures on a regular basis. Since drivers will not do it, and skilled technicians' time is too valuable, you need either a tire guy or a service provider to maintain tire pressure. Sure that costs money, but so does doing nothing. The question is which costs less over the life of the tire?



### 3 ALIGNMENT & BALANCE

Few fleets actually balance tires and do regular alignments. Proof of the need for both service items lies no farther away than your own scrap pile.

“Carefully examine your take-offs and you’ll see specific wear patterns,” advises Guy Walenga, Bridgestone’s Director, Engineering, Commercial Products and Technologies. “If you see tires that have tread on them, but it’s worn irregularly, you’ll know you have a problem. You now need to identify the trucks those tires came from and fix what’s causing the wear.”

Classic symptoms of an out-of-balance condition are cupping and scalloping. By the time irregular wear patterns show up, the tire may be beyond redemption. Balancing it after the fact may slow the wear, but you can’t stop it.

Balancing a tire when it’s first mounted using weights is a good way to send it into service, but other sources of evolving wear, such as poor suspension components, bad alignment, etc., can chew off bits of the tire changing its balance points. Balancing compounds

“The OEM specification is a manufacturing tolerance,” says Mike McCoy, National/Special Accounts Manager at Bee Line. “If I was a fleet owner, I wouldn’t be satisfied with someone setting my alignment to within OE tolerance.”

McCoy points to camber as an example. Some OE specifications allow for as much as 7/16 of a degree positive or negative. “TMC’s RP 642 calls for less than one-quarter of a degree,” he says.

Balance and alignment are both dynamic conditions. They change over the life of the tire, so don’t expect the set-it-and-forget-it approach to work with balance or alignment.

### 4 INSTALLATION

Seating a tire properly on a wheel, and then mounting the wheel properly on the hub is not as easy as it looks. If it looks simple, it’s not being done right.

First, the wheel must be checked for damage and incongruities. Warpage can cause lateral run-out, bent flanges can cause radial run-out, and bad bead seats can cause pressure loss.

# Win the Tire War

7 tips to keep your rubber on the road longer.

such as beads, powders, and liquids (but not golf balls) have proven effective in minimizing long-term tire wear. Use only approved and recognized materials.

The need for alignment is often judged on its ROI. Do you spend a few hundred bucks every year to possibly save a tire costing roughly the same? Again, go back to the scrap pile, or take a walk through the yard and look for alignment related tire wear. This includes feathered wear, high-to-low left-to-right wear, and shoulder wear on steer tires.

When sourcing an alignment service, choose one that will correct the problem rather than just resetting the truck back to OEM specs.



**CORE VALUES:** Don't let a \$3 valve take down a \$300 tire. Replace the stem and core at each tire change.

All tires have a thin ring embossed near the bead seat used to verify concentric mounting. The distance between the ring and the wheel should be the same all the way around; if not, remount the tire.

Getting the wheel mounted concentrically on the hub is just as tricky. First, the mounting surfaces of the hub and the wheel must be brushed clean and free of loose material. Don't rely on the hub pilots to center the wheel on the hub. Manufacturing tolerances are too wide.

## Win the Tire War

Several clever solutions exist to help in this exercise: stud spacing sleeves that fit over the studs will center the wheel more precisely than the hub pilots. Some are reusable, some are designed to be left in place. You can also mount the wheel and hand tighten two nuts on opposite sides of the rim, and then apply the brakes. The outward push of the brake will center the wheel on the

hub. Tighten the rest of the nuts as per procedure.

And here's the important part. Check for concentric mounting with a run-out gauge, or an object placed near the tire sidewall and tread face. Even a sixteenth of an inch out will affect tire wear. Sure, it's a pain in the posterior, but it will improve tire life. Outsourcing could be the answer.

## 5 TIRE INSPECTION & WEAR ANALYSIS

All tires look good the day you install them. But a driver could run over a piece of metal on the roadway in the very next hour, and cut the sidewall. Regular and frequent inspections can save a casing or prevent a service-call-inducing blowout.

Irregular tire wear won't show up immediately, but it won't take long. At the first sign of some unexpected wear, remove the tire *and fix the problem before installing another tire*. If your tire people are not experts in tire wear, consult someone who is. A valuable source of information is the Technology and Maintenance Council's (TMC) Recommended Practice RP 219 - Radial Tire Wear Conditions and Causes: a Guide to Wear Pattern Analysis.

Remember, tire wear is often a symptom of some other problem. And when it comes to alignment, steer tire wear can often be the fault of the drive axles.

## 6 RETREADING

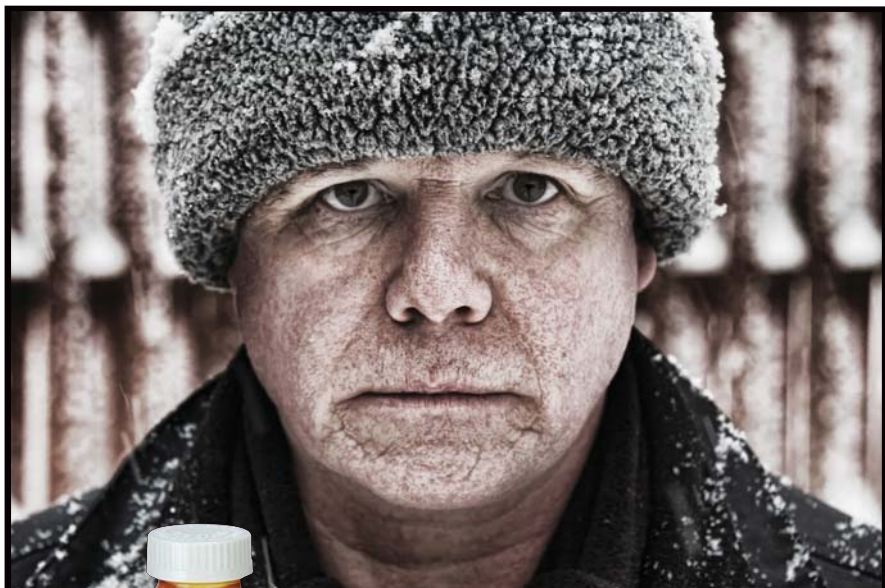
The single most effective way to lower your lifecycle tire costs is retreading. On-highway operators can retread twice, perhaps three times, effectively doubling or tripling the life of the casing. Some vocational operators can retread a half-dozen times or more. Call it maximizing return on your tire investment.

All of the same tire management strategies you'd apply to virgin casings apply to retreads, with an emphasis on inflation pressure checks.

## 7 TIRE MANAGEMENT

The key to a successful tire program is the ability to track them. Fleets can compare brands vs. tread design vs. wheel position and learn which tire performs best in particular situations.

While larger fleets can take full advantage of the sophisticated tire management software on the market today, smaller fleets may have a hard time justifying the cost. Most tire manufacturers have web-based tire tracking programs, such as Bridgestone Bandag Tire Solutions' Tire Life Cycle Cost Calculator, or Goodyear's TVTRACK and TireValuCalc.



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## Win the Tire War



**ANOTHER GO-ROUND:** Retreading can triple the life of your casings, lowering lifecycle costs.



▲ **SEALING THE DEAL:** Use a proper bead lubricant to improve your chances at more concentric mounting.

◀ **READING BETWEEN THE LINES:** Cupping and scalloping wear are common, and they are signs of an out-of-balance condition.

Several TPMS providers also include tracking software with their product that helps owners track pressure and temperature history.

A low-tech but effective option, and a good place to start if this is new to you, is TMC's RP 208. It's designed to track and analyze tire durability and operating costs. It's paper and pencil, but it works.

"Tires should be viewed as a system. It's

tread and compounding, the casing, maintenance practices, and tracking to determine what works best," says Tim Miller, Goodyear's commercial tire marketing communications manager. "When your job is to stay profitable through low cost-per-mile and tires are a [significant] operating cost, it's imperative to track your numbers. It's the only way to a solid bottom line." ▲

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VICTORIA	136.9	0.0	101.5
PRINCE GEORGE	134.9	-0.5	103.1
KAMLOOPS	134.4	0.0	102.6
KELOWNA	136.5	-0.2	104.6
FORT ST. JOHN	141.9	-0.7	109.8
YELLOWKNIFE	136.2	0.0	116.6
CALGARY *	127.9	5.0	108.8
RED DEER	124.9	0.0	106.0
EDMONTON	122.6	-0.7	103.7
LETHBRIDGE	129.9	0.5	110.7
LLOYDMINSTER	128.2	0.0	109.1
REGINA *	130.9	0.7	105.7
SASKATOON	128.9	-0.2	103.8
PRINCE ALBERT	129.9	0.0	104.7
WINNIPEG *	128.5	-0.6	106.9
BRANDON	125.9	-2.0	104.4
TORONTO *	129.7	-2.8	96.4
OTTAWA	130.9	-3.7	97.5
KINGSTON	131.9	-2.0	98.4
PETERBOROUGH	128.2	-0.3	95.1
WINDSOR	124.2	-2.5	91.6
LONDON	128.9	-1.5	95.8
SUDBURY	127.9	-2.0	94.9
SAULT STE MARIE	128.5	-1.1	95.4
THUNDER BAY	134.7	-2.3	100.9
NORTH BAY	129.3	-1.5	96.1
TIMMINS	132.6	-1.3	99.0
HAMILTON	128.8	-0.7	95.7
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TROIS RIVIÈRES	133.9	0.0	95.3
DRUMMONDVILLE	134.9	0.0	96.2
VAL D'OR	131.9	-5.6	97.4
SAINT JOHN *	135.1	-2.7	96.4
FREDERICTON	136.2	-1.8	97.4
MONCTON	135.9	-2.6	97.1
BATHURST	137.7	-2.7	98.7
EDMUNDSTON	137.6	-2.5	98.6
MIRAMICHI	136.8	-2.7	97.9
CAMPBELLTON	136.9	-2.7	98.0
SUSSEX	135.4	-2.7	96.6
WOODSTOCK	138.8	-2.8	99.6
HALIFAX *	128.8	-2.1	92.6
SYDNEY	132.5	-1.2	95.8
YARMOUTH	131.6	-1.8	95.0
TRURO	130.3	-4.2	93.9
KENTVILLE	131.0	-1.8	94.5
NEW GLASGOW	131.8	-1.7	95.2
CHARLOTTETOWN *	129.7	0.0	99.3
ST JOHN'S *	138.2	-2.9	101.8
GANDER	134.7	-2.9	98.7
LABRADOR CITY	144.9	-1.6	107.7
CORNER BROOK	138.9	-2.9	102.4
<b>CANADA AVERAGE (V)</b>	<b>131.7</b>	<b>-0.5</b>	<b>100.7</b>

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# SHOP

CHOPS

The costs associated with being pulled over, put out of service or worse, having an accident, are soaring. That's why keeping your maintenance crew up to speed is more critical than ever.

**BY ROLF LOCKWOOD**

**T**raining has probably never been more valuable than it is right now with the industry more complicated than ever, no matter what the trucking job. That's especially true in the shop. Added to the traditional obligation of getting trucks and trailers in and out of there faster than humanly possible, the fleet-maintenance chief has acquired the huge burden of compliance in recent years. And an ever-growing burden at that.

So the bedraggled shop super has what are often competing priorities. Fix it fast but make darned sure you fix it right. No more educated guesses. No more saying 'Yeah, OK' to a screaming dispatcher even if you'd like to hold that trailer for just half a day longer.

Given the risk of a failed on-the-road inspection or worse, an accident, that dispatcher should be hearing 'No can do' a lot more often nowadays.



**SHOW, DON'T TELL:** The traditional classroom is far more effective when there's hands-on instruction instead of a droning lecture.

Training technicians is also where a big difference can be made in your shop's efficiency. Not just in terms of clearing jobs quickly, but ensuring that those jobs don't come back 500 lousy miles later because the thing wasn't fixed right the first time.

"One thing for sure," says Bendix veteran Ron Gervais, who now runs his own training company, Freinmeister Group, "is that it's less expensive to provide training than it is to allow an untrained employee to perform a task he or she knows little about."

The reality is that you probably don't

have enough techs in the first place, which means each of those you do employ is crucial. And their skills levels equally so. The answer is continuous, up-to-date training.

Remember too that for every four technicians retiring this year, most estimates say that, as an industry, we're only recruiting one. Retention is thus an issue as well, and training plays a role in that context. There's general agreement that mechanics appreciate the opportunity to learn and will be more likely to stay where that option is open to them.

# FIRST FIGHT: LITERACY

**N**ot a popular subject, one that's seldom raised, literacy is a serious issue in the shop just as it is elsewhere in the working world. And it's not shrinking.

We're not talking about the simple ability to read. We're really talking about something broader, about the skills needed to function successfully in a complicated world. And to hold down a job.

In terms of training technicians, it simply can't be assumed that every mechanic is going to understand what the trainer says or what he's written.

In some cases English isn't their first language, but in other instances they just plain won't be able to read well enough to comprehend a service bulletin. That's not a knock against technicians, it's just a fact about our society.

The most recent literacy survey shows that a whopping 48 percent of adult Canadians are unable to read, to deal with numbers, or to understand documents and forms well enough to function successfully in our society. It doesn't mean they're all

**The most recent literacy survey shows that a whopping 48 percent of adult Canadians are unable to read.**



downright illiterate, rather that at best they're not sufficiently well equipped to hold a job for very long, to help their kids with school, maybe even to vote. That shocking reality more or less matches the results of similar testing done elsewhere, though we're better than some other countries. In the United States, for example, 51 percent of Americans are in the same boat.

This has serious implications in the shop, where literacy demands have only risen in recent years.

"The advanced technology utilized by Cummins products has driven a slight increase in literacy requirements, not only for technicians to complete the training, but also to apply the training when they return to the shop," says Larry Osland, service training manager for the engine maker.

"By design our service literature and training materials limit the technical vocabulary to an appropriate level. New technical terminology is always part of a training package, but engineering terminology is avoided when possible."

Meritor's Rick Martin puts it a little more simply, making much the same point in a different way, and we'll give him the last word.

"Technicians need more than the sixth-grade education that was sufficient 35 years ago," he says.

## NO WILL-FIT TRAINING

So, if training is going to happen, what form will it take?

First, the experts will tell you, decide what you need. Meaning, take a look from 30,000 ft and assess your team's strengths and weaknesses. Do you need to improve performance? Specific product knowledge? Maybe a return to the fundamentals?

Really, it's a question of looking at who you're going to be training and working backwards from there. Talk to your technicians, find out where they feel they're falling short. Many managers do the opposite, looking to see what training is available and blindly assuming it will fit. Wrong. Start with conceiving the result you want and only then go shopping.

"The single most effective way to train technicians is to understand their needs and design training that meets those needs," says Jeff Moss, learning technology manager at Mack North American Institute (the training arm of Mack Trucks).

You'll likely find that their needs actually differ quite a lot from one mechanic to the

next, which demands defining the training process before you start. As much as needs differ from one person to another, so will their ability to absorb training in the first place. Language competency and basic literacy will come into play here too, though they're often ignored, the latter especially.

"Literacy plays a key role in our approach to training," says Jeff Moss. "Beyond reading comprehension, we consider computer literacy and technical literacy essential skill sets for today's service technician."

Everyone has time and budget constraints these days, so your company's capacity to create a useful training program has to be realistic. Can you afford to send people offsite for a day or two at a time? How many people are you going to be training? Are they spread out geographically or all in one place? If you're looking to buy CD/DVD-based programs, do you buy off-the-shelf material or can you afford to have it custom-designed? Are your techs sufficiently disciplined that they can handle self-managed online training without a live instructor?

The questions are endless, really, and choosing the means of training delivery will be as important as decisions on content.

## DELIVERY METHODS

The genesis of this article was a desire on our part to examine how things have changed in the last 10 to 20 years in terms of delivering training to technicians. It's no longer feasible for many shops to send their people away for a few days to some distant classroom, and even finding time at home base can be tough. We wanted to know what has changed, but in fact we discovered that the old ways are still with us for the most part.

That said, they're being supplemented and in some cases replaced by web-based options, though not at the rate we expected to find.

Bendix, for example, still runs its long-established three-day product schools at various fixed locations throughout the U. S. and Canada, 24 of them this year. As well, it just introduced new, on-site product schools to provide customer flexibility and reduced expenses. The company also

## In the Shop

conducts product-specific training at fleets, dealers, distributors and OEMs. By year's end it will have trained 8000 students with over 35,000 training hours.

Another approach is coming, however.

"In 2012, we will be introducing a new program through our Web Learning Center," explains John Reid, manager of service, warranty and training at Bendix. "This will allow customers to go to the Bendix website and take specific training modules. Students will be tested as



▲ **IT'S OPTIMUS PRIME TIME:** Younger people don't much want to read training manuals and they're adept at computer use. Tailor your training accordingly.

**WILL DIESEL FIT HER?** These high school girls were part of an innovative 'summer camp' in which they were invited into the shop at a Cummins Western Canada facility in Vancouver, BC, for a week in summer 2010. The aim was to interest women in the possibility of a career as a diesel technician. It was a success and looks like it's being repeated in 2012. ▶

they progress through the module. Once completed and they have passed the test, they will be able to print out a certificate of completion."

Traditional training, with a teacher at the front of a classroom, a video being played or slides being shown, is essentially a one-way process with not too much interaction. There's very often no test at the end, no measurement of a trainee's comprehension. And according to the only research we could find, the retention rate using this method is just 20 to 25 percent.

### HANDS-ON IS BEST

Hands-on interactive workshops are much more effective. Instructor-led, and popular with technicians themselves, they have the advantage of mixing written materials, video demonstration, and participation in tasks like teardown/rebuild

and fault diagnosis, usually with real trucks and components. Everyone we interviewed for this story agreed that it's the best approach, and retention can be above 80 percent. That is, if you can gather technicians together in one place, either in your own shop or by sending them to off-site sessions that are often held at local colleges, trade schools, and sometimes hotel meeting rooms.

"For our product line, we find classroom training works the best because it gets the technician out of the shop and into a quiet environment that's conducive for learning," says John Reid at Bendix.

"Once the classroom training is complete, a trip to the vehicle may help. In many cases, we have found that actually conducting training on a vehicle is good for the few people that are in close proximity to the trainer and can actually see and hear what the trainer is doing. The technicians



that are not in close proximity can get distracted—especially in a shop environment."

Every product trainer we spoke with added that such interactive, hands-on instruction is best preceded by a fair bit of material that the trainee must absorb on his own before heading to class.

Rick Martin, manager of technical training at Meritor, has learned that lesson well during his long experience on the teaching job. In fact, he insists that trainees complete online basic training, starting with things like fundamental electrics, before he'll show up in person to do a classroom session on more advanced topics.

"There is no substitute for live classroom training," agrees Larry Osland, service training manager at Cummins. "In addition to structured hands-on activities, the interaction with the instructor is invaluable. Cummins uses self-study mate-

rial to prepare technicians to attend classroom training. This self-study process ensures that each technician attending a class has been exposed to new terminology, theory, etc., so this content can be built upon during the class.

"Cummins service training requires a running training engine with fully functional aftertreatment system to conduct a class. With this approach technicians participate in live demonstrations of tools, service procedures, and diagnostic concepts in class on the products they will later be servicing."

The disadvantages of this method include the availability of the training when you want it, time off the job, and cost — of lost productivity, travel, and the cost of the training itself. These days, such disadvantages are one of the main reasons why not enough training is done.

Distance learning is the opposite, with the training distributed in several ways, including the old standard correspondence course. Essentially it's simply reading and answering questions, and retention is low at about 20 percent.

Satellite-distributed training has been used by OEMs for quite a few years and has the advantage of being very visual, and some interaction with the instructor in a television studio somewhere. It's efficient to a point,

with retention pushing 50 percent, but it's expensive to set up and relies on an actual time slot to synchronize the broadcast with the receiving company. This method is rarely used by anyone but dealer shops.

Computer-based training using CD/DVD programs is now pretty common and, done well, can heighten interactivity with the trainee, which in turn increases the information-retention rate to 75 percent or so. The programs are often feature-rich with sound and video.

Disadvantages, however, may include the difficulty in controlling the distribution of the CDs or DVDs. Like, who has them? Nor can they be updated. Interactivity with a trainer is difficult because each CD operates in isolation on a PC. Data on the trainee's progress can be difficult to store in a central database

without labour-intensive methods.

There's a bigger disadvantage than all those combined, however, in that not every shop has an accessible computer or a quiet place in which to park a laptop. The same limitation applies to Internet-based training.

"That's why the hotel approach is still popular," says Ron Gervais.

He recently returned from Alaska where he conducted seven afternoon and evening brake-inspection sessions for the local NAPA store. Among the 40 trainees attending those classes, a few of them attended in the evening and paid the \$150 fee themselves because their employer wouldn't pony up. An increasingly common story, by all accounts.

Another trainer tells of a very large and otherwise well respected fleet wanting its technicians to take a course that normally requires a whole day but demanding that it be done in just two hours. They got what they wanted but one has to ask if the mechanics got what they needed.

**THE INTERNET**

Internet-based training is a logical alternative, if the considerable challenge of finding a quiet space can be met. Retention of 75 percent is claimed by some purveyors using this method, largely because it can be very interactive and can use all manner of video and animation. As well, communication amongst trainees and trainers can theoretically be accomplished through real-time chat, discussion groups, and news postings. Trainee feedback surveys are easy to do and comprehension testing can be easily collected and stored in a central database.

Detractors say the online approach has a fatal flaw in that there's normally no instructor present to talk with, to clarify difficult points, to guide the student along. Questions can be e-mailed, of course, but the promise of an answer within 24 hours can be a frustration rather than a solution.

Bendix is nonetheless about to go down this road in addition to its more traditional training approaches, says training manager John Reid. Other companies are doing the same.

"As the younger generations—those who have a much greater exposure to technol-

ogy—continue to join the workforce, and as all of us find ourselves more pressed for time during each work day, with the members of our workforces often geographically dispersed, and our training budgets taxed, the need for access to education delivered in ways beyond the traditional means is quickly changing," says Reid.

"Access to web-based training and interactive delivery are essential to extend

and expand our reach," he continues. "Bendix recognizes that and, as such, is preparing to extend the interactive tools we use for our own employees to our customers as well. We are preparing to deliver an externally-based learning management system that will allow users from all facets of the industry to take advantage of learning opportunities on a wide range of Bendix products." ▲

# Fleet Sense 101

## Today's Lesson: Cab Heating

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\* Based on \$1.33 p/l; the average price of diesel in Canada on Sept. 08, 2011.  
 †Based on DOE/Argonne National Laboratory estimates: 1,500 hours overnight idling.

## Get Your Free Trucks Here!

**medium-duty trucks** *That's how one OEM is marketing its recent mid-range innovation. And it's only one of many reasons you should take a look at how the medium-duty world is changing. Apparently, good things do come in small packages. By Rolf Lockwood*

**T**he medium-duty truck world has been unusually active in recent weeks. That normally waits until late winter and early spring with the advent of trade shows where introductions and announcements are made after a winter's hibernation. But here it is December and there's enough news to warrant writing this 'roundup' story.

The mid-range market is a pretty inter-

esting one with its wildly diverse set of applications and lots of work-specific innovation. It's also the home, if we can put it that way, of hybrid and electric powertrain technologies. Still a long way from the commercial mainstream, these alternatives to good old diesel have nonetheless attracted an awful lot of investment and that isn't about to stop.

On the sales front things aren't like they

used to be. International still has its traditional lock on class 7 with a market share of about 40 percent but the other main players have solid percentages. That would be Kenworth, Freightliner, Hino, and Peterbilt, in that order. And if you think of PACCAR as a single entity, its two brands combine for a share of about 30 percent.

It's in classes 5 and 6 where the picture is somewhat different than tradition would dictate. In each of those classes Hino leads the fray, besting International in both categories. But together they dominate in a big way, holding some 90 percent of class 5 between them and about 80 percent of class 6.

So here's what's been in the news lately, including an interesting new way to acquire an all-electric truck in the lower reaches of the mid-range segment. ▲

## HINO'S HYBRID IS HERE

Hino won't add a million sales on the back of its newest offering, but it's going to create interest in the marque for sure. It's a hybrid truck, the company's first in North America.

The company is now ready to deliver its class-5 model 195H cabover, introduced last year at The Work Truck Show. It began taking orders at last fall's Hybrid Truck Users Forum in Baltimore, with deliveries starting in December.

The class 4 model 155H will not be offered in Canada as once thought, "due to payload considerations," according to Hino Canada vice president Eric Smith.

The company claims the fuel efficiency of the 195H is about 30 percent better than comparable diesels. Powered by Hino's 5-litre J05E-series engine, the hybrid uses Aisin's A465 6-speed automatic transmission and nickel-metal-hydride battery packs by Toyota subsidiary Primearth EV Energy. Hino is also a Toyota company, of course, and the new trucks use much of the same technology and hardware present on the Prius hybrid car.

Hino started selling diesel/electric buses way back in 1991, incidentally, with a total hybrid sales tally of something like 10,000 so far. The latest trucks are actually sixth-generation hybrids in Hino terms.

When Hino Motors president Yoshiro Shirai unveiled the hybrid last March, he waxed poetic about his firm's intentions.

"We have a burning desire to make the world a better place," he said. "We want to make hybrids the rule for urban areas, not the exception."

**A HYBRID HYBRID:** Hino's new class-5 195H hybrid is on sale now. It sports componentry proven on the Toyota Prius.





**WITHIN ITS REACH:**

Isuzu's new Reach has a clean walk-in Utilimaster body atop the Isuzu NPR chassis, powered by Isuzu's 3.0-litre diesel. It's in production now.



## ISUZU LAUNCHES REACH

**The Reach**, the new walk-in van from **Isuzu Commercial Truck of America** and **Utilimaster**, is now being built at the latter's assembly facility in Wakarusa, IN.

It sports a clean Utilimaster body atop the Isuzu NPR chassis and is powered by Isuzu's 3.0-litre diesel. It's said to get 35 percent better fuel economy than a traditional commercial van while offering the functionality of a custom-built work truck with the styling and ergonomics of a cargo van.

The biodiesel-compatible 4JJ1-TC 3.0-litre turbocharged engine generates 150 hp and is mated to an Aisin medium-duty six-speed automatic transmission.

The Reach's 12- or 14-ft body uses lightweight composite materials that are said to deliver a 700-lb weight saving compared to traditional aluminum-and-steel construction. Its impact-resistant composite panels are designed to reduce overall maintenance costs. For example, in the event of a collision, the vehicle's lower body cladding can easily and quickly be replaced with simple tools, reducing costly downtime.

An array of modular vocational packages offers buyers a choice of factory- or field-installed options. The Reach is the only van to offer either rear swing doors or an integrated, composite roll-up door.





## KENWORTH & PETERBILT

**Kenworth** expanded its medium-duty product line recently with the introduction of the new K270 class 6 and K370 class 7 cabovers targeted at urban operations. More or less simultaneously, Peterbilt showed off its improved 2012 Models 210 and 220, essentially the same trucks as the new Kenworths.

The 63.4-in. BBC (front bumper to back-of-cab distance) on the K270 and K370 provides a 55-degree wheel cut for excellent maneuverability.

The 33,000-lb K370 cabover will be offered in a 4x2 class 7 truck configuration, built chassis very similar to that of the Kenworth T370 conventional. It will sport the 6.7-liter PACCAR PX-6 engine with a standard 220-hp rating and 520 lb ft of torque. Optional ratings are 240 hp/560 lb ft and 250 hp/660 lb ft, available with Allison 2500 HS and RDS 5-speed transmissions.

The 26,000-lb class 6 K270 cabover spec is the same with a couple of exceptions. Built on a chassis much like the T270 conventional, it gets the Allison 2100 HS transmission instead of the 2500 model, and on the front axle you'll find air disc brakes instead of the K370's drums.

Sister company **Peterbilt** says its 2012 designs for the class-6 Model 210 and class-7 220 cabovers have paired a lightweight chassis and frame rail with a strategically positioned electrical system to optimize body installation and increase payload capacity. The new trucks are available with an Allison 2100 Series automatic transmission, but the standard gearbox is a ZF synchronized 6-speed with overdrive on both models.

The 210, rated at 26,000 lb GVW, comes standard with the automatic and an air suspension. Recommended for bodies between 18 and 26 ft, it can be configured for non-CDL operation. The class-7 Model 220 is recommended for bodies between 20 and 26 ft in length.

Like the Kenworths, both Peterbilts are powered by the PACCAR PX-6 engine with ratings up to 250 hp and 660 lb ft of torque.

Unlike its sibling, both the Pete cabovers will sport air disc brakes all round.

### URBAN AFFAIR:

Kenworth has launched two medium-duty cabover models, the K270 and K370.





FOR MORE **INFO**

- [www.hinocanada.com](http://www.hinocanada.com)
- [www.kenworth.com](http://www.kenworth.com)
- [www.peterbilt.com](http://www.peterbilt.com)
- [www.freightlinerchassis.com](http://www.freightlinerchassis.com)
- [www.enovasytems.com](http://www.enovasytems.com)
- [www.isuzucv.com](http://www.isuzucv.com)
- [www.utilimaster.com](http://www.utilimaster.com)

◀ **FOLLOWING THE DISC COURSE:**

Peterbilt has enhanced its Model 210 and 220 trucks for 2012. Air disc brakes are standard, as is a ZF synchronized 6-speed transmission.



**A UNIQUE FUEL SELL:** Freightliner Custom Chassis and Enova Systems have combined to offer a unique purchase plan for the MT-45 all-electric walk-in van chassis rated for a GVWR of 14,000 to 19,500 lb.

## A FREE ELECTRIC TRUCK?

**Freightliner Custom Chassis Corporation (FCCC) and Enova Systems** have launched a program that will make electric vehicles much more

accessible to fleets. They call it 'Green for Free!'

Enova builds proprietary hybrid-electric and all-electric drive systems and components.

The gist of the idea is that you can buy an all-electric truck for the same cost as a diesel-powered machine. FCCC and Enova say the savings allowed by the electric vehicle—in reduced maintenance and no fuel purchases—are then used over a period of time to cover the incremental expense for the technology. Lease plans will be customized to the buyer's specific operation, with a base-line cost picture established first.

The Green for Free program will use the FCCC MT-45 all-electric walk-in van chassis powered by the Enova drive system. The chassis is rated for a GVWR of 14,000 to 19,500 lb.

The two companies plan to put 3000 of these vehicles on the road within two years, beginning no later than third-quarter 2012.



# PRODUCT WATCH

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on the web at [todaystrucking.com](http://todaystrucking.com)



## PACCAR TELEMATICS

FLEET-MANAGEMENT SERVICE USES CELLULAR TECHNOLOGY

**T**ruckerLink from **PACCAR Parts** is an aftermarket telematics and fleet management service. Said to be easy to use and affordable, it allows dispatchers and maintenance staff to view truck location, driver logs, fuel-consumption reports, diagnostic data, inspection results and more.

It uses proprietary 'remote carrier switching' technology that "seamlessly switches" the service's cellular connection between GSM and CDMA networks. It's said to be the market's only fleet-management system that can switch between differing cellular networks, which should bring more reliable, affordable connectivity.

TruckerLink has three components: ■ TruckerLink Fleet is a secure website where data transmitted from trucks is monitored. Accessible from any computer, the password-protected site reports

the operational status of all networked trucks fleet-wide in real-time. There's no need to purchase specialized hardware. Customers pay a fixed price each month, meaning no invoicing surprises.

■ The TruckerLink 'advanced mobile gateway' is installed on trucks, communicating GPS location and diagnostics data in real time over cellular networks. It plugs into a truck's J1939 electronic databus.

■ TruckerLink Driver is a collection of applications said to make it easy for drivers to log their hours of service and complete vehicle-inspection reports when using a Windows laptop or notebook.

The system, extensively road-tested, is aimed at small and mid-size companies that previously may have found a high-end telematics service too expensive.

TruckerLink is available at Kenworth and Peterbilt dealerships.

See [www.truckerlink.com](http://www.truckerlink.com)

## WIDE TRAILER TIRE

**DOUBLE COIN ANNOUNCES SMARTWAY-VERIFIED TIRE**  
A new super-wide, low-rolling-resistance trailer tire, the FT125, has been introduced by **Double Coin Tires** and **China Manufacturers Alliance**.

The FT125 is the company's fourth addition to its EPA SmartWay Verified Technology fuel-efficient line, which includes the FR605, FD405, and the FT105. A super-wide drive tire, the FD425, will follow soon.

The new FT125 is said to be engineered with an advanced tread compound and a low-profile design to maximize durability while promoting fuel economy. It boasts a low-rolling-resistance rib-style tread design with an original tread depth of 16/32nds.

It's now available in a 445/50-R22.5 size and has a maximum carrying capacity of 10,300 lb (load index 161).

See [www.doublecoin-us.com](http://www.doublecoin-us.com)



## TMW CERTIFIES PC\*MILER 25

SUCCESSFUL INTEGRATION AND CERTIFICATION BY TMW SYSTEMS

**ALK Technologies** says its PC\*MILER 25 and PC\*MILER|Tolls 25 products have been certified by strategic-alliance partner TMW Systems for its Optimization Software products IDSC ExpertFuel, IDSC TripAlert, and IDSC MatchAdvice, Appian Logistics, TruckMate and TMWSuite. Certification to other TMW Systems software is in process.

With new time-based features and enhancements, PC\*MILER's 25th annual edition is said to make it "simple" to define a departure or arrival date and time to calculate more realistic transit times. It also has critical map data updates such as truck restrictions and truck-specific toll costs.

It can also be delivered as a hosted offering through TMW Managed Services when integrated with the IDSC Optimization, TL2000, TMWSuite, TruckMate and Innovative IES platforms.

PC\*MILER 25 map data features and enhancements include 220,000 new and updated truck restrictions and allowances in addition to over 3.78 million road-specific attributes that affect truck travel.

See [www.pcmiler.com/25](http://www.pcmiler.com/25), [www.tmwsystems.com](http://www.tmwsystems.com), and [www.alk.com](http://www.alk.com)

## NEXT-GEN TRAILER SKIRT

UTILITY'S SMARTWAY-VERIFIED SKIRT WILL BRING FUEL SAVINGS

**Utility Trailer** has introduced the USS-120A, calling it a "next generation" aerodynamic side skirt. It's said to be even more durable and lighter than the company's previous designs.

It's EPA SmartWay-verified as an "advanced side skirt" providing a minimum of five-percent fuel savings, and can be used with low-rolling-resistance tires on dry vans to achieve CARB (California Air Resources Board) compliance for California operations.



Similar to the previous two side skirt designs—the USS-120 and 160—the new model is created with patent-pending, galvanized, high-tensile-steel braces that allow the skirt to flex both inward and outward. It includes an FRP cover over the unique five-hole pattern design on the wingplate. The covered wingplate holes effectively increase the length of the side skirt by up to 2 ft, which increases aerodynamic efficiency. As well, the rear edge of the skirt at the support leg assembly is connected by a slip joint for reduced impact damage, Utility says.

See [www.utilitytrailer.com](http://www.utilitytrailer.com) and [www.arb.ca.gov/cc/hdghg/hdghg.htm](http://www.arb.ca.gov/cc/hdghg/hdghg.htm)

## IN-CAB NAVIGATION

PEOPLENET ENHANCEMENTS FOR DRIVERS AND BACK OFFICE Enhancements to **PeopleNet's** In-Cab Navigation function, powered by Maptuit NaviGo, are said to make it easier for both drivers and back-office personnel to use.

Yard Shaper is a new feature that helps direct drivers to the correct entrance and delivery spot. Drivers know exactly where to enter the delivery area, where to park, and where to exit. Custom notes



associated with a yard or customer location may be available to the driver either in the form of a graphical or spoken command. For example, as the driver approaches a location, NaviGo can verbally direct the driver to the appropriate loading dock.

Also, PeopleNet and Maptuit have built additional back-office integration to allow fleets to identify out-of-route mileage by matching actual driven location data with prescribed routes, thereby flagging cases of non-compliant driving.

New useability improvements based on driver feedback have also been incorporated into version 3.3: preview improvements that provide drivers a more complete view of their routes, a direction arrow, decision points, stop details, estimated drive time between stops, road names with numbers and more.

The 'Route Preview' function enables a route to be displayed on the device

along with the route stops and driving directions for each.

In-Cab Navigation is available on the PeopleNet BLU and PeopleNet Tablet on-board computing platforms.

See [www.peoplenetonline.com](http://www.peoplenetonline.com) and [www.maptuit.com](http://www.maptuit.com)

## TRAILER FAIRINGS

NEW PLAYER CREATES 'ADVANCED TRAILER SKIRT'

Illinois-based **Aeroefficient**, which has also set up shop in Windsor, Ont., offers carefully engineered trailer fairings produced from an injection-moulded, automotive-grade, thermoplastic polyolefin material. Its known for the ability to withstand thermal expansion and contraction caused by extremes of heat and cold.

As well, the hinged, three-panel design of its trailer skirt provides the strength and flexibility necessary for survival in the real world, the company says, where drop-down docks, snowbanks, and other road and yard hazards often wreak havoc.



Currently Aeroefficient offers side-skirt fairings only, but soon to be introduced are a front-gap fairing and a collapsible rear fairing. They're engineered and built in both the U.S. and Canada.

The side-skirt fairings have been designated by the EPA's SmartWay program as an 'Advanced Trailer Skirt' estimated to generate at least 5 percent in fuel savings.

See [www.aeroefficient.com](http://www.aeroefficient.com)

## CORRECTION: FREIGHTLINER CALENDAR

**T**he **FREIGHTLINER** 'Official Hauler of NASCAR' 2012 calendar we told you about last month (*It's Calendar Time*, December 2011, p. 43) is not in fact available online. Turns out the information we were given was wrong. The calendar was distributed in a limited way, only bound into the December issues of a very few U.S. magazines. Sorry if we got your hopes up.





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## TRUCK-SPECIFIC GPS

TOMTOM LAUNCHES PRO 7150 TRUCK AND IPHONE TRAFFIC APP

**TomTom Business Solutions**, dedicated to commercial fleets, says its new Pro 7150 Truck GPS unit provides truck drivers and fleet managers with automated routing that takes into account vehicle profiles and road attributes and restrictions. It recognizes the complexities of commercial vehicle regulations.

As well, TomTom's new iPhone app, version 1.9, offers HD Traffic compatibility for Canadian drivers of all sorts. HD Traffic is said to save time and alleviate stress by continuously monitoring and rerouting drivers based on current traffic conditions. It processes traffic for both major and secondary roads within the Canadian road network and delivers real-time updates every two minutes.

The GPS unit automatically favors main roads over secondary ones, avoids sharp turns and U-turns, and includes a comprehensive collection of truck attributes such as weight and dimension limitations to avoid low-bridge clearances. It also manages hazmat restrictions. Safety-focused features include road-restriction and dead-end warnings that automatically pop up before drivers encounter danger.

TomTom has partnered with ProMiles to deliver comprehensive map attributes, claiming to result in "17 times more last-mile commercial vehicle coverage." It includes map coverage of national and state/provincial highways in the U.S. and Canada.

The Pro 7150 Truck also offers connectivity to enable fleet-management

functions. They include vehicle tracking, job dispatching, time management, 'eco' driving, IFTA fuel-tax reporting interface via ProMiles, and management reporting via a TomTom WebFleet subscription. TomTom Live Services give the driver access to speed cameras, fuel prices, local search powered by Google, plus TomTom weather and traffic information.

The recommended retail price is \$349.95. Some services require a subscription to TomTom WebFleet.

See [www.tomtom.com](http://www.tomtom.com), [www.tomtom.com/livetraffic](http://www.tomtom.com/livetraffic), and [www.promiles.com](http://www.promiles.com)

## ON-BOARD SCALE

TRUCKWEIGHT'S FREE WEIGHT-RECORDING SOFTWARE

**TruckWeight** is now offering free software that will allow users of the company's on-board wireless sensors for mechanical and air suspensions to monitor and record weights quickly



and easily. Known as the 'Virtual Weigh Station', the free software can be downloaded from the company's website.

Using a small TruckWeight receiver with a USB cable that connects to any Windows-based laptop in the cab or desktop computer in the office,

weights can then be received from the on-board sensors.

Within a range of 500 ft, the software will report and record individual axle weights as well as gross vehicle weights with an easy touch to change from rig to rig. Then it will automatically generate reports in an Excel format. Loaders can select one or as many rigs as they have and see and record the weights as the trucks are being loaded.

The software also gives operators the option to tare each individual part load as it's added to the rig, and record the net weight of each dump while keeping a running total.

See [www.truckweight.com](http://www.truckweight.com)

## REEFER TEMP DISPLAY

CARRIER'S NEW EXTERNAL TEMPERATURE AND STATUS INDICATOR

**Carrier Transicold's** new 'Dual View' external temperature display provides a reverse image in the driver's rear-view mirror, making it appear correctly and readable at a glance.



Mounted on the trailer's front corner, it allows quick verification of the temperature inside the trailer without having to leave the cab. Large amber LED numerals show temperature in up to three zones in Fahrenheit or Celsius. It can be switched from reverse to normal view for yard-monitoring of parked trailers.

The system provides independent verification of box temperatures via its own sensor, or sensors in multi-temp applications. It also shows refrigeration unit status—cool, heat, defrost or warning.

It's compatible with most Carrier Transicold and competitive trailer units, and has a two-year parts warranty.

See [www.performanceparts.carrier.com](http://www.performanceparts.carrier.com) and [www.transicold.carrier.com](http://www.transicold.carrier.com)



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## DISC-BRAKE AXLE

RIDEWELL OFFERS ITS AXLE WITH MERITORWABCO DISC BRAKES

**Ridewell** has released a new disc-brake version of the Ridewell-brand axle. Available with MeritorWABCO PAN 22 air disc brakes, it features a 5-in.-diameter axle with .59-in. wall thickness (.75 in. available). The axle beam rating is 23,000 lb with the .59-in. wall and 25,000 lb with the .75.

The axle also comes with parallel spindle and hub-piloted, 11.25-in.-diameter bolt circle, plus a long stud for aluminum wheels.

Standard 71.5-in. and 77.5-in. track disc-brake axles will be stocked and available for immediate delivery, the company says. Custom track widths are available.

See [www.ridewellcorp.com](http://www.ridewellcorp.com)

## DIAGNOSTICS SOFTWARE

MERITOR WABCO RELEASES NEW VERSION OF TOOLBOX

**Meritor WABCO Vehicle Control Systems** has released Toolbox 10.0 software, a PC-based diagnostic program first introduced in 1999. It allows technicians to view system faults and repair instructions, verify system integrity, adjust component operation, and examine installation wiring.

New features in Toolbox 10.0 include: OnGuard diagnostics, generic inputs and outputs for RSSplus and Hill Start Aid for tractor ABS diagnostics.

The software provides diagnostics and troubleshooting for many Meritor

WABCO products, including pneumatic ABS (D and E versions), trailer ABS (Easy-Stop and Enhanced Easy-Stop with PLC), Trailer RSSplus, hydraulic ABS, Hydraulic Power Brake (HPB), electronic leveling valves for tractors and trailers, Electronically Controlled Air Suspension (ECAS) for buses, and OnGuard collision safety systems.

See [www.meritorwabco.com](http://www.meritorwabco.com), [www.meritor.com](http://www.meritor.com), [www.wabco-auto.com](http://www.wabco-auto.com)

## TWO-PIECE WHEEL NUT

AFTERMARKET VERSION OF SKF FASTENER FOR HUB-PILOTED WHEELS

**SKF** has teamed with **MacLean-Fogg/Metform**, the U.S. maker of the original Securex two-piece wheel nut, to be the sole aftermarket supplier of the fastener for hub-piloted wheels.



Meeting the stringent requirements of the J1965 standard, the Securex nut is designed to provide increased clamp force through more torque while maintaining optimized torque/tension, says SKF. Its premium materials include a special 'PTFE' coating that's said to protect against corrosion and friction.

The Securex M22 X 1.5 two-piece nut fits most tractors and trailers with hub-piloted wheels. All SKF Securex nuts feature the name stamped directly on the nut for easy identification, so counterfeits will be easy to spot.

See [www.vsm.skf.com](http://www.vsm.skf.com) and [www.macleand-fogg.com](http://www.macleand-fogg.com)

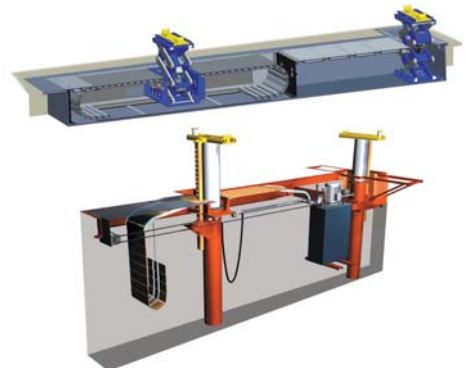
## ROTARY SCISSOR LIFT

ROTARY SAYS IT NOW HAS AN INGROUND LIFT FOR EVERY HEAVY-DUTY APPLICATION

With its new EFX60 scissor lift, **Rotary Lift** says it now offers three inground lifts to meet any heavy-duty-vehicle maintenance application and budget. The EFX60 joins the top-of-the-line MOD30 modular inground lift and the traditional model in the company's lineup. It slots in between the two.

The new lift incorporates more user-friendly features than the basic, traditional lift. It's modular and sits in a concrete trench less than 3 ft deep, for lower installation costs. The traditional heavy-duty lift, by comparison, has pistons housed in a 9-ft-deep continuous concrete vault.

The new scissor lift also needs just 3.5 gal (16 litres) of hydraulic fluid per cylinder, claimed to be the lowest oil displacement in the industry. Like the traditional lift, the EFX60 is equipped with a wheel-spotting dish for axle positioning. Unlike the traditional lift, however, it can be operated while standing comfortably at the upright control console. Expected service life is 25 to 30 years.



The feature-rich MOD30 also has an upright control console and it's contained in a 6-ft-deep steel enclosure that's completely sealed inside and out. It's the only heavy-duty inground lift to meet environmental standards for underground storage tanks.

Its capacity is 60,000/90,000 lb, like the new EFX60. The company's traditional inground lift is good for 50,000/75,000 lb.

See [www.rotarylif.com](http://www.rotarylif.com). You can also find Rotary Lift on Facebook, Twitter, and YouTube. See [www.facebook.com/RotaryLift](http://www.facebook.com/RotaryLift), <http://twitter.com/RotaryLift>, and [www.youtube.com/RotaryLiftMedia](http://www.youtube.com/RotaryLiftMedia)

## HINO, ALLISON TOGETHER

**HINO** has signed a multi-year, long-term agreement that will make **ALLISON** the exclusive automated transmission supplier for the company's class 6 & 7 trucks in North America. It means that Hino will be able to offer its customers enhanced warranty coverage on Allison-equipped vehicles. All Allison 1000, 2000 and 3000 RDS transmissions will be covered by a three-year, unlimited kilometres warranty starting with 2013 model-year trucks.

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## TANKER SAFETY

FROM J.J. KELLER, A SAFETY AWARENESS PROGRAM

The Tanker Safety Awareness Program can help drivers prevent truck rollover accidents, says **J.J. Keller**. It was developed in concert with National Tank Truck Carriers.

The program addresses issues key to preventing rollover accidents, including: speed and space management; complacency; curves and force of gravity; fatigue; and driver distractions

Each month subscribers will receive a full-color poster featuring a different tanker-rollover awareness

topic; a driver skill card that reviews key points and guidelines covered in training; and a payroll stuffer to help reinforce key messages from the program with the driver and the driver's family.



Call to order: 1-800-843-3174, ext. 2630.  
See [www.jjkeller.com](http://www.jjkeller.com)

## LED DOME LAMP

GROTE'S NEW 6-DIODE LAMP SAID TO LAST FOR YEARS

**Grote Industries** says its new LED 'WhiteLight' recessed-mount dome lamp is an "intelligent alternative" to fluorescent lamps, particularly for refrigerated environments with subzero temperatures.

Though fluorescent lamps can operate at temperatures as low as zero degrees F, today's refrigerated environments can challenge lamps to provide illumination in temperatures as low as minus-40 F. Grote says its new model 61291 uses a built-in thermal protection device and operates at temperatures ranging from 122 to minus 48F.

The new lamp is constructed of a robust, one-piece, powder-coated aluminum housing with a removable polycarbonate lens. It has a 50,000-hour service rating.

The lamp's six diodes generate light output comparable to that of fluorescent lamps, but draw only about 63 percent of the amperage.

See [www.grote.com](http://www.grote.com)

## HUB PULLER

OTC HUB PULLER FREES FROZEN COMPONENTS WITHOUT DAMAGE

The new Universal Hub Puller HD with Plate from **OTC Tools** is said to free frozen hubs, axle shafts, and the like without damaging the components.

It's said to be ideal for pushing the drive axle out of the wheel-hub center, or for pulling the hub off the drive axle.

Adjustable, sliding puller legs can be positioned anywhere on the puller center hub to create a universal fit on wheel hubs with 5- to 8-in. bolt circles. It delivers up to 20 tons of pressing power and includes a forged puller assembly coupled with a 1-in. drive screw for applying large force.

It's approved with use with an impact gun or can be struck with a hammer.

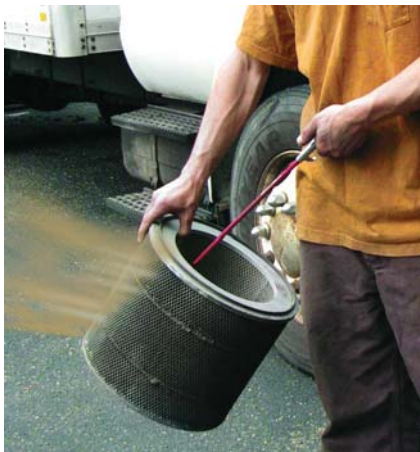
See [www.otctools.com](http://www.otctools.com)

## FILTER CLEANER

IPA TOOL CLEANS ROUND AIR FILTERS, RADIATORS AND CONDENSERS

**Innovative Products of America (IPA)** says its latest offering, the Air Comb Filter and Radiator Cleaner (patent pending), is "ideal" for cleaning cylindrical-style air filters, radiators, condensers and other hard-to-reach applications.

IPA claims that an air filter, if properly cleaned, can be re-used many times. With today's single-port-type air guns,



it's nearly impossible to clean an air filter properly, the company says. The Air Comb's focused high-pressure output and long reach is said to change that.

The tool is available in 12, 24, 36 and 48-in. lengths.

See [www.ipatools.com](http://www.ipatools.com)

## CORDLESS IMPACT TOOL

INGERSOLL RAND SAYS IT'S THE WORLD'S MOST POWERFUL

**Ingersoll Rand** says its new W7150 half-inch, high-torque, cordless impact tool performs "shoulder to shoulder" with the company's 2135TiMAX air-powered tool.

The W7150 features 780 lb ft reverse torque and 1,100 lb ft of "nut-busting" torque. It also has a re-engineered



rare-earth-magnet motor along with a steel-lined aluminum hammer case and a chemical-resistant, metal-reinforced housing. Its all-metal drivetrain and hammer mechanism mates with a variable-speed switch with electronic brake for optimized control.

The power comes from the company's new IQV20 Series battery platform featuring a strong lithium-ion battery that's said to deliver high charge capacity and low internal impedance for maximum power delivery. The intelligent battery-management system (BMS) provides power-level and flow-rate control from the battery to the switch to the motor, and there's a mountable 'smart' charging station with auxiliary USB port.

See [www.ingersollrandproducts.com/W7150](http://www.ingersollrandproducts.com/W7150). And see also Ingersoll Rand's YouTube channel here: [www.youtube.com/irtools.com](http://www.youtube.com/irtools.com). ▲

# YOU CAN'T GET THERE FROM HERE

LOOK! Where Wolf? Tell Us Where This Is



← Every month, we print a photo of a landmark visible from a major artery and the first 10 readers to i.d it get a fabulous **Today's Trucking** cap. Last time, we took you to Highway 1, near Banff, a twinned crossing that proves western animals have more respect for trucks than trains.

Sticking with the furry critters theme, Paul Shier, the artist who created **this month's** subject, did so in honor of Canada's veterans and says, "There are quite a few similarities between this majestic animal and soldiers; they're strong, fierce, silent but very social and caring among their own ranks." He didn't however, say where it was. That's up to you.



## CAN'T GET THERE FROM HERE

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

TRUCKS \_\_\_\_\_ TRUCK TRACTORS \_\_\_\_\_

TRAILERS \_\_\_\_\_ BUSES \_\_\_\_\_

OFF ROAD VEHICLES \_\_\_\_\_

**2 ARE ANY OF THESE VEHICLES ...**

- A. In any of the following Gross Vehicle Weight Classes?**
- Class 8: 33,001 lbs. GVW & Over  Yes  No
- Class 7: 26,001 to 33,000 GVW  Yes  No
- Class 6: 19,501 to 26,000 GVW  Yes  No
- Class 3, 4, or 5: 10,001 to 19,500 GVW  Yes  No
- Class 1 or 2: Under 10,000 lbs. GVW  Yes  No
- B. Refrigerated**  Yes  No

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

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

- (A)  For-hire (Common & Contract Trucking)
- (B)  Lease-Rental
- (C)  Food & Beverage Production/Distribution
- (D)  Farming
- (E)  Government (Fed., Prov., Local)
- (F)  Public Utility (electric, gas, telephone)
- (G)  Construction/Mining/Sand & Gravel
- (H)  Petroleum/Dry Bulk/Chemicals/Tank
- (I)  Manufacturing/Processing
- (J)  Retail/Wholesale/Delivery
- (K)  Logging/Lumber
- (L)  Bus Transportation
- (M)  Moving & Storage
- (N)  Waste Management
- (O)  Other

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

**A. New vehicles & components**

- 01 Trucks, Tractors
- 02 Trailers
- 03 Powertrain components (engines, transmissions, axles)
- 04 Vehicle systems (brakes, lighting, suspensions, cooling, electrical)
- 05 Tires, Wheels (new or replacement)
- 06 Vehicle appearance (paints, markings - new or replacement)

**B. Replacement Components, Parts & Supplies**

- 07 Replacement parts (filters, electrical, engine parts, brakes, suspensions, exhaust)
- 08 Major replacement components (engine, transmissions, exhaust)
- 09 Oils, Additives & Lubricants
- 10 Shop equipment and tools

**C. Fleet Products & Services**

- 11 Equipment Leasing
- 12 Computers, Software
- 13 Financial services, Insurance
- 14 Fleet management services (fuel reporting, permits, taxes)

**D.  15 None of the above**

**\* PLEASE BE SURE TO COMPLETELY ANSWER ALL QUESTIONS IF YOU ARE A TRUCK OPERATOR**

**\* NON-TRUCK OPERATORS USE BOX BELOW ONLY**

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

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

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



By Peter Carter

# John School

## Management lessons I learned during my own Occupied Movement.

Sometime in the afternoon of Wednesday, Nov. 16, on a Chautauqua Air commuter plane traveling from Asheville, NC, to New York City, the pilot excused himself from his chair, walked to the rear of the plane to the can and got locked in.

He rattled the stuck door until it caught the attention of a passenger who went up to the flight deck to report the problem.

That door of course was locked so the passenger had to yell the information about the trapped officer to the co-pilot. Problem was, the passenger had a foreign accent.

So here's what the co-pilot radio'd to the tower:

"We are 180 knots 10,000 [feet] uh, can we leave the frequency for a minute?" he said. "The captain disappeared in the back, and, uh, I have someone with a thick foreign accent trying to access the cockpit."

He thought, with good reason, that they were being hijacked. The tower agreed and instructed the co-pilot to declare an emergency and to "just get on the ground."

Happily, moments later, the pilot escaped the locked loo and made his way front. Problem averted.

When I read that story, I was very relieved. Not because the plane was okay but because the very same thing happened to me at the *Today's Trucking* office, exactly 24 hours earlier. I got locked in. And if it could happen to a square-jawed jet pilot, I needn't feel so bad.

Not only that, but I learned a few management lessons while behind that locked door. Including the fact that you just never know when things are going to happen.

In my case, it was just as I was leaving for Ryerson University in downtown Toronto. I had to present a scholarship in honor of our V.P. Editorial Rolf Lockwood (see "*Tech-Savvy Writer*," on pg. 12).

But first, I went to the men's room. (It's a one-person, no-windows-style facility.) And just like the pilot, the door jammed and I was trapped. What to do?

I had my cell with me, so rather than yell for help, I called. Nickisha Rashid, our very capable woman whose job title nobody seems to know (every office has one), answered. She

laughed: "So it's you making all that noise in there..." (By "noise," she meant rattling the doorknob.) Nickisha told me she'd see what she could do.

Within minutes, a crack rescue team consisting of our Controller Anthony Evangelista, Creative Director Tim Norton and Publisher Joe Glionna sprang into action. It occurred to me that there was an astonishing combined array of skill sets, educations, salaries and experience at work on the case, poking and jimmying and laughing trying to get the door unstuck.

One of the joys of this company, as well as many of the truly great outfits we write about, is that any body can be called upon to do any task, any time. I love knowing that industry leaders like Wendell Erb and Claude Robert jump into one of their cabs to deliver a load from time to time.

Next step: I decided to call our Associate Editor Jason Rhyno. If I couldn't make the Ryerson affair he would have to make the presentation, but, I would insist, he could only do it if he promised to tell the audience precisely why I was absent. No sense shielding them from the truth, right? After all, we're journalists.

Five minutes turned into 12. It was getting warm. After much banging and levering, the rescuers removed the knob and a refreshing gust of cool air blew in through the little round hole. (We really do take good working conditions for granted, don't we?)

**Memo to me:** Fan flames of camaraderie among staff as much as possible because you never know when or how you're going to need each other.

Seventeen minutes. The SWAT team managed to twist out what remained of the latch and the door swung open. Big sigh of relief.

Which is when I was reminded of one last management beauty: Every challenge brings opportunity.

First thing I hear after my rescue? "I suppose you're going to make this into a story, aren't you?"

Well, duh. ▲





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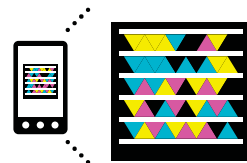
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