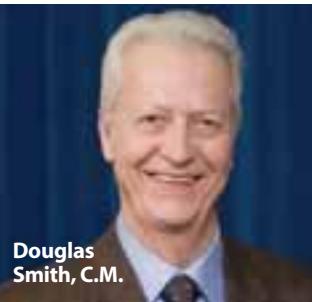


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February 2008
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Today's Trucking

The Business Magazine of Canada's Trucking Industry



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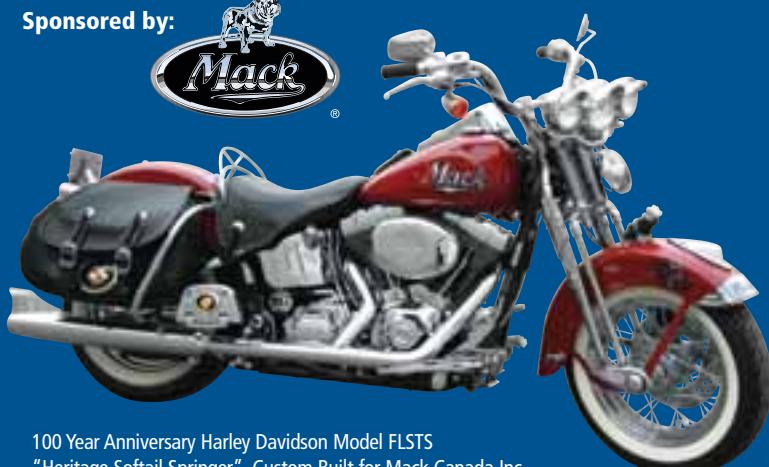
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The Business Magazine of Canada's Trucking Industry

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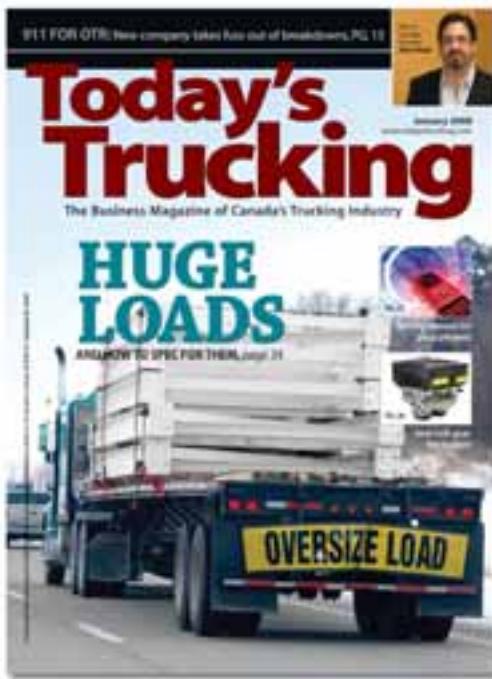
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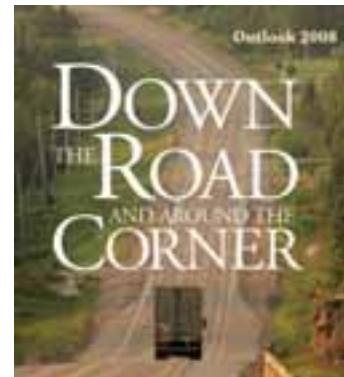
Canadian Business Press



A return to the three R's: Rates, reliability, reality

I'm not sure who frustrated me more in your December issue—Brian Taylor, quoted in Jim Park's story ("Down the Road and Around the Corner," Dec. '07, pg. 33) or Jason Stroud ("No Place Like Home," Dec. '07, pg. 7).

Mr. Stroud seems to believe in the need for a universal hub-and-spoke distribution system, possibly even regulated as such. In a perfect world, wouldn't that be great? Last I checked, it wasn't a perfect world. Seventy-percent of our deliveries are direct jobsite deliveries of building materials. Explain to me how that fits into a universal distribution system. I would also assume his plan would mean the instant abolition of any carrier with less than 500 trucks, or without access to numerous terminals across the country. Also, a cross-country load being carried by five different trucks is a logistical disaster in the making. Shallow thinking such as this is what has brought on some of the



current regressive trends in this industry. This brings me to Mr. Taylor's quote, about shippers "squeezing us" for rates, and wondering how long they think this is sustainable for.

Just as long as you allow it, Mr. Taylor. As I write this on December 13, all of our trucks but one are booked straight through to Christmas, at the same freight rates as always. We have steadfastly refused to cut rates. Are sales down? Absolutely. Are our expenses on the rise? Same answer. Why then, would anyone work for less? We've chosen, as always, to stress good service rather than low price. Most of our customers agree. On bad weeks, we are just steady, rather than turning work away like we were six months ago. Our owner-operators, paid on percentage, agree that even a slow week of four profitable days is a damn sight better than running five or six days break even. Perhaps the large carriers, rather than assuming they have the answers to every industry problem, should look outside their current operating procedures. Hauling freight for marginal profit, relying on volume, is sheer lunacy. If, during the good times, freight was hauled for acceptable rates, these companies could weather a storm of slow times in order to hold onto hard fought rate increases of the past few years. Sadly,

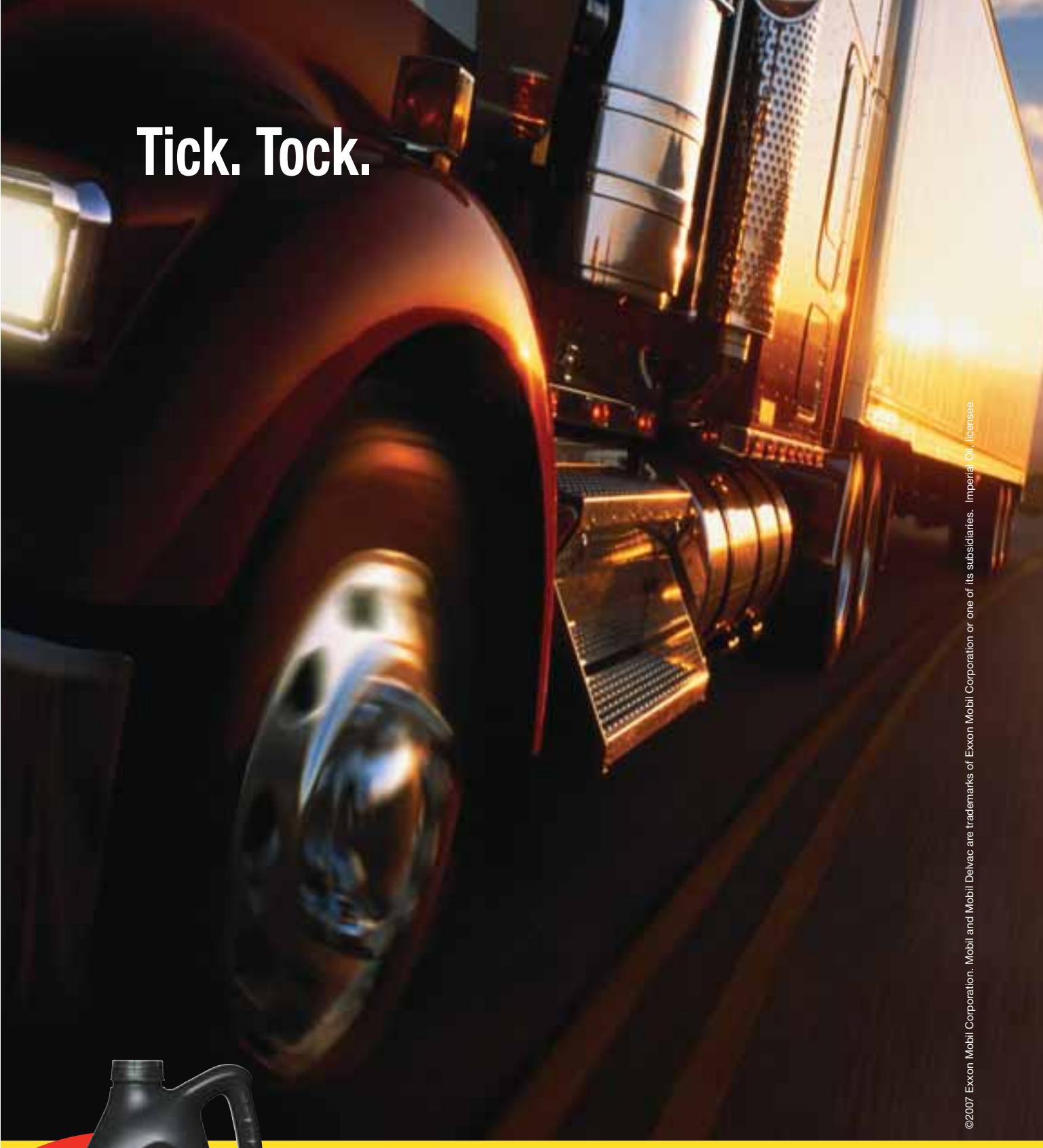
giving away the farm at the slightest slowdown seems to be a more acceptable path to some people.

Bill Cameron,
Parks Transportation,
Owen Sound, Ont.

HOW TO REACH US: We want your feedback. Write editors@todaystrucking.com, or Letters to the Editor, Today's Trucking, 451 Attwell Dr., Etobicoke, ON M9W 5C4; fax: 416/614-8861.

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Mobil Delvac 

By Rolf Lockwood



Continental Imperatives

We need access to the U.S. market, but that's getting tougher every day.

When the loonie approached and then passed parity with the American dollar, there were those on this side of the border who cheered. To the extent that our inferiority complex had been embodied by the low value of the Canuck buck, I guess it seemed like good news. We always knew we were better than 68 cents, after all, better than 78 cents too. And for those folks given to ordering stuff from the L.L. Bean catalog, it made life easier because a \$40 shirt was actually a \$40 shirt for a change. No conversions necessary.

That's all very nice, but as we know only too well, Canadian cross-border carriers were dealt a nasty blow in the process. The service they sold had become expensive, though not suddenly. Not long after the launch of free trade agreements and the end of regulated carriage, the Bisons and Challengers of our world enjoyed serious international growth and soon dominated the north-south market. But a decade ago I remember hearing complaints from some of them as the Canadian dollar began to rise from its low-60s value. With every hike of just a penny, serious cash was effectively lifted from their wallets month after month. Even with our buck at 70 cents, they were losing ground.

Now, with the dollars at about the same value and looking like staying there for awhile, the situation is dire for some. Add the aftermath of 9/11 with border hassles aplenty, plus the slowing U.S. economy, and the mixture is such that the shape of cross-border trucking has changed radically. Maybe for a long time to come.

In fact, from an eagle's perspective, it's just the newest wrinkle in the endlessly fascinating relationship between Canada and the United States. For me at least, very few things in this world are more interesting than watching the evolution of that connection. Forever changing, it moves us this way and that quite beyond our control, the complex core of it being at once an archly competitive rivalry and a fulsome friendship.

Unfortunately, the border means more to us than it does to them. For us it's the gateway to a lush market, while the vast majority of Americans see it as a fence that isn't quite tall enough. The brutal reality is that those guys can dismiss us as another state or ignore us totally, or maybe choose to do business with us, and it won't really make too much difference to them one way or another. They can make the border tougher and tougher to cross, as they've been doing in the last few years, and the only Americans who really see this as bad news are the guys running Chrysler, Ford and General Motors. With plants on both sides of the border, and closely integrated, they depend on an easy flow of just-in-time parts. These days, like Detroiters who enjoy a visit to the Windsor ballet, they're frustrated.

Ontario Trucking Association president David Bradley says "the costs and difficulties of crossing the border are seriously undermining Ontario's ability to trade in the U.S. market."

He adds that, "despite the investment of millions of dollars by the trucking industry in new security measures supposedly designed to facilitate legitimate trade, wait times at the border have not come down, and in many cases we are still subject to frequent, long delays."

"We need better infrastructure and we need governments on both sides of the border to get serious about co-ordinating, harmonizing and improving the delivery of border security programs so that both security and trade facilitation goals are met," Bradley says.

I couldn't agree more.

"If Ontario, indeed if North America is going to compete with the emerging economies, we are not going to do it by lowering wages to third world levels," Bradley adds. "We're going to have to be smarter."

Well, one newish expression of that 'smarter' theme has hit the news in the last couple of weeks. We've noted that New England



Motor Freight has partnered with Toronto's Concord Transportation to handle its freight headed for Canadian destinations. Concord will receive NEMF freight in Chicago for delivery to western Canada, in Toronto for Ontario deliveries, and in Montreal for shipments to Quebec and Atlantic Canada. Concord freight destined for the northeast U.S. will flow

through NEMF. The two carriers speak of "complete integration of our IT components to offer seamless connectivity."

And then there's the similar deal struck by Calgary's Canadian Freightways with five regional U.S. carriers. The network will be made up of Canadian Freightways/Epic Express; Pitt Ohio Express (mid-Atlantic); Lakeville Motor Express (midwest); Averitt Express (south and southeastern); Land Air Express of New England (New England); and DATS Trucking (west). Naturally, they too talk about a "seamless" network.

I can see an increase in links like these, and they make perfect sense. But what I really want to see is governments thinking in continental terms. And I guess that really means I want Washington to think that way. We already do. ▲

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

Dispatch

BY MARCO BEGHETTO

Foreign Policies

Considering the costs of recruiting immigrant drivers from abroad, you might want to consider some special retention measures, even well after they've arrived.

Some cynics in trucking (yeah, they exist) will tell you that carriers who recruit manpower from overseas are just sticking bargain-basement Band Aids on Canada's growing driver recruitment quandary.

But scouting drivers from beyond Canada's borders isn't exactly cheap—around \$7,000 to \$10,000 per guy, once you factor in travel expenses, information sessions, screening, hiring and training, not to mention all the social incidentals concerning family and assimilation once the driver gets here. So, after footing that kind of bill, the sting of losing a driver who's returned to the homeland—or worse, jumped aboard another wagon in this country—isn't easy to get over.

There's a delicate balance in treating immigrant wheelmen like Canadian drivers,

says Brenda Cuthbert, corporate director of human resources for the Siemens Transportation Group.

The company, which operates 10 carriers, has been one of the larger players in Saskatchewan's Provincial Nominee Program (PNP), which allows carriers to expedite the immigration of foreign truck drivers.

Across Alberta, Saskatchewan and Manitoba, Siemens currently has 325 immigrant drivers and will import more under B.C.'s soon-to-launch PNP.

Losing these drivers is extremely expensive, but the only proven way to mitigate defections is to spend money up front—and not just on paychecks.

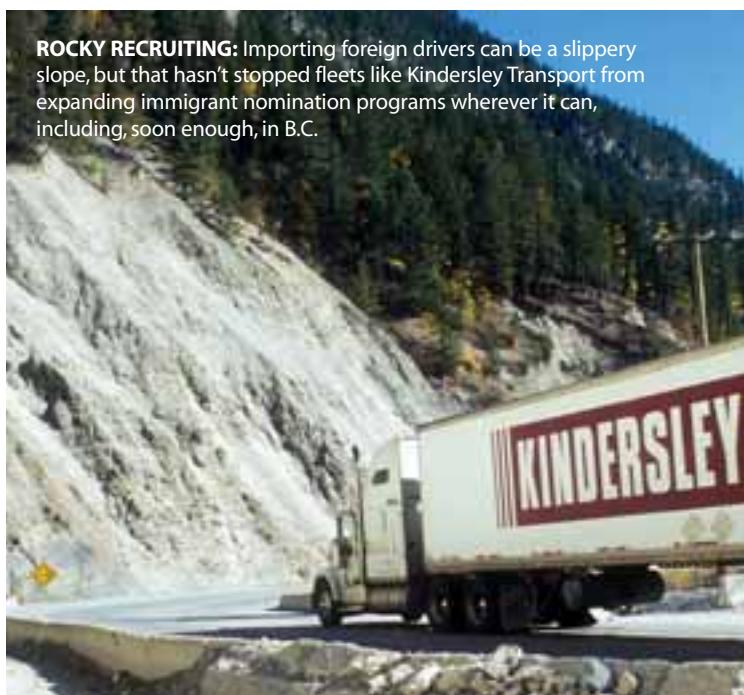
"Of course we do a few extra things for the immigrant drivers because they have to feel settled and comfortable living in

Canada," explained Cuthbert. "We spend a lot of one-on-one time with them. They get lots of face time, rather than satellite messaging, and we have a dispatcher dedicated to the immigrant drivers as well."

As a result, Siemens' turnover rate among its immigrant drivers is sitting at 30 percent—better than most who play the foreign recruiting game.

"Some go home for a number of reasons but it's usually

ROCKY RECRUITING: Importing foreign drivers can be a slippery slope, but that hasn't stopped fleets like Kindersley Transport from expanding immigrant nomination programs wherever it can, including, soon enough, in B.C.



Truckers

family issues," said Cuthbert. "Some leave because they don't like the company and some leave because they've been in trucking their whole lives and want to try something else. But we're very pleased with that [turnover] number."

THE DRIVER'S SIDE

Money and training are important, but just as key—and so many carriers miss this point—is accessible family and community support, says Phil Marwood, an immigrant company driver with Big Freight Systems in Steinbach, Man.



"It's an absolute must. A driver's got to feel comfortable that if he's gone for a couple of weeks on the road and a situation arises at home, the company will be there to help out," said Marwood, from a truckstop in Kelowna, B.C.

"When you leave your wife and children at home in a strange country, you need to feel comfortable about it."

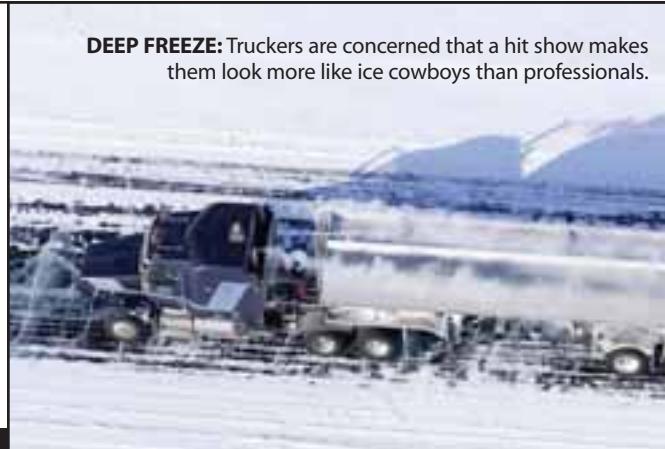
As a 43-year-old single man from the U.K., Marwood is the type of immigrant that needs less attention than others, but even for him coming to Canada in 2005 was a big move.

"You miss your family and friends. I may be single, but everything is new when you come here and everything is done differently from how it was done at home," says Marwood.

A 20-year trucking veteran back home, getting used to the work here was the easy part for Marwood. It was battling bouts of homesickness that tested him in the beginning. But overall, he's happy with the choice and recently bought a house in Winnipeg.

As for the temptation to look for greener pastures now that he's settled, Marwood admits it infects some drivers, but he likes

DEEP FREEZE: Truckers are concerned that a hit show makes them look more like ice cowboys than professionals.



Courtesy the History Channel

FROZEN TUNDRA TRUCKING

POPULAR TRUCKING SHOW NOT ON THIN ICE, PRODUCERS SAY

Fans of the History Channel's immensely popular TV series on ice-road truckers may be watching an entirely new cast of characters in the second season.

The producers of *Ice Road Truckers* are so encouraged by the ratings of the show's inaugural season, that they want to start filming a new set of episodes. However, a group of ice-road haulers that agreed to be part of the reality series are getting cold feet about a second go-around, CBC reported in January. The reality show is supposed to document what life is like for a handful of truckers hauling goods along the frozen Contwoyo seasonal ice road that links Yellowknife with remote mining sites several hundred kilometers away.

But some of the companies claim that the show exaggerates the industry, glorifying the dangers of ice-road driving and depicts professional drivers as cowboys "making a dash for money at a very high risk," according to Tom Hoefer, a spokesman for diamond mine company Diavik. "It's very far,

far from the reality of how we operate the road, and so we just didn't see any value in continuing that message," he told CBC, adding that the filming and mounted cameras were creating distractions for drivers.

Asked to respond, a History Channel spokesperson said the network has nothing but respect for the truckers and their professionalism. "We appreciate the opportunity we had to work with the Contwoyo ice road to document the work of these pioneering truckers who are doing an extremely challenging job in harsh conditions to service the people and businesses in their community. For decades these truckers have been making a straight line in the frozen roads that are virtually unknown to the rest of the world."

The spokesperson couldn't say whether the network was scouting a new cast of truckers, but did confirm to us the show will definitely be back. "With the assistance of the territorial government we have identified another frontier and a new ice road for season two."

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where he's at. "There is a sense of loyalty because they brought us over here ... and gave us a tremendous amount of support to help us settle," he says.

"You do have moments of course. But it's never enough to really force me to move. The dispatcher knows me really well and how I like to work, which is a big bonus."

Jim Clunie has seen his share of immigrant drivers move on, but he's still convinced hiring foreign drivers is the best long-term solution to the industry's driver shortage. Owner of 25-truck fleet, Kelsey Trail Trucking in Saskatoon, Clunie has participated

in the PNP for three years and imported about 35 Filipino drivers.

"There is no choice for the industry," said Clunie. "Our driver problems haven't gone away, they've just changed."

"Drivers that have left do it for the same reasons Canadian drivers move around," notes Clunie. "Our market of flat-deck Super B's is extremely labor intensive and they think it would be easier to go pull a van."

It's no secret that some immigrant drivers—especially visible minorities—can be given a rough ride from co-workers. But Clunie says his fleet doesn't have that problem.

"Our [Canadian] drivers would rather work with a foreigner who takes the job seriously, than a Canadian guy who doesn't."

And there's no price you can put on that kind of attitude.

— Steve Macleod

Quebec Laws

Speed Limiters Not Included

Late last year it looked as if Quebec would become Canada's first province to enact legislation requiring speed limiters on all commercial trucks. That, though, may no longer be the case.

The Quebec government passed a bill that

PETITION AIMS TO OVERHAUL TRUCK TRAINING

The family and friends of two young sisters killed in a tragic accident allegedly caused by a trucker have launched an Internet petition aimed at encouraging the Ontario Ministry of Transportation (MTO) to toughen up training standards for commercial drivers.

The website's creator, James Faulkner, points out that there are currently no standards for commercial driver trainers in Ontario, which means "unscrupulous [driving] schools" can hire their own trainers who lack the proper knowledge and experience to train new drivers to the industry.

In September, Vanessa De Ceglie, 19, and her sister Isabel were in a Honda Civic traveling northbound on Airport Rd. in Caledon, Ont. when a gravel hauler slammed into their vehicle as it was making a left-hand turn. Vanessa was pronounced dead at the scene. Isabel was transported to hospital in critical condition. Two days later, Isabel succumbed to her injuries. Sadly, the day of the accident was her 23rd birthday.

The truck driver, Gurjant Singh Sidhu, was charged with two counts of negligence causing death. He is currently out on bail.

The family and Faulkner are collecting petitions at www.truckpetition.com in an effort to get the MTO to adopt recent training standards recommendations made by the Advisory Council for Truck Safety (ACTS).

The proposed standards include entry-level commercial driver training criteria, and competency-based performance standards for professional commercial driver trainers.

At press time, the site had collected nearly 10,000 names for the petition.



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Dispatches

includes several new traffic safety measures, including further restrictions on speeding, cell phone use at the wheel, drinking and driving, and the introduction of traffic control devices like red light cameras and photo radar.

However, contrary to some other trade press reports from last month, the speed limiter-specific provision contained in Bill 42 was not adopted by Quebec's Parliament.

That's not to say that the measure is dead. But as TodaysTrucking.com reported just before government officials voted on the bill, the Quebec Ministry of Transport wants to first see if other Canadian jurisdictions also commit to governing speed of heavy trucks to 105 km/h.

"We will have discussions with people in the industry. We need to wait until the status of the project is further developed in other jurisdictions ... in order to have a concerted action,"



MTQ Information Agent Jean Armand told our sister publication, *Transport Routier*.

In neighboring Ontario, where the idea of speed limiters was first drafted and promoted by the Ontario Trucking Association (OTA), Transportation Minister Jim Bradley is reportedly on the verge of introducing similar legislation.

Asked if Quebec is willing to be the first out of the gate while other jurisdictions debate the issue, Armand said his ministry wants to at least "see what will happen with surrounding provinces." But he was clear that Quebec would not put itself

on an island by adopting the rule on its own.

Furthermore, Armand noted that the province needs to clarify some technical aspects of the legislation, such as how it would apply to model trucks older than 1995, which are not equipped with engine governor technology.

Robert Transport President Claude Robert—a strong and opinionated proponent of speed limiter legislation for Quebec and the rest of Canada—isn't willing to be that patient.

"It's a mistake. Since when do you ask your neighbor to shovel his driveway before you clean yours? It is stupid,"

LIMITERS AT A CROSSROADS?

Despite some media reports, speed limiters in La Belle Province isn't a done deal—at least not until neighboring Ontario makes them law, too.

he said in an interview immediately after the decision. "If they [the government] are waiting for others to move before doing something, it will never be implemented. They are destroying the project by doing nothing. We need to walk the talk."

Meanwhile, aspects of the Act that were passed by Parliament include doubling the fines and demerit points imposed under the Highway Safety Code for excessive speeding. Also introduced is an immediate seven-day licence suspension for such speed violations.

Drivers whose blood-alcohol concentration level

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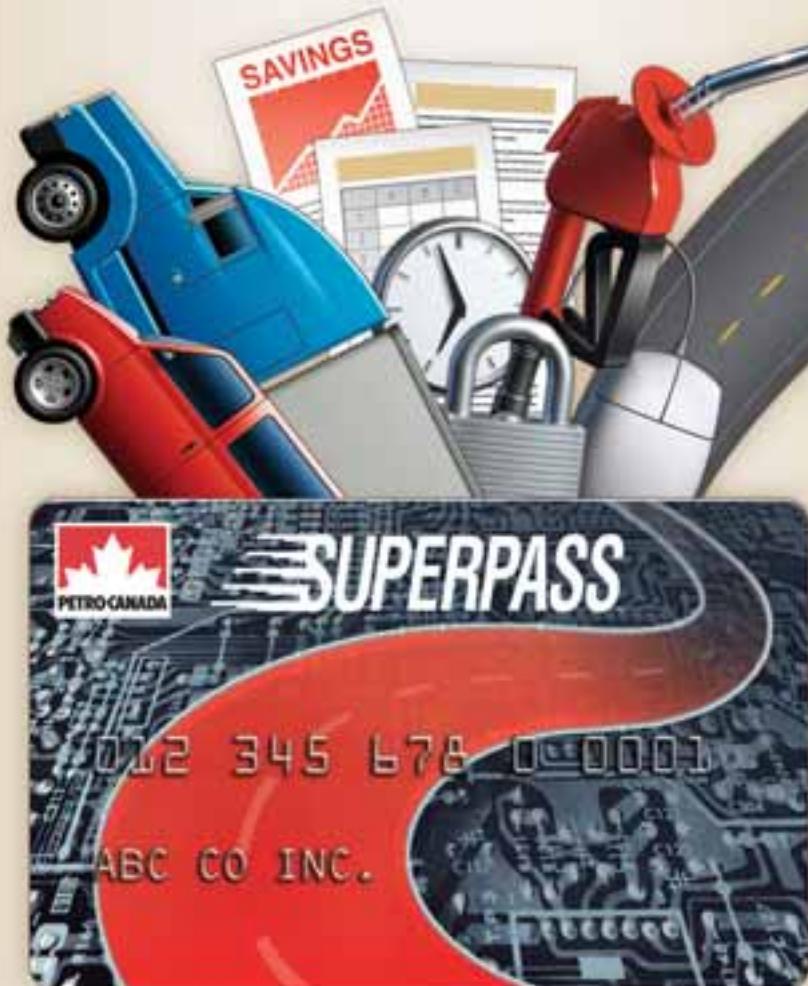
March 27-29

2008 Mid America Trucking Show, Kentucky Exposition Center, Louisville, Ken. With over one million square feet of space and more than 1,000 exhibitors, this is the U.S.'s largest truck show for truck OEMs, carriers, and component suppliers. Contact: 502/899-3892 or go to www.truckingshow.com.

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is in excess of 80 mg in 100 ml of blood will have their licences suspended for 90 days—up from 30 days. An immediate 24-hour suspension for drivers whose blood alcohol level is between 50 and 80 mg will also be imposed.

Police now have the authority to immediately seize, for 30 days, a vehicle driven by a person whose blood alcohol level is in excess of 160 mg.

Also under the bill, the province will install photo radar devices and red light cameras at determined locations for at least 18 months. The owner of the vehicle involved will be held responsible unless he can prove that the vehicle was in the possession of a third

party without his consent at the time of the infraction. The pilot program will be reviewed 12 months after being implemented.

Most of the provisions of the Act come into force on April 1, 2008.

Black Boxes

EOBR Proposal 'Lacks Teeth'

U.S. truck safety officials need to seriously rethink their department's proposal to mandate electronic on-board recorders (EOBRs) only for "repeat violators" of hours-of-service rules, says the U.S. National Transportation Safety Board.

In a letter to the Federal Motor Carrier Safety Administration (FMCSA),

the sister agency's chairman, Mark Rosenker, expressed concern that FMCSA currently lacks the "resources or processes" necessary to identify and discipline all carriers and drivers who are pattern violators.

"Consequently," says the department, "a program to impose EOBRs on pattern violators that relies on the current compliance review program to identify such carriers seems unlikely to be successful."

FMCSA's proposed plan would see EOBRs required for a minimum of two years for carriers and independent owner-ops deemed "most likely to be a safety hazard on the road."

Carriers charged with two serious HOS review violations

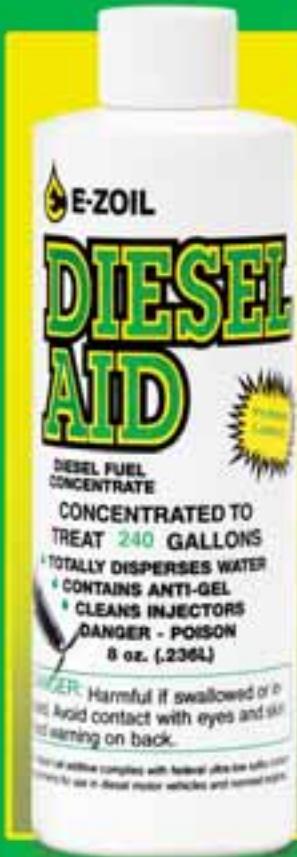
(with a rate of violation greater than 10 percent), in a two-year period, will have to fit their fleet with EOBRs.

The technology would continue to be voluntary for all other carriers, although FMCSA is introducing incentives to encourage further EOBR implementation.

The safety board, however, says it is unconvinced that incentives are sufficient to override the financial motivation that violators have for continuing to cheat on HOS regulations. Additionally, "encouraging motor carriers to perceive EOBRs primarily as a means of punishment could undermine the FMCSA's goal of achieving voluntary industry-wide acceptance," said the agency.

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Dispatches

EOBRs on truckers with two serious violations would ignore countless of other potentially dangerous fleets, says NTSB, citing one particular case study in which a fatigued truck driver slammed into another truck, fatally injuring its driver.

The agency's investigation of that incident found that the offending Equity Transportation Co. driver was fatigued and in a "reduced state of alertness" when he failed to stop upon encountering traffic congestion in a temporary traffic control zone.

The reconstruction of the Michigan accident revealed that the driver had been on duty continuously for 19.75 hours—exceeding daily work

heard on the Street

■ INDUSTRY PIONEER PASSES: John

Thompson, one of Canada's most respected fleet owners and trucking industry advocates, died in late December in Toronto.

Thompson, the longtime founder and owner of **JOHN THOMPSON MOVING & STORAGE**, would have turned 69. According to his son Robbie, Thompson received bad news on his health in the fall, but was in good spirits before he passed away.

OTA President David Bradley has described Thompson as a staunch supporter of the industry and OTA. "The news of John's passing has been received with great sadness by the

limits by over five hours—and had been behind the wheel for almost 14 cumulative hours.

Although Equity Transportation was cited for HOS violations in a July 2004 compliance review, it

Ontario Trucking Association," he said. "John was one of the great gentlemen of our industry. He was a kind, friendly man who enjoyed life and who others enjoyed sharing life with. I was very fortunate to have had the opportunity to get to know John on a personal basis.

Thompson's career began as a driver with Allied Van Lines in 1960 before becoming manager of the Owen Sound office in 1964. He formed his own company, John Thompson Moving &

Storage Ltd., with one moving van in 1967, growing it to about 80 trucks and 100 employees by the time he retired in 1990. In 1999, Thompson was the recipient of the OTA Trailmobile Service to Industry Award—one of the highest industry honors a trucking professional can receive.



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truck sales index

November 2007

satisfactory ratings prior to the accident, notes NTSB.

"The only way in which EOBRs can effectively help stem hours-of-service violations, and thereby reduce accidents involving a commercial driver's reduced alertness or fatigue, is for the

FMCSA to mandate EOBR installation and use by all operators," the safety board says.

Furthermore, until a more effective system for ensuring driver records via EOBRs is in place and oversight of lax carriers improves, the NTSB says the DOT must also strengthen its existing paper log requirements.

"Requiring that all logs be sequentially numbered and bound, booklet fashion, would assist motor carriers and inspectors in accounting for original log entries.

Also, requiring that the motor carrier and driver keep any corrected logs [with an explanation for the corrections] with the original logs would further enhance the integrity of an accounting program," writes Rosenker.

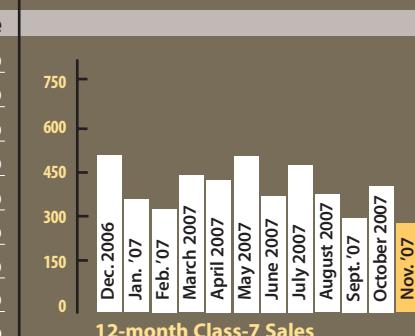
The NTSB doesn't necessarily hold any authority over its sister agency, but its comments could indeed influence the FMCSA's final rule on EOBRs, expected later this year.

John Hill, head of FMCSA, indicated that the FMCSA intends to expand those requirements and stated that "the future of hours-of-service compliance is in EOBRs." ▲

CLASS 8	This Month	YTD '07	YTD '06	Share
International	359	5257	7135	22.4%
Freightliner	279	4355	7141	18.5%
Kenworth	295	3826	6022	16.3%
Peterbilt	221	2815	4213	12.0%
Sterling	165	2318	2640	9.9%
Volvo	165	1703	3422	7.2%
Western Star	132	1702	2448	7.2%
Mack	147	1521	2385	6.5%
TOTAL	1763	23,497	35,406	100.0%



CLASS 7	This Month	YTD '07	YTD '06	Share
International	71	1098	1376	25.6%
General Motors	34	629	1198	14.7%
Peterbilt	57	610	728	14.2%
Kenworth	37	590	667	13.8%
Freightliner	28	511	488	11.9%
Hino Canada	21	425	401	9.9%
Sterling	27	298	371	7.0%
Ford	11	122	97	2.8%
TOTAL	286	4283	5326	100.0%



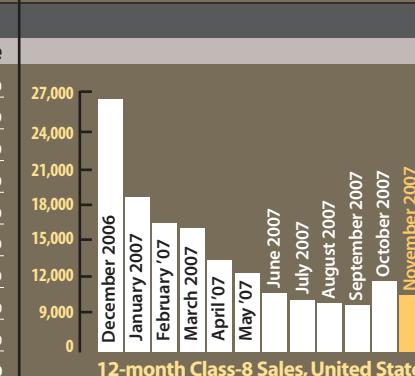
CLASS 6	This Month	YTD '07	YTD '06	Share
Hino Canada	26	356	271	34.4%
International	18	264	433	25.5%
General Motors	17	160	211	15.5%
Ford	12	125	89	12.1%
Freightliner	3	98	125	9.5%
Sterling	5	32	59	3.1%
TOTAL	81	1035	1188	100.0%



CLASS 5	This Month	YTD '07	YTD '06	Share
Ford	167	2001	2270	40.9%
General Motors	113	1307	1579	26.7%
Hino Canada	53	697	692	14.3%
International	44	546	496	11.2%
Sterling	27	171	0	3.5%
Freightliner	3	167	173	3.4%
TOTAL	407	4889	5210	100.0%



U.S. RETAIL TRUCK SALES				
CLASS 8	This Month	YTD '07	YTD '06	Share
Freightliner	1901	34,788	71,740	25.0%
International	2441	27,154	49,359	19.5%
Peterbilt	1206	18,384	33,915	13.2%
Kenworth	1432	17,914	29,866	12.9%
Volvo	1626	14,262	27,217	10.3%
Mack	956	12,204	25,841	8.8%
Sterling	636	11,272	15,172	8.1%
Western Star	97	2168	3097	1.6%
Other	14	785	1297	0.6%
TOTAL	10,309	138,931	257,504	100.0%



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

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

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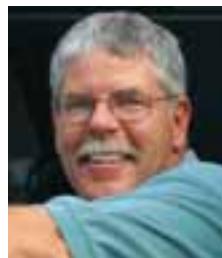
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Today's Trucking On The Air

driver's side *We're taking to the internet airwaves with audio interviews of the folks you read about in the print version of Today's Trucking. By Jim Park*

Shameless self-promotion is what this is, so I apologize in advance, but my father used to tell me, if you don't blow your horn, nobody else is going blow it for you. We've launched a new feature on our website. Some of you may already have discovered it. It's a bi-weekly series of interviews with the people you read about in *Today's Trucking*. The difference is, these are audio interviews, in a streaming format. You can download them too, and listen to them on your computer later or maybe on your MP3 player driving home from work.

When you read a story in the magazine, you'll find quotes in our stories from the folks who figure prominently in the story. As a journalist, it's my job to conduct an interview, and then pull the salient points forward and get them onto the printed page. We weave words around the quotes to pull the story together in a way that strays not too far from the point.

While we generally do a good job of sorting the wheat from the chaff in the magazine, but in staying on point and spinning a compelling tale there's a lot in a half-hour discussion that we can't fit it into a 1,200-word story. This new audio format gives us a lot more latitude to explore a topic, and to drill deeper than we can in print.

The interviews will run about 10 minutes. You can cover a lot of ground in a

10-minute conversation. The nice thing about the format—just like radio—is that you can keep on working while you listen. Or listen while you're doing something else. You won't have to set aside

In the age of Internet, broadcasting is no more difficult than setting up a mic and starting to talk.

what you're doing to make time to read or watch the story we're presenting.

Over time, we'll be featuring people you've read about in the magazine, and others with something interesting to say. We have hours of interviews banked so far, and we'll be doing more as we move forward. If you're a CBC listener, think of this as the *As It Happens* of trucking (sorry Barbara and Carol). Actually, that's a lofty target, but I think I'm up to the task.

Before I came to *Today's Trucking* and *highwaySTAR*, I worked at a radio station in Hamilton doing an all-night show for truckers. 820 CHAM had a really strong signal, and my show could be heard from Winnipeg to Moncton on some nights. I had a regular

listener in Finland, too. He used to send me tapes of the show he'd recorded—just to prove he'd heard it.

In the age of Internet, broadcasting is no more difficult than setting up a mic and starting to talk. Posting podcasts to an Internet directory is as easy as e-mail. And the hours are better too—at least for the host. For the listener, the hours are any-time. Click and listen at your



convenience, or as I suggested, download it and take it with you for the trip home in the car.

Ease of execution notwithstanding, what we think will make the difference in this case is access to the best, brightest, and most interesting subjects. We're pretty well

connected here, and we call many of the experts out there our friends. We'll have no difficulty making some very engaging radio.

In addition to one-on-one interviews, we'll be doing round-table discussions with small groups, and we'll be taking our mics to various events and bringing you audio coverage of speeches, presentations and the like, that will be of interest you, the reader—and soon, the listener.

If you subscribe to any of the e-newsletter products we offer, such as Rolf Lockwood's Product Watch, or NewsFirst, you be getting an alert about the latest audio installment. If you're not yet subscribed, take a moment to sign up at todaystrucking.com.

As well, if you have any suggestions as to people we should be talking with, or topics you'd be interested in, drop me a line at jim@todaystrucking.com. We're pretty excited about this new feature, and we've got more than a few ideas on how we can expand from the basic interview format.

Please visit todaystrucking.com and click on the "In Depth" icon to listen to the first podcast in the series—at your convenience. I think you'll find it worthy of 10 minutes of your time. ▲

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

Street Smarts

INSIDE:

25 Fighting February blues

27 Hanging on to staff

MANAGING PEOPLE, TECHNOLOGY, BUSINESS, AND SAFETY



EXTRAORDINARY PAIR: Doug Smith, seen here with his wife Phyllis, was named to the Order of Canada and received the 2007 Trailmobile Service to Industry Award.

The Honorable Mr. Smith

profile *“His word’s his word’s and that’s that.”* By Peter Carter

The only person not interested in talking about what a great guy Manitoulin Transport founder and president Doug Smith is is Doug Smith himself. The entrepreneur who Governor General Michaëlle Jean recently invited to be a Member of the Order of Canada—this country’s highest civilian honor—might well be one of the quietest and humblest men in business.

Indeed, when the Governor General office called Smith in November to ask if he'd accept the nomination, he thought they called the wrong guy.

And according to Harry VanderWeerden, Smith's friend and neighbor who started the project two years ago by nominating

Smith, when he was informed that he won, the trucking executive's response was “why me?” VanderWeerden says Smith originally thought of turning down the award but then on second thought figured he might insult somebody if he said no to Rideau Hall.

So why Smith?

For starters, the official statement says, Smith is “a business leader, philanthropist and champion of economic development in Northern Ontario.”

That might scratch the surface but it doesn't touch the primer.

First, like many successful truckers, Smith maintains his head office in a small community; this one called Gore

Bay, Ont., located on the northwest corner of Manitoulin Island—population about 10,000—in the upper reaches of Georgian Bay.

Manitoulin Transport was an offshoot of Smith's parents' wholesale food business. In the early '60s, the family sold the wholesale company to National Grocers but purchased an outfit called Hills Transport to cart produce from Southern Ontario to Gore Bay for local distribution.

The company grew muscularly through the next decades, delivering to Northeastern Ontario and parts of Quebec. The operation expanded westward by buying Lakehead Freightways in Thunder Bay in '91. The next year, they picked up Jet Transport, in Cambridge, Ont., establishing a southern Ontario beachhead.

Today, the privately held consortium that bills itself as “Canada’s largest freight-management provider, with more direct

Canadian service points than any other LTL carrier in North America" ranks 17th on the *Today's Trucking* list of Top 100 For Hire Carriers with more than 50 terminals, 580 tractors, and 1,300 trailers.

Manitoulin is also one of the largest employers in the region. And while his sons Gordon and Jeffery are assuming more and more of the day-to-day operations, Smith is still busy with the company and very active in the community. He swims a half an hour every day and plays jazz clarinet in a band.

Brent St Denis, the Liberal MP for Algoma-Manitoulin, says Smith's company is a huge boon to the area. "It's a well-known fact that Doug and his wife Phyllis and Doug in particular has been an exceptional leader when it comes to supporting not only community organizations but the community at large."

St Denis adds that although he's not a personal friend of Smith's, he is aware of the trucker's efforts on behalf of the industry, particularly when it comes to border issues.

For several years, Smith was on the executive of Ontario Trucking Association (OTA). For part of that time, the chair was Paul Hammond, of Muskoka Transport Ltd. Like Smith, Hammond launched an internationally successful OTR fleet out of a small northcentral Ontario community; namely, Bracebridge.

"Of course we're competitors," Hammond says. "But as competitors go, Doug's one of the good guys. He doesn't get into things like fooling around or rate cutting even when things got rough."

"Right now, it's pretty tough out there and there's lots of guys ready to slash their rates, but he's not that kind of competitor. He's an old-school kind of guy; his word's his word's and that's that."

The current OTA President David Bradley shares Hammond's admiration for Smith.

"His [Smith's] is truly a great success story," Bradley says. "He's not only a successful trucker, he's community minded and the fact that he's so self-effacing makes the award that much nicer."

Bradley, whose organization has been lobbying for more than a year to have speed limiters mandatory on highway trucks, cites Smith's company as evidence

that limiters are no impediment to successful trucking.

Manitoulin's fleet has been governed at 90 km/h for years. "He knows how important capped speed limits can be, and he's very successful," Bradley points out.

And, Bradley adds, "Doug is an awfully nice man, and he's also, when you get to know him, very funny."

Both Hammond and Bradley had a memorable taste of Manitoulin hospitality when Hammond was OTA chair and the pair flew to Gore Bay on Smith's twin-engine plane. After the day's business was done, they took off for Toronto again, but just as they soared over Georgian Bay, one of the engines blew a piston and the plane—listing slightly and sopping with oil—made an emergency return to Gore Bay. Bradley says he wasn't scared. Hammond admits he sure was.

"To this day," Bradley says, "We laugh about it and Doug says if he ever sends us a plane again he promises it'll have a working engine."

If there's one thing that does work around Gore Bay, it's the trucks. "The Smiths know how to move freight," observes long-time Northern Ontario fleet

product such as lumber or steel could be pulled at the same time as general freight, which could go in the supertruck box.

Meanwhile, back on Manitoulin, Smith is more famous for his contributions to the community. Despite his low personal profile, The Manitoulin Transport Group and the Smiths figure prominently wherever there's a need. Says MP St. Denis: "Whether it's high-school teams or the legion or organizations in support of cancer research, he is a leading light in the community. When there's a situation of need he and his company have stepped up to be very, very helpful."

Sixty others were invited to join the Order of Canada at the same time as Smith, among them Wayne's father Walter Gretzky, cited for his community and volunteer work, and David Letterman's band leader and Thunder Bay native Paul Shaffer.

Smith is not the first trucker to join the Order of Canada, either. In 1978, the former executive vice president of the OTA Joe Goodman was recognized for 45 years of dedication to the industry and in 1998, Tramac founder Bud McCaig got the nod because of his business development and

ORDER OF CANADA

The Order of Canada was created in 1967 and is awarded to Canadians in all sectors of society who have shown a lifetime of outstanding achievement, dedication to the community and service to the nation.

For more information and if you would like to nominate somebody, log on to www.gg.ca and follow the links.



Her Excellency the Right Honourable Michaëlle Jean

owner and technical wiz Art Fraser, who has known the family, he says, "ever since I was a little kid and I'm not telling you how old I am."

"They know how to rate stuff and they know how to move freight," he says. "They know how to load trailers and how to treat drivers. They're consistent and the drivers have runs that make sense."

Another Manitoulin innovation that speaks to Smith's trucking ingenuity is Smith's invention, The supertruck. He came up with it in 1980. The rig consists of a cabover tractor with a 13-foot dromedary box. This box allowed temperature-controlled freight to be moved while pulling a stake-and-rack trailer, so heavier prod-

ucts such as lumber or steel could be pulled at the same time as general freight, which could go in the supertruck box.

Coincidentally, the very same week that Smith received the call from the Governor General's office advising him of the award, he was told he was the recipient of the 2007 Trailmobile Service to Industry Award, which he was presented at this year's annual OTA convention.

Next on his dance card, Smith says, to meet Governor General Jean "sometime in either 2008 or 2009" as a special Order of Canada induction ceremony. ▲



So... what's The Full Story?

The Full Story offers a deeper look at the industry's most important issues such as border-crossing, hours-of-service legislation, the upcoming diesel emission regulations and much more.

To keep on top of these and other issues, you'll want to check out The Full Story next time you visit todaystrucking.com.



THE**FULL****STORY**

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Battling the Blahs

safety *How some guy's bad mood can be your corporate liability.*

By Brian Botham

Experts tell us that at this time of year—especially in the northern hemisphere—depression can run rampant.

It's not hard to understand why. We've got cold weather; snow; slush all over the place and short, dark days. Add to that the whack of bills everybody is faced with after Christmas and a gloomy business climate and all you have to do is read about it and you start feeling down.

In our industry, winter-time blues is a serious and potentially dangerous issue.

There's a good chance you'll see an increase in collisions, safety violations and injuries at this time of year.

When people are depressed, they become apathetic. A depressed driver probably won't do proper vehicle inspections, and neither will he be alert and aware of his surroundings while behind the wheel or when loading, doing paperwork, unloading, etc.

Over the years I have interviewed many drivers who were involved in collisions and injuries, and almost 95 percent of the time I found that the driver's emotional state played a measurable role in the mishap.

As far as I'm concerned, a driver who shows signs of depression should be taken out of the truck until he has a better handle on things.

Depression can also cause drivers to become very irritable. They will get angry



When people are depressed, they become apathetic. A depressed driver probably won't do proper vehicle inspections, and neither will he be alert and aware of his surroundings.

over things that normally wouldn't bother them, and everybody knows that anger can contribute to bad decision-making.

And let's not even discuss road rage. Any driver showing even the slightest sign of rage shouldn't be allowed behind a wheel.

So what can you do to help minimize depression and anger during this bleak time of year?

The first step is to recognize it as a problem; everyone needs to be aware of the February blahs and how the malaise can negatively impact your company.

Reminding your drivers of the consequences they will face if they aren't on their game all the time will bring it to the forefront of their minds and help them deal with it.

If you run an operation that

has southbound trips into warmer climates, try to share those among your drivers. Just seeing sunshine and being in warm weather can help fight depression. That's why people vacation in Florida.

If you don't run south then maybe scheduling some off-duty time or allowing drivers to take a significant other with them on a run can help. For worst-case scenarios you should have an Employee Assistance Program (EAP) in place so whoever needs help can talk to somebody about their issues.

Don't forget to include your dispatch and administration personnel. They can also suffer from the blahs and their actions can affect their co-workers, clients and business, too.

Sometimes, something as simple as pot-luck lunches or

extra-curricular activities for your internal staff can help keep people feeling better and focused on their jobs.

You might consider introducing an awareness campaign so people will understand the consequences of the seasonal mood change so they will at least be aware of it.

And remember that anger and depression can affect your staff anytime of year.

It's just worst during this shortest month.

Especially if business isn't as brisk as you'd like it to be. Uncertainty about the future is extremely hard on everybody.

And don't forget. Spring's just around the corner. ▲

Brian Botham, CDS, is a Certified Director of Safety through NATMI. He can be reached at 519-533-3656 or bbotham@cmvsafety.ca.



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Respectfully, Yours

safety *A few tips for keeping those folks you want around. By Kevin Snobel*

In 1976, when I first got into this business, I reported to a gentleman named Jim Marshall, at the time vice-president of operations for the old TNT Group of Companies.

Jim was an old-time trucker who lived by the motto; "The least important letter in business is i." Another way of putting it is, "there is no 'i' in teamwork."

As I have progressed through various capacities and functions, it has become crystal clear that if you don't surround yourself with good people you will never survive.

Nowhere does this apply more than when you're talking about your driver pool.

Attracting and hanging on to good drivers is probably the biggest challenge we face.

Some insurance companies want us to only hire a driver with three years' experience. Others do not recognize overseas experience as driving experience. Some will let us bring drivers from other countries and set them free.

Hiring drivers is more complicated than it has ever been. We have to check due diligence; we have to investigate credit history, medical background; employment records; and it all must be done within the constraints of privacy legislation. Hiring is also quite expensive.

Once a driver is hired, it's a matter of hanging on to him. Otherwise you'll be back to square one with the complicated hiring process.

As far as I can tell, successfully keeping drivers—or any other staff members—comes down to one thing. All owners, managers, supervisors, drivers, dispatchers, dock-workers, department heads, administrative support staff, etc., want respect.

to do everything on your own.

We should welcome with open arms anyone wanting to break into this industry and we should also welcome any information that will help us operate smarter, more efficiently or more effectively. That applies to your new hires,



Attracting and hanging on to good drivers is probably the biggest challenge we face today.

Communicate this from the top down and you will grow and continue to grow. When people immigrate to North America from another country, they bring with them the will to work. The hardest part is the mentality change required to work within a North American infrastructure. And many new Canadian drivers quit because of a lack of respect from their bosses as well as from customers.

How do you show respect? For one thing, communicate your ideas. Secondly, don't try

too. Listen to what they have to tell you. If they come from truck-driver training schools and bring new ideas to the table, take the ideas seriously.

As well, when it comes to training, don't be miserly. I'm always surprised when I hear that people in our industry will spend so much time training a new dispatcher on HOS, DOT, customer requirements and company policies but then give a new driver a one-day course before outfitting him a quarter-of-a-million-dollars' worth of truck and trailer and even more in

freight and then let him hit the road.

Who is in front of the customer for the pickup? Who is in front of the customer for delivery? Who is in front of the Customs Broker for clearance? Who is in front of the U.S. Customs guard? Who has to know all of the DOT laws in the U.S.? The driver, of course.

I am sure we all need to spend a lot more time training drivers than we do. We have to reward drivers for their actions more, and finally we have to acknowledge those drivers in front of their peers.

As an individual, I know I am continually retraining myself taking courses and attending seminars that will help me work smarter and more efficiently. I am always reminded of something I learned at a seminar I attended. I also get paid for the training time. It's another sign that the company respects me as well as my ideas.

Let's continue to grow and prosper. Our industry may not be the most glamorous and we may have trouble attracting people into it.

However anyone who has been employed in this industry for more than a couple of years knows that it gets in your blood. The trucking industry is interesting and satisfying and after you spend a few years in it, trucking's hard to leave. Let's not make it hard to get into. ▲

Kevin Snobel is general manager of Caravan Logistics Inc.

The search has begun for the

2008 highwaySTAR of the Year

We're looking for one driver who embodies the term professional. A driver with that certain outlook on life and the industry that sets them apart from the rest. A driver who gives to the community, operates with the highest regard for other road users, and who generally sits tall in the saddle. In short, we're looking for a driver with STAR quality to be the 2008 highwaySTAR of the year.

The highwaySTAR of the Year award is open to

ALL drivers — company drivers and owner-operators alike. If you know someone worthy of such an honour, please take the time to complete the nomination form and return it to us as soon as you can. We'll be presenting the award during Truck World 2008, at Toronto's International Centre on Saturday April 19, 2008. Forms are available on-line at www.highwaystar.ca, www.todaystrucking.com, or use the form on the opposite page to tell us about your nominee.

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Please nominate someone who is more than a little bit special and truly deserves this award. Someone who is more involved in the industry and community than is utterly necessary, and is dedicated to professionalism with a clear commitment to safety and fuel efficiency. We're looking to recognize the whole person for all they do in life, not just the person behind the wheel. Our "highwaySTAR" will be honored during Truck World 2008 in Toronto on Saturday April 19, 2008.



Please take a moment to NOMINATE someone today.

The highwaySTAR of the Year may be nominated by anyone with a business or personal relationship to the nominee.

We will conduct follow up interviews with both the nominee and the nominator to ensure the accuracy of the information provided.

I WOULD LIKE TO NOMINATE:

Name:		
Company driver <input type="checkbox"/>	Owner-operator <input type="checkbox"/>	
Current employer/contracted to		
Home Address:		
City:	Province:	Postal Code:
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Name:		
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Address:		
City:	Province:	Postal Code:
Tel. home:	Bus:	Mobile:

TELL US ABOUT YOUR CHOICE. USE ADDITIONAL SPACE IF NECESSARY.

In your own words please explain why you think this person is deserving of the title highwaySTAR of the Year: Discuss their unique approach to work, their problem solving skills and business skills. Detail any courses taken, and certifications earned. Give examples of extraordinary customer service or any unique hobbies or extra-curricular interests including any community involvement.

**Remember, we can only judge your nominee by what you tell us. You may make a stronger case by sending additional information on a separate sheet.
Feel free to include supporting documentation with your nomination.**

FAX THIS FORM TO (416) 614-8861. This form can also be found at www.highwaystar.ca and can be electronically submitted. You may e-mail your nomination with all of this information to jpark@highwaystarmagazine.com, or, mail this entry to:

highwaySTAR of the Year
451 Attwell Drive, Toronto, ON M9W 5C4
Deadline for entries is March 1, 2008.

Description of selection criteria

In keeping with highwaySTAR's mandate, we are looking for a well-rounded, community-minded company driver or owner-operator who is active outside the trucking industry and takes the image of the industry personally. While driving record, years of service, and driving habits are important; they will be considered along with other aspects of the driver as a whole.

All nominees will be awarded points based on the extent of their community and industry involvement, efforts to improve our industry's image, general outlook on life, safety record, and years of service.

Nomination forms will be reviewed by a panel of editors and contributors to highwaySTAR magazine. A short-list of finalists will be peer-reviewed by a panel of drivers and owner-operators from across Canada.





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BY STEVE BOUCHARD

Abox on wheels. That pretty much sums up your average modern-day trailer. Trucks are a different story. Aerodynamics experts have been trying to soften the curves on tractors since they first appeared on the road. But trailers have remained the drag-reduction underdog.

A number of manufacturers have marketed trailer-add ons designed to cut fuel consumption, but only very recently have they been subjected to any type of rigorous testing.

Last fall, however, Transport Canada's test track in Blainville, Que., was invaded by a small army of researchers from various organizations determined to learn whether these inventions—trailer skirts, tail wings, aerodynamic skirts and fenders—made any fuel-consumption difference.

"The whole project started with a suggestion from Réjean Laflamme, from Robert Transport, and Alain Boutin from Cascades Transport, who wanted to use the Blainville tracks to do some testing," says Yves Provencher, program leader for FPIInnovations-Feric, the firm that managed the tests in order to ensure their scientific validity.

Participants included Transport Canada, the Quebec Transportation Ministry, the



Aerodynamics

DRAG KING: The researchers install the boat tail rear drag reduction system made by Transtex Composite of Montreal.

Trailer Trials

Agence de l'efficacité énergétique du Québec and the Institut du transport avancé du Québec, which measured the opacity of the emissions for the technologies. PMG Technologies manages the

Blainville's test and research center.

A dozen suppliers of trailer-add ons accepted the invitation to submit their technologies for scrutiny.

Transport Robert and Cascades supplied nine tractors and 11 trailers and in total, the team of about 30 researchers tested 16 configurations of devices and techniques.

The tests were performed on the high-speed track of the 6.4-km, high-banked, oval track. The length of a test run was 100 km and the drivers reached speeds of 100 km/h, measured by a radar gun.

The driving patterns included:

- Idling time;
- Quick acceleration;
- Cruising at 100 km/h;
- Driving on the right side of the track

THE TALE OF THE TAPE

OF THE DOZEN TECHNOLOGIES TESTED, THESE FIVE YIELDED THE BEST FUEL-SAVING RESULTS

SUPPLIER	TECHNOLOGY	SAVING (%)
Advanced Transit Dynamics	TrailerTails™, boat tail, rear drag reduction device	5.1
Freight Wing	Trailer skirt	7.2
Laydon Composites	Trailer skirt	6.8
Meka Form	Tractor drive axle fender	1.4
Transtex Composite	BoatTail, rear drag reduction device	2.6



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as close as possible to the painted line without touching it;

■ Normal cruising with the vehicle free to change lanes;

■ Decelerating, with the driver instructed to only use the service brakes.

Each test consisted of a baseline run, using non-modified vehicles followed by a test run with outfitted trailers.

The tests met SAE J1321 Joint TMC/SAE Fuel Consumption Test Procedure-Type II standards. Fuel consumption was accurately measured by weighing the temporary tanks before and after each trip.

FPInnovations-Feric's Marius-Dorin Surcel explains the methodology: "For the baseline stage, an initial test was conducted before modifying the vehicle. For this test, the control and test trucks completed a minimum of three test runs until it was statistically established that the results of a group of three tests were within a two-percent variation.

"During the final test, the same trucks completed the same trips a second time, after being modified. As in the baseline test, the trucks completed at least three test trips until it was statistically established that the results of a group of three



tests were within a two-percent variation."

The fuel consumption was determined by weighing the temporary tanks, before and after each trip, using a calibrated scale with a capacity of 150 kg and capable of measuring 0.05 kg. The repeatability of the scale was periodically checked during the tests using a set calibration weight.

Results shows that the savings possible with trailer aerodynamic trailers go from 1.4 to 7.2 percent, depending on the device installed (see Tail of the Tape).

However, Surcel points out that aerodynamic saving percentages cannot be arithmetically added.

The next experiments, he says, will establish how combining the devices would affect fuel consumption.

So where is the most critical turbulence zone on a trailer?

Says Surcel: "Usually, we consider that on a contemporary trailer for highway hauling, aerodynamic technologies can achieve a 15-percent improvement, distributed equally—five-percent between the tractor and the trailer; five percent under the trailer and five percent at the back of

SAVINGS IN ITS WAKE: (left) Another device tested was this boat tail, by California manufacturer AT Dynamics.

FENDER BENDING: The drive-axle fender is made by Meka Form of Saint-Alphonse-de-Granby, Que.



the trailer. You can also get an improvement of five percent with the tractor."

One final note. The results were obtained under virtual lab conditions; i.e., a closed track, constant speed, very high-quality pavement and nearly perfect weather.

"Many experts believe that, if an SAE-type test on a track shows an eight-percent improvement for a given technology, the actual saving for a real-life operation could be four percent," says Surcel.

In general, results obtained with the aerodynamic devices met the expectations, except for the skirts, which exceeded the expectations by one to two percent.

An operation similar in size to the participating fleets—averaging 200,000 km per year; using an average of 40 litres/km at \$1 per litre—could reap a gross annual saving of about \$800 per one-percent of fuel saved.

Translated, that's \$800 in your pocket for each percent of fuel saved. Per truck. ▲

SKIRTING THE ISSUE:

This Robert trailer is equipped with an aerodynamic skirt built by Laydon Composites from Oakville, Ont.

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Ontario's Ministry of Transportation (MTO) recognized several years ago that when it comes to truck safety, driver performance and behavior are the most critical factors. So MTO designed its two newest inspection facilities with that in mind, providing inspectors better opportunity to get up close and personal with drivers. Vehicle condition remains very close to the top of the enforcement priority list, and the new Super Coops let inspectors do a quick walk-around before making an inspection or pass decision.

What this means to carriers and drivers, or course, is trucks are now less likely to squeak through a roadside check unaccosted.

MTO recently opened two of these new facilities—one on the eastbound lanes of Highway 401 at the 22-mile-marker east of

views with the driver, often asking for logbooks and other pertinent paperwork. They'll be sizing up the condition of the driver while they're at it, looking for signs of fatigue or impairment. They will likely do a walk-around the truck as well, including a visual brake-stroke check.

"That's why we call that section triage," Beneteau says. "We can take a closer look than we were able to before at the old-style scales, and determine from there whether the truck or the driver needs more attention. If we're satisfied with the truck, and the driver's got everything in order, they're on their way."

Some will roll right through triage; some could spend anywhere from five to 20 minutes at the booth. That could create a backup on the inbound lane, so cameras monitor traffic volume on the off-ramp. The facility will close automatically when



DIFFERENT STROKES: A quick eye-ball inspection of trailer brake adjustment at the triage line helps inspectors decide which trucks warrant a closer look.



INFORMATION HIGHWAY: Data collected from the driver is entered on the RDC (Roadside Data Capture) by the inspector.

FACE-TO-FACE CONTACT

BY JIM PARK

Windsor, and the other on Highway 402, eastbound, a few minutes east of Sarnia. Construction costs were \$5.4 and \$6 million respectively.

The flashing lights on the highway warning signs still invite drivers in, but that's where the similarities to the old-style "chicken coops" end. Trucks no longer glide past the front of the building and onto a scale. All traffic is routed around back into what Windsor enforcement supervisor Dave Beneteau calls the triage area.

At the end of the approach ramp, there are two triage booths as well as a bypass lane for over-width loads. At the booth, inspectors do short face-to-face inter-

a dozen or so trucks have queued up.

Vehicle weight—axle, axle grouping, spacing, and gross—are logged as the truck enters the facility. The inspector in the triage booth is alerted to anything close to irregular. If vehicle weight is questionable, the driver will be directed to a plate scale adjacent to the booth for a more precise weigh-and-measure exercise.

Beneteau told *Today's Trucking* that weight violations are rare at these two new east-bound scales. "They're somewhere near fifth or sixth on our list," he says.

Still, MTO is watching—just not the way they do at other scales.

COME ON INSIDE

If weight isn't an issue, but something else has caught the inspector's eye, he or she will ask drivers to park in one of the inspection lanes—there are 13 of them at Windsor—before heading for the office.

"You can tell a lot about the truck by taking a quick look at it," says inspector Jeff Richards, who has been on the job nearly two years. "It's a sense. You get to know a book by its cover pretty quickly."

The decision to conduct a CVSA Level 1 inspection is made at the booth, based on what the inspector notices during the walk-around. Brakes are an obvious target.

A CVSA Level 1 inspection will take

Ontario's two new **SUPER COOPS** reflect a change in that province's enforcement policy.



BYE, BYE BYPASS: Inspectors can do their jobs safely, but truckers may have to wait in line just a little longer than before. There's no more bypass lane at Ontario's new Super Coops.

about 45 minutes, and nothing has changed in that regard with the new facility.

Inside the office, the inspector runs the driver's paperwork through the MTO's Inquiry Services System (ISS). ISS is connected to the Internet so they can search various databases for relevant information, including out-of-province driver and carrier licence information.

If violations are found, electronic records are created instantly and uploaded to the provincial records database, but nothing is final until a conviction is registered. When they're done, drivers get a printout of the transaction—no longer a hand-written report. If they discover no out-of-service violations, drivers get the green light to go.

MTO District Enforcement Supervisor Jennie Thornton says that the facility layout was designed to provide the inspectors with a better opportunity to get closer to more trucks more often.

"We recognize that drivers have schedules, so we try to keep processing time to a minimum. At the same time we'll be able to pick and choose more accurately who we want to inspect more closely," she notes.

"Our inspection focus is shifting toward driver compliance, so expect us to look at driver logs more often. And equipment remains a priority in Ontario, so we'll be checking the overall condition of the

trucks at the triage booths more often too."

Asked if the new inspection facilities are an improvement over the old-style scale building, Beneteau offered an emphatic yes.

"With the older buildings, we could only look at one side of the truck as it passed over the scale, and if we wanted to talk to the drivers, we had to stand out in the traffic, which had its thrilling moments," he says. "Overall, we're pretty happy with the design of the new facilities, but we're discovering little bugs in the plan, too. These are a work in progress."

MTO has no concrete plans to open any new-style inspection facilities elsewhere in the province, but Beneteau says there have been whispers about a westbound scale at Lancaster—near the Ontario-Quebec border on Highway 401. The new facilities aren't cheap, but they do offer inspectors a better opportunity to conduct enforcement activities where they're needed most.

If you're one of the good guys, this should come as a welcome change from the arbitrary nature of the old process. If you're, well, otherwise, we hear the words of the late, Al Palladini, a former Minister of Transportation in Ontario, echoing across the inspection lanes, "be afraid, be very afraid." ▲

WELCOME TO ONTARIO, MR. SMITH

MTO inspectors know everything about you before you even get to the booth. On the way into the facility, trucks pass over a weight-in-motion scale, and video cameras record an image of the truck as well as the licence plate (if it's not obscured by snow or dirt). A screen inside the triage booth displays the captured information, along with a visual display of the axle spreads and spacings (snagged as the truck passes over the WIM scale). Weights and dimensions compliance is calculated, and if the weight recorded is near, at, or above the limit for the spread or grouping, it's red-flagged to alert the inspector. If you're flagged, you'll be asked to pull up onto a plate scale for a more precise weigh.

For now, the camera can capture an image of the licence plate. They'll soon have the ability to recognize the characters on the plate, which would be used to search the carrier's records database, says MTO District Enforcement Supervisor Jennie Thornton. "We currently have to enter the plate number manually, but eventually a carrier profile will be fed to laptops in the triage lanes. We'll have information on the carrier or a specific truck before it gets to booth."

That, the MTO says, offers safe and compliant carriers an advantage in time savings during roadside inspections, while making it harder for the bad guys to hide.



REEFER RULES^{UP}_{IN} SMOKE?



Why Canuck carriers can be less dazed and confused about drug-testing.

BY MARCO BEGHETTO

“**I**

t is easy to get a thousand prescriptions but hard to get one single remedy,” goes a Chinese proverb. That’s apropos considering Canadian trucking companies’ opinion of the nation’s workplace drug-testing policies these last 10 years. After a string of decisions handcuffing employers who want to ensure a safe operation and comply with U.S. mandates, it appears a Canadian court has actually handed down a ruling that makes some business sense—at least in Alberta.

Last month, the Alberta Court of Appeal overturned a lower court judgment that stated a Fort McMurray construction company discriminated against an employee in 2002 when it fired him after he tested positive for marijuana.

The recent decision signifies an important break with many of the previous judgments on the issue. In fact, the court appears to be the first judicial body to plainly approve of pre-employment and random drug testing for employees in safety-sensitive, Canadian operations.

Originally, an Alberta Human Rights Commission sided with the company, Kellogg, Brown & Root (KBR), stating that it had the right to fire John Chiasson, who was hired to work on an oil-sands project near Fort McMurray.

That judgment was immediately vacated by Court of Queen’s Bench Justice Sheilah Martin, who, following most of the past relevant case law, said KBR should not have fired Chiasson because he could have been perceived to be addicted—and thereby disabled—under Canadian law. But a panel of three Appeal Court justices disagreed in January, saying Chiasson (who admitted he was a recreational user of the hippie lettuce and not dependant) was legitimately let go because of the safety risk associated with the job.

This runs contrary to the precedent most courts and quasi-judicial human rights tribunals have been leaning on since the landmark *Entrop vs. Imperial Oil* case in 2000. In that ruling, the Ontario Court of Appeal basically concluded that companies couldn’t perform random or pre-employment drug tests. The court reasoned that, unlike alcohol testing which categorically shows impairment, drug testing does not.

A test, therefore, can detect the presence of drugs long after the mind-altering effects have worn off.

Furthermore, the ruling—which has been interpreted as gospel by subsequent human-rights tribunals and lower courts—stated that workers who test positive for drugs could not be terminated because they are disabled or “perceived” to be dependant on drugs.

Since then, Canadian trucking companies have been walking a legal tight rope—especially cross-border carriers who have been forced to balance the requirement for drug testing under U.S. law with Canadian human-rights legislation.

DUBIOUS DOOBIE RIGHTS

The Alberta court differs from past case law in several significant ways. Unlike *Entrop*, which made no distinction between addiction and recreational use in disallowing drug testing, the Alberta court took a more nuanced view. More notably, it also factored in the matter of safety (imagine that) when making its decision.

“We see this case as no different than that of a trucking or taxi company which has a policy requiring its employees to refrain from the use of alcohol for some time before the employee drives one of the employer’s vehicles. Such a policy does not mean that the company perceives all its drivers to be alcoholics. Rather, assuming it is aimed at safety, the policy perceives that any level of alcohol in a driver’s blood reduces his or her ability to operate the employer’s vehicles safely,” the court stated. “This is a legitimate presumption... extending human-rights protections to situations resulting in placing the lives of others at risk flies in the face of logic.”

Chris Andree, a labor policy attorney with Gowling Lafleur Henderson LLP in Kitchener, Ont., says that the decision is a clear sign that courts are continuing a trend to loosen the reigns on employers who test for drugs for safety reasons.

“The court is being more open to the idea of drug testing in safety-sensitive positions, effectively elevating the safety considerations to at least an even ground with human-rights issues, and in some cases, above that. The Ontario Court of Appeal in *Entrop* was not open to that idea,” he says.

“The logic is that the guy is going to be in a safety-sensitive position and that the ability of a user of drugs to perform his work safely is a legitimate concern.”

The Alberta decision is also important for Canadian trucking companies because it is perhaps the first to comment on relaxed drug-testing rules specifically for Canadian operations. A previous case, first reported by *Today’s Trucking* in the summer of 2005, seemed to indicate that carriers could have an easier time fending off a human-rights challenge specifically for U.S. operations.

In that decision, the Canadian Human Rights Tribunal ultimately sided against a cross-border bus company that randomly tested an employee for drugs because the company’s written policy didn’t include a provision to accommodate him. The Tribunal



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CABBAGE COPS BUST TESTING CENTERS

Government investigators posing as truckers in the U.S. have found several violations with how urine collection sites are processing samples for drug testing. Government Accountability Office (GAO) officials found that around the country many collection sites fail to follow DOT protocol, allowing drivers to easily tamper with samples. Also, drivers could send others using bogus driver's licences to take drug tests on their behalf. In total, 22 of the 24 sites inspected didn't properly follow DOT rules. In addition, investigators attempted to use drug-masking products at four sites, and despite measures to catch such devices, none were discovered by the centers. In light of the findings, the American Trucking Associations (ATA) urged Congress to fix the problem by establishing a centralized clearinghouse that alerts employers of positive drug tests. The ATA also encourages the DOT to create a random testing rate requirement; ban the manufacture and sale of products designed to help drivers cheat; introduce hair-sample testing; and improve oversight of collection facilities.



did, however, acknowledge the impact on the company's well-being if it lost its U.S. DOT operating licence as a result of a positive drug test.

While that was a breakthrough for U.S.-bound operations, the Alberta decision is far more reaching since it encompasses Canadian businesses. Plus, as Andree says, "it doesn't rely on the business requirement 'excuse' that the Canadian Tribunal relied on in [the bus-company case]."

That isn't all that separates the Alberta ruling from previous cases. As mentioned, Entrop and most decisions that followed were based on the mantra that positive marijuana testing couldn't positively be linked to impairment. Although the Alberta judges don't necessarily dispute that, they do acknowledge that new evidence shows "the effects of casual use of cannabis sometimes linger for several days after its use, making it as concerning as alcohol."

Says Andree: "What it says is that you can still be impacted by marijuana even days later after using it. I don't know that it's a change from before, but I think it's an acceptance that the [mind altering] effects might not be gone in 24 hours."

GRASS GREENER IN ALBERTA?

The jury is still out on how this latest decision will affect any upcoming drug testing rulings in other provinces. In Ontario, says Andree, adopting the ruling would be a big step. "Let's face it," he quips

(somewhat regretfully in this instance), "we ain't Alberta ..."

"How would this policy apply in B.C., which is, shall we say, more left leaning? I don't know."

Still, over time the Alberta decision would be hard to ignore around the country, he says. "Eventually, I think it will be considered, because it's the continuation of a trend. Other courts are influenced by trends and the kind of reasoning that supports them. The other thing is that the science used in this case is more up to date than evidence used [in Entrop]."

Regardless, the Alberta decision is an obvious victory for trucking companies who have gingerly navigated the complexity of drug testing rules while trying to maintain a safe environment for employees as well as the traveling public. Provided they have a clear, attorney-tested policy that accommodates legitimate drug-dependant employees, carriers who are hauled up before a human rights commission by a former pot-smoking driver may actually win a few of these cases in the future.

"Myself, I used to characterize this issue as a business dilemma: Do you want to do testing, or do you want to comply with human-rights legislation? It was one or the other," says Andree. "Now, I don't think it's the same choice. I think you can do both as long as you do it properly. Previously, I don't think there was any way to effectively do that legally." ▲

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Screen Saving

online inventory *Buying or selling iron? Visit the cool new www.TruckandTrailer.ca. By Russel Fairley*

If you've ever bought a tractor or trailer in this country, you've probably come across *Truck & Trailer* or *Truck & Trailer West*. They're Canada's leading heavy-duty truck and trailer buy-and-sell magazines and they're published by Newcom Business Media, the same company that publishes *Today's Trucking*.

You may have also seen their website in the past, which listed *Truck & Trailer*'s immense inventory of heavy trucks and trailers online.

This past month *Truck & Trailer* has launched an all-new, state-of-the-art website called www.TruckandTrailer.ca.

It's a cutting-edge buy-and-sell website, offering everything from free ads for a simple single-unit listing to fully hosted dealer websites with powerful features such as full inventory listings and the unique *TruckandTrailer* Picture Viewer.

When used, the Picture Viewer will allow potential buyers the option to zoom in on a photo, or watch a 360-degree slideshow of the truck or trailer being sold. The zoom function is like

nothing you've seen before. You can literally zoom in to clearly see a rock stuck in a tire's tread—and that's just on a basic 2 megapixel image.

That in itself is worth a visit to the site. In addition to being a great product lister, *TruckandTrailer.ca* gives dealers easy-to-use ways to market their inventory. Not only can you upload your entire inventory from your computer to this, you have the option of building your very own unique dealer website, even if you don't know the first thing about web design or programming.

The feature is called "Site Builder" and it walks you through every step of the process, starting with choosing a design and finishing with typing in your own custom content.

Your new website will have an Internet address, so can you put the website on a business card and show it off to customers, and the inventory already uploaded is encapsulated within the new website automatically. (There's a nominal cost involved but the really pricey part

has been taken care of by the folks at *Truck&Trailer*.)

TruckandTrailer.ca is not only seller friendly. When it comes to a consumer's perspective, the site really shines.

First of all, *TruckandTrailer.ca*'s huge inventory is updated constantly. From firetrucks to flatbeds.

There is a standard search box, an advanced search, and a quick search, which features the most popular search phrases, searched at the click of the mouse.

That said, how well does it work?

I'm a car nut and I'm currently looking for a very specific car to replace my old beast. I have spent many hours poring over online car inventories, but I always keep my eye on how well the websites are designed, their performance and inventories. In the midst of my car shopping, I took a bit of time to seek out heavy trucks as well on all of the heavy truck and trailer buy-and-sell sites, and compared them with *TruckandTrailer.ca*.

Many of the sites I compared it with would either not have enough stock to return the exact items I was searching for, or the search returns were poorly laid out. Some of the sites I looked at were excellent but only had listings from south of the border. *TruckandTrailer.ca* makes life easy, with great searches, a massive inventory that will have stock in my neighborhood, and the option to save your favorite searches through your customer profile.

Did I mention the profile? Customers and dealers are able to set up a profile through a feature called *MyTruckandTrailer.ca* which will give them their own Control Panel for customizing their user experience with *TruckandTrailer.ca*. That's something I haven't seen anywhere else.

In my opinion, for buyers, there is no better place online for finding heavy truck and trailer equipment, and for sellers, there is no better place online for getting your product in front of potential qualified buyers.

And the picture viewer is really cool. ▲



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ALL-ELECTRIC MIDRANGE TRUCK

ZERO EMISSIONS, MADE FOR CITIES

SMITH ELECTRIC VEHICLES says its zero-emissions **Newton truck**, introduced last year in Europe, will soon be built in California. Claimed to be the world's largest electric truck, with a payload up to 15,800 lb, the class 6 version is powered by a rack of suitcase-sized, 278-volt batteries and a 120-kw motor that propel the vehicle up to a top speed of 80 km/h. Smith, based in the U.K., says the Newton can accelerate from 0 to 30 mph faster than the equivalent diesel-powered truck.

Smith has a 70,000-sq-ft facility in Fresno, Ca., which will open later this

year. Capacity will only be about 1,000 trucks, but it will be followed by a larger 500,000-sq-ft factory capable of 10,000 vehicles a year, expected to open in 2010. The company says there is an "addressable market of 200,000 units" for its electric trucks in North America.

"Canada would be approached in the same way as the rest of North America, with a dealer network to provide sales and servicing," says company spokesman Dan Jenkins. That network has yet to be established.

The class 6 truck has a range of up to 150 miles when fully charged by a simple

plug-in, with its regenerative braking system returning power to the batteries every time the vehicle slows or stops. It does all this silently, of course, and with no emissions at all.

Launched in early 2007 in Europe, the Smith Newton is aimed at urban, intra-city operations and is already in fleets with household names such as Starbucks and DHL, along with British institutions like the Royal Mail and retailer Marks & Spencer.

The Newton uses a rolling chassis cab made by Avia in the Czech Republic. It's a contemporary truck built in a modern plant, originally designed by a subsidiary of Korean car manufacturer Daewoo. The company is now owned by Ashok Leyland, India's second-largest truck maker. The U.S.-built Newton will continue to be based on the Czech cab and chassis for the time being. "Ultimately ...we would prefer to source rolling chassis cabs from a U.S. manufacturer," says Jenkins.

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The cab is all steel with hydraulic tilt. Suspension is by parabolic springs with a transverse torsion bar stabilizer, and the truck has air-over-hydraulic brakes with Wabco ABS, discs up front and drums out back. It sits on 215/75R tires on 17.5-in. wheels. The Cummins ISB engine and ZF transmission that usually get an Avia down the road are replaced by a 120-kw electric motor with Zebra Z5 sodium nickel chloride batteries and a fully automatic 415-volt charger.

And the cost?

“Newton starts from around US\$150,000 for a class 5 version with four batteries and goes up to around US\$200,000 for the larger class 7 models,” Jenkins says. “This is clearly a much higher capital cost than for a diesel-powered truck. However, we stack up really well on a whole-life cost basis, with the truck taking on average about five years to pay for itself. This is due to the lower operating costs (approx. US\$0.11 per mile) and extremely low maintenance costs.”

“Newton’s electric motor has just four moving parts, compared to over one thousand in a modern diesel driveline,” adds Smith sales manager Kevin Harkin. “The major components are solid state and will still be in operation years after the rest of the vehicle has outlived its usefulness.”

There’s another all-electric truck on the horizon, namely **Purolator’s** new Quicksider prototype package van developed by body-builder **Unicell** in partnership with **ArvinMeritor**, the first-ever zero-emissions curbside delivery truck built in Canada. Made public last September, it’s not an ordinary cab-and-chassis-plus-box medium-duty truck, rather a smaller stepvan with a unique monocoque design and one-piece fiberglass body.

But the Quicksider prototype, originally conceived and finally executed by Toronto-based Unicell in concert with Purolator, also sports a groundbreaking electric drivetrain designed and built by ArvinMeritor. It’s being tested now on the streets of Toronto, and Unicell plans to assemble a small fleet of improved Quicksiders for more extensive testing

when this first prototype has done its job.

Not a hybrid, it’s fully electric, a direct-drive vehicle that uses regenerative braking to capture energy normally wasted as heat during braking applications and then stores it in four batteries running two separate electric motors inside the cargo area of the truck. The 250-hp vehicle has a top speed of 110 km/h.

Not incidentally, Smith also makes a smaller electric van called the Edison which will also come to North America in the next couple of years.

See www.smithelectricvehicles.com/ and www.unicell.com.

20,000-LB LIFT AXLE

HENDRICKSON IMPROVES

THE STEERABLE PARALIFT

Hendrickson Auxiliary Axle Systems

has unveiled the newly upgraded 20,000-lb Paralift steerable truck lift-axle system. It’s now available with adjustable ride-height and frame-width capabilities. Combining unique spacers with a slotted crossmember, the axle’s adjustability means that aftermarket installers and body builders can stock



Hendrickson
Paralift 20K

just one unit to meet a wide variety of truck configurations.

The trailing-arm beams evolved from a dual-paddle, triangular cross-section design to a more efficient single-paddle, z-beam configuration. The introduction of zero-torsion trailing-arm bushings helps eliminate bushing wind-up and allows for the single-air-spring configuration, Hendrickson says.

Repositioning of the stabilizer is claimed to add another benefit: the combined impact of the new lift-spring design and the repositioned stabilizer increases wheel cut from 18 degrees to

Retail Diesel Price Watch

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WEEKLY PUMP PRICE SURVEY / cents per litre

Prices as of January 8, 2008 • Updated prices at www.mjervin.com

CITY	Price	(+/-) Previous Week	Excl. Taxes
WHITEHORSE	119.4	-3.0	102.5
VANCOUVER *	112.7	-1.2	82.3
VICTORIA	114.0	-1.4	87.1
PRINCE GEORGE	112.2	0.4	87.8
KAMLOOPS	115.2	-0.7	90.7
KELOWNA	115.2	-1.0	90.7
FORT ST. JOHN	119.9	3.0	95.2
YELLOWKNIFE	117.8	-5.2	99.1
CALGARY *	110.0	-1.5	91.8
RED DEER	111.0	-0.4	92.7
EDMONTON	109.3	-3.0	91.0
LETHBRIDGE	111.4	-7.5	93.1
LLOYDMINSTER	113.9	-1.0	95.5
REGINA *	113.9	-0.8	89.5
SASKATOON	116.7	0.2	92.1
PRINCE ALBERT	114.9		90.4
WINNIPEG *	111.6	0.1	90.7
BRANDON	108.9	-5.0	88.2
TORONTO *	111.7	1.3	88.0
OTTAWA	113.1	2.6	89.4
KINGSTON	110.9	-0.7	87.3
PETERBOROUGH	111.9	1.0	88.3
WINDSOR	107.5	0.8	84.1
LONDON	107.9	-0.5	84.4
SUDBURY	112.4	0.5	88.7
SAULT STE MARIE	112.9	3.0	89.2
THUNDER BAY	115.4	-0.5	91.6
NORTH BAY	109.8	1.0	86.3
TIMMINS	113.7	1.1	89.9
HAMILTON	110.1	1.7	86.5
ST. CATHARINES	106.7	1.8	83.3
MONTRÉAL *	123.2	0.8	89.0
QUÉBEC	123.0	-1.0	88.8
SHERBROOKE	121.9		87.8
GASPÉ	121.9	1.0	87.8
CHICOUTIMI	121.4	1.8	87.4
RIMOUSKI	123.9	0.7	87.4
TROIS RIVIÈRES	123.9	1.7	87.4
DRUMMONDVILLE	118.8	-1.1	87.4
VAL D'OR	121.9	-0.5	87.4
SAINST JOHN *	120.0	-0.7	85.3
FREDERICTON	120.7	-1.3	85.9
MONCTON	121.9	0.2	86.9
BATHURST	121.0	-1.6	86.2
EDMUNDSTON	121.4	-1.6	86.5
MIRAMICHI	121.6	-0.8	86.7
CAMPBELLTON	121.8	-0.1	86.9
SUSSEX	120.2	0.6	85.4
WOODSTOCK	123.9	-1.0	88.7
HALIFAX *	116.5	2.4	83.7
SYDNEY	119.2	2.0	86.1
YARMOUTH	118.5	2.1	85.4
TRURO	117.2	2.2	84.3
KENTVILLE	117.2	2.2	84.3
NEW GLASGOW	118.8	2.4	85.7
CHARLOTTETOWN *	115.6	-0.3	85.9
ST. JOHNS *	121.2	-1.7	86.8
GANDER	120.7	-1.7	86.3
LABRADOR CITY	128.5	-1.9	93.2
CORNER BROOK	119.9	-1.8	85.6
CANADA AVERAGE (V)	113.9	-0.2	88.3

V-Volume Weighted

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

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

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

www.espar.com



In Gear

more than 25 degrees to help improve maneuverability and tire wear.

With a 1,465-lb system weight, the Paralift offers a 160-lb weight saving compared to the previous model. It features 12 in. of total travel with 9 in. of lift in ride heights from 9 to 13.5 in., all in a 28-in. package space.

See your dealer or visit www.hendrickson-intl.com.

FREIGHT MANAGEMENT

SUBSCRIPTION-BASED SOFTWARE

FOR SMALL CARRIERS

Smaller carriers can virtually eliminate upfront software costs with the new 'FACTS-onDemand' from **Carrier Logistics Inc. (CLI)**, in partnership with OpSource.

It's a web-based subscription version of CLI's FACTS freight management system, which makes it easily accessible

to the "many entrepreneurial, growing carriers that need to find a way to be competitive with other carriers but find the upfront cost of purchasing an IT system daunting," says Ken Weinberg, CLI vice president. There's "virtually nothing" to pay up front and the subscription cost is "very affordable."

Other benefits claimed include immediacy of use; quicker than traditional IT solutions; anytime, anywhere access with no integration or transaction fees; no need for a specialized IT department or infrastructure; it's managed by experts 24/7; and 100 percent uptime is assured.

FACTS-onDemand offers the same features as the main system—P&D routing and dispatching, interactive web tools, freight billing, integrated accounting, claims, dispatch and equipment control, auto-rating of bills, interline payables, and management reporting.

See www.carrierlogistics.com and www.opsource.net.

WHEEL-END HEAT SENSOR

UTILITY ADDS THERMALERT OPTION

The Meritor Tire Inflation System (MTIS) by **PSI** with ThermAlert is now the standard option for Utility trailers spec'd for automatic tire inflation systems. It detects increased wheel-end temperatures and helps alert drivers to stop for repairs before serious damage can occur. This early warning helps reduce the potential risk, cost and downtime associated with wheel loss, wheel end failures, and trailer fires.

The wheel-end heat sensing technology of ThermAlert is being added by Utility Trailer when MTIS is installed at no additional cost to customers. The company has been offering MTIS on its trailers since 1995.

PSI and ArvinMeritor developed ThermAlert after a potential fleet customer inquired about the possibility of having a wheel-end warning device that would detect excessive heat. A way was found to incorporate such capability with MTIS, and the patented result is now a no-charge standard feature.

See your dealer or visit www.utilitytrailer.com, www.psi-atis.com, and www.arvinmeritor.com.

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ULTRASHIFT GETS PARK PAWL

'PUT IN PARK,' SAYS EATON

Eaton's automated UltraShift HV (Highway Value) medium-duty transmissions are now available with a new park pawl option that simplifies driving and, says the company, helps promote safe operation. When engaged, it securely locks the transmission, and simultaneously the vehicle's drivetrain and driven wheels, to ensure that the vehicle remains stationary when parked.

The new option is expected to be especially popular for drivers without a commercial driving licence because it

Eaton's
UltraShift HV



creates a driving environment more like that of a car. It's only available for medium-duty applications for class 6 vehicles with GCW ratings up to 26,000 lb.

UltraShift HV models with the park pawl option require an OEM-supplied shifter that replaces the standard pushbutton shift console. It also features the ability to engage the hold mode in any gear for continuous operation on a variety of grades.

See your dealer or www.roadranger.com.

HR GUIDE, SEMINARS

NEW TOOLS FROM THE CTHRC

A new set of tools to help recruit and retain professional drivers has been launched by the **Canadian Trucking Human Resources Council (CTHRC)**. 'Your Guide to Human Resources: Practical Tips and Tools for the Trucking Industry' is matched with 'Human Resources Essentials', a related three-hour interactive seminar that will be hosted across Canada.

This guide is said to be "...for the person who wears many hats in an organization, including human resources."

The content of the guide and seminar addresses topics such as the way driver turnover affects profitability; the importance of 'fit' when recruiting drivers; effective recruiting strategies for hiring the right people, the first time; and how to incorporate driver retention strategies.

Each guide, priced at \$75, also includes a CD 'toolbox' packed with checklists and sample HR forms that can

be customized for use in any fleet, while the practical application of the lessons is explained through stories that involve a fictitious company.

Content for the guide and seminar was extensively tested in real-world environments. The author teaches industrial relations and negotiation skills at Queen's University's Industrial Relations Centre.

See www.cthrc.com.

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In Gear

HILL-START ASSIST

OPTION FOR VOLVO'S I-SHIFT TRANSMISSION

Volvo's Hill Start Assist option for the I-Shift transmission isn't entirely new, but it seems not to be well known. Available on VN, VT, and VHD trucks, it deals with the time lag seen on all automated manual transmissions



between release of the brake pedal and driveline engagement. That lag means the truck will roll back some distance if it's starting on a grade, however slight.

The Hill Start Assist option will reduce or prevent such rolling back and the

safety risk it represents. The feature can also provide reduction of driveline component damage by minimizing shock loads during start-up on a hill.

It works by applying the vehicle brakes when in a forward gear and starting on an incline, or in a reverse gear starting on a decline, enabled by a dash-mounted switch. When it's switched on, Hill Start

Assist automatically activates when the truck is at a complete stop with the brake pedal fully engaged and the truck is in gear, forward or reverse. The triggering factor is the release of the brake pedal. Once Hill Start Assist is activated, the brakes are applied for up to three seconds or until the accelerator is pressed, whichever occurs first.

The feature is not available with vendor transmissions, of course, nor when the truck's equipped with Meritor Wabco ABS or the basic instrumentation package.

See your dealer or visit www.volvo.com/trucks/na/en-us.

DISPATCH SOFTWARE

EZ-DISPATCH FOR FLEETS

UP TO 10 TRUCKS

EZ-Dispatch is the result of a collaboration between Quebec's **Infosite Technologies** and **The Transportation Software Company** of Ontario. The latter is also a value-added reseller of Dispatch-Mate, Infosite's flagship product.

EZ-Dispatch is a management tool designed for fleets of up to 10 trucks, addressing the need for software that smaller operations can afford. It's a scaled down, single-user version of Dispatch-Mate that comes loaded with features that allow users to keep track of their operations, create invoices, prepare driver settlements, and more. For a small additional fee, EZ-Dispatch can be customized with integrations to many popular hardware and software systems such as accounting, load board integration, mileage, ACE, and wireless tracking and messaging systems.

The designers say that companies will never outgrow it—once they surpass 10

An advertisement for the Anatra EZ Torque Winch. It features a large image of the winch unit on the left and a worker using it on the right. The headline reads "Get A Better Handle On Load Securement". Below the headline, it says "Introducing The EZ Torque Winch, The Turning Point In Load Securement." The text explains the winch's features, including its gear-drive and removable handle. It also includes a quote from a woman and the slogan "Wind Up With The Best." The Anatra logo and contact information are at the bottom.

trucks, a simple licence upgrade enables them to move up to Dispatch-Mate without having to re-enter any of their data. The new program can be purchased outright or rented with monthly rates starting at \$100.00.

See www.infositetech.com and www.truckware.net.

SHOP CART

SNAP-ON'S LATEST CART

Space and mobility, says **Snap-on Tools Company**, are within arm's reach with its new Convertible Shop Cart (KRSC40). With interchangeable drawers, it provides more than 22,000 cu. in. of portable tool storage space.

The cart, designed for mobile organization so tools are easier to move and locate, offers many customization options. Drawers can be added or removed and shelves can be adjusted and reconfigured to suit the technicians' needs.

The one-piece, fully welded design—with double side walls—is 40 in. wide, 20.5 in. deep, and 45 in. tall. The extra-



Convertible Shop Cart

deep top compartment has a compact flip lid and holds two securely walled rows of holders for screwdrivers, pry bars and other hand tools.

The cart's bulk storage area has a high-strength polyethylene liner that can take the abuse that comes from being packed with large power tools, cases and parts. A 1/8-in. thick cover mat on the lid provides a non-slip work surface, while soft casters give the cart a smooth ride

with less vibration and noise. The cart's sides feature four vertical side bumpers to help prevent damage.

Available options include a locking door, two- and three-drawer add-ons, a folding side shelf, an end cab, a protective nylon cover, an accessory-mounting adaptor panel, 50-ft extension cord and cord wrap, a flat shelf, a literature rack, and a can rack.

Manufactured in Snap-on's Newmarket, Ont., facility, it comes with a limited lifetime warranty.

See www.snapon.com/canada.

MCLEOD'S FUEL-TAX MODULE

GPS-BASED OPTION FOR LOADMASTER

McLeod Software has introduced a new module for its LoadMaster enterprise transportation management system. The LoadMaster GPS Fuel Tax Module promises to save fleet operators time and money by using GPS position data captured from the Symphony Mobile Communication interface. It automatically

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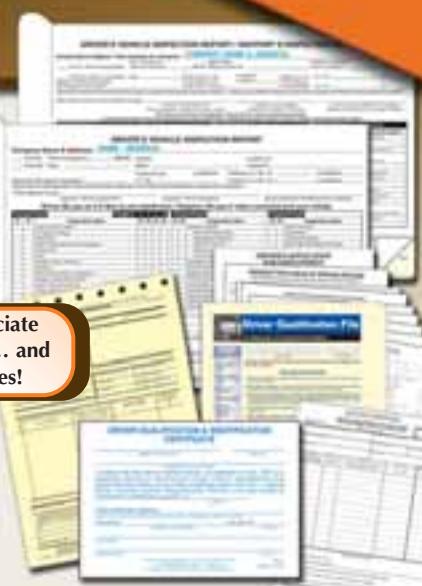
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associates GPS positions with a particular movement and uses those points to calculate more accurate in-state mileage for fuel-tax reporting.

The new module eliminates data entry for fuel-tax processing by comparing mobile communication system position reports to actual dispatch dates and times. After any adjustments, the GPS distance can be easily transferred to the fuel-tax module for reporting purposes. The new option also allows users to exclude an individual position, a particular movement, or specific tractors from fuel-tax processing.

See www.mcleodsoftware.com.

KENWORTH GOODIES

THE 2008 MERCHANTISE COLLECTION

The 2008 **Kenworth** Merchandise Collection featuring nearly 60 new items is now available online. Among the new items offered in the 2008 Kenworth



merchandise line are 11 new T-shirt designs, including The World's Best and W900 T-shirts; 11 new cap designs with four new hats in

the Kenworth outdoorsman collection; nine new outerwear styles, and five children's items. The 2008 Kenworth Calendar in wall and appointment formats is also available and makes a great holiday gift.

To see all the new merchandise selections, go to www.shopkenworth.com or to www.kenworth.com and click on Merchandise. You can also order by phone at 1-800-791-0913.

MAINTENANCE MANAGEMENT

ARSENAL RELEASES DOSSIER 4.4

Arsenault Associates says version 4.4 of its Dossier fleet-maintenance management software offers a number of updates and upgrades, including a new invoice data import option. It also features the latest revisions and updates for VMRS (Vehicle Maintenance Recording Standards).

Invoice data import enables Dossier users to import outside maintenance vendor's invoices and repair orders directly into the program, eliminating manual data entry while increasing data accuracy. It should benefit any fleet that uses one or more outside vendors for repairs and those that use third-party contract maintenance services, saving money and freeing up human resources while increasing control.

Vendors can send their invoices by email in data files that can be imported directly into Dossier, providing a history of each transaction. This data import also updates vehicle mileage readings, parts and labor costs, and cost per mile, while also recording and updating PM service schedules automatically. Users can produce repair-order histories, PM schedules, and many other summary reports on the work performed.

The VMRS upgrade in Dossier 4.4 contains more than 1,200 new or revised codes, many—but not all—involving the bus body and off-highway sectors of the transportation and equipment industry.

Dossier 4.4 is available immediately as a program upgrade for current users or as a whole system for new customers.

See www.arsenault.biz.

3D LED ACCESSORY LIGHT

PETERSON'S NEW 179 SERIES

Peterson's latest addition to its Piranha LED line is being called 'the ultimate accessory light'. The new 179 Series model employs unique optics that create a 3D tunnel effect when lighted. Both amber and red versions of the 3D LED are available. Designed for accessory use only, the new light offers striking ways to illuminate and beautify such big rig and custom trailer features as stainless steel air cleaners, headache racks, bumpers, door panels and running boards.



With an operating range of eight-to-16 volts, the light mounts on 4-in. centers and allows either lead to connect to the hot wire. Existing bullet terminals can be plugged into 0.180 female connectors or removed for hard-wire connection.

When it's on, it's like looking into a lighted tunnel of infinite depth, says Peterson. When it's off, it takes on a sleek, mirrored-chrome look.

See www.pmlights.com. ▲



Online Resources: TODAYSTRUCKING.COM

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By Peter Carter

Predictions You Can Snowbank On

Want to get rich? First, listen to my advice. Then do the exact opposite.

Hands up anyone who hasn't heard about how my brother Tom intends to trick out his 4-hp Sears snowblower to make it race worthy.

What's that? Haven't heard about snowblower races? Don't worry. At this point, they're still a figment of Tom's imagination. But last week, he phoned to tell me he sees snowblower races as the next big thing.

About a decade my senior, Tom's had a multi-jobbed career that ended with him as a uranium miner in the Northern Ontario town of Elliot Lake.

He started driving professionally at 16 with an outfit called Highway Fruit hauling from the Ontario Food Terminal in Toronto to our hometown of Sudbury. He trucked for a few other carriers then moved to our family bus business.

When the City of Sudbury decided to replace our bus company with a publicly owned system, Tom went on to manage that.

Imagine leaping from a family-run, for-profit fleet where the buck stops at the supper table into a unionized bureaucracy.

Employees who once considered their employer a trusted ally suddenly belonged to a "bargaining unit" and friends became adversaries.

Financial resources appeared unlimited; business acumen not so much.

Tom and The City got divorced.

By that time he had married a schoolteacher, Judy, and they started raising three brilliant kids, Norma, Jen, and Hugh.

Tom's smart. When I was working toward my AZ and it took me a few tries to pass, Tom offered, "Your problem is you're not concentrating on driving. When a guy's distracted by other worries, he can't drive as well."

I took his advice, got my ticket and I refer you to Brian Botham's column on page 25 of this issue but not until you're done this page.

Tom's also funny.

Tom thinks snowblowers are among man's great achievements and that the two functioning snowblowers in his yard render him a chick magnet.

He also believes the Winter Olympics are ripe for snowblower races.

Tom's plan? Mount a wheel-less bicycle frame on to a single cross-country ski and unite that to the snowblower so the driver can sit on the bike, twist the throttle and roar across the snow-covered field, flakes just-a-flyin' out the chute, and by the time he's in sixth (it really has six forward gears), he'll be blanketing slower competitors with a man-made blizzard.

Tom thinks he's latched on to a great idea.

I think he's hoisted one too many shovelfuls of uranium.

Then again, I have to admit that my crystal ball has extremely limited street cred.

To whit: exactly 25 years ago, when I started in the magazine business, I wrote a story about something called a "cellular telephone." These things would one day, a man from a company called Cantel told me, be as common as wristwatches.

I thought "as if."

Ditto water. I grew up in Northern Ontario. We drank from lakes. The idea of anyone bottling then selling the stuff? Ha.

I knew CDs could never replace LPs.

I probably inherited my trend-spotting skills from my dad. I'm sure when he and his brother started the bus company they would have laughed if you said all city bus lines would be someday run by the government.

Did I mention I never thought anybody would use dog-spas? My Toronto neighborhood's lousy with the things.

So for the record, you can file with the cell phones and bottled water that I knew were big losers this assortment of other predictions for 2008 that you can bank on as wrong:

- Britney Spears will join the convent;
- Somebody will try to outsource truck driving to the Philippines;
- The price of diesel will drop;
- Consumers, businesses, oh heck, the entire western economy will stop depending on trucks to keep it alive and growing;
- Tom will win a spot on Canada's 2010 Winter Olympic Snowblower squad.
- Everything will work out exactly the way you think it will. ▲

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





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