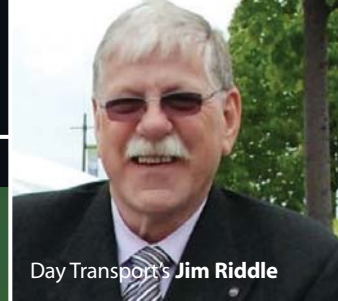


GOING THAT EXTRA KLIICK: Tips from Canada's top fleet fixer, PG. 22



Day Transport's **Jim Riddle**

August 2010

www.todaystrucking.com

Today's Trucking

The Business Magazine of Canada's Trucking Industry

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**CANADA'S
TRUCKS?**

A SPECIAL REPORT

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CHARTING THE COURSE TO PROFIT

In today's tough economy, transport companies are facing more challenges than ever. Factors like higher fuel prices, shrinking margins, and reduced shipping opportunities are forcing organizations to do even more with less. But in doing so, some organizations discover they don't have the internal resources needed to properly assess, manage and achieve the new expected level of performance. Luckily, they can look to Shaw Tracking to provide these resources. Shaw Tracking's Professional Services team can assist in the deployment of technology and help manage operations in order to take greater control over profits.

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The Business Magazine of Canada's Trucking Industry

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Canada



**Kenneth R. Wilson
Award Winner**



**Applied for
ABC Membership**

Canadian Business Press

What I learned from Vern

I have had the privilege of working within the trucking industry for the last 5.5 years as Director of Corporate Communications for the Erb Group. Now, as I move on to a public relations job within another industry, I would like to share some observations about my experience as senior management of a trucking company. These are a few things I've learned along the way:

1 Truckers put up with the craziest situations on a daily basis and they are still amongst the most noble, genuine and warm-hearted bunch of people you can hope to meet. I've seen them save lives on the highway; cope with family tragedy and celebration from miles away; and be treated poorly by others on the road—yet they continue to smile and get on with their appointed journey.

2 This industry works on a razor-thin profit margin. Low rates are king right now; however, I was proud to be a part of an organization that continued to advocate for investments in: safety, wellness, training, benefits, fleet maintenance and technology. Profit cannot trump the investment needed to create and retain good employees in the long run.

3 People talk about Vernon Erb as though he is mythical. I'm here to say that he almost is. You will never meet a nicer man. He doesn't like to talk about the acts of kindness he has done for people during his more than 50 years in the industry but he has built a top-notch team through sheer devotion to his example of a truly gracious leader.

4 Working with an executive team of men who have all grown up in the trucking industry should have been daunting but these guys are gentlemen. Despite years of good-natured joking about being the "newbie" until you put in 20 years at Erb, no one ever made me feel as though my opinion was less worthy. I also have a big mouth, so maybe they were afraid to say it!



Founder **Vernon Erb** drove his first truck—a dump—in 1956.

5 Those involved in the Ontario Trucking Association's Education Foundation work very hard to provide student scholarships. I have served on their Board for many years now and I can tell you that Betsy Sharples, Scott Smith and the rest of the board's members have put a lot of time, effort and consideration into the Education Foundation Scholarship program. It is professionally run, fiscally responsible and much appreciated by the many students who are helped each year.

6 Finally, thanks to all of the employees at Erb who so generously allowed me to tell their stories, share their lives and celebrate their accomplishments. I will always smile when I pass an Erb truck on the road and wish each of you a safe journey along the way.

All the best,
Patty Attwell

*Director of Corporate Communications,
The Erb Group of Companies
(February 2004 – July 2010)
New Hamburg, Ont.*



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SHAW TRACKING

By Rolf Lockwood



When It's Broke, Fix It

We can't keep saying it's the other guy. Sometimes it's us.

Sure, our recent Roadcheck performance was pretty good, and yes, the numbers have been steadily, if only slightly, improving since 2007. But folks, we still have an issue. And I figure now is exactly the time to say that we should fix things.

The issue is unsafe trucks, which is hardly a new story but one that I've been reluctant to talk about very often. Trucking has enough detractors, after all, and it hardly needs another. Certainly not from an insider who depends on the industry for his living.

But so be it.

The fact is, we could do much, much better in maintaining safe trucks than we actually do. We still have a bunch of bad apples out there who either aren't caught in those inspections or aren't dealt with severely enough when their trucks come up short. That's the fault of lax enforcement by governments. And I fear that even some of the big, mainstream carriers who have elaborate safety systems, at least on paper, fall down on the job more often than any of us would like.

I've defended trucking for three decades now, bitching and moaning about inspectors who don't seem to understand how a truck works, about safety blitz statistics that paint an inaccurate picture of out-of-service calls and what they really mean. I stand by all that bitching and all that moaning, and I won't take back a single word. I'll continue to say—and I'll be right—that trucks are damned safe overall and that the vast majority of the people operating our trucks don't want to see cracked brake drums and iffy air hoses and missing wheel fasteners make it onto the roads we share with each other and with each other's families, not to mention the public.

Those faults are out there, though, and everybody knows it. Because some truck operators just don't give a darn and some others pay lip service to the idea that they have an obligation to meet on the mechanical fitness front.

Every once in a while, for example, I get a letter or an e-mail

Those faults are out there, and everybody knows it. Because some truck operators just don't give a darn and some others pay lip service to mechanical fitness.

from somebody in the thick of it, often a mechanic, who tells a shocking tale of slack safety standards in the fleet that employs him. Sometimes those companies are the big ones with real standards and safety regimes that we think everyone should have. I've never published any of those letters.

The last one was from a mechanic at a sizeable fleet who complained that his employer seemed to have forgotten about the wheel-integrity standards created a few years back. He bitched with good reason, if I'm to believe him. He spoke of people working there who hadn't completed the required wheel-and-rim safety course in some cases, while others in the shop had done the course but promptly forgotten about crucial things like wheel-fastener torque values. If people at the supervisory level knew about this, and he said they did, then there's a bigger problem somewhere higher up the corporate ladder. That e-mailed letter, and I promise you it's not unique, made me pretty uncomfortable.

I also wonder about the fate of second- and third-owner trucks, too old and tired for any cost- and safety-conscious major carrier, too clapped out to be retailed by quality used-truck outfits like Arrow and SelecTrucks or any OEM dealer. Usually they get wholesaled or auctioned and ultimately they seem to end up with small fleets which, in some cases, appear to care little about maintenance and just run them further into the ground until they die. We've all seen them, and sometimes we hear about them in court cases after some poor soul has been killed.

Did they pass a meaningful safety inspection when title changed hands? The law says they must, but did it actually happen? Truth is, there are people out there who'll write a fitness certificate for a fee. We can't tolerate that.

We need the help of governments at all levels in actually enforcing fitness and inspection standards, and if they're really serious about promoting highway safety, they'll quit finding excuses for not doing it. At the same time I want carriers themselves to be much more vigilant in their own shops.

And let's not congratulate ourselves too much for reasonably good out-of-service rates in the last safety blitz. There were horror stories in there, after all. I just don't want to read them. ▲

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

Dispatch

BY MARCO BEGHETTO

Trucker Beats Speed Limiter Rap

Court decision could cast a shadow on the enforceability of Ontario law.

It's no secret that many drivers and owner-operators resented Ontario's mandatory speed limiter law in the months before it took effect in July of last year.

Since the rule to cap the engine ECM speed setting at 105 km/h went ahead as planned, though, much of the anti-governor fervor fizzled out with a whimper.

That, however, was until a lone Gravenhurst, Ont., trucker single-handedly recharged the issue last month after he convinced a judge to toss out a ticket he received for not complying with the speed limiter rule.

The MTO quickly moved to appeal the court decision, which appears to expose further vulnerabilities in the controversial law.

Lee Ingratta, a member of the Owner-Operators Business Association of Canada, (OBAC) says he was

pulled into a northern Ontario weigh scale for a class 2 inspection a few weeks after hard enforcement kicked-in last summer. The officer attempted to check the speed limiter setting using an Ez-TAP ECM reader, at which point Ingratta—a self-proclaimed computer expert—presented him with a waiver,

which, typed out by Ingratta weeks before, indicated that the inspector had permission to hook up the device only if it the MTO accepted responsibility should the reader cause any damage to the truck's computer.

"[The inspector] says 'nope, I can't sign that,'" Ingratta tells *Today's Trucking*. "So, I say,

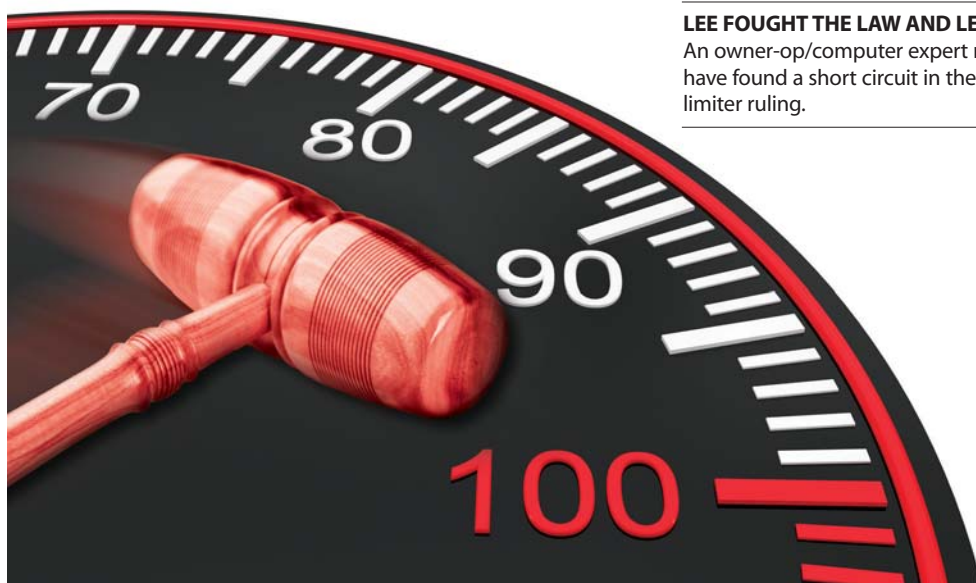
'well, you ain't plugging that thing in, then.'"

The MTO officer then handed Ingratta a ticket for refusing an inspection, which is a finable offence under the law. "I told him I wasn't refusing, I was consenting, but I shouldn't be responsible if something gets damaged."

The judge apparently

LEE FOUGHT THE LAW AND LEE WON:

An owner-op/computer expert might have found a short circuit in the speed limiter ruling.



hines

agreed with the driver and saw no problem with Ingratta's "just-in-case" liability form.

"So, when it comes to the verdict, I stand up there like you see in the movies and after going through the case, [the judge] says 'Lee, you did not refuse. You told the officer he could plug into the truck as many times as he wanted. Case dismissed.'"

You'd be forgiven if you thought the MTO inspector was the most surprised person in the room. "The truth is, I couldn't really believe it," says the owner-op. "The little guy doesn't usually win."

(Incidentally, this isn't the only legal challenge against speed limiters before the courts. As we went to press, Ontario driver and anti-speed limiter activist Scott Mooney was set to argue against the law on the basis that speed differentials between cars and trucks as a result of speed limiters can cause more accidents).

What probably convinced the judge in this case, says Ingratta, was the trucker's ability to explain the risk of the device to his equipment. (Ingratta worked in the computer-electronics industry for 20 years and owned his own shop before returning to trucking six years ago.) The

SPEED LIMITERS 365 HOLES STILL NOT PATCHED?

Just over a year since mandatory speed limiter enforcement kicked-off in Ontario and Quebec, their impact on highway safety, for better or worse, is still difficult to assess.

It's true, we haven't seen a remarkable epidemic of rear-end collisions as a result of the speed differential between cars and trucks; but there has been an obvious increase of elephant races on two-lane sections of highway. Are the highways any safer? Not noticeably, no, but that's probably because the overwhelming majority of truckers respected posted speed limits before governors were required.

While they're currently working on an internal review to measure the impact of the rule, officials tell us that they don't have the data available right now to determine the effectiveness of mandatory speed limiters. They have, however, "heard positive comments from various groups and individuals indicating that the speed limiter program is working and that trucks seem to be slowing down."

The Ontario Ministry of Transportation (MTO) tells us that as of July 4, 2010, it has conducted approximately 11,000 inspections, with the speed-limiter compliance rate at almost 90 percent—five percent higher than when the law first took effect.

Back then, there were only a

handful of engine code readers, called EZ-Tap devices, in the province. MTO says there are about 30 currently in use by MTO inspectors. Police agencies like the OPP have also purchased several of the same readers and are conducting separate roadside speed limiter checks.

What hasn't appeared to change much, though, is the ability of the ministry to properly ensure the truck is actually limited to 105 km/h.

As *Today's Trucking* first discovered last summer, the EZ-Tap devices had only the capability to display set engine speed data, cruise, and horsepower rating and not other calibrations like rolling radius of the tires, RPM, transmission and gear ratios, and drive axle differential—all of which can affect the actual road speed of the truck.

In other words, a truck can physically reach road speeds above the 105 km/h limit and still be compliant as determined by the EZ Tap device.

Only proprietary OEM code reader tools and software are known to be able to read many of those parameters, although the MTO hasn't been very clear on what the

EZ-Tap can actually do. (Inquiries to the manufacturer were not returned by press time.)

Today's Trucking recently asked the ministry if the devices have since been upgraded to read additional component calibrations that were

not visible before. We were told that they had been, but when pressed on the specific parameters, officials backed off slightly, saying "EZ Tap currently used by enforcement officers reads certain parameters of the

ECM. The only parameter that MTO relies upon is the throttle control speed limit. Other parameters are not relied upon."

And: "EZ Tap or other similar code reader will continue to be used and may be upgraded by enforcement personnel from time to time. It is inappropriate to provide details of any specifics of those upgrades."

Owner-operator Business Association of Canada's Joanne Ritchie, who has been battling MTO and proponents of speed limiters since they were first proposed, says it appears the rule still has major "flaws" but the "charade" of enforcement continues.

Speed Limiter Consent Form

Date: _____
(day / month/ year)

I Lee Ingratta, President and Owner of 2163565 Ontario Inc. o/a Pattee Transport. Do hereby consent to plug such Speed Limiter Device into this truck only on the condition, that such officer or persons. Take full responsibility for any damage that may incur to the truck computer by using said device.

Also noted, that this truck's computer has already been programmed not to exceed 105km in the Province of Ontario, Canada.

Signed this day _____ in the Province of Ontario

MTO Officer: _____

Badge Number: _____

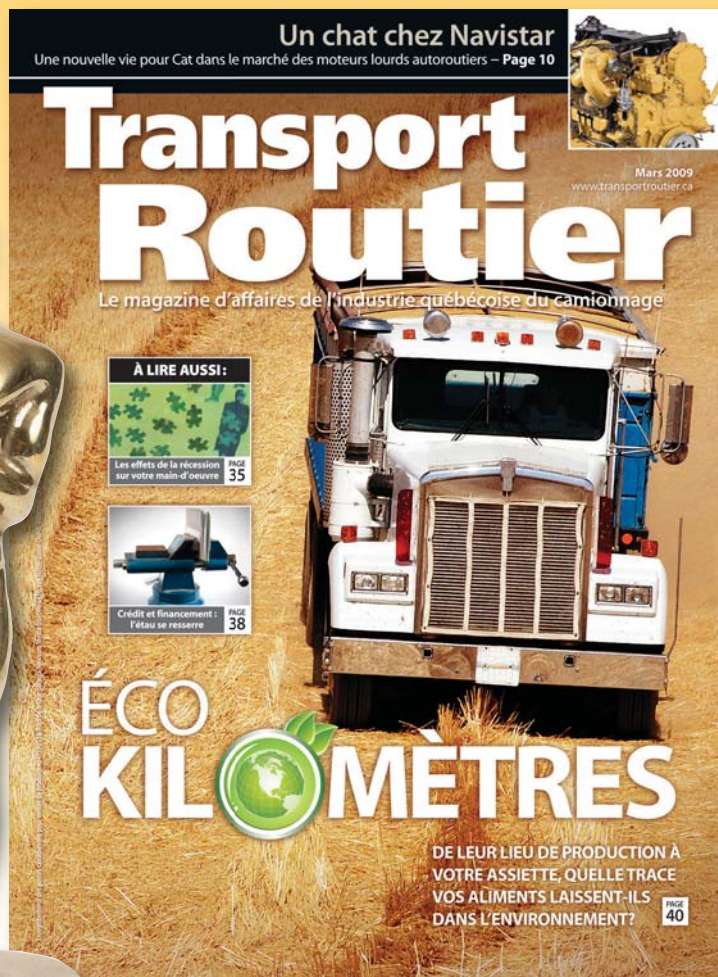
Officer Signature: _____



NOT SO EZ: It's unclear how far MTO has gone to shore up technical loopholes.



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Best Resource/ Infrastructure Article



Transport Routier editor Steve Bouchard for his feature 'Écokilomètres'

Following up on its Gold Award in 2008, *Transport Routier* has once again been selected for a top prize in Canada's largest and most prestigious business to business journalism competition, the Kenneth R. Wilson Awards. The 2010 Silver Award went to *Transport Routier's* Redacteur en Chef, M. Steve Bouchard for his insightful article 'Écokilomètres'.

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HONEYMOON OVER IN 9 MONTHS

It takes less than a year for the shine to come off of a new truck and that new-vehicle smell to lose its effect, according to the J.D. Power and Associates 2010 U.S. Heavy-Duty Truck Customer Satisfaction Study.

Satisfaction among Class 8 truck owners peaks in the first nine months of ownership, then drops considerably, states the survey. Here are some other numbers:

1 year is around the time satisfaction of new trucks slips. Somewhere between 10 and 14 months, owner contentment drops by about 20 percent.

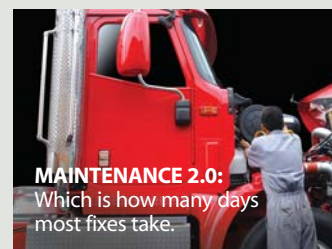
25 points is how much owner satisfaction falls after 14 months.

50,000 miles is the mark where quality issues begin to surface with the average heavy-duty truck. "Unfortunately, the change in quality can be fairly dramatic," says Todd Markusic, senior director of the commercial vehicle practice at J.D. Power and Associates.

70 percent of owners begin experiencing some level of problems after tractors hit the 50,000-mile mark. "However, 2009 was a tough year for the commercial truck industry," says Markusic, "and many of the resulting layoffs and sporadic plant shutdowns likely had some impact on overall quality in the industry."

233 problems per 100 one-year-old trucks were reported in 2010 compared to 249 per 100 in 2009, among owners of 2-model-year-old trucks.

2.0 days is the average time it took to complete a repair—an improvement over the 2.3-day average reported in 2009. "Getting a truck back on the road nearly a half day earlier may save the truck owner thousands of dollars in potential lost revenue and greatly improve overall service satisfaction," said Markusic.



MAINTENANCE 2.0: Which is how many days most fixes take.

judge was less impressed, he adds, with the MTO inspector's lack of knowledge about the technology.

"These things have the ability to carry a static charge or even a virus," explains Ingratta, who notes that dealers can void the warranty on the computer if it was tampered with. "Capacitors store data and charges. When I worked with computers I always had to ground myself out before I picked up a motherboard or I could zap it just with the static electricity on my fingers. Who's to say that these things can't do the same after they unplug it from one truck and put it in another?"

Well, according to Ingratta, the MTO inspector couldn't.

"We asked what the [MTO] does to ensure against static electricity charges. Do they ground the thing?" recalls Ingratta. "He

seemed clueless about what we were asking."

Anecdotally, some truckers writing on Internet message forums say it's happened to them. And the operations manager at a well-known GTA-area fleet confirmed to *Today's Trucking* that one of his trucks was down for nearly two days after its computer needed to get reprogrammed after a speed limiter inspection. "They unplugged it before the program was finished," he says, "and it [seized] everything up."

He says that Cummins' attempt to "flash" the ECM (something like a reboot) didn't work and a complete re-programming was required. "If I knew what it would cost, I would have made a bigger deal of it when it happened," he says.

Joanne Ritchie, executive director of OBAC, says she advised members and other

truck owners over a year ago "to take whatever steps were required to protect their engine data" until the ministries came up with a policy regarding recovery and use of ECM data "and not to assist

"One ops manager confirmed that his truck was down for two days after a speed-limiter inspection."

inspectors in making connections or to participate in the verification process."

She says the waiver was Ingratta's way of handling the issue, "and his decision was backed up by the courts."

Ritchie says she questioned the MTO about whether it would stand behind any "future warranty or data corruption issues," but has yet to receive an official response.

The MTO would only say that they are aware of

Ingratta's case and, not surprisingly, they are in the process of appealing the decision.

Ritchie suspects this ruling blows a huge hole in the law. "We think they're worried because they probably don't have a policy in place on either the privacy or the warranty issues."

Ingratta says he'll continue carrying the waiver with him, although he doesn't know if the ongoing appeal would discourage an inspector from handing him another ticket. "I would guess they wouldn't want to charge me again after this decision, at least not until the appeal is over with."

You'd think wouldn't you? Unlike Ingratta, who says he lost \$3,000 in lost pay and lawyer fees to fight the case, the government's resources run are a lot deeper—like into your pockets.

Hours of Service Citizen's Arrest: HOS Under Fire

After defending the 2004 hours-of-service rules for the better part of seven years from the agit-lobby, U.S. federal regulators are just a few months away from unveiling what's likely going to be a new HOS framework.

What the final new rule will look like no one knows for sure, but the usual coalition of interest groups has some curious suggestions.

The Federal Motor Carrier Safety Administration (FMCSA) should slash the number of hours a driver could be behind the wheel from 11 hours to—hold on, now—eight hours; increase the daily off-duty period from 10 to 12 hours; cap the workday at 12 hours from 14; and expand the sleeper

berth to more than eight consecutive hours, states the coalition led by Public Citizen and the Teamsters in a filing to the rulemaking docket.

While some of those recommendations appear completely divorced from any understanding of the workings of the North American freight system, truckers shouldn't completely laugh them off considering that post-Obama DOT regulators are back at the drawing board only in return for the coalition agreeing to put down their swords and suspend ongoing legal assaults. In an interview with *Today's Trucking*, Public Citizen attorney Greg Beck says the recommendations are based on "overwhelming" scientific evidence that crash risk goes up exponentially after the

eighth hour of driving.

Actually, there's little that's "overwhelming" about Public Citizen's case, which relies



OH FOR THE LOVE OF...

Special interests want to go backwards on hours of service.

mainly on part of a government study conducted by the University of Pennsylvania that shows relative risk (an estimate of the number of crashes versus vehicle expo-

sure) goes up after the eighth hour of driving. "But relative risk is not actual risk," says Dave Osiecki, senior vice president of policy and regulatory affairs for American Trucking Associations (ATA). "Actual risk in fatigue-related crashes—which are a very small percentage to begin with—when they do happen, occur in the first few hours of driving."

Specific crash data appears to back up that claim. The Trucks Involved in Fatal Accidents' (TIFA) database, which is maintained by the University of Michigan Transportation Research Institute, shows that in 2007, nearly 90 percent of the fatal truck collisions occurred within the first eight hours of driving. As well, a Virginia Tech Transportation Institute



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Contact: 888-349-4287

Website: www.gatsonline.com

September 5-12

National Trucking Week 2010

Nationwide

Sponsored by the Canadian Trucking Alliance and regional associations.

Contact: Local trucking association

Website: www.cantruck.com

September 12-18

Brake Safety Awareness Week 2010

North America-wide.

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Contact: 202/775-1623

Website: www.cvsa.org

September 26-29

Transportation Association of Canada Annual Conference

Halifax

Contact: 613/736-1350

Website: www.tac-atc.ca

Sept. 30 - Oct. 2

TRUXPO 2010

Northlands Tradex Centre

(Abbotsford Airport), Abbotsford, B.C.

One of the biggest truck show for Western Canada returns to B.C. this year.

Hosted by the British Columbia

Trucking Association.

Contact: 604/888-5319

Website: www.truxpo.com

October 22-23

Fleet Safety Council Conference

Niagara Falls, Ont. (tentative)

Formerly known as the Transportation Health & Safety Association of Ontario's (THSAO) Council of Driver Trainers conference.

Contact: 905/219-0003

Website: www.thsao.on.ca

CamExpo 2010 QUÉBEC

November 5

CamExpo

Centre de Foires de Québec.

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Contact: 418/877-1919

Website: www.cam-expo.com

study also found that a greater risk for collision exists during the first hour of a trucker's shift. Beck, though, finds it all a little absurd. "Common sense tells you that when you drive a long time you get more tired and it's simply not a higher risk in the first hour, which shows the data they're relying on is fundamentally flawed."

Common sense also tells us that fatigue-related crash risk—arguably too thorny to really quantify anyway—should work both ways. If accumulated tiredness is a risk factor in the eight-plus hours of driving, than surly sleep inertia can play a role in those early-hour crash stats. And that's to say nothing of the parallel between the current HOS rules and the steady fall in truck-involved crashes, injuries, and fatalities in both the U.S. and Canada.

Osiecki admits there's virtually no clear qualitative evidence to prove the connection, but, he rightly points out, there's certainly no evidence to suggest the contrary because "safety is improving and it's not at all a stretch to say [the rules] must be working in some way because the experience is markedly better."

"If these groups are truly interested in safety, then they would look at the safety record of the industry under these rules, which is pretty good."

Beck, instead, chalks up the improved crash and fatality numbers to reduced truck volume during the downturn. Ironically, though, he rejected the notion that traffic levels could have an

on the Docket

STRAINED QUADS:

B.C. carriers continue to fight against a provincial government plan to reduce the maximum weight on quad-axle trailers by 3,000 kg. Starting Dec. 10, 2010, the weight limit for quad axle, or tandem-tandem trailers, will fall eight percent, from 34,000 kg to 31,000 kg.

The B.C. Trucking Association (BCTA) already got the weight reduction postponed once before (it was originally slated for 2007). But the group still says that the change remains unworkable and it would increase GHG emissions.

In a letter to the ministry's Commercial Vehicle and Safety Enforcement (CVSE) branch, BCTA President Paul Landry notes that a three-tonne loss in payload for a single steer tandem drive truck and quad-axle trailer would add one additional trip for every 13 trips to move the same amount of product. "And not only does this increase fuel consumption and GHG emissions, the extra trips also have safety and economic costs that must be considered, since crash risk increases with road exposure," Landry wrote.

effect on safety in response to the ATA's claim that fewer allowable hours per truck would lead to extra trucks on the road, and thereby possibly more collisions.

Beck says Public Citizen officials don't expect FMCSA to implement all of their suggestions—"there's a number of ways you can combine things to come up with rules that are safe"—but if the rewrite isn't overall satisfactory the group will seriously consider resuming litigation.

Fact is, reopening the hourglass arguably won't keep the government out of court down the road anyway. In the unlikely event the FMCSA completely

appeases the interest groups, it's hard to imagine how it could justify radically changing the rules in just a few months after developing them on more than a decade of analysis.

"The agency and DOT would simply be opening themselves up to more litigation," says Osiecki. "On what basis would they do it? They can't ignore their own rational justification and understanding of the science that underlies the rules. They can't turn on a dime and say we goofed up six years ago and made all the wrong decisions." Trucking's opponents are hoping they can.

INSURANCE REGS RELAXED:

The Federal Motor Carrier Safety Administration (FMCSA) officially published a final rule that eliminates the need for Canadian insurance companies to link with a U.S. insurer to legally cover Canada-domiciled motor carriers operating in the U.S. Until now,



Canadian trucking carriers had to maintain policies issued by U.S. insurers either directly

(and thereby maintain two separate policies) or through a "fronting agreement" where the risk is "reinsured" back to the Canadian provider by the American firm.

Some commentators argued that Canadian insurance companies should be required to comply with all the same federal and state-by-state requirements for U.S.-based insurers. Though, FMCSA said that it trusts Canuck carriers plenty enough. "The Canadian government and the insurance companies it regulates have demonstrated that they have the ability ... to honor their financial obligations without the need for any additional oversight."

CSA 2010

Fix Flaws to CSA Regulators Told

Just a few months until the incremental implementation of CSA 2010, American trucking regulators have responded to carrier concerns and have agreed to change how the system determines a fleet's crash risk.

Federal Motor Carrier Safety Administration (FMCSA) administrator Anne Ferro recently stated at an industry event that the system will now consider vehicle miles traveled as well as the number of fleet trucks as part of the crash risk formula under CSA. This was a

Dispatches

major sticking point for carriers who argued that the size of a fleet shouldn't work against it. Smaller carriers complained that they would bear a larger relative effect of an incident on their rating. There are, however, other "flaws" in CSA that carriers continue seeking solutions to. The most significant outstanding issue is the system's inability to make crash accountability or "causation" determinations on truck-involved crashes before data is entered into a carrier's record. Speaking before the House Transportation and Infrastructure Subcommittee on Highways and Transit, Transportation Corp. of

"He is urging regulators to make carriers accountable only for crashes they cause."

America executive vice president and American Trucking Associations (ATA) exec, Keith Klein, urged regulators to make carriers accountable only for crashes they cause.

To illustrate his point, Klein showed a dramatic video of a tractor-trailer overturning into the oncoming lane of traffic. Upon close inspection, the video shows that the truck is being forced over the lane by an automobile.

This accident, says Klein, would be recorded under CSA without recognition that it was not the trucker's fault.

In addition, carriers

remained concerned about how severity for violations is weighed; how carriers are measured based on violations by drivers who have been terminated or based on citations that have been dismissed in court. Inconsistent state enforcement practices and the possible effect on ratings is something else regulators have not seriously addressed, carriers insist.

"A system that is based on inconsistent data and a flawed scoring methodology will not achieve its objectives," said Klein. "Instead, it will create inequities for some safe carriers and inappropriately allow some unsafe carriers to avoid scrutiny and consequences."

The ATA is now suggesting that regulators wait to

implement the program until after they review an evaluation study currently underway by the University of Michigan Transportation Research Institute.

CSA 2011, anyone?

Workplace

Truck Cabs Not A Private Matter

The Supreme Court of Canada ruled that a warrantless seizure of nearly 400 pounds of marijuana from a highway truck was within the law, throwing into question the level of privacy protection truckers can expect from inside their truck cabs.

Initially, two men occupying the semi were acquitted by a Saskatchewan trial judge who ruled that they



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had been detained arbitrarily and that the search infringed on their right to privacy. The judge excluded the drugs and a large stash of cash from the evidence.

In a 9-0 judgment, however, the Supreme Court stated that the arresting officer's suspicion was legitimately aroused after he stopped the truck on the Trans-Canada Highway.

"A roadside stop is not a static event," Justice Ian Binnie wrote for the Court. "Information as it emerges may entitle the police to proceed further, or, as the case may be, end their enquiries and allow the vehicle to resume its journey."

According to news reports, Regent Nolet and John Vatsis were pulled over by an RCMP officer for a random check. An expired fuel sticker prompted the officer to request their driver's licences, logbook and vehicle registration. An explanation of the truckers' trip didn't match records and while searching a duffle bag for duplicate logbooks, the officer found \$115,000 in small bills. The truck was towed to a police compound, where officers found the \$1.5 million in packaged marijuana hidden in a false compartment.

heard on the Street

■ **David Giroux**, formerly director of Marketing Communications with **PETERBILT**, has returned to **ARVINMERITOR**, where he worked from 1999 until 2006.

Giroux succeeds D. Mike Pennington, who is retiring after more than 25 years of service with Meritor. Pennington will continue to provide on-going support to the company's marketing communications activity in a consulting and industry relations capacity.

In his role with ArvinMeritor, Giroux will be director of Global Brand Management and Marketing Communications for the Americas. He will be responsible for directing the company's worldwide branding efforts.

■ After 50 years in the trailer industry, **Phil Pines**, president and chief operating officer of **GREAT DANE TRAILERS**, will retire at the end of this year. William Crown, CEO, will take his place.

Pines began his career in the trailer industry in 1958 working alongside his father, Leo Pines, at their Monon Trailer dealership.

Twenty-five years later the Pines' formed a partnership with the Crown family. In January, 1997, the partnership acquired Great Dane Trailers.

Bill Crown joined the family business in 1993.

At no time during this series of events did the police obtain a search warrant.

However, Judge Binnie ruled that the most contentious part of the search—

when the duffle bag was opened—was legal because truck cabs have minimal expectation of privacy since it is a "place of work" and vulnerable to "frequent random checks in relation to

highway transport matters."

While rudimentary living quarters such as a truck cab do have a "reasonable expectation" of privacy, "the level of expectation is necessarily low," wrote Binnie. ▲

The following year he was promoted to CEO where he played a key role in the acquisition of Great Dane.

■ It's safe to say that few trucking carriers take as much pride in the look and style of their equipment as Canada's private truck fleets. Winners at this year's **PRIVATE MOTOR TRUCK COUNCIL OF CANADA** Vehicle Graphics Design competition include: Vancouver Island Brewery (tractor-trailer); The TDL Group (Night-Time Safety); Sony Computer Entertainment (Special Events); Mill Street Brewery (Straight Truck); and Kubota (Identity Fleet Graphics).



ATTRACTIVE TRACTORS:
Kubota won for Identity Fleet Graphics.

Meanwhile PMTC also took time at its conference to honor some of their safest drivers and carriers. Several million accident-free miles among them, Jim Hagen of Maple Leaf Foods, Vince Russo of Summit Food Service Distributors, and Bill Youden, of The TDL Group were all inducted into the PMTC Hall of Fame for Professional Drivers.

The 2010 award winners for Private Fleet Safety were Pro Distribution Services (small fleet category) and Home Hardware Stores (big fleet bracket).

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DEEP-SIX PAY-PER-MILE?

The current per-mile system of paying truck drivers is outmoded and has to go—or at least change drastically, says Ontario Trucking Association Chairman and Kriska Transportation President Mark Seymour.



Speaking at a TransCore Link Logistics event, the always candid Seymour, suggested to the assembly that as truckers climb out of the recession, they must focus on profitability and include all their costs into their prices. And the looming staffing shortage will mean that truckers must find ways to compensate their staffs appropriately.

"Pay and benefits need to be consistent with time and effort," he said. "Paying by the mile is something that's going to have to change."

"Every time you see a driver in gridlock, the only thing that he or she is thinking is 'how am I going to make this [time] up?'"

Seymour says the average driver at Kriska makes about \$58,000 a year, and, he added, that's not enough. And a three or four-percent increase is not enough.

And, with rates and volumes creeping back up; and rules, regs, and fuel soon driving bad players out, now's the time to do it.

Words most drivers would like to hear. Seeing it happen would be even better.

More at : <http://tinyurl.com/deep6rates>

"Pay and benefits need to be consistent with time and effort."

BITS & BITES

Goodwill by the tonne

Ryan Gallaher has finally landed back in Canada and is safely in a London, Ont., hospital, thanks partially to the hard work, prayers and moral support of his mom's colleagues at International Truckload Services (ITS) in Belleville, Ont.

Gallaher, you might have read on todaystrucking.com, is the English teacher who was working in Vietnam but ended up in a coma after a motorcycle crash.



BEFORE THE CRASH: Ryan, mom Lisa and brother Tyler.

His mom, Lisa Hamilton, works in the billing department of ITS and she flew to Asia to be by his side on June 9. Problem was, expenses started piling up hourly

and Gallaher's OHIP coverage was at risk if he didn't come home soon.

Thanks in part to the story making the rounds on the Internet, ITS, with a boost from contributions within the trucking community, raised enough money to bring Ryan home.

More at <http://tinyurl.com/ryanhome>. Or find out how to help by visiting www.bringryanhome.ca.

Thieves jonesing for drug trucks

Remember that old Byrds' hit "Drug Store Truck-Drivin' Man"? If they released it today a more suitable title would be "Drug Store Truck Stealin' Man."

It turns out, the trucking industry is witnessing a virtual crime wave of pharmaceutical truck thefts.

Most thefts occur at truckstops and, experts say, are non-violent. But with that kind of money involved, they're the work of pros, who take great care in conducting pre-operation recon to ferret out targets.

More at <http://tinyurl.com/drugtrucks>

Next-door NAFTA

Within the next 15 years, many of your trucks should be able to zip through Canada-U.S. border crossings without stopping. So says Thomas Winkowski, who's basically second in command at U.S. Customs and Border Protection (CBP). "In the next 10 to 15 years, the border's going to be completely different," he said. "It isn't going to be a border where everything has to stop. It's all going to be electronic."

Sounds great, says CTA. But Canada's top lobby group suggests a few "low hanging fruit" fixes that'll make cross-border trucking run smoother: First, loosen up on the suspension of C-TPAT benefits. Also, change empty trailer repositioning rules. And, oh, relax paperwork for domestic in-transit shipments.

More at <http://tinyurl.com/borderczar2> and <http://tinyurl.com/bordertips>

61 secs and you're toast in The Big Smoke

To your already overflowing "Reasons to Avoid Toronto" file, add this: City Council has just passed a one-minute idling law. It'll probably come into force in the fall.

It has been against the law to idle three minutes or more for some time now, but last month, lefty T.O. councillors expanded the rule in their efforts to "shift people out of cars." This also might have something to do with the stricter rule change: In 2009 only 88 tickets were handed out to three-minute idlers. Cash-strapped Hogtown needs more slush in the trough.

More at <http://tinyurl.com/hogtownidle>

Truckers, charity and all that Jazz

Eight months, two weeks and two days after she took her first steps eastward, Jazzy Jordan, 17, completed her cross-America run in late June by trotting into Times Square. The Ashby, Minn., teen was raising money for the St. Christopher's Development and Relief Fund, a not-for-profit organization dedicated to truckers who need but cannot afford medical aid.

If you check out www.runwithjazzy.com, you can find a day-by-day account of her incredible journey. That, her pilot car-driving dad (and former Canadian pro wrestler) Lee Jordan told todaystrucking.com, "is a blog worth hanging on to."

More at <http://tinyurl.com/jazzyrun>



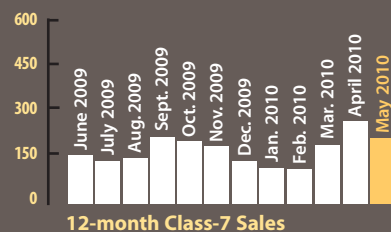
Canada: Truck Sales Index

May 2010

CLASS 8	This Month	YTD '10	YTD '09	Share
International	416	1961	1683	26.6%
Freightliner	277	1517	1315	20.6%
Kenworth	342	1451	612	19.7%
Peterbilt	168	818	289	11.1%
Volvo	153	670	641	9.1%
Western Star	105	473	454	6.4%
Mack	83	384	481	5.2%
Sterling	30	85	478	1.2%
TOTAL	1574	7359	5953	100.0%



CLASS 7	This Month	YTD '10	YTD '09	Share
International	83	379	233	43.7%
Kenworth	23	137	129	15.8%
Peterbilt	45	122	134	14.1%
Freightliner	34	113	100	13.0%
Hino Canada	15	110	102	12.7%
Sterling	2	7	59	0.8%
TOTAL	202	868	757	100.0%



CLASS 6	This Month	YTD '10	YTD '09	Share
International	33	135	121	50.8%
Hino Canada	9	93	130	35.0%
Freightliner	9	22	37	8.3%
Sterling	1	10	20	3.8%
Peterbilt	0	6	17	2.3%
TOTAL	52	266	325	100.0%



CLASS 5	This Month	YTD '10	YTD '09	Share
Hino Canada	39	213	180	64.9%
International	18	78	80	23.8%
Kenworth	4	24	29	7.3%
Sterling	1	11	155	3.4%
Freightliner	0	2	3	0.6%
Peterbilt	0	0	5	0.0%
TOTAL	62	328	452	100.0%



Canada: Provincial Sales (Class 8)

CLASS 8	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CDA
International	7	31	7	19	191	102	19	17	3	20	416
Freightliner	10	30	9	8	112	52	38	13	0	5	277
Kenworth	27	74	11	9	82	122	17	0	0	0	342
Peterbilt	13	41	11	13	21	56	7	6	0	0	168
Volvo	5	3	2	11	84	36	4	6	0	2	153
Western Star	5	23	1	1	30	31	5	7	0	2	105
Mack	4	6	5	0	45	13	9	1	0	0	83
Sterling	8	11	3	0	2	6	0	0	0	0	30
TOTAL	79	219	49	61	567	418	99	50	3	29	1574
YTD 2010	510	1068	353	422	2521	1793	363	271	5	53	7359

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

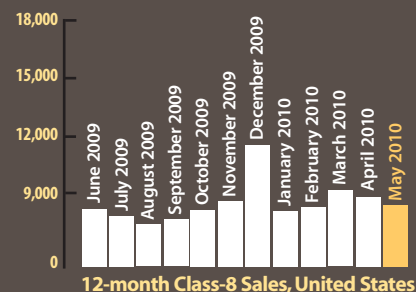


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U.S.: Retail Truck Sales

CLASSE 8	This Month	YTD '10
Freightliner	2233	13,134
International	2684	11,333
Peterbilt	776	4831
Kenworth	953	4080
Mack	626	3206
Volvo	459	3108
Western Star	81	337
Sterling	81	329
Other	2	8
TOTAL	7895	40,366



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Ours of Service

safety *Why filling out a log book is actually a group activity.*
By Brian Botham

As you'll see elsewhere in these pages, there's good news from the 2010 Roadcheck.

Of the 7,065 trucks inspected during the 72-hour blitz, which ran from June 8 to 10 of this year, only 189 drivers or 2.9 percent were placed Out of Service (OOS), compared to 3.3 percent last year.

As good as the news is (and the numbers are indeed trending downward) I find it curious that one of the main reasons drivers across North America were placed OOS during Roadcheck was Hours of Service violations.

I continue to be confounded by this. Running afoul of log books is one area where we should have complete control; yet it's one area where our industry continues to falter.

Furthermore, HOS remains in the public eye. As the Federal Motor Carrier Safety Administration (FMCSA) thinks about changing the rules yet again, the image of the tired trucker (or the driver who cooks the books) continues to haunt us in the eyes of the anti-truck public.

It does not have to be this way. And it's not all the driver's fault.

Drivers indeed shoulder considerable responsibility, but ultimately, running compliant is the carrier's concern. And that of everyone who works for the carrier.

I can say this with confidence because, believe it or not, there are companies out there who simply to not have

HOS violations. It's against their rules.

And, how, you might well ask, do they do it?

The answer is quite simple. For them, following HOS rules is a company-wide policy.

Carriers that live by this code ensure that every person in the company assumes responsibility for HOS compliance.

Take, for example, sales reps. When signing new accounts or new lanes, the

Dispatchers, too.

They are on the front line with the drivers and know or should know at all times how many hours a driver has available in a day and cycle.

Dispatch can easily monitor HOS in real time by having drivers report their hours daily. Dispatch should also have a clear understanding of average speeds vs. distances travelled and know if drivers are compliant. (A simple spreadsheet in Excel will

I still conduct training sessions on HOS with experienced drivers. And part of that training involves refresher courses. After all, how many of us remember everything we learned five years ago? And it never hurts

"If the customer is unwilling to accommodate the rules, the freight cannot move."

to remind people of the possible consequences of collisions and fines. Keep drilling the points home.

How about your admin people? They should help keep an eye on HOS compliance, too. When preparing payroll for drivers, for instance, if your comptroller finds himself writing a check for more than 3,000 miles traveled in a week, there could very well be an issue there. We all know what a driver can run legally in a week so if you are seeing 3,850 miles traveled in a week, the situation merits looking into.

Until mandatory EOBRs are facts of everyday life, HOS will be everyone's responsibility. Do yourself a favor. No matter where you work in the company, take the lead on this very key issue. ▲

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



reps make sure that drivers can complete trips legally and within the customer's time frames.

If it can't happen, the sales rep has the responsibility to educate the customer and try to adjust pick-up and delivery times to ensure that a trip can be completed legally. If the customer is unwilling to accommodate the rules, the freight cannot move.

keep track of daily HOS and most mapping software can provide approximate times to complete trips from A to B.)

Drivers are of course key components in HOS compliance as they are the ones ultimately keeping track. But the question arises: Do all your drivers understand the rules? Just because they carry a CDL doesn't mean they understand log-book complexities.

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Chalk One Up For The Little Guy

fleets *A couple of recent government decisions could end up being beneficial to small and medium-sized fleets. By Steve Macleod*

A considerable amount of ink gets used up in these pages criticizing government decisions so it's only fair to give credit when credit is due.

There's good news coming out of a few provincial governments, and it might actually be profitable for truckers across the country.

Out on the left coast, the B.C. government has implemented a 500-lb weight allowance for trucks outfitted with auxiliary power units (APUs).

For truckers who were rolling with these things already installed to reduce idle time and save money on fuel, this will help restore the freight volume lost to the extra weight of an APU.

That assumes you'll be able to get a chunk of that increased amount of freight that keeps getting talked about after the dwindling volumes during the past couple of years. And for any truckers who didn't get an APU because they couldn't absorb a drop in freight, this might just tip the scale in favor of finally getting one and reducing fuel bills.

The initiatives in Nova Scotia and Alberta also targeted APUs. Both governments have decided to put aside some cash to use as rebates for truckers looking to purchase them, as well as a handful of other fuel-efficiency goodies.

Out east, truckers who own or lease a class 8 tractor

and/or trailer will be eligible for up to \$2,500, plus HST, for the purchase of fuel-saving SmartWay-approved devices. The \$1 million put aside by Conserve Nova Scotia will be administered by the Atlantic Provinces Trucking Association (APTA), so if you're in the market for an APU, aerodynamic devices, low-rolling-resistance tires, or

Alberta money gets spread around and doesn't just end up in the hands of the province's larger fleets, the rebate program has been limited to \$30,000 per company.

It's almost the exact opposite of what happened with the federal government's ecoFreight

virtually eliminated the small fleets and single-truck operators from the process, without a penny to help.

But that's old news and it looks like some positive steps are being taken, and not just for the benefit of big fleets. While a rebate here and a

"This might just tip the scale in favor of finally getting an APU and reducing fuel bills."

maybe tire-pressure monitoring and inflation systems, get in touch with the APTA (506-855-2782).

The rebates must be pre-approved and will be issued on a first-come, first-serve basis.

In Alberta, the province has also put aside rebate money for truckers looking to purchase fuel-efficient technology. As well as APUs, money will be available for purchases of trailer skirts, end fairings, gap fairings and hybrid trucks.

Climate Change Central will be administering the Alberta rebate program and has set up a website (www.truckssoftomorrow.com) where truckers can go and reserve their funds for six months, prior to the purchase and installation of equipment.

In a bit of an effort to ensure the \$2 million of

program. The program was designed to provide grants for 50 percent of the purchase cost for fuel-efficient technologies and help the transportation sector reduce its greenhouse gas emissions.

In the second round of funding, however, a \$25,000 floor was put on the funding because Transport Canada said projects of at least \$50,000 in scope were best suited to meet program objectives and provide broader scale emissions impacts.

Another impact was that it



rebate there, along with a weight allowance somewhere else, are all nice individually, for those tiny steps to turn into big leaps we'll just need a jurisdiction or two to put them both together. That'll be great news.

Alright, so my entire cynical side didn't take a break this month, but it's still good news, mostly. ▲

Steve Macleod is the Western Editor of Newcom Business Media, which publishes *Today's Trucking*.

Street Smarts

INSIDE:

24 Safety? We have an APPS for that

MANAGING PEOPLE, TECHNOLOGY, BUSINESS, AND SAFETY



DAY TRIPPER: Day Group's maintenance chief Jim Riddell believes a happy driver's a safe driver.

helicopters," Riddle told *Today's Trucking*. "Thankfully, they're run as a separate division, Day Aviation."

Recently, Riddle was named the 2010 Volvo Maintenance Manager of the Year at the annual Canadian Fleet Maintenance Seminar (CFMS).

Riddle was born and raised in Sudbury. Both his parents taught at the biggest high school in town; and he says he was the least academic-minded one of the five Riddle kids.

"I broke the mold. I was very mechanical from the time I was 14. I got a job with a tiny Supertest gas station—I was a sympathy hire—and then later in high school I got a job driving truck for Canada Dry. That's where I learned to like trucks."

Riddle says his aversion to academia showed itself nice and early. "I went through Sheridan Tech school without ever opening a book. My parents gave me a load of crap one day and said 'Why don't you just quit?' so I did."

That's when he started learning. Indeed, education in various forms has been a critical factor in his life since.

His background is as colorful as he is candid.

Before joining Day in 2002, Riddle worked variously in towing; gas-retailing, truck repair and sales; and heavy-equipment leasing.

All the while Riddle has been a keenly active member of ATSSA as well as involved with Sudbury's community training centre, Cambrian College, from which he draws a steady stream of apprentices for the Day Group. He actually helped the school establish a dual-apprenticeship program so students can learn about truck-and-coach work as well as heavy-duty equipment mechanics.

He has trucks in his fleet that are brand new and he also knows how to wring the last drop of profitability out of older iron.

Riddle Big Man

profile *Scrimp on machinery and your people will gripe. As Canada's top fleet maintenance man Jim Riddle says, it's sometimes the littlest items—steering wheel grips for instance—that need the most attention. By Peter Carter*

Jim Riddle—maintenance manager extraordinaire—holds what might well be the single most-appropriate ideal qualification for overseeing about 75 staffers ranging from young apprentices to veteran wrench-wielders.

And that is?

Both his parents were high-school teachers.

Who knows more about keeping the

reins on a bunch of independent-minded energetic young folks than school teachers?

For the past eight years, Riddle, 63, has been in charge of maintenance at Sudbury-based Day Group, a 55-year-old family operation that evolved from a one-truck operation to where it now operates about 800 pieces of transportation equipment, including a few helicopters.

"I take care of everything except the

"We've got stuff as old as 1985 working every day. I have more trouble with some of my new trucks than I do with my old ones. Some people would look at what we do here with our trucks and they'd think it's not viable. But we do things like take a dump truck and make it a water truck.

"It's not cheap but it's worth it."

When Riddle talks about refurbishing an older truck, he refers to detailish nit-picked items like replacement floorboards that are factory-new and re-molded steering wheels. "Everything wears out and everything needs attention," he says.

Day likes Riddle.

"I've been extremely well-treated here and have unbridled authority to operate," Riddle says.

Ask him what sort of trucks he runs? "Name it, and we've got two of them."

Or his philosophy on drivers: "A happy driver is a safe driver. And if a driver looks

"We're not averse to trying new technology, but you have to know how the electronic age talks to the gearbox. There always seems to be problems with the links."

"I think in general OEMs have to build links more robustly. Like with ABS; it's wonderful technology, but the ABS light is on all the time."

If you spend a half an hour with Riddle, you'll learn fast that while his B.S.-radar is

on high 24/7 and he works like an ox, he's also a fun-loving sort.

And in her letter of support for his nomination, the maintenance coordinator for the Day Group, Louise Cloutier, summed up her colleague thusly: "I have never met a person who knows heavy-duty trucking like Jim. This man has a passion for this industry like no other."

It's the kind of thing you can't teach. ▲



JIM'S DANDY: Day Maintenance Coordinator Louise Cloutier says she's never met anyone with as much passion for trucking as Riddle.

after his truck and shows he cares, he'll get boot brushes and CD players and that kind of thing. We've even put new aluminum rims if the driver is happier that way."

On new truck technology? Riddle's eager to try leading-edge gear, but he's also very particular.

Day has just ordered a handful of tractors with UltraShift transmissions. They are worth the upcharge, he says, as long as the links that unite the transmission technology with the rest of the trucks remain stable.

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IT'S A GUY THING: Broderick takes a lot of pride in being a member of the OTA Road Knights and being able to teach children about sharing the road with trucks.

Safety? We Have An APPS For That

profile APPS Transport driver Guy Broderick brings an evangelical zeal to any conversation about keeping people and trucks safe. By Steve Macleod

Even before jumping behind the wheel of a truck, Guy Broderick had a thirst for safety, and now he's finding ways to share his knowledge with people both inside and outside the trucking industry.

In high school, Broderick worked at a Lansing Buildall in Toronto where his uncle was the warehouse manager. He served on the safety committee there so it was only

natural that he'd join a similar committee at APPS Transport. He's been an active member ever since its launch in '97.

He also has a passion for sharing what he learns about safety with his co-workers, and he became a driver trainer with the Brampton, Ont., based carrier just a year after joining the company in 1995.

He's even been able to take his positive personality and enthusiasm for the truck-

ing industry to a wider audience, earning a spot on the current Ontario Trucking Association's (OTA) Road Knights Team.

"It's something I take very seriously," says the 42-year-old Broderick. "There's a [Road Knights] decal on my truck, and APPS is really generous with this, and doesn't let other people drive my truck. A lot of respect comes with that."

While Broderick was at Lansing Buildall, he became enthralled with the trucks that he helped load, so right after high school he got his 'D' licence and just a few months later his 'A' ticket.

While at the warehouse, Broderick also earned a computer diploma from the Toronto School of Business, and spent a bit of time doing IT work before making an official move into the trucking industry, taking a job at a transportation company. After just a couple of years he fell

into a promotion, and then another.

At 25, Broderick was fleet manager, keeping an eye on more than 50 trucks doing cross-border hauling. With a contract heavily tied to the up-and-down automotive industry, the fleet ultimately dwindled to less than five trucks and Broderick's position with the carrier faded away with it. But he wasn't finished with trucking. He took his A licence over to APPS.

Going from management to being behind the wheel of a truck full-time might seem like a bit of a backwards step, but Broderick couldn't be happier.

"I enjoy driving," says Broderick. "A lot of people have this attitude that I'm the best there is, but you really have to practise."

Someone who doesn't take his skills for granted and is willing to put in time to be a better driver—not to mention an unblemished record—are good qualities to have in a driver trainer, which is exactly what APPS Transport made Broderick in 1996. Not only does Broderick take new

candidates, it was up to Broderick to talk his way onto the team in front of a panel of judges and his subject, of course, was safety. In particular, driver fatigue.

After his presentation, one of the judges asked Broderick what he would do if he woke up at 3:00 a.m. and wasn't feeling well enough to drive into work. As Broderick tells it, the exchange went something like this:

"I'd call my boss and say I wasn't coming in today."

"What if they said you had to come in?"

"I'd quit."

"You wouldn't work for someone if they asked you to drive when you weren't feeling well?"

"Would you?"

And with that, Broderick earned his knighthood. ▲



SPIN DOCTOR: Broderick takes staffers from other departments for rides in his cab to give them another perspective.

APPS drivers in his truck to teach them the company policies and procedures, but he also takes new company salespeople out for a spin to give them a different perspective on their jobs.

On average, he'll have a passenger two or three times each month.

With his positive personality and enthusiasm for trucking, Broderick's bosses figured there'd be no better person to serve as an ambassador for the trucking industry, so they nominated him for the OTA's Road Knights Team.

After making it to the final crop of



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Our Driving Forces

A photograph of two Canadian military personnel in camouflage uniforms and berets standing in front of a green military vehicle. The man on the left is wearing a black beret and a name tag that reads "CARPENTER". The man on the right is wearing a blue beret. They are both smiling and looking at each other. The background shows the front of a green military vehicle with orange lights on top.

BULLETS, BEANS AND BUDDIES: Master Corporal Rob Wall, right, and Corporal Jeff Carpenter of Transportation Company, 1 Service Battalion, at CFB Edmonton, in the fall of 2009.

BY JIM PARK



Your workday starts at
“oh-dark-stupid” o’clock
and runs until it’s safe to come
home. Somewhere along
the road you’ll face rockets,
rocks and roadside bombs.
Driving in Afghanistan:
There’s no life like it.

When I was driving truck, I spent a lot of time in what we jokingly referred to as the War Zone—a 25-mile radius around New York City, including places like Bayonne, Newark, Elizabeth, and Jersey City, NJ.

Brooklyn, Queens and the Bronx counted, too. But the fact is, those spots were pretty hospitable compared to the parched landscape of southern Afghanistan, which truly is a war zone.

It’s a trucking zone too. The men and women serving in one of Canada’s Combat Service Support groups based in Kandahar run daily excursions from the base near Kandahar Air Field (KAF)—about 20 km outside Kandahar City—to various forward operating bases (FOB) located 25 to 100 km away. It’s a fairly small geographic area, but even an 80-km roundtrip can take a day or more. In all, there might be 25 groups including police substations and combat outposts in the field that need to be kept supplied.

Two of Canada’s finest that have served in Afghanistan are Master Corporal (Mcppl) Rob Wall (now a sergeant), 39, and 27-year-old Corporal (Cpl) Jeff Carpenter. Being “base brats,” each has lived in several places in Canada and around the world, but both now call Edmonton home. They serve in the Transport Trades as part of 1 Service Battalion (1 Svc Bn) based at the Canadian Forces Edmonton Garrison, which fielded the National Support Element for Task Force Afghanistan between 2006 and 2008.

The transport trades involve driving and operating a variety of vehicles, including refuelers, tractor-trailers, plows, buses, specialty vehicles, logistics vehicles, support vehicles, and more. Mcppl Wall has over 40 endorsements on his “404,”—a military driver’s licence—not including additional qualifications needed to operate equipment on an airfield. Even with all those qualifications, it can take up to a year to prepare for front-line deployment and to complete what they call TMST (Theatre Mission Specific Training), such as operating convoys of supply vehicles in hostile territory.

And even then, nothing quite prepares you to operate in a place like Kandahar.

“The area between KAF and the FOBs stationed in the heart of the Panjwayi/Maywand districts is mostly city driving, and it’s an area known for IEDs [improvised explosive devices],” says Mcppl Wall. “You’re not speeding through there. You’re driving the speed limit and often a lot slower. It’s a 63 km trip, but it can easily take five hours.”

They weave through crowded streets and markets, steering around damaged vehicles, and taking great care not to hit anything or knock down telephone and power lines. “The locals tend to move aside and let us pass, but we still don’t make very good time,” he says. “We try not to stop or slow down, but sometimes it’s unavoidable.”

How do the local people respond to these convoys rolling through town?

"It depends on the last convoy that went through there. If they just rolled through not caring who or what they hit, or if we knock down their power lines, that creates some animosity," says Cpl Carpenter. "Sometimes they throw rocks at us."

"If we hit something, we'll call in a report and mark the grid. We send out a crew to fix it. If we hit a vehicle, we usually don't stop. One of the trucks behind us will take a picture of it so when the owner makes a claim we have a record of it."

It may all sound a bit rough and tumble, but they are in a war zone. Between the rocket attacks, suicide bombers, random gunfire from the insurgents, and the explosive devices planted at roadside, these guys have to keep their wits about them, because the operating bases have to be supplied. It's all in a day's work for men and women of 1 Service Battalion.

LIFE AT KAF

Just getting to Kandahar is an experience, Cpl Carpenter says. He's done three tours over there, and hasn't taken the same route twice to KAF.

"I've gone through Winnipeg, Trenton, Iceland, Scotland, Germany, Zagreb... it's always an adventure. I guess it depends on where the aircraft we're traveling on is headed," he says. "It can take as much as 24 hours travel time to get to Camp Mirage—a secure location somewhere in the Middle East. Our Airbus transports don't fly into KAF, so we land at Camp Mirage and transfer to smaller planes there. While we're waiting for a transfer, we get a briefing on life at KAF, the dos and don'ts, and then we wait for the next plane. The first time, I was 20 minutes. The last time, I was a full day there."

His first thoughts on arriving at Kandahar? "Damn it's hot!"

It can reach nearly 60 C degrees there in the summer. It'll hit 40 by 10:00 in the morning, but their BATs provide an air-conditioned haven of about 25 degrees night and day. BATs are the structures they live in. Jokingly, they are known as Big-Ass-Tents—cinder-block walls covered by a canvas top, like a tent. (There's actually a technical term for the BAT, but neither Wall nor Carpenter could recall what it was.)

Cpl Wall recalls 16 rocket attacks on the camp during his last seven-month tour.

How do you spell relief? B-E-N-Z

The Canadian Forces Combat Service Support groups operating in Afghanistan are the envy of every mobilized force over there, thanks to the recent deployment of what the Canadian Forces calls an AHSVS, short for **Armoured Heavy Support Vehicle System**.

"When we pulled the first one off the plane at Kandahar in the Spring of 2008, the whole place came to a standstill," says Master Warrant Officer Carol Langelier of 1 Svc Bn.

"Canada is the first to deploy the vehicle, and we remain the only country on the mission using it. It's one of the best in the world right now."

The AHSVS is a militarized version of the Mercedes-Benz Actros truck—common on European highways—built for the Canadian Forces by Daimler AG in Germany. Eighty-two of the vehicles are now deployed in Afghanistan, in four main configurations:

- 25 cargo vehicles with material handling cranes;
- five heavy recovery vehicles;
- 12 heavy tank transporter tractor vehicles; and
- 40 palletized loading

system (PLS) with ISO container handling capability, and petroleum and water tanker variants, equipped for towing pup trailers.

Crew vulnerability on the road is said to be greatly reduced by the armored

2A6M Leopard tank when mated to specially built 72-tonne, 7-axle platform trailers. Built by Doll Fahrzeugbau GmbH of Oppenau, Germany, the S7H features four sets of steerable rear axles, two sets



AHSVS Spec Sheet

ENGINE: 16L, 503 hp Mercedes Benz OM 502LA V-8 turbo-diesel

TRANS: Mercedes Telligent AutoTrans 16-speed automatic

PERFORMANCE: Road Speed: 88 km/h; gradient: 70 percent; horz. incline: 30 percent.

DIMENSIONS: L x 8.4m, W x 2.9m, H x 4.02m

WEIGHT: (unloaded) 23,000 kg

cab developed for Daimler by LMT of Pretoria, South Africa. It provides outstanding protection against mines, IEDs, projectiles, etc., and weighs less than 2000 kg.

The 12 tractor-trailer units are capable of hauling the legendary 65-tonne

of fixed axles amidships, and a row of castored axles in front for very tight maneuverability. Hydraulic ramps and winches make for rapid loading. The S7H was designed to perform equally well on and off-road, and they'll be used for more than transporting tanks.

"They were fired into the camp from outside," he says. "Nothing came close to where we were, but it's still a bit unnerving to be in a tent with that stuff flying around."

Food on the base is an interesting mix of the nations present there; Dutch, French, American, British, Belgian... mostly, the groups kept to their own messes, but depending on what was on the menu and how good the food was, there was plenty of sampling going on.

"The Brits liked the deep fried stuff,"

Cpl Carpenter notes. "And we'd often go over to the American mess for the Canadian bacon."

And everyone was pretty pleased when Tim Hortons set up shop on the base.

"We'd joke about grabbing a double-double before heading off to war," Mcpl Wall told us.

The local markets opened on Saturdays—after security checks—and pretty well anything any red-blooded Canadian soldier could want or need was

available: DVD players, X-Boxes, digital cameras, computers, Rolex watches, and more, along with the supplies like shaving cream, soda pop, energy drinks, etc.

"I bought stuff like scarves and a hand-made chess set to send home, you know, as a bit of a souvenir," says Cpl Carpenter.

While life on base is fairly laid back and relaxed, the business of delivering supplies to the FOB is taken very seriously. A typical convoy assignment is a two-day affair. The first day is spent preparing, planning, loading, and inspecting; the second day is out in the field.

"We'd usually begin around 10:00, when the column commander would assign teams, tasks, and vehicles," says Mcpl Wall. "Around 1300 hours, the right-seaters would show up, they'd get their briefings, and start loading their trucks. Around 1600, we'd get our final briefings, arrange helicopter support if it was needed, and do a final inspection. At that point, we were ready to go."

Next morning, at "0-dark-stupid", the convoy was on the road. Mcpl Wall says the departure times varied so the insurgents wouldn't get used to the schedule. A typical trip out to an FOB and back would be between 10 and 16 hours, but could easily turn into two days, sometimes more. The trucks carried 72 hours of supplies, just in case. If they couldn't get back by nightfall, they'd hunker down and spend the night in the field.

"The first convoy of the day and the last one before sundown were most vulnerable," notes Cpl Carpenter.

There were 12 convoys of about 10 trucks each on base, and usually six were on the road at any one time. They travel in small groups—no more than 10 vehicles—for safety.

Keep in mind that these distances traveled by the supply convoys were modest, seldom more than 100 km one way. Many trips took the convoys through the heart of downtown Kandahar, and the rest of the travel was on open, paved, two-lane highway—not much different from what you'd see in rural Saskatchewan, or more appropriately, rural Arizona or Nevada.

Few of the locals have driver's licences there, and they drive like crazy, notes Cpl Carpenter. Their answer to traffic control is speed bumps—150 to 200 of

them over a 60-km route.

"They're everywhere, and some of them are huge," he says. "Mostly they are like the ones we see in shopping mall parking lots. They slow the locals down, but they slow us down too."

They pull seven-axle trailers, each with individual air suspension, so they can't go terribly fast over the bumps, but after getting to know the routes, and where the worst of the speed bumps were, they got to know how fast they could take various bumps.

And then there are many sections where the pavement is too badly broken up to drive over at any speed. Some of the freshly broken up sections were cause for concern.

the time anyway. If they stay close to the side of the road as we drive by, it's cool. If they all run away as we approach, we stop and get out to look around."

For safety, positions were reported regularly using code-named check points, often named for brands of beer, "for morale purposes," Cpl Carpenter notes.

If all goes well, the trucks are fueled and cleaned up upon return to base, and readied for the next outing. But like any logistics exercise, foul-ups happen. (That's not standard military terminology, but you get the point.)

They haul a lot of sea-container-type boxes, stenciled with little more than a long number. Sometimes they get mixed up or

AND THE RED RIBBON GOES TO..

Wouldn't your rig(s) look great adorned with a little red ribbon that shows you have heart? Cornwall, Ont., residents Brian Goodfellow and Eleanor Bookman think so. Here's why.

A few years ago, they heard that the local Kinettes were raising money to send care packages to individual soldiers through a program called "Chosen Soldier Project."

That proved so successful that Goodfellow and Bookman spearheaded another campaign, this one called Red Ribbon Forces.

The aim is to get money for the Canadian Forces Hospital Fund that provides medical or rehab assistance for Canadian casualties.

So far, they've raised more than \$35,000.

The plan is to have as many truckers as possible purchase a magnetic ribbon for their rigs (at a measly \$6 per) that advertises to the world that the truckers support the troops. (They also sell window stickers, motorcycle helmet stickers, satellite dish covers and sew-on patches.)

www.supportcanadatroops.ca



"We'd have to get out and search the area for IEDs," explains Mcpl Wall. "The other constant threat to the convoys is the culverts under the roads. Afghanis are masters at channeling and diverting water, so these culverts are everywhere—and they're an ideal spot for an IED."

The teams used infra-red scanners to see if the dirt had been recently moved around in front of the culverts. That was a sign of dangerous activity. As a precaution, large metal grilles were installed at the openings of the culverts to keep the insurgents and their IEDs out.

"That worked for a while, but then they started coming along at night, cutting the grill and welding it back up again," Mcpl Wall says. "We caught on to that pretty fast. So we just check all the culverts all

go missing, and hours can be spent looking for one. Sound familiar? Breakdowns happen too, of course, and that sometimes requires a little ingenuity. They have large recovery vehicles in the fleets, but sometimes it's just a little bailing wire that's required. Sound familiar?

The men and women in 1 Service Battalion from Edmonton, as well as their counterparts of 2 Service Battalion from Petawawa, Ont., and 5 Service Battalion from Val Cartier, Que., perform invaluable support services in Afghanistan. They deliver the bullets, the beans, the fuel, and other supplies to the forward units. They get the call, and load up the trucks and deliver. The work can be risky, but it's part of the soldiers' job description—and all in a day's over there. ▲

Why your drivers have to be just as well adjusted as your brakes.

BY PETER CARTER

Immediately above the newly renovated Mississauga offices of Sam Kodsí, B. Eng., P.Eng., is a room littered with assorted car and truck parts that Kodsí, a motor-vehicle-accident reconstruction expert, has picked up from the vehicles of countless mva's.

On one metal shelf, for instance, lay a few scored brake drums.

Nearby, treads from worn-out and exploded tires. You can see the steel belts sticking out.

On another shelf, beside some file folders, sit box after box of used air-bag control modules, which also act as event-data recorders or "black boxes." Because Kodsí's not quite finished organizing the newly renovated building, his black-box collection looks like a bunch of garage-sale eight-track tapes.

Beside them are a couple of innocuous-looking styrofoam coffee cups. Each is hand-labeled, with the single word: "vomit." Vomit?

"Yeah, for DNA testing," Kodsí says. "In some of these crashes, we have to assess who was driving.

"There'll be a bunch of teenagers and they'll all tell the cops that the other guy was behind the wheel. We can find out the truth from DNA tests."

Kodsí has spent the past 14 or so years as one of the country's leading accident reconstruction experts. He is frequently called to be a professional witness in courts and he's an expert in such esoteric areas as intersection crashes, low-speed impact analysis, pedestrian-collisions,

driver perception and response, crash data retrieval and collision severity assessments. He can estimate with astonishing accuracy how long a driver will accelerate within an intersection before a collision.

He knows how drivers behave in clutch situations and how long amber lights last and why they are timed that way. Those kinds of things.

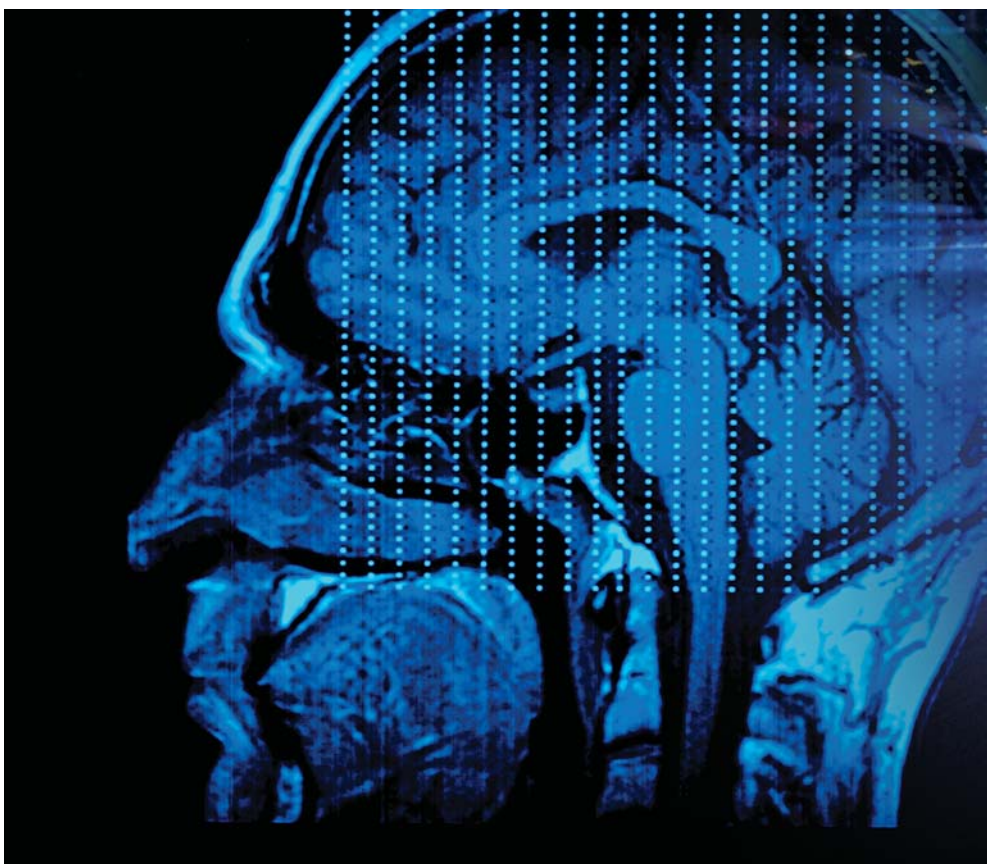
Most recently, Kodsí's expertise was called into play to reconstruct, for a Brampton, Ont., court, a horrible crash involving a 1996 Western Star that collided with a 1992 Honda.

Based on Kodsí's description of the events, the judge ruled that the accident was, from the truck driver's point of view, unavoidable and the driver was not guilty.

"I don't police; I don't give out tickets, I just analyze crashes," Kodsí says. "I completely sympathize with the grieving family and I can't even begin to fathom what they're going through. It is incredibly sad.

"But did the driver drive dangerously to kill the girls? Based on the evidence, no, he didn't."

Another contentious issue that arose was the fact that the truck underwent a



The accident resulted in the deaths of two young women; and the truck driver was charged with two counts of criminal negligence causing death.

Using his accident reconstruction techniques, software, careful measurements and observations made after the event, Kodsí was able to reconstruct the collision convincingly enough that the judge, Justice Kenneth Langdon, agreed that Kodsí's scientific recreation of the crash was more reliable than the series of eye witnesses who had testified on behalf of the prosecution.

Ministry of Transportation (MTO) inspection immediately following the collision.

The inspector unearthed a series of mechanical problems including an oil-contaminated brake lining, worn bushings, a cracked brake drum and a detached air valve. The truck owner pleaded guilty to the infractions and paid an \$11,000 fine—but none of the issues were items that a driver could have discovered on a regular pre-trip, and none were OOS items.

In Kodsí's re-creation of the accident, in which he estimated the speed of the truck and its braking patterns and normal driver

reactions, he proved to the court that any mechanical faults on the vehicle did not contribute to the accident in any way. There wasn't enough time to brake effectively.

Which pretty much lumps that horrible accident into the same category as the vast majority of them.

Driver error.

(In this case, the judge said the 19-year-old driving the Honda "ought not to have turned" in front of the truck.)

Kodsi has investigated, literally, thousands of accidents over the past 14 years. Thousands.

style extravagant accident reconstructions; before continent-wide Roadcheck safety blitzes and long before the advent of the black box. (In fact, the '96 Western Star at the heart of Kodsi's recent case didn't have a recorder, incidentally.)

Trucks and engines are more reliable than they used to be—Kodsi puts it this way: "They're over-designed"—and each passing Roadcheck program seems to show that fleets are taking increasing care with their vehicles. (See "Putting on the Blitz," pg 32.)

Stephen Keppler is the interim execu-

they're looking to cut costs; safety might be an area they look at. For example rather than turning their trucks every three years, it's every five years."

But Keppler and others interpret this year's Roadcheck results as evidence that carriers are not scrimping on mechanical safety.

Any more, that is, than usual.

But if you ask Keppler, Kodsi, the family of those poor girls, or tons of other industry insiders they'll all agree that too many fleets get a "fail" when it comes to keeping drivers well trained and satisfied



The Machine Behind The Wheel

"Over the past 14 years, I can probably think of a dozen or two dozen legitimate equipment failures," he says.

"It's like this," he says, "We keep going around and around looking for reasons and we end up pointing to the machine behind the wheel."

The machine behind the wheel.

When I was growing up my father ran a fleet and one of his favorite expressions was "the only part of the machine you really have to worry about is the nut holding the wheel."

My father's days were long before Kodsi-

tive director of the Commercial Vehicle Safety Alliance (CVSA), which administers the annual blitz.

He agrees that Roadcheck results support Kodsi's observations. If roadside checks are anything to go by, trucks are getting safer every year. Even when business is bad.

"It's kind of interesting," he says, "because going into Roadcheck this year, frankly given the economic situation, we thought we might see some spikes. And we didn't."

"Many in the industry see safety as a cost and not an investment so when

with their jobs.

And that—the machine behind the wheel—is where attention must be paid.

Rick Geller is director of Safety & Signature services for Markel, the trucking insurance giant.

He says not investing in drivers is as dangerous as not investing in equipment. What's worse, Geller says putting added pressure on drivers makes them worse performers.

So companies that contribute to a driver's stress level because of economic cutbacks by expecting them to be more

productive or finish trips faster are creating unsafe situations on the road?

"Absolutely," Geller, who specializes in identifying and retraining high-risk drivers.

"We know how dangerous distractions are for drivers, and any undue pressure can be a distraction in itself. Then combine that with how stress negatively affects the decision-making processes and you can see it manifest itself in any number of ways, including road rage."

"You'll see otherwise ordinary people do things that they would never consider."

In other words, I asked Geller, if your company's having financial trouble and you share that stress with your drivers, are you making your vehicles unsafe?

"Yes," he says. "The more pressure you put on these people, the more it has the opposite effect of the one you want."

"A professor at Duke University conducted an experiment on a bunch of college-aged males in which he asked them a series of questions and got the socially acceptable responses.

"Then he got them all fired up and aroused and on edge and when they had to make a decision, their emotions were run-

ning high and they abandoned all the social norms and they chose things they would never have otherwise chosen."

If a driver feels economically stressed, he'll be a worse driver, Geller says.

Adequately compensated drivers are better drivers.

Keppler says a lot of smaller fleets don't consider safety an investment but the industry leaders do, he says.

"Safe fleets are profitable fleets and profitable fleets are safe fleets," he says.

I talked to Keppler about the Brampton accident and asked if he thought some of the items that the inspector found after the accident—the items that did not put the truck out of service—should be OOS items.

He said not. Indeed, Keppler said the only recommendation he would have for upgrading roadside tests would be implementing EOBRs as soon as possible. Logbook falsification is still a huge problem and, he says, it affects driver performance.

Kodsi agrees. Driver training and com-



WITNESS TO HISTORY: Kodsi recreates crashes with court-convincing accuracy.

fortable working conditions keep the machine behind the wheel in top form.

"Defensive driving and knowledge of how crashes can happen [and, correspondingly, how to respond to best avoid them] arms drivers with an advantage in order to avoid or at least mitigate collisions.

"Do your drivers do skid tests? Do they know how to best

respond? These are questions that should be asked if you want to avoid accidents."

The Ontario Trucking Association (OTA) Chair and Kriska Transportation President Mark Seymour alluded to this problem recently when he was addressing a LoadLink Logistics User seminar recently.

He was appealing for an end to the pay-per-mile system of compensating drivers.

"Every time you see a driver in gridlock," Seymour says, "the only thing that he or she is thinking is 'how am I going to make this [time] up?'"

He said the average Kriska driver earns about \$58,000 "and that's not enough."

Putting ON THE Blitz

Eighty percent of Canadian commercial vehicles inspected during the annual CVSA Roadcheck campaign last month passed.

Over the 72-hour roadside inspection blitz, 7,311 vehicles and drivers at 158 sites across the country underwent full inspections for mechanical and driver fitness.

In total, 1,434 trucks, 29 passenger-carrying vehicles and 199 drivers were placed out of service (OOS) for various safety defects and violations.

Although slightly higher than last year's figure of 17.8 percent, this year's average vehicle OOS rate of 20 percent continues an overall downward trend over the past several years, says the Canadian Council of Motor Transport Administrators.

In many cases, drivers were able to make the necessary adjustments on site, are re-inspected and continue on their way.

A total of 2.7 percent of drivers were placed out of service for logbook, driver qualification or paperwork problems, a slight improvement over 2009, when 95 percent of drivers were in compliance.

Not surprisingly, the large majority of inspections were conducted in Ontario. Over 2,700 trucks were checked with 597 (21 percent) placed out of service, higher than the 16.7 percent reported in 2009. Only 85 drivers (3.1 percent) were taken off the road.

Newfoundland and Nova Scotia were two other provinces that had notable upticks in truck OOS rates compared to 2009 (17.8 percent to 23 percent; and 9.4 percent to 17 percent, respectively).

And by industry standards, drivers at Kriska—in comparison to those at many other less conscientious and less-well-run companies—are extremely well-paid.

The underpaid-remunerated driver, forced to drive too fast and too far, is the real accident waiting to happen.

RECESSIONARY WOES

by Marco Beghetto

If there's a silver lining to the recent recession and the number of vehicle trips that followed downward, it's that there were less cars and trucks on the highways running into each other. Statistically, there's an obvious correlation, but that doesn't mean shoddy equipment and unqualified drivers disappeared from the road like cabovers did.

In fact, some would argue that tough times can bring out the worst in the minority of truckers already hanging on the edge.

"While the industry in general is undoubtedly getting better and more safe, there have been some newcomers and

some marginals who are getting bad to worse," says Robert Transport owner Claude Robert. "This is the reality."

Theoretically, recessionary times should take plenty of unsafe truckers off the road. While that's somewhat true, we all know a carrier or two, who, probably propped up by a dovish lender, has been permitted to hang around and cut corners longer than it should have over these last few years.

"I know it's a lot of them that exist during this time," says Tom Payne Jr., of Payne Transportation and current president of the Manitoba Trucking Association. "It's natural that they cut mostly on maintenance."

Adds Frank Gentile, owner of container hauler, Titan Cartage, in Etobicoke, Ont.: "The recession has definitely made things worse.

"Financially, no one is doing as well and many people aren't going to spend the same amount of money on upkeep. That's a given and I think everybody knows that."

Subpar equipment isn't all that's wrong, though. Robert says the problems tend to be sector-specific and need to be addressed separately.

Quebec showed a marked improvement in OOS with only 11.5 percent of the 677 trucks checked being placed OOS. That's down from the 16.2-percent OOS rate last year.

New Brunswick, which had the highest OOS rate last year at nearly 28 percent dropped down to 20 percent. P.E.I. also dropped from 11 percent to 6.7 percent, the lowest in the country.

B.C. and Alberta, which in recent years have posted some of the highest OOS rates, remained at over 20 percent. Although Alberta dropped to 24.8 percent from 27.7, while B.C. increased to 24.6 percent from 21.7.

Brake-related defects continue to account for close to half of all OOS violations, leading enforcement officials to encourage carriers and drivers alike to take an active part in the upcoming CVSA 2010 Brake Safety Week planned for September 12 to 18.

"Roadcheck figures since 2007 show small but consistent improvements in vehicle mechanical fitness and driver condition in the industry.

Despite enormous pressures on the bottom line of carriers as a result of this fiscal downturn, these Roadcheck figures are a shining example that the industry has the best people behind the wheel; support, maintenance and operations staff dedicated to safety and industry leaders that are firmly committed to investing in road safety," commented Canadian Trucking Alliance CEO David Bradley.

— Marco Beghetto

"If you're talking long distance, HOS [violations] is the biggest problem. For local haulage, it's traffic that kills and they get paid by the ton, so they try to make a living by making as many loads as they can. Many have no choice but to get the most revenue by hours worked, so they push the [envelope]."

Robert is anything but overly diplomatic, but judging by his tone, there's a limit to how much he thinks poorer operators are to blame. While frontline inspectors "are doing the best with what they have in their budget," there continues to be gaping holes in the government oversight process.

At roadside, weigh-scale inconsistencies have been well documented (see "Weigh Too Easy," on pg 35). And with so few facility inspectors on hand to cover such a large industry, it's not unreasonable to assume—as some larger carriers privately allege—that it's easier for the ministry to meet benchmarks by visiting the 1,000-truck fleet more routinely than targeting 300 different three-truck carriers.

In Ontario, the Ministry of Transport (MTO) has all but admitted to carriers that it doesn't have the resources to deal with all the bad players, but putting the onus on "industry" to clean itself up is not enough, says Mark Seymour of Kriska Transportation. "It's just too big of an industry. Like anything else, there's good carriers; there's bad and everything in between.

"The pressure on price has made it very difficult for that minority to hold themselves up to that very high standard. But at the end of the day, we're all supposed to be held to the same standard and through lack of enforcement resources they cannot make everyone accountable."

In the absence of further government investment, technology such as EOBRs could fill some of the gaps in enforcement, says Seymour. "To a certain extent, everyone is held to the same standard through technology."

Gentile shares the view that many of the less scrupulous truckers, small independents especially, are decent people whose focus is not exploiting the soft underbelly of the system, but instead feeding their families.

"There's a lot of desperate people out there in this economy," he says. "It's a

familiar story. They've gone out and bought a tractor, cheap, to support their family with. They're going to work as much as they can with what they [have]. Safety, unfortunately, isn't going to be the mitigating factor. It's about doing the job first and then seeing where it goes from there."

Perhaps, though, with a bigger, longer stick, enforcement agencies can see to it that those priorities get reversed.

CREATIVE LAWYERING

by Marco Beghetto

Whenever someone is injured on the highway and a truck is involved you can bet some lawyer, somewhere, is firing up the photocopier and getting ready to sue someone. Almost always, that someone is the truck driver and/or vehicle owner.

But what about the shipper? Should it bear any responsibility in cases involving an unsafe piece of equipment or unqualified driver?

Carriers who insist highway safety needs to be a systematic effort from the entire supply chain would say "yes."

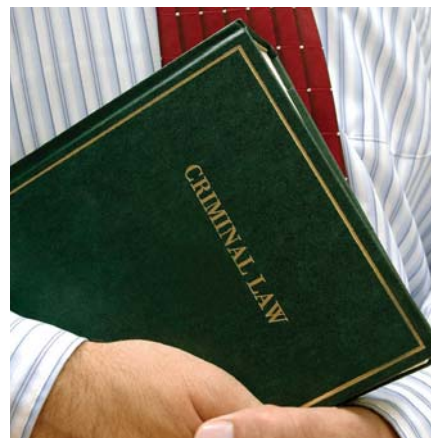
"Where is the due diligence on the part of the shippers to make sure that these people are running equipment that is safe?" asks Claude Robert of Robert Transport.

Mark Seymour of Kriska Transport says that as long as their product gets to market, many shippers aren't interested in what their transport providers are doing. "They're in survival mode right now so the mandate from their corporate is to get it done as cost effectively as possible."

Legally, however, shippers and logistics companies would do well not to turn a blind eye.

It's more likely to happen in the U.S. where litigation might as well be the 28th constitutional amendment, but suing the shipper for a truck accident isn't unheard of. It is uncommon, though.

One reason is that truckers often bear the lowest hanging settlement, says Toronto personal injury lawyer Jeffrey Raphael of Raphael Barristers. "Trucking companies are usually well enough insured



and easier to show negligence that we don't need to look any further," he says. "In the U.S. where you see a little more [litigation] against the shipper, vehicles tend to be more under-insured than they are here. That's where you see creative lawyering because there perhaps isn't as much money from the person who's directly at fault."

In Canada, the case would need to be more "facts-driven," says Raphael. Plaintiffs' attorneys would have to show that a shipper who continuously uses bad carriers "knows or ought to know" the

*Just when you think
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*28.1% fewer vehicle out-of-service events, 32.4% fewer driver out-of-service events and 37.8% fewer moving violations when compared against Canada benchmarks.** Based on PeopleNet Professional Services engagements.

carrier is not following the rules.

"I don't think it would be enough to say that a shipper is liable because they use a company with a bad record," says Raphael. "But if I can prove that they know or reasonably ought to know [the carrier] cuts corners because that's how they do it so cheap, then I could see potential for flow-through [liability]."

What a company "ought to know" about the competency of its service providers is, of course, up to lawyers to prove and judges to decide.

That shouldn't be a risk any shipper would want to take.

Still, many logistics companies fail to make a connection or bear any responsibility for safety on the highways—at least not until something significant occurs and the spotlight turns on them too.

"It's an enigma," says Frank Gentile of Titan Cartage. "You expect to have to best service, but yet you hire the cheapest carrier. And when you're wife and kids are out driving on the highway you don't want them to be in jeopardy, right? You don't often relate it, unfortunately."

WEIGH TOO EASY

by Marco Beghetto

Every company owner in the country has stood before his employees at some point in the last three years and demanded they "do more with less." Somehow, governments don't have that problem. No matter the conditions, there's always cash for G20 Summits, Olympics or the National Film Board.

Despite the billions in fuel tax revenue, though, roadside enforcement agencies across the country are apparently under-funded. The result, according to more than one auditor general, is a woefully performing truck inspection system.

A 2008 Auditor General's Report in Ontario found that commercial vehicle inspections dropped by 34 percent since 2003 and only three out of every 1,000 commercial trucks were subject to a roadside inspection per day.

Additionally, over 20,000 operators had never applied for the required CVOR certificate. Also, enforcement officers tend to avoid impounding vehicles because of the paperwork involved.

More recently in Nova Scotia, the province's ombudsman cited wide-scale improprieties among staff and management. He stated that inspection officers at a weigh scale in Amherst purposefully targeted brand new trucks because they would be easier to deal with and let pass other trucks with possible mechanical and safety problems.

According to reports, officers at the station on Highway 104 also admitted to pulling over the required number of commercial vehicles early on in their shift so they could close the station for the rest of the night.

Those allegations follow a 2009 inspector general report which found major inconsistencies between the scales trucks, resulting in trucks escaping inspection too easily. ▲



 **PEOPLENET**
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EQUIPMENT NEWS, REVIEWS, AND MAINTENANCE TIPS



WHAT HAS FOUR WHEELS AND FLIES?

An erratic car, that's what. You never know when a passenger vehicle will cut in front of you and when it comes to stopping before a collision every second counts.

Working With a Net

stability *About 90 percent of collisions could be avoided with just one more second of time for the driver. That's what this technology tries to provide. By Steve Macleod*

Putting a trucker behind the wheel of the highest quality equipment can greatly reduce the chances of a collision.

When those parts are outfitted with computer components that can make Rain Man-esque calculations, the chances of a collision are reduced even further.

Considering all the costs associated with a collision—and they can jump even higher if you're Stateside and caught up in litigation—an ounce of prevention is worth more than a pound of cure.

A handful of manufacturers with safety on the brain have developed a few different devices that can be hardwired into the truck as preventative safety measures, but sit idle until actually needed. Without actually affecting how a truck drives in normal situations, these devices will prevent rollovers, rear-end collisions and sideswipes.

While they are just options now for spec'ing out a new truck, the U.S. government is taking a serious look at making them mandatory.

STUDY SESSION

Last fall, the National Highway Traffic Safety Administration (NHTSA) published a report called "Safety Benefits of Stability Control Systems For Tractor-Semitrailer." The study analyzed both roll-stability control (RSC) and electronic stability control (ESC), which adds understeer/oversteer sensing, and they're both proven to be huge difference makers.

This study might just be the final effort in moving towards a rule calling for stability control systems to be mandated in heavy trucks.

NHTSA's study was conducted by the University of Michigan Transportation Research Institute (UMTRI) under a co-

operative agreement between NHTSA and Meritor WABCO Vehicle Control Systems. NHTSA supplied the money as a grant to Meritor WABCO, which then supplied expertise to make the simulator test hardware work and linked all the equipment manufacturers, while funding UMTRI to do the testing and analysis.

Although the study wasn't conducted in a real-world situation, the estimates from the study suggest RSC could prevent at least 3,489 rollover crashes in the U.S. annually and as many as 4,659 with ESC.

Matt Williams, manager of fleet sales, training and customer service with Meritor Wabco, figures a NHTSA mandate for roll stability will happen this fall and then OEMs will have about two years to comply.

KEEP ON ROLLING

In late June, nearly 100 people gather on the tarmac at the Red Deer Regional Airport in Alberta.

A silver-colored semi with a tanker in tow barrels down the asphalt strip towards the crowd before the driver cranks the wheel. The tanker would've rolled if not for the training wheel stretching out from its side.

On the next trip down the strip, the tractor-trailer's outrigger doesn't come close to touching down, despite the driver having the accelerator matted. Meritor Wabco's SmartTrac stability control system is engaged to make sure the tires on the truck and trailer stay on the pavement.

With the advancements in truck suspensions and air-ride seats, it's becoming more difficult for truckers to feel when a truck is on the verge of rolling over. From inside the cab, it's not even noticeable that the Meritor test truck was on its outrigger just a second earlier and the spinning training wheel in the side mirror is the only clue.

"The key to stability is we can identify a problem long before a driver can," explains Williams.

"We've developed a pyramid of safety,

built off ABS brakes," he notes. "By adding components to fit the system, we can build stability control by building off of ABS brakes."

The system uses engine torque output to identify a truck's centre of gravity. If it senses that the truck will become unstable, the RSC system will decrease engine torque, activate the engine retarder, and apply the tractor and trailer brakes, in that order.

ESC does the same and adds yaw sensing and thus the added capability of seeing

Riding shotgun in the cab of a test truck, a passenger vehicle speeds by on the tarmac, cuts in front and slows down. The driver keeps the accelerator on the floor and ignores the audible and visual warnings of the in-cab dash display.

Since the driver failed to take appropriate corrective action, the system quickly de-throttles and brakes, bringing the rig to a halt a few feet from the passenger vehicle.

A radar in the truck's bumper detects objects in front of the rig and maintains a 3.6-second following distance. The OnGuard system is always on, and becomes active once the truck eclipses 15 mph.

The sensor has a scope of 10.5 degrees horizontally and 3.5 degrees vertically, so it's not big enough that it will react to debris like roadkill, but it's enough that it will detect people or small cars. OnGuard also has an internal gyro to detect an approaching curve and adjusts

the radar beam as necessary to see objects around the bend.

"At 60 mph a truck travels 88 feet per second," explains Williams. "It's estimated 90 percent of collisions can be avoided with just one more second of time for the driver. That's what we try and do is give them one more second."

"We give the driver every effort to get engaged and only take over at the last second. If the driver gets re-engaged he's back in control and it won't override the driver."

There have been more than 6,000 units put in the field since 2004 and in two-thirds of the trucks an OnGuard event was recorded.

In a comparison of 390 trucks with the system and 390 trucks without the system—25 million total miles—the trucks with the system had a 58.9-percent reduction in preventable DOT reportable accidents, a 32.1-percent reduction in total DOT accidents, and a 32.4-percent reduction in total accidents.

Once again, Bendix is also involved with similar technology through the company's Adaptive Cruise Control (ACC). The sys-

tem lets the vehicle maintain a set following interval, based on time, between the truck and the lead vehicle, helping to avoid collisions if the driver is momentarily distracted or if the lead vehicle suddenly slows. The system also uses throttle reduction, engine retarder, and brake application to help decelerate the vehicle and maintain the intended following distance. It also provides audio and visual warnings as the truck closes in on the lead vehicle.

Similarly, Eaton's VORAD Collision Warning System helps drivers take evasive action before accidents happen. VORAD (Vehicle On-board radar) helps keep drivers aware of safe following intervals and warns of potential hazards ahead, such as a stopped or slow-moving vehicle.

CASHING IN

According to the NHTSA roll stability study, ESC savings from rollovers and LOC crashes are estimated at US\$1.738 billion annually. For RSC, the savings are estimated at US\$1.456 billion a year.

Depending on how much money your fleet has spent cleaning up collisions, Meritor Wabco puts the ROI of a stability system between \$1.66 and \$9.36 for each dollar spent. For the OnGuard Collision Warning System ROI is between \$1.33 and \$7.22.

So, if you're scouting the market for a new truck take a closer look at what safety options will come standard with the truck and what options need to be added on; and if you're happy with your current set of wheels, aftermarket options are available and a pretty stable choice.

Either way, keeping your wheels on the pavement will translate into more time hauling freight, and a little help could go a long way. ▲



SHINY SIDE UP, PLEASE: A truck's suspension will still get a good workout before stability control is activated.

and then controlling vehicle understeer and oversteer, which are directly related to loss of control.

These stability systems are designed to operate as a last resort to prevent a rollover and aren't meant to replace good driving habits. Even when applying the brakes, it's important for the driver to steer and regain control of the truck.

"The system will never override a driver's input," explains Williams. "If they become re-engaged, then they're back in control."

Meritor's system is available on the Daimler family of trucks and Navistar's models. Bendix has developed similar roll stability technology that is offered by a number of other truck makers.

Both manufacturers offer stability systems designed for trailers as well.

KEEPING SOME DISTANCE

Another Meritor Wabco safety system on display at the Red Deer Regional Airport was the OnGuard system. The device uses forward-looking radar sensor technology featuring advanced algorithms to monitor the distance of the vehicle ahead.

FOR MORE INFO

www.bendix.com

www.meritorwabco.com

www.vorad.com

www.nhtsa.gov

www.todaystrucking.com

(Type NHTSA into the search bar.)



Giving The Old System The Boot

technology *Lessons learned from a technology upgrade.*

By Peter Carter

Early in its history, CCT, an LTL carrier based in Mississauga, Ont., decided to develop an in-house IT system, working with a computer consultant who, frankly, did not know much about trucking.

The system worked out fine for a while, but it only handled accounting functions and did not have track/trace, rating, or web capabilities that shippers increasingly were demanding.

Coincident with this, CCT was growing quickly, from \$3.5 million in 1999 to over \$35 million in the next decade, placing increasing pressures on its IT system and

capabilities. When the aging system became so unstable that it needed rebooting each afternoon, CCT general manager Dave Campbell and vice president Sales Ian Brooks worried that its next crash would be its last.

Campbell and Brooks decided not to make the mistakes of the past.

Rather than taking their chances again with a new system built by an IT consultant, Campbell and Brooks decided to buy a system from a software and systems provider who specialized in LTL carriers and with whom they were familiar from previous

experience. (They went with a Carrier Logistics FACTS system, incidentally.)

Today's Trucking asked CCT for a checklist that similarly sized growing carriers (between 35 to 40 trucks) could consult when considering an investment in software, so that a person won't make the same early-days mistakes.

Before you buy, ask yourself the following questions:

- Does the system have everything you need?
 - Accounting
 - Track and trace
 - EDI
 - Web
- Will the system have the capacity to grow to keep pace with the fast growth projected for your business?
- How many programmers will you need? The best system, Campbell and Brooks concluded, may be one enabling them to employ few or no programmers.
- Have you checked references of your

CRASH COURSE IN COMPUTING:

Brooks and Campbell didn't want to repeat the same software mistakes they made first time around



prospective vendor to determine track record, trucking industry experience, ability to handle system startup/implementation, training, responsiveness, and support?

- Have you taken any steps to assure the reliability/stability of any system your prospective vendor would recommend?
- Have you determined whether the vendor's system will be fast enough to meet growth and current business needs—scanning capability/real time data/visibility/transparency/connectivity to drivers' mobile units?

Will the system under consideration meet your need to attract new business and meet competition?

Can the system incorporate future enhancements?

Campbell and Brooks are now focused on further improving the system using real-time scanning technology, particularly scanning by drivers as they travel their routes and CCT expands even further. ▲

I.T., YEAH, THAT'S THE TICKET

BUT DON'T FORGET TO INCLUDE A DEADLINE DATE

Even though their business is growing at a pace far faster than they anticipated, Dawn and Alvis Violo will finally be able to get a good night's rest.

In 2006, the Violos launched **Emergency Roadside Services Canada of Canada (ERS)** intending to be "The CAA of the trucking business."

For the few first months, they focused on Southern Ontario, assembling an army of garages, tire experts, tow-truck operators and anybody else who might be available for broken-down truckers.

The idea was that the Violos would be able to coordinate emergency roadside service no matter where the caller was, for a flat rate of \$48 per call.

ERS does not mark up the supplier's invoice. Says Alvis Violo: "We provide a copy of the vendor's invoice to our customers in order to keep our services completely transparent. No other business in this industry does this for their customers."

As business grew, and because they were starting the business from scratch, the phone beside the bed was seldom quiet.

Then two big customers, Walmart and Sysco, requested EMS expand across Ontario and Quebec. That meant more breakdowns in further-flung places; and also, bilingual staff.

Enter FedEx. "In 2007," says Alvis, "we received a call from FedEx Freight Canada and they wanted us to cover all of their terminals across Canada and some of the Northern United States."

Now, they have about 15,000 suppliers, covering both countries, in every province and 48 states. It took about a year to set up the American contacts.

About two years ago, they decided it's high time for high tech.

Company president Dawn Violo calls the resulting system their "on-line ticket system."

"Our customers now have the ability to view their service calls online 24 hours a day from anywhere that the Internet is available," she says.

Customers still talk with a real person when they call for help, but because of the new system they can log in and track their call-outs, their invoices and their emergency-call history.

Alvis Violo says the software development took almost two years to develop and adds that if he has advice for anybody installing a specialized software package it would be "include in your contract a specific completion date for the project."

"Along with a completion date, you should also include a specific penalty for each day the programmer is late with his program. If you do not include specific penalties, your program might take two years to build just like mine did."

Violo reports that because he was producing a program for a business model with no precedents in Canada, he could not buy an off-the-shelf package so found himself spending "hundreds of



ALWAYS DARKEST BEFORE DAWN: Violo's ERS Canada provides glimmers of rescue for broken-down drivers.

hours" sitting next to the programmer, instructing him exactly how we needed the program built."

The new system kicks-in this month.

So far, the jury has this verdict: "I could not even begin to explain how much easier the ticket system will make our lives. Dawn and I will be able to log into the ERS ticket system from anywhere in the world and see what is going on."

"The ticket system will make everyone's life easier, including our staff and our customers."

Post Your Jobs... FREE!

The screenshot shows the TruckCareers.ca website. At the top, there's a navigation bar with links: HOME, JOB SEEKERS, EMPLOYERS, RESOURCES, and PERSPECTIVE. The main header features the 'Truck careers.ca' logo and a 'Powered by workopolis NicheNetwork' badge. A welcome message reads: 'Welcome to TruckCareers.ca Canada's premiere job board exclusively dedicated to the Trucking Industry'. Below this, there are two main sections: 'Employers' with a 'Post a Job FREE!' starburst and 'Job Seekers' with a 'Find your DREAM JOB!' starburst. The Job Seekers section includes links for 'POST RESUME' and 'REGISTER NOW'. On the right, there's an 'INDUSTRY NEWS' section with several articles. At the bottom, it lists partnerships with 'highway STAR', 'ROAD TODAY', 'Transport Routier', and 'Today's Trucking'. A large yellow starburst on the right side of the screenshot contains the text: 'Job Seekers: Sign up this month for a chance to win a Sirius Sportster 5 Radio with Universal Boombox. SIRIUS SATELLITE RADIO'.

Today's Trucking and highwaySTAR magazines, and Workopolis Niche Network have partnered to bring you TruckCareers.ca. Truckcareers.ca is Canada's premiere job board dedicated to the Trucking industry. From dispatchers to drivers and account reps to mechanics... we've got 'em all.



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- Search available jobs
- Post resume for free
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TRAILER FAIRINGS

AEROFLEX FAIRINGS FROM CARRIER TRANSICOLD
IMPROVE TRAILER EFFICIENCY



CARRIER TRANSICOLD says its new AeroFlex trailer skirts have demonstrated up to a 7.5-percent improvement in fuel economy for tractor-trailer rigs. The fairings were tested independently and verified against the SAE/TMC J1321 Type II test procedure, according to the manufacturer. A verified EPA SmartWay technology, fairings are now required on many trailers operated in California.

Available for standard as well as refrigerated trailers, patent-pending AeroFlex fairings are made of impact-resistant, flexible TPO (thermoplastic olefin) plastic. The flexibility of the material, coupled with a

180-degree top hinge, allows the low-clearance fairings to flex and withstand both side and bottom impacts, Carrier says. They have a three-year limited warranty.

Weighing 160 lb, AeroFlex fairings can be installed in a 5-degree angled configuration. This "wedge" configuration more efficiently diverts airflow along the side of the trailer, away from drag-inducing rear wheels, axle components and crossmembers. Designed for ease of installation, Carrier claims, the fairings can easily be modified to accommodate under-trailer fuel tanks in refrigerated trailer installations.

See www.transportparts.carrier.com

CSA/EOBR COMPLIANCE

PEOPLENET'S SOLUTIONS TO HELP FLEETS COMPLY WITH CSA 2010 AND EOBR REGULATIONS

PeopleNet has introduced two new service offerings to help the trucking industry comply with recent CSA 2010 and EOBR (electronic onboard recorder) regulations that are scheduled for implementation soon. And the company is sufficiently confident that they can have a positive impact on a carrier's CSA 2010 score that it's offering a no-cost guarantee.

Under CSA 2010, carriers and drivers will be assessed on the most recent 24 months of on-road performance and

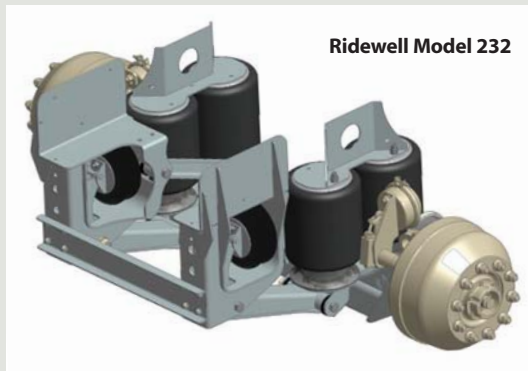
THREE NEW SUSPENSIONS

RIDEWELL SUSPENSIONS has been busy of late, with one all-new suspension just on the market, another one newly introduced to Canada, and a steering lift-axle model coming, targeted for January 2011. The latter two aim at Ontario's 'SPIF' legislation. All new tractor-trailers must now be built to 'Safe, Productive, Infrastructure-Friendly' standards and some time soon, possibly at the start of next year, Phase 4 will address straight trucks and their trailers. In the first phase, all non-dump semi-trailers with three or fewer axles—except for some tankers—had to meet SPIF standards by Jan. 1, 2006 or incur a 3,000-kg reduction from their allowable gross weight. That reduction increases to 4,500 kg in 2011 or 2021 depending on trailer type.

The new Ridewell Model 209 is a 46,000-lb unitized tandem drive axle with tag-axle for applications on in-city waste-hauling trucks. It's said to take the driver out of the equation as far as weight distribution is concerned. It automatically equalizes weight on the drive and tag axle in a 60:40 ratio and can help save 1,200 to 2,000 lb compared to a traditional tandem-drive setup. Other benefits are said to include improved maneuverability

due to a reduced turning radius. It's exclusive to Crane Carrier but will be available in the aftermarket for retrofit soon.

The Model 232 parallelogram self-steer suspension is for truck or trailer use in 8,000, 13,000- and 20,000-lb capacities and is SPIF-approved for trucks—as Ridewell presently understands the coming legislation—in the 20K configuration [pictured]. Available in the U.S. for three years, it's now come to Canada and is claimed to



Ridewell Model 232

be both lighter and less expensive than a traditional self-steer axle/suspension combination. You get 12.5 in. of total axle travel with a ride height range of 8 to 15 in. Urethane bushings and available Kaiser kingpins are said to offer long service life.

Coming soon, probably in January, is a new self-steer version of the 22,500-lb Model 215 auxiliary lift-axle system designed for the aftermarket installer. It will be available directly from Ridewell, as well as in

an integrated system through IMT. It's SPIF-approved and will likely be named '215SSA'. The current non-steer model is designed to use standard 5-in. round axles with "easy" alignment and 10-1/4 in. total axle travel with a ride height range of 7.5 to 18 in. The FiberTech solid-rubber bushing is said to provide great performance with no walk-out. A shock kit is available.

See www.ridewellcorp.com

crash data by the new Safety Measurement System (SMS). The system is designed to identify unsafe driver behavior earlier, ultimately reducing crashes, injuries and fatalities.

PeopleNet's EOBR is compliant with current safety regulations and will remain compliant with the recent FMCSA ruling 395.16. The bundle is said to be a low-cost fleet-management offering with eDriver Logs that enables fleets to electronically log drivers' hours of service and fully comply with hours-of-service regulations.

The CSA 2010 bundle is a more comprehensive approach to meeting safety goals. In addition to managing drivers' HOS with eDriver Logs, the CSA 2010 bundle includes other safety applications such as onboard event recording, 'Speedgauge', engine-fault-code monitoring, speed alarms and more. This bundle also includes onsite help by PeopleNet Professional Services to ensure CSA 2010 readiness by helping customers understand how to use the technology to assess, measure and impact safety performance.

PeopleNet notes that more and heavier fines are on the horizon, according to an FMCSA report. It estimates that carriers will have an 8.5-times greater chance of incurring heavier fines and being mandated as to what their operation must do to become compliant. Five of the top 10 most frequently cited violations in 2009 were HOS-related, the company says, with 'driver log form and manner' and 'driver record of duty status not current' the most frequent.

See www.peoplenetonline.com

LANDING GEAR

NEW MODELS IN A CONSOLIDATED PRODUCT LINEUP FROM SAF-HOLLAND

SAF-Holland has streamlined its North American landing gear offering with the introduction of the Atlas and Classic series. The Holland Mark V Series will retain its position as the flagship model in the product line. Features and technologies from former Binkley, Austin-Westran and Holland products have been integrated into both new product lines.

All Atlas models will feature a three-gear constant-mesh gearbox, as well as

'FloatingNut' and 'Twin-Bulkhead' design. The first release in the series, the Atlas 55, will offer a 170,000-lb load capacity, a 30,000-lb side-load capacity, and a 55,000-lb lift capacity. It will be followed by the release of the '65' in early 2011 with higher load capacities.



The economical Classic series offers many of the same engineering features but with a more cost-effective two-shaft constant-mesh gearbox design and lower capacity ratings—a 140,000-lb load capacity, 27,000-lb side-load capacity, and 39,000-lb lift capacity.

See www.safholland.com

CORDLESS GREASE GUN

THE NEW M12 CAN DELIVER OVER 8000-PSI OPERATING PRESSURE

Milwaukee Electric Tool Corporation has expanded its lithium-ion system with the M12 cordless grease gun, claimed to



offer up to 25 percent more pressure and run-time than the competition. The new 2446-21XC can deliver over 8,000-psi max operating pressure for heavy-duty applications and dispenses up to seven grease cartridges per battery charge, the company says.

Milwaukee says the grease gun is the only one in its class with a system of compatible tools offering greater utility in drilling, fastening, lighting and cutting. The 2446-21XC comes standard with a high-capacity lithium-ion battery that can provide up to twice the performance in the user's other M12 tools.

Other features include a lightweight, ergonomic handle for user comfort during prolonged use and an on-board hose storage and shoulder-strap loop for greater convenience. It weighs 7.2 lb, is 14 in. long, and comes with a 36-in. flex hose with spring guard, 30-minute charger, and carrying case.

See www.milwaukeeetool.com

LOW-EFFORT CLUTCH

ALLIANCE DELIVERS LOW-COST, HIGH-VALUE EZ-ASSIST CLUTCHES

Alliance Parts has rounded out its product line for the heavy-duty truck market with the addition of EZ-Assist clutches.

For driver comfort, the Alliance EZ-Assist clutch is said to require 35-percent less pedal effort compared to a standard angle-spring clutch, reducing leg fatigue. Available in three torque ratings from 1,400 to 1,850 lb ft, and manufactured with 100-percent new components, these clutches feature superior dampers designed for 2002 and older engines, fit all makes and

models of commercial vehicles.

Alliance clutches are designed for trucks and owners needing "a good quality clutch product at a price that makes sense," the company says. They're backed by a one-year, unlimited mileage warranty, available from Freightliner and Western Star dealerships and other locations in North America.

See www.alliancebrandparts.com

WIDE-BASE TRAILER TIRE

NEW BRIDGESTONE GREATEC R125 AIMS FOR FUEL ECONOMY AND MORE PAYLOAD

The new **Bridgestone** Greatec R125 wide-base trailer tire from Bridgestone Bandag Tire Solutions is said to offer low rolling resistance and increased payload. It's SmartWay-certified and meets today's California's CARB requirements. As of this year, all 2011 model-year

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trailers must use low-rolling-resistance tires certified by SmartWay in order to run in California. Within three years, that rule will apply to all trailers 53 ft and longer, no matter the date of manufacture.

The tire uses several irregular-wear-fighting innovations for long, even tread life, says Bridgestone. The company's

Bridgestone Greatec R125



patented Equalizer Rib and Defense Groove designs are said to promote uniform rib wear for longer mileage. Stress-relief sipes absorb rib stresses for even wear.

Tough sidewall protector ribs on both sides fight curbing damage to

protect the casing, says the company. Should the protector rib on one side wear away, the tire can be flipped over for continued protection. The Greatec R125 uses stone-rejector platforms in each tread groove to help prevent trapped stones from pushing deeper into the tread grooves and piercing the belt layer, damaging the belts, and exposing them to rust.

The R125 is said to benefit from Bridgestone's patented Waved Belt design that balances stiffness and resiliency to provide a stable casing that, in turn, produces a remarkably stable footprint shape throughout the tire's life of the tire.

See www.bridgestonetrucktires.com and www.epa.gov/smartway.

ULTRASHIFT PLUS

BROCHURES COVER ON-HIGHWAY AND VOCATIONAL APPLICATIONS FOR EATON'S ULTRASHIFT PLUS TRANSMISSIONS

Eaton has published two new brochures that outline the features and benefits of the company's UltraShift Plus heavy-duty automated transmissions. Printed copies or downloadable versions of the 22-page publications are available free of charge at the companies website (www.roadranger.com).

One brochure (TRSL2505) covers line-haul applications, providing an overview of the Linehaul Active Shifting (LAS),

HYDRAULIC HYBRIDS ARE HERE

AND THEY'RE HAULING GARBAGE IN HAMILTON AND TORONTO

A pair of **PETERBILT** Model 320 garbage trucks were on hand at the Green Fleet Expo here in Toronto recently, but they weren't ordinary. Sitting in the outdoor display area at Centennial College, they were hydraulic hybrids, the first in Canada and among the first few to hit the road anywhere. One is owned by the City of Toronto, the other by the City of Hamilton.

Chris Hill, who runs the Hamilton fleet, had only taken delivery of his 320 days earlier and has a twin to that truck coming any day now. Drew Shintani, who runs the Toronto fleet, has had his Pete for a couple of months now, though not long enough to do any serious assessments. It's pictured here. Hill and Shintani were the chief organizers of the two-day GFX get-together, the fifth annual copy.

Peterbilt unveiled the production-ready low-cab-forward Model 320 hybrid in May at the Waste Expo show in Atlanta. It uses Eaton's Hydraulic Launch Assist (HLA) technology and it's the world's first such truck available for purchase.

The HLA system, says Pete, is ideal for refuse work where there's a ton of braking and just as much hard acceleration, all of it in short bursts. The truck was engineered to meet the reliability demands of refuse collection routes with 800 to 1,200 stops per day, and it promises up to 30 percent savings in fuel use.

HLA works by recovering up to 75 percent of the energy normally lost by the vehicle's brakes in the form of pressurized hydraulic fluid. The fluid is stored until the driver next accelerates the truck, at which point it's released to help that process. One result is a drop in engine wear, and Peterbilt says testing has proven a significant reduction in maintenance costs. Like



Peterbilt
Model 320

the potential to reduce annual brake-replacement costs by more than four times over a similar non-hybrid baseline truck.

In fact the truck can be run in two ways: in 'fuel economy mode' savings are achieved when stored hydraulic energy is used to launch the vehicle without power from the diesel engine. In 'performance mode' the stored energy is released and blended with engine power at launch for an 18-percent improvement in acceleration.

See www.peterbilt.com and www.eaton.com

Multipurpose High Performance (MHP) and Multipurpose Extreme Performance (MXP) automated transmissions. Information is provided on drivetrain integration, gear selection logic and low-



speed maneuverability. Important fuel economy, safety and life cycle costs are also presented in the new brochure.

The vocational applications brochure (TRSL2506) details the Vocational Construction Series (VCS), Vocational Multipurpose Series (VMS) and Vocational Extreme Performance (VXP) transmissions. It includes information on the claimed cost and performance advantages of an automated transmission versus a torque converter automatic transmission.

See www.roadranger.com



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WEEKLY PUMP PRICE SURVEY / cents per litre

Prices as of July 6, 2010 • Updated prices at www.mjervin.com

CITY	Price	(+/-) Previous Week	Excl. Taxes
WHITEHORSE	110.9	2.0	94.4
VANCOUVER *	108.9	1.2	70.6
VICTORIA	108.2	-0.3	75.4
PRINCE GEORGE	97.1	0.6	68.3
KAMLOOPS	100.1	0.2	71.2
KELOWNA	99.2	0.0	70.3
FORT ST. JOHN	104.4	0.0	75.3
YELLOWKNIFE	105.6	0.0	87.5
CALGARY *	85.7	0.0	68.6
RED DEER	88.6	0.0	71.3
EDMONTON	82.7	-6.0	65.7
LETHBRIDGE	87.9	0.5	70.7
LLOYDMINSTER	87.9	0.0	70.7
REGINA *	92.2	0.0	68.8
SASKATOON	93.9	-0.3	70.4
PRINCE ALBERT	92.4	0.0	69.0
WINNIPEG *	93.9	0.0	73.9
BRANDON	87.9	-2.0	68.2
TORONTO *	101.8	5.2	71.8
OTTAWA	99.9	5.0	70.1
KINGSTON	101.1	4.8	71.1
PETERBOROUGH	99.9	3.0	70.1
WINDSOR	100.4	5.2	70.5
LONDON	101.1	5.7	71.1
SUDBURY	99.9	5.0	70.1
SAULT STE MARIE	96.1	4.9	66.8
THUNDER BAY	101.0	5.9	71.0
NORTH BAY	99.8	6.9	70.0
TIMMINS	105.5	6.0	75.1
HAMILTON	97.5	5.9	68.0
ST. CATHARINES	100.2	3.7	70.4
MONTRÉAL *	104.9	-1.0	71.7
QUÉBEC	103.9	0.3	70.8
SHERBROOKE	103.9	-1.0	70.8
GASPÉ	105.4	0.0	76.0
CHICOUTIMI	101.9	0.5	72.9
RIMOUSKI	103.9	0.5	72.7
TROIS RIVIÈRES	103.4	0.5	70.4
DRUMMONDVILLE	99.9	-1.5	67.3
VAL D'OR	103.4	0.0	74.2
SAINT JOHN *	101.9	0.3	69.3
FREDERICTON	101.7	0.7	69.1
MONCTON	102.9	0.0	70.2
BATHURST	104.5	-0.6	71.6
EDMUNDSTON	104.0	0.8	71.1
MIRAMICHI	103.7	0.3	70.8
CAMPBELLTON	103.7	2.0	70.9
SUSSEX	102.2	0.7	69.5
WOODSTOCK	104.9	-1.0	71.9
HALIFAX *	101.5	0.5	68.9
SYDNEY	104.8	0.8	71.7
YARMOUTH	103.8	0.7	70.9
TRURO	102.3	0.1	69.5
KENTVILLE	102.7	0.9	69.9
NEW GLASGOW	104.6	0.7	71.5
CHARLOTTETOWN *	100.1	2.3	71.2
ST. JOHN'S *	109.1	0.2	76.0
GANDER	106.2	0.0	73.5
LABRADOR CITY	117.4	-0.4	83.4
CORNER BROOK	109.8	4.3	76.7
CANADA AVERAGE (V)	98.2	1.3	70.5

V-Volume Weighted

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

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

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

www.espar.com



In Gear

ON-SITE INSTANT OIL ANALYSIS

SHELL CANADA'S instant on-site oil analysis service is offered year-round at participating Rotella Express sites across Canada. It will reveal problems in fluids and lubricants, engine, transmission and power steering. With just a few drops of oil and about 10 minutes to process the sample, says Shell, you'll come

The engine analysis will indicate: the condition of your oil and air filters and if either needs to be changed; the condition of the rings, pistons, bearings and other vital internal parts; and the presence of contaminants such as water, fuel or glycol.

The transmission analysis report will

show: the condition of your transmission fluid, and if it needs to be changed or flushed; the presence and level of metal fragments or other contaminants; and the condition of the gas-kets and gears, or the presence of water or glycol, which could indicate emerging problems.

On the power

away with a comprehensive diagnostic report on your truck, indicating any potential problems and how to fix them.

That compares well with the time and cost of sending samples to a lab, which can take days or even weeks to process. Eliminating the need to wait until the problems are beyond repair could be invaluable.

steering front you'll see: the condition and useful life of your power steering fluid; the presence and level of harmful contaminants; and the presence and level of dangerous wear metals that could cause system pitting and damage

See www.shell.ca

• Look under Products/Services and then Solutions for Business.

DRIVER'S LADDER

DECKMATE UPDATES A LADDER THAT CAN REDUCE INJURIES

Made of steel, with a 400-lb capacity, the **Deckmate ladder** weighs just 20 lb and offers drivers easy access to loads, easier tarping or even putting on a side kit, while reducing the risk of on-the-job mishaps.

Recent changes include the addition of two pockets on the right side of the ladder. The bottom pocket holds a handle which is intended to be inserted into the top pocket which will give the driver extra leverage.

At 18 in. wide, it extends to 53 in. yet folds away to a neat 33 in. and hangs at a convenient working angle.

The unique hinge design is said to prevent pinching fingers and clothes. The



ladder also features powder-coated paint, anti-skid steps and rubber stoppers to avoid chipping and pinching.

On flatbed trailers, the Deckmate hooks to the rub-rails and the maker says it will not slide, tip or blow over in

the wind. For vans, straight trucks & dump trucks without rub-rails, a bolt-on bracket is provided that does not affect doors or deck plates.

Cost is \$295 with free shipping in Canada and the U.S.

See www.deckmateladder.com

IMPROVED KW DASHBOARDS

KENWORTH MEDIUM-DUTY MODELS ADD MULTIPLEX INSTRUMENTATION, DRIVER INFORMATION CENTER

Kenworth has improved its medium-duty models with the introduction of enhanced multiplex instrumentation, the Driver Information Center seen on its class-8 trucks, and more modern dash styling.

The new, "state of the art" multiplex instrumentation system can be ordered on all Kenworth T170, T270 and T370 models with 2010 engines. Its benefits: increased serviceability and reliability with wiring behind the dash color-coded and numbered for easier servicing, and critical connections maintained with positive locking connectors. The system is supported by the Kenworth Electronic Service Analyst, a computer-based diagnostics tool that simplifies troubleshooting.



Kenworth medium-duty dashboards

The multiplex system is incorporated into a more modern and ergonomic dash. It sports a new speedometer and tachometer cluster with 2-in.-diameter gauges, an engine hour meter, odometer, trip odometer, and outside temperature gauge. A diesel particulate filter (DPF) status indicator lamp, high exhaust sys-

tem temperature (HEST) warning lamp, and seatbelt reminder light are included. LED back-lighting is used in the face plate and pointers, and the dash rocker switches contain LED indicator lights.

The Kenworth Driver Information

Center provides instant trip access information for miles per gallon, engine and idle hours, idle percentage and optimum rpm range. A "sweet spot indicator" offers visual cues when the optimum rpm is reached, while a bar graph displays current mpg against trip average mpg.

See www.kenworth.com

REGULATORY INFORMATION

J.J. KELLER LAUNCHES ONLINE SERVICE TO EXPLAIN REGULATIONS

J.J. Keller & Associates has launched RegSense, a new online service that has over 1,000 key safety and regulatory topics covering federal DOT, OSHA, EPA, and hazmat as well as state-specific compliance information. Updated daily, it provides subscribers with access to the company's proprietary 'ez Explanations' that break down complex regulations in a manner that's said to be easy to understand.

Subscribers can also take advantage of the company's Personal Assistant, providing access to regulatory experts to assist

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NAVISTAR LAUNCHES ALL-ELECTRIC TRUCK

NAVISTAR says Portland, Ore., will be the initial launch market for its new eStar electric class 2-3 truck. The result of a joint venture with England's Modec (Navistar-Modec EV Alliance, LLC), it has a range of about 160 km per charge and a top speed of about 80 km/h. It's intended for urban applications that will see it return to its home base at the end of the day, where it can be fully recharged in six to eight hours.

The eStar's genesis began last August when President Obama announced a US\$39.2-million federal stimulus grant to Navistar to build electric trucks. Modec was already making them in the U.K. and eyeing the North American market, so the fit was good.

Navistar has since completed testing and validation, developed and delivered prototype vehicles, and received EPA and CARB certifications. It's now taking orders and building the trucks in Indiana.

The photo shown here is of the all-Modec truck in British trim. The eStar's advantages include a low center of gravity

(the battery is between the frame rails, not mounted on top), a spacious walk-through cab with a huge windshield offering nearly 180-degree visibility, a very low floor that makes loading/unloading easy, and a 36-ft turning radius. It has a quick-change cassette-type battery that can be swapped out in 20

minutes. With zero tailpipe emissions, each eStar truck can reduce greenhouse gas emissions by as much as 10 tons annually. The eStar's GVWR is 12,100 lb, its payload up to two tons.

Standard equipment includes anti-lock brakes. It will get air conditioning next year.

FedEx has just deployed two eStar delivery vehicles in Los Angeles, along with two other all-electric trucks of undisclosed make.



The company already uses the Modec in Europe, including 10 vehicles in London with five more on order for Paris.

"Electric trucks are still in their infancy, but we think they have a bright future in the mix of alternative energy vehicles," says Mitch Jackson, FedEx vp-environmental affairs and sustainability.

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In Gear

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See www.regsense.com and www.jjkeller.com

ALUMINUM DUMP BODY

FOLD-DOWN SIDES MEAN EASY ACCESS

Rugby Manufacturing recently added a new aluminum dump to its line of class 3-5 truck bodies. It features lightweight fold-down sides that provide versatile and easy access to the body. Its aluminum construction provides the strength of a work truck in a body that weighs over 30 percent less than traditional carbon steel.

The hardened aluminum alloy material provides long-lasting durability and elimi-

nates the need for paint. The new fold-down-side body features a stainless-steel EZ-Latch upper-tailgate mechanism.

Rugby dump bodies have a three-year warranty.

See www.rugbymfg.com

RE-MAN HVAC SYSTEM

DOMETIC NOW OFFERS

REMANUFACTURED AUXILIARY HVAC UNITS FOR TRUCK SLEEPERS

The **Dometic** HVAC systems operate on 115-volt AC power and work with most types of auxiliary power units (APUs) as well as shore-power hookups. The combination cooling-heating units provide 14,000 BTUs/hr of cooling and 2.5 kilowatts of heating capacity.

They come with a one-year warranty.

See www.dometic.com

WHEEL STAND

SIMPLIFIES THE SANDING AND POLISHING OF ALLOY WHEELS

This machine—the Roll n' Buff—is designed to simplify the sanding and polishing of alloy wheels of all dimensions. It will also make repair and welding operations more manageable, says the manufacturer, **Les Systemes Carga Inc.** in

Drummondville, QC.

The mandrel jaws will fit any truck wheel (car an option). The mandrel diameter helps position the wheel securely and its adaptability also allows the user to work at the right height. There's no need to lift the wheel, simply roll it in front of the mandrel on its adjustable wheels. By means of the gear activator, the wheel will be lifted to the right height.

It has a bidirectional rotary motor and variable-speed control box, and comes with a portable aluminum storage box for polishing and sanding appliances and products. The machine weighs 285 lb (129 kg).

See www.carga.ca. Note, the company website is in French only. Call them at 819-479-7444.



DIESEL EXHAUST FLUID

VALVOLINE AND CUMMINS FILTRATION ALLIANCE TO MARKET AIR SHIELD DEF

Cummins Filtration and **Ashland**

Consumer Markets (Valvoline) now jointly offer Fleetguard-Valvoline Air Shield DEF through the Cummins and Valvoline distribution channels in the U.S. and Canada. It's packaged in 1- and 2.5-gal bottles, plus drums and totes. The 2.5-gal bottle is vented and can be entirely dispensed in less than 30 seconds.



Compatible with all SCR systems, Air Shield DEF is API and AdBlue-certified and enables on-highway diesel engines to meet the EPA's near zero oxides of nitrogen (NOx) emission levels required for 2010 and later on-highway diesel engines.

The new alliance is an extension of the Valvoline and Cummins relationship that began in 1995.

See www.ashland.com and www.cumminsfiltration.com

Taming the Fuel Monster



By Jamie Williams
President
PeopleNet Canada

Fuel is unquestionably the toughest cost driver to tame for trucking firms due to volatile prices.

What trucking executive wouldn't snag the opportunity to improve fuel efficiency if the program paid for itself? If that sounds too good to be true, just read on.

When fuel costs spiked at over \$4.00 per gallon last summer ('08), P&S Transport VP Scott Smith pressured his drivers for better results. When he heard about PeopleNet's MPG Guarantee Program's guarantee, he couldn't pass up an opportunity to try it. And that was after P&S had already saved a million dollars conducting its own initiative.

PeopleNet Professional Services garnered ROI results in less than one month that far exceeded Smith's expectations. He says that PeopleNet's fuel-management process expanded the company's view of fuel economy beyond raw speed and idling time to include less evident factors like routing, maintenance, customers, drivers and trucks.

- \$35,000 hard-cost savings after two weeks
- \$70,000 in first month
- \$105,000 at 45 days
- 9% increase in MPG
- \$12,000/month savings from the sale of underperforming trucks
- Earlier identification and resolution of mileage issues

This new perspective is a departure from how fleets are typically managed. Instead of managing to the fleet's average truck performance, PeopleNet customizes an expectation for each truck based on years of historical performance data in our database. What's more, the information is delivered in a format that makes it easy to manage to the expectations for each truck.

Don't think P&S' results are an aberration. USA Logistics Carriers increased MPG from 5.5 to 6.9 on more than 500 trucks that log millions of miles each month – an incredible savings. The list goes on and on.

In fact, the program has saved fleets \$2,000-\$10,000 per truck and improved fuel economy by 5-15 percent during the first full year of a focused fuel management program. In some cases, it has even doubled a firm's profitability.

Intrigued by an average savings of \$1.7 million for each fleet we've worked with over the past five years? Think about calling the PeopleNet fuel monster tamers.

Williams can be reached at
jwilliams@peoplenetonline.com

ALUMINUM HUBS

WEBB WHEEL PRODUCTS INTRODUCES NEW HUBS FOR TRAILER AXLES

Webb Wheel Products has added two aluminum disc-wheel hubs for trailers to their OEM product offering. The new hubs have been rated for 25,000-lb axle GVW, matching or exceeding competitive aluminum hubs while weighing 1 to 3 lb less, Webb claims.

The new hubs were designed to fit the most popular trailer axles. Part number 4023 for "TN" axles weighs 31 lb complete with studs and bearing cups. The "TP" axle hub, part number 4343, weighs in at 33 lb. While these hubs are said to be the lightest available, Webb also says the design is very robust, proven by SAE J1095 and the company's own performance testing.

Webb says the hubs work well in combination with its lightweight gray-iron Vortex drum. Spec'ing the aluminum hubs and Vortex drums together can save 28 lb per axle-end, or 112 lb per tandem-axle trailer, compared to standard hub and drum configurations.

See www.webbwheel.com ▲

ANOTHER REFRIGERATION PROTOTYPE

THERMO KING has launched an interesting truck project with Dean Foods, said to be the largest dairy processor in the U.S. and operator of one of the largest refrigerated direct-store delivery distribution networks in the industry (like a whopping 13,000 vehicles). We're talking about electric-power refrigeration units here.

In our last issue we covered the zero-carbon-footprint hybrid cold-plate refrigeration system from Kentucky's Hercules Manufacturing (July, p. 50). Prairie Farms Dairy ordered five of these International DuraStars using Eaton's hybrid diesel/electric powertrain mated with a reefer van featuring a coldplate refrigeration system running electrically via power generated onboard.

The Thermo King/Dean Foods effort involves just one truck so far, an International again, fitted with an electric reefer to replace the traditional mechanical model that relies on a separate diesel engine. The electric replacement reduces emissions and waste, operating on electricity both while parked and driving. Of course it also emits a heck of a lot less noise, an important consideration in more and more jurisdictions.

The prototype truck has been in service in Dallas since March, and Dean aims to achieve at least a 50-percent savings in diesel fuel usage with it compared to a traditional refrigerated vehicle. Eliminating the reefer diesel should remove 21,000 lb of carbon per vehicle per year and significantly reduce costs. The company says it has a commitment to remove 50,000 metric tons of carbon from its transportation system by 2013, the equivalent of removing 9500 cars from the road. The company's 'Environmental Roadmap' aims to reduce its carbon footprint by 20 percent, water use by 30 percent, and solid waste by 30 percent, all by 2013.

Improving the fleet's fuel efficiency by just one mile per gallon would reduce annual fuel purchases by 3.6 million gallons (U.S.).

See www.thermoking.com and www.deanfoods.com



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

TRUCKS _____ TRUCK TRACTORS _____

TRAILERS _____ BUSES _____

OFF ROAD VEHICLES _____

2 ARE ANY OF THESE VEHICLES ...

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

- Class 8: 33,001 lbs. GVW & Over ☐ Yes ☐ No
- Class 7: 26,001 to 33,000 GVW ☐ Yes ☐ No
- Class 6: 19,501 to 26,000 GVW ☐ Yes ☐ No
- Class 3, 4, or 5: 10,001 to 19,500 GVW ☐ Yes ☐ No
- Class 1 or 2: Under 10,000 lbs. GVW ☐ Yes ☐ No

B. Refrigerated

☐ Yes ☐ No

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

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

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

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

A. New vehicles & components

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

B. Replacement Components, Parts & Supplies

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

C. Fleet Products & Services

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

D. ☐ 15 None of the above

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

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

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

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

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



By Peter Carter

Riddle Me This:

When will we ever learn that it never pays to peeve people off?

“I know,” the voice on the phone said, “who you are.” Oh, great. I was just starting my interview with Canada’s top fleet-maintenance manager, and he goes and says that.

It sounded like something out of *A Nightmare on Elm Street*. As if a long-suffering madman had been just a-bidin’ his time, waiting to avenge some horrible event that had happened years earlier.

In fact something that warrants payback did happen years ago. In a Sudbury, Ont., playground called Princess Anne. In fact it involved the guy on the other end of the phone. So as soon as I heard, “I know who you are,” it came rushing back to me. I really got scared.

I was in elementary school. I, my friend Trevor MacIntyre, and one other skinny kid were watching some high-school guys play softball. One of them, a remarkably big fellow who reminded us of Moose from the *Archie* comics, happened to have the surname “Riddle.”

We didn’t know him; we had no reason to care about his performance, and we really didn’t harbor any ill feelings towards his family. But I ask you, how can a nine-year-old boy not make fun of a huge dude named Riddle?

He stepped up to the plate. He laid into a pitch and it sailed over right field. (You know an incident is traumatic if a kid can recall the direction of the ball 45 years later.)

He started rounding the bases.

Trev and I and the other kid thought, “wouldn’t it be great fun to yell at him as he ran?”

So we yelled.

“Run Riddle. Fiddle fiddle run moose.” (I didn’t say we were particularly smart, just skinny.)

He rounded first, then second, we kept yelling. He touched third. And then, instead of heading to home plate, he veered to the right and came directly across the infield toward us.

Did I mention he was huge?

We ran away, splitting up so at least two of us could survive. I went across the parking lot towards Albinson Street; Trevor headed south and then east to Douglas Street. The third guy I forget. God must have been on our side because Riddle eventually gave up.

We were too scared to go back to see if he returned to the game.

Fast-forward to July, 2010. I learn that Jim Riddle has been named Volvo Fleet Maintenance Manager of the Year. He’s from Sudbury.

I phone for an interview. Early on I ask him what part of town he’s from.

“Near Princess Anne School,” he says.

It comes back to me. Princess Anne. Riddle. Big guy. Oh. My. God.

And then he says, “I know who you are.”

“You do???”

“Yup,” Riddle says. “My friend Bob Christie used to work for your dad, at night in your dad’s garage.”

Holy relief, Batman! I thought he was going to say “you’re the twerp who yelled at me during that baseball game and now I’m going to come and beat you something awful.”

So the topic never came up.

After the interview was over, I called Trevor. He recalled the incident immediately, as if it had happened yesterday.

Then I mustered my courage and phoned Jim again. I had to know if it was him we yelled at.

Nope. He said, laughing. It must have been his older brother Hugh because Jim never played

softball. He added that if it had been Hugh, “it’s the kind of anecdote he wouldn’t necessarily come home bragging about.”

But, he said, it just goes to show you how small the world is.

And with that, here’s the best business advice you’ll ever get: Never burn a bridge. Never.

The world’s too small and it’s shrinking as we speak.

As the great rock’n’roll hero Ronnie Hawkins once said, “be nice to people on your way up because you’ll meet them again on your way down.” (So there. There is a point to this column.)

I just thought of something. Suppose it really was Jim. Suppose he’s just having me on.

Or suppose it was Hugh and Jim shows him this story.

Rats. I gotta go. Gotta phone Trev. We need a new escape plan. ▲



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