

DONNELLY Farms Ltd

"Your Transportation Specialist"

MEANWHILE, BACK AT THE FARM...

September 2009

DONNELLY FARMS LTD NEWSLETTER:

BIRTHDAYS!!!!

Tom Diamond-Sept 13th
 Russ Foster-Sept 20th
 Andrea Davenport-Sept 23rd
 Lester Mann-Oct 1st
 Shawn Bloodsworth-Oct 6th
 Keith Donnelly-Oct 8th
 Kurt Pedersen-Oct 11th
 Wolfgang/Opa Helle-Oct 15th
 Hans von Bremen-Oct 17th
 Gary Penny-Oct 18th
 Gary Warburton-Oct 25th
 Larry Dickinson-Oct 27th
 Donna Donnelly-Oct 28th
 Wieland Promp-Nov 2nd
 Guy Rhymer-Nov 5th
 George Parsons-Nov 5th
 Rob van Asperen-Nov 7th
 Shawn Diamond-Nov 14th
 Brian Shaw-Nov 30th
 Ellen Armour-Nov 30th

*Thank you Dwayne & Donna for
 hosting the Driver's BBQ on Sunday
 Sept 13th*

Occupational Health and Safety:
 With the winter months coming up,
 please keep steps cleared of snow &
 ice to avoid slipping and falling from
 your truck!

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 - >Blue Cross
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- Jokes

STOP
 CRITICAL
CRASHES
 with Protective
 Driving Technique

Do your part!

Protective Driving Technique

- Protective drivers assume that other drivers may make mistakes and are on guard in the event an error is made
- Recognize hazardous situations in advance to allow time to safely maneuver past them

STOP
 CRITICAL
CRASHES

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Winners of Door Prizes:


Gerben Groenhof
Gary Warburton

Drivers Meeting September 13, 2009:

Thank you to all who attended the drivers meeting and BBQ which followed.

Please remember that we do require you to attend the driver's meeting if you are in the area. Anyone who was 'home' but did not attend will lose marks on your next evaluation.

Introduced the Fleet Smart Program offered by the Federal Government:



SmartDriver for Highway Trucking

The Department of Natural Resources Canada offers certification to truck drivers for completing their online training program. You may use our computer demonstrators or work away at the comfort of your own home. You can visit the web site below to get information on the program. You will be required to listen to the Smart Driver Program CD (which I have available—come see me in the office) then login to the web site below to write the test. If you pass the test you will receive a certificate recognizing your accomplishment in the mail.

- > Visit: <http://fleetsmart.gc.ca/>
- > Under the heading 'Smart Driver Training' click on 'For Highway Trucking'
- > Read this page, then click on 'Register'
- > Complete the membership form, be sure to write down your User ID & Password.
- > After you have listened to the Audio CD you can login to the web site and take the "Mark Dalton FleetSmart Quiz"

If you have any questions please don't hesitate to ask me. -Ginella

Roadside Inspection and Surviving Tips

Roadside inspections are part of life for professional drivers. The main purpose of roadside inspections is to give the commercial motor vehicle and its driver an on-the-spot safety check and determine if they are in compliance with the Federal Motor Carrier Safety Regulations. If a serious violation is detected, the driver is issued an out of service order. The violation must then be corrected before the driver or vehicle may return to service. Trucks are taken out of service (OOS) when inspectors find serious violations that warrant the issuance of a vehicle out of service order.

There are five levels of inspection:

- > **Level One** is the most comprehensive and includes a thorough vehicle and paperwork review. It takes about an hour. *Only Level One inspection will give you an inspection sticker.*
- > **Level Two** inspections do not require the inspector to get under the vehicle, but other requirements are the same as level one.
- > **Level Three** is a paperwork inspection.
- > **Level Four** is the inspection of a particular item like brakes.
- > **Level Five** is an inspection that takes place at the carrier.

The five most common violation areas are:

1. Brakes out of adjustment
2. Other brake problems
3. Lights
4. Tires and Wheels
5. Cargo Load Securement

Tips for surviving a roadside inspection:

*Be professional and courteous when asked to participate in a roadside inspection.

*Don't be afraid to ask questions or share basic information with an inspector. A seemingly innocent comment might be viewed as a red flag by inspectors that further investigation of the driver might be needed.

*Be aware of the "Out-of-Service" Criteria. It includes brake system, coupling devices, frame, exhaust system, fuel system, lighting, load securement, steering mechanism, suspension, tires, wheels, rims and hubs, windshield wipers, placarding and logs. Cross check this list when you do your pre-trip.

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Required documentation

- *CDL, this serves as your Medical Certificate as well
- *Log Book, including pre-trip inspections
- *All load-related paperwork including Bill of Lading
- *Make sure your **log book** is current (up to date to the last change of duty status) and neat, inspectors may go through it thoroughly
- ***Brakes** and brake adjustment. (A note of caution: Automatic brake adjusters don't always work)
- *Make sure all your **lights** are working (just before the dusk, stop and do a quick walk around to check all the lights)
- ***Tires and Wheels**; Bald tires and sidewall damage are an invitation for a thorough inspection.
- ***Load Securement**:
Sometimes the inspectors may break the seal, inspect the trailer and cargo from front to back, then replace the seal with their own.

CSA 2010: All trucking companies who operate in the US have their own Safe Stat. CSA 2010 is an initiative of the Federal Motor Carrier Safety Administration to extend this program to include drivers. Next year they will launch the CSA 2010 and each driver will have your own safety profile. This means that anyone can go online and view all your tickets, DOT inspections or accidents that occur in the US. *More information on this program to follow in the months ahead.*

HOURS OF SERVICE- Guide books available on the regulations, see Ginelle with any questions, or follow this link>

<http://gazette.gc.ca/archives/p2/2005/2005-11-16/pdf/g2-13923.pdf>

*Note: it is never mandatory to take a re-set, you do need to show 24 hours off within every 14 days and sometimes it's worth your while to extend that to a 36 hour re-set but you don't **have** to.

The question came up whether you can split your sleeper in Canada. You can in fact split your sleeper berth but it is very tricky. You are still required to be in compliance of the 16 hour window and daily maximum driving time of 13 hours.

Complete wording of the regulation>

Splitting of Daily Off-duty Time — Single Driver

18. (1) A driver who is driving a commercial vehicle fitted with a sleeper berth may meet the mandatory off-duty time and daily off-duty time requirements of sections 13 and 14 by accumulating off-duty time in no more than 2 periods if

- (a) neither period of off-duty time is shorter than 2 hours;
- (b) the total of the 2 periods of off-duty time is at least 10 hours;
- (c) the off-duty time is spent resting in the sleeper berth;
- (d) the total of the driving time in the periods immediately before and after each of the periods of off-duty time does not exceed 13 hours;
- (e) the elapsed time in the periods immediately before and after each of the periods of off-duty time does not include any driving time after the 16th hour after the driver comes on-duty;
- (f) none of the daily off-duty time is deferred to the next day; and
- (g) the total of the on-duty time in the periods immediately before and after each of the periods of off-duty time referred to in paragraph (b) does not include any driving time after the 14th hour.

-Reminder; you are required to have a Schedule 1 with your log sheets at all times. If you do not have one or do not understand these new pre-trip requirements please come see Ginelle.

OPERATIONS:

-Be sure to continually communicate with your dispatcher. Let us know by satellite things like time off request, when rest is needed, if you want long trips/short trips, Dr appts etc.

-Time off requests must be in writing-satellite message is fine but no phone calls please as we risk the chance of missing it.

-Keep in contact with dispatch while at home, we have experienced difficulties reaching some drivers once they have gone home (not answering phones, not responding to voice messages)

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Appointments: If you get notes such as FCFS 8:00-4:00 get there as soon as you can so that you are in good position to reload. Sometimes if you are 4:00 arriving, that makes it 5:00 or later that you are MT & it's hard to find re-loads that late-you will often be held over until the next day. The drivers who get there asap are the ones who get unloaded earlier and can make it to a re-load on the same day, subsequently getting more miles accomplished in one week and are able to stay within their log book 'window'.

Demurrage-Loblaws-if you are on time for your appointment (check in a bit early-if possible) they are going to start paying 'demurrage' **after** 3 hours of waiting. Arrived & bump the dock messages must be sent. When you are approaching your 3rd hour of waiting contact dispatch via satellite and we will notify Loblaws. We will pay you what-ever we get for demurrage, once we get it-sometimes you may need to wait a couple weeks for the payment to come in but we will add it to your pay when it arrives.

FRESH CHOICE-Be sure to lock your doors while you are at Fresh Choice, there have been reports of micheif.

Satellite Messages-Some drivers had asked if there is any way to get confirmation on the truck end showing that the message has been read. I checked with Dave, he says not at this time but that is something he will bring up with our CanCom Rep.

Shop-Repair Sheets **MUST be filled out.** Even if there is nothing wrong with the truck we still need the mileage. Feel free to take extra repair sheets with you so that you can have the sheet ready when you get here.

MASS Loads-We are struggling for backhauls here, thanks for your patience.

Load Assignment-There has been some improvement in dispatch regarding getting assigned to a load quicker as well as getting message to 'sit tight-no load yet'. We are trying to give you some indication of what you will be doing to try and help you plan your day. It is not always an easy task and loads can change in a heart-beat but we are trying.

Dropping Trailers: -be sure the reefer is full of fuel

-Crank it down in high gear, when the legs hit the ground give it 2-3 more cranks, then drop the air and pull away.

PARKING AT DFL-We ask that drivers please drop your trailer, if loaded in the lot by the office, if MT in the upper lot-and park your truck by the warehouse. Please do not come in, leave the truck and trailer hooked and go home.

WEIGHT SLIPS-If you weigh at Murray's Irving & you put the scale ticket with the bills the 2nd guy taking the load can re-weight for \$1.00; even if it is the next day.

Oxford-Seals: DOT in ME have been checking loads for the last few months to ensure load bars are in place and the product is secure. Apparently, Oxford have not been putting the load bars in tact before sealing the trailer. Don has contacted Ron at Oxford and their loading docks to resolve the problem. If you notice further loads please notify Don.

Blue Cross Presentation:

Assured Access; insuring that you will have coverage should you become disabled and lose the present group policy, insuring that you have coverage when you retire or should you be terminated from Donnelly Farms Ltd you will have health coverage. You were given info on this coverage with your new Group Policy Cards so please take a moment and read. This plan is totally separate from your group policy and is coverage that you apply for directly through our broker, Andrea Booker. Please feel free to call her at any time 375-4119, she will assist you.



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Long Term Disability is now an option with our group policy. The premium is based on your salary and payable up to a maximum of \$2500 per month. An approximate cost to you for example if you made 30,000 per year> your premium would be $66.7\% \times 20,010 \div 12 \text{ months} = \1667.5 .

This is what you would get per month if you were on disability. This amount is then calculated in with what it costs per \$100 which works out to be \$31.73 per month.

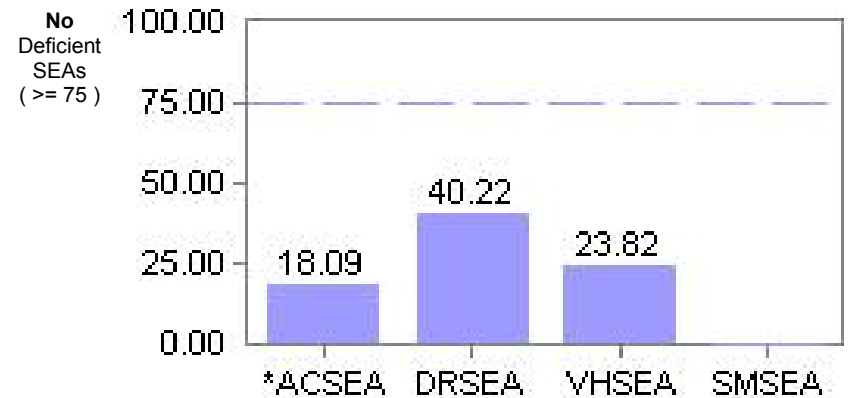
There is NO statement of health required to receive this benefit, however, if the need should arise that you are disabled there is a 119 day waiting period and an application must be completed. This is then sent to the BC

medical team for approval. A case manager will work with you. The benefit is paid for 2 years. Once this 2 year period is up, there is no LTD available for that particular disability at that time. **We need to know by September 30th whether or not you are interested in this options so we can go ahead** and add this to our policy and keep the quoted price they have given us otherwise if we go over the 90 day period from the time they quoted us (August 1) the amount will be most likely increased.

Please let Donna know if you are interested, or not, as the majority will rule and it is mandatory that everyone on the policy takes on this portion.

SAFE-STAT → U.S. CARRIER PROFILE

Donnelly Farms Ltd is on a point system for carriers, much like each of you are for your drivers license. We monitor our 'carrier profile' just like we monitor your drivers license by pulling a driver's abstract. This is what our 'carrier profile' looks like today. Our goal is to keep these numbers below 50; DOT can let you go without inspection you if our numbers are below 50. If our numbers get above 75 the DOT will inspect you every time they see you.



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Our local newspaper, the Bugle-Observer recently published a biography of our dispatchers in their Salute to Trucking Week:

B6 Bugle-Observer Weekend Friday, September 4, 2009

Trucks move 90 per cent of all consumer products and foodstuffs within Canada

TRUCKING week

At the hub of transportation

Local transport company describes the life of a dispatcher

By Brigitte Marsden

When you think of what - and who - is needed to get a load of products from point A to point B, it is usually a truck and someone to drive it that spring to mind. But within every transport company there is a team of dedicated "back room boys and girls" keeping things running.

"It's not an easy life, trucking - you need solid support back in the office," said Larry Dickinson, vice president of Donnelly Farms.

And at the hub of the office, you will find the dispatchers.

"In a nutshell, a dispatcher connects the loads and the drivers," explained Don Calhoun, dispatch manager for Donnelly Farms. "He finds the load and makes sure the driver knows what to do with it. You can compare them to an air-traffic controller, in terms of what's coming in and what's going out."

Calhoun, who made the move to the transport company based near Hartland around a year ago, previously worked in newspaper publishing and is quick to draw a comparison between the two work environments.

"Working in newspapers and working here, communication is still the key," he noted.

Dickinson agrees.

"It's about good communications and good

» TECHNOLOGY Page 7



PHOTO BY BRIGITTE MARSDEN

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Technology brought improvements, but also challenges

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relationships," Dickinson said. "One of the biggest challenges for any dispatcher is to gain the trust of the drivers. You need that trust and rapport when a driver is communicating with you by satellite."

Dickinson and company president Dwayne Donnelly have experienced both sides of the relationship, both as drivers and as dispatchers.

They say technology has brought major improvements, but also some challenges.

"We rely on the GPS system for location now," explained Donnelly, which he said makes life much easier in terms of tracking loads and supplying information to customers.

Communication with drivers is mainly via the Cancom satellite system in the trucks, but Donnelly noted, while some of the foreign drivers with the company speak English well, they tend to write words as they sound, which can make their messages hard to understand.

"It's taken us 10 minutes to figure out what someone was trying to say," added Calhoun with a smile. "On the other hand, we need to be aware of the tone we are using, sometimes it might come across a little differently than intended when it's written down."

Looking after paperwork is another important task for a dispatcher.

"There is a lot of it," said Dickinson. "There's so much detail and different paperwork, making appointments too. The dispatcher is a front-line person with the company. What the customer wants is service."

Dickinson pointed out there can be considerable differences in what different companies require of their dispatchers, depending on their way of doing business and the nature of the goods.

At Donnelly Farm, which uses refrigerated and temperature-controlled trailers, the details really matter, he said. Dickinson quoted the example of the rookie driver who was told the load needed to be kept at plus two degrees - no-one thought to explain it was Celsius, so he somehow assumed it was Fahrenheit, which proved disastrous for the load he was carrying.

When it comes to considering a career in dispatching, all three agree it is not for everyone, no matter how well qualified they are.

Calhoun said they have hired people as dispatchers who admitted a few weeks later it was not at all what they were expecting.

"I do some of the hiring," explained Dickinson. "and I look for someone who takes personal pride in what they're doing."

"Flexibility is important too," added Calhoun.

Dickinson sums up, "It's certainly a fascinating industry, it can be frustrating, but the days go fast!"



PHOTO BY BRIGITTE MARSDEN

Donnelly Farms dispatchers, from left, Don Calhoun, Ralph Shaw and Shawn Bloodworth at work.

Don't let distractions get the best of you.



STOP CRITICAL CRASHES



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Joke of the Quarter

OK Guys>

This is titled:

A Newfie Love Poem

Please don't be offended by that, some of us who work here (and were born in the Monquart) would agree it could easily have been called 'Monquarter Love Poem'. 😊

SUSIE TOBIN FELL IN LOVE
SHE PLANNED TO MARRY JOE
SHE WAS SO 'APPY 'BOUT IT ALL
SHE TOLD HER PAPPY SO

PAPPY TOLD HER, SUSIE, MAID,
YOU'LL HAVE TO FIND ANODDER
I'D JUST AS SOON YOUR MA DON'T KNOW,
BUT JOE IS YOUR 'ALF BRUDDER.

SO SUSIE PUT ASIDE HER JOE
AND PLANNED TO MARRY WILL
BUT AFTER TELLING PAPPY THIS,
HE SAID, 'DERE'S TROUBLE STILL.

YOU CAN'T MARRY WILL, MY DEAR,
AND PLEASE DON'T TELL YOUR MUDDER
BUT WILL AND JOE AND SEVERAL MO'
I KNOW IS YOUR 'ALF BRUDDER.

BUT MUDDER KNEW
AND SAID, MY CHILD
JUST DO WHAT MAKES YOU 'APPY
MARRY WILL, OR MARRY JOE
YOU AIN'T NO KIN TO PAPPY.