

CPx ProDriver

COASTAL PACIFIC XPRESS NEWSLETTER

Workplace Surveys

By Laurie Forbes

As a company CPx works diligently to try and provide a supportive, stimulating, harmonious environment well suited to the building of a positive culture and a successful organization differentiated from the mainstream.

In recent years a key part of this initiative has been consistent participation in workplace surveys designed to help us gauge how well we are meeting management expectations as an employer and organization as well as, just as importantly, how well we are meeting the expectations of, and serving the needs of, the CPx community as a whole.

What have these surveys meant to us besides the obvious public acknowledgement? **Your responses have had a direct bearing on the course we've taken as your employer of choice and the elements we've injected along the way to set ourselves apart from the norm.** The fact is we want to continually raise the bar rather than settling for "good enough". To this end we have taken your survey responses to heart and, wherever possible, have acted upon them to help make us a better employer and a better organization overall. Sure, there have been times when fiscal reality had to kick in and we couldn't do everything we (or you) would have liked but we have proven repeatedly that we aren't afraid to act

nor are we afraid to carve out our own path, different as it may be from our competitors. Introducing an innovative driver pay program, providing exceptional life insurance coverage, developing what is perhaps the best extended benefit plan in the entire country. Training programs that include classroom sessions as well as CDs, DVDs and the establishment of an extensive in house resource library....all "because" of earlier comments made in the anonymous surveys that we listened to and acted on. These surveys have become a very important resource that has enabled us to get the information we need as a management team, in order to learn what's been on the minds of a broad range of CPx team members. Senior management uses the data to adjust course and add programs of value. While the awards themselves are not anywhere near the prime motivator, we need the honest anonymous feedback inherent in the survey process to compare ourselves with the other "best of best" employers so that we may continually stay abreast of those at the top. *continued page 2*



March 2009 Truck Profile
 2007 Peterbilt
 Owner: Paramjit Goraya
 Started @ CPx: May, 2006

IMPORTANT DATES

Mar. 2, 2009
 HO BBQ Day—Monday

Mar. 17, 2009
 Hot Dog Day—Tuesday

April 1, 2009
 HO BBQ Day—Wednesday

Quote
 of the
 month

I am of the opinion that my life belongs to the whole community and as long as I live, it is my privilege to do for it whatever I can. I want to be thoroughly used up when I die, for the harder I work the more I live.
 -George Bernard Shaw

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Clearly, we are all aware that our collective efforts have paid dividends of which we can all be proud with CPx being acknowledged publicly as an award winner on several occasions, including the categories of...

- Best Company to Work For In B.C.
- Best Employer in B.C
- Best Workplaces in Canada

However, last fall we came up short. In November we were all asked to participate in the “Best Workplace in Canada” survey. Through the late fall there were a number of projects needing attention including the acquisition of Calac/Tri-Cal as well as the move into a new Head Office facility. As a result we got a late start on the survey, the window for responding to the survey was shortened from the norm and, very unfortunately, we didn’t

reach the response rate % required for consideration. It was very disappointing to find out that, while we were honoured as a Best Workplace in Canada in 2008, this would not be repeated in 2009, especially when, while the timeline was tight, the fundamental reason for not qualifying for inclusion was the luke warm level of response. It was definitely not the answers given by those who did take the time and make the effort to respond (which we very much appreciate and thank you). The fact of the matter is we were not even allowed in for consideration, simply due to apathetic response levels.

As we move forward through what is proving to be an extended turbulent economy, **we need to hear your voices more than ever if we are to break away from the economic uneasiness and**

become the “category of one” that we truly want to be. As we move forward you’ll hear more than ever about the need for us all to take responsibility and to be accountable on a continual basis if we are to cement our success as a company. Making the extra effort with these surveys and giving them the attention deserved is a great place to start.

Within the next 2 months we will again be participating in an important “Best Companies to Work For in B.C.” survey sponsored by BC Business magazine. Let’s all pull together and participate in order to ensure we once again qualify for this prestigious award. We stumbled this once but let’s regroup, get back on our feet, and work together to make sure it doesn’t happen again as we look to reach new heights as a progressive organization moving forward. □

ROI STATS CPx COMPANY DRIVERS	
0.0 to 0.9	15 drivers
1.0 to 1.9	20 drivers
2.0 to 2.9	15 drivers
3.0 to 3.9	4 drivers
4.0 to 6.9	4 drivers
7.0 and higher	4 driver

WHAT DO THE NUMBERS MEAN?

Drivers will achieve their bonus based on the following scoring criteria.

0.0 to 3.9 = 100% of bonus

4.0 to 6.9 = 50% of bonus

7.0 and higher = 0% of bonus

Great Job Everyone!



Load Security

By Sandy McDonald

In recent weeks a re-occurring problem has emerged that has the potential to cost CPx, some drivers, and our customers money. In this economy that’s the last thing we want to happen. Wasting away money when we have the control to stop it.

The problem is, drivers dropping trailers in the middle of the Acheson yard in Edmonton. Recently, as a result of this breach of policy, a load was broken into. CPx is now waiting to see if there will be a claim filed once the customer has completed an inventory count of the trailer. Even if no claim is filed we now have a tarnished image with that customer. How long do you think this customer will stay with CPx if we can’t keep his loads secure? Not long, especially with competition for business so fierce and the competition just waiting

for us to make a mistake.

The policy is simple, just like the Cloverdale yard, you must back your loaded trailers right up to the blocks along the fence. This way no one can get into the trailer.

This takes only a couple more minutes than dropping in the middle of the yard and it ensures the security of the load. Please ensure you do this without fail each time you take a loaded trailer to the Edmonton yard.

It’s the professional thing to do! □

Keeping Track Of The Work You Do

By Bob Unger



First of all, I would like to make a correction. Last month I stated that the Fuel Tax in B.C. was \$.15 per Litre. It is in fact \$.1769 per Litre. This means that the pump price for fuel in Alberta needs to be \$.0869 per Litre cheaper than in B.C. for the net price to be the same.

This really serves to prove my point that you need to stay on top of this to manage your fuel costs. I also neglected to guide you to the best place for this information, the IFTA web site: www.iftach.org

In keeping with the theme of staying on top of things, let's look at keeping track of the work we do. I have calculated that about 11,000 trip numbers are issued every month here at CPX. Once in a while something will be missed. A call to the ever helpful ladies in DRC will go much better if we can have all the information recorded

in an easy to use manner. Remember, one of their jobs is to help us, not to Baby-sit us.

The best way I have found to manage this is an 8 column Ledger Book. Low tech, easy to use and less than 10 bucks at Staples. You should record the following for every trip:

At the top of the page you should record the Odometer reading for the beginning and end of the month.

Then: Date, Destination, Trip #, Trailer #, Miles, Extras(Border crossings,Picks, Drops, etc.), F.S.C.

Save the last 3 columns for: Odometer reading, Fuel purchased, MPG.

If you have been relying on the dashboard readout for your fuel economy information, you might be in for a big surprise when you start calculating every tank full by hand. My experience is that on board computers are inconsistent and inaccurate to the tune of 5-15%. Try it for yourself for a month. Tracking fuel economy by hand will help you fine tune your driving habits and will surely improve your bottom line.

Surprise!

By Michael Demers

Recently I was talking with a new driver to CPx who had just come off the road from his first trip. I was curious to see what he thought of the Elog system after using paper logs for years. His answer surprised me.

“Well, I need to get used to it, but it was relaxing.”

Relaxing? That was the first time I heard a driver describe using Elogs as “relaxing”. I asked him why he found it relaxing and his answer surprised me again.

“I didn't have to do any paperwork in my logs. I hate paperwork, and now I have nothing to worry about when I go into a scale.”

It reminded me of what the driver's lounge at CPx looked like three years ago before we brought in Elogs. Exhausted drivers would be sitting at the tables filling in their log books and

complaining about the rough ride they got from an Inspector. All that wasted energy trying to make the log book match the fuel receipts and BOLs after driving too many hours.

The drivers that come through my office seem better rested and don't complain about log book inspections anymore. The last log complaint I heard was from a driver that was back on paper for two days while his truck computer was being repaired.

“Get my Elog fixed,” he said to me. “I hate paper logs!”[□]

You are the Fuel Manager and the Driver Manager all in one. You see all sides in real time. Nobody running more than a handful of trucks will track every tank full on every unit, much less change the driver's habits. Granted, on the company ledger fuel is ultimately measured as a Cost Per Mile, not as Miles Per Gallon. However, day to day, a higher Miles Per Gallon will mean a lower Cost per Mile.

Fuel is the single biggest expense an owner operator has and correctly managing it is the difference between success and failure.

I'll see ya in the Slow Lane.[□]

Mystery Solved!

By Lew Donald

Attention all drivers, that was the tag line on an email sent to the CPx Canadian fleet on Monday January 5th, 2009. Then the message went on to read “missing trailer 53M6050” and there was a \$100 reward to the driver who found the trailer.

GOOD NEWS, the trailer was found later that same day. Rob Reiersen, a company driver, found our missing trailer in a vendors yard. The trailer somehow got buried in the back of the vendors yard and no one noticed it there.

Rob was alerted by the email and kept his eyes open and now has \$100 for his efforts. Unfortunately, this trailer had

a faulty satellite and we could not find it through usual methods. The trailer now has a new satellite and is good to go. **Again this is another instance of the teamwork CPx has and how effective our team is when put to the test.** Thanks to Rob for finding the trailer and to those who look. □

Update

Last month’s article by Bob Unger on Fuel Tax has definitely got many drivers’ attention. As a result we have included in this month’s ProDriver a listing of Fuel Tax rates across the country and the link to find them yourself. I hope you find the information useful. □

www.iftach.org

Service Awards



Don Langille
Years of Service—2
Company Driver



Ron Edstrom
Years of Service—2
Company Driver

**Affinity Employee Family
Assistance Program Services**

B.C.— 604-530-2660,
Calgary—403-266-1605,
Edmonton—780-482-4357

For peace of mind for you
and your family.



Ragbinder Virk
Years of Service—2
Independent Contractor

1st Quarter 2009 Fuel Tax Rates

U.S./Canada Exchange Rate 1.2350 - 0.8097

To view a different quarter select one.

For Tax Matrices previous to 2003 click here

An empty field denotes no tax applicable.

Home

State / Province		Gasoline	Special Diesel
ALBERTA (AB) #16	U.S.	0.2759	0.2759
	Can.	0.0900	0.0900
BRITISH COLUMBIA (BC) #15	U.S.	0.5161	0.5422
	Can.	0.1684	0.1769
MANITOBA (MB)	U.S.	0.3525	0.3525
	Can.	0.1150	0.1150
NEW BRUNSWICK (NB)	U.S.	0.3279	0.5180
	Can.	0.1070	0.1690
NEWFOUNDLAND (NL)	U.S.	0.5057	0.5057
	Can.	0.1650	0.1650
NOVA SCOTIA (NS)	U.S.	0.4751	0.4720
	Can.	0.1550	0.1540
ONTARIO (ON) #5	U.S.	0.4505	0.4383
	Can.	0.1470	0.1430
PRINCE EDWARD ISLAND (PE)	U.S.	0.4628	0.6191
	Can.	0.1510	0.2020
QUEBEC (QC)	U.S.	0.4658	0.4965
	Can.	0.1520	0.1620
SASKATCHEWAN (SK)	U.S.	0.4598	0.4598
	Can.	0.1500	0.1500