



## *CCLA e-News – Spring 2010 Edition*

### **Issues and activities that matter to you**

CCLA has been active on a range of federal, provincial and municipal issues affecting our industry this year.

This edition of e-News highlights recent activities on your behalf.

### **Contained in this edition:**

- **Presidents Message**
- **Market Sizing Database**
- **On The Advocacy Front**
- **G8 & G20 Integrated Security Teams and Summit Planning**
- **Formation of Pearson Eco-Business Zone Logistics Consortium - Free Information Session - Environmental Sustainability/Cost Savings – First Meeting May 26, 2010**
- **CPC – Courier Process Committee**
- **Customs Committee – Meeting the Challenge on Critical Trans-Border Issues**
- **Security Committee - Movements on the Air Cargo Security front**
- **Urban Mobility Committee**
- **Regulatory Committee**
- **Procurement Committee**
- **CCLA Discounts**
- **Environment Committee**
- **Western Chapters – Briefing**
- **New CCLA Website**
- **New CCLA Members**

### **Presidents Message**

The Canadian economy is showing remarkable resurgence in the first quarter of 2010. It has outperformed its G8 partners and seems likely to continue with growth in many business sectors. The US economy is showing some signs of recovery that should be beneficial to our member companies.

2009 was a difficult year for most businesses with a direct impact on most of our industry. Savings implemented by companies during the downturn have changed how business may operate. Not only businesses have been impacted by the economic downturn, non-profit organizations have seen declining revenues and membership. Trade associations are no exception to this including CCLA.

The primary purpose for a trade association is government relations. In other words – **Lobbying** is our reason to exist. This caused us to question the expenditure on annual conferences and reliance on sponsorships. We will focus on single issue seminars or webinars to reach members across Canada. Your ideas on desired training topics for webinars would be welcome.

### **Market Sizing Database**

Some of you are aware that Statistics Canada will stop collecting and publishing courier industry data after 2010. To fill this gap CCLA has been in discussion with the major industry companies to create a market sizing database. The intent is to allow all association members to opt in after initial start up. Detailed negotiations included: public or private sector partners to gather and process data, protection of individual company data and scope, frequency and granularity of data collection

After several months of negotiations some concerns have resulted in this project being halted until further discussions occur. I am hopeful that we will be able to solve the reservations of some participants so that this project can move forward as industry information is woefully inadequate.

As we look forward to a more stable business climate than what we've had for the last two years, CCLA will continue its core mandate of advocacy to government on issues that impact your business, while giving renewed attention to negotiating group discounts for members. If there are any subjects you would like presentations or newsletters on please contact us.

David Turnbull,  
President & CEO

A handwritten signature in black ink that reads 'David Turnbull'.



## On The Advocacy Front

We have had several successes this past year, *some of the highlights:*

### Hand Held Communication Devices

In 2009 many provinces moved to ban using hand held communication devices while driving. CCLA has been actively involved in lobbying efforts to ensure recognition of the communications needs of the courier industry.

- **Ontario** - CCLA has worked closely with MTO and legislators to determine appropriate exemptions' for dispatch purposes for our industry. Regulations specifically recognize couriers and permit most types of equipment utilized by the courier industry.
- **Manitoba** – CCLA lobbying efforts were reflected in the final bill as passed compared with the original wording developed.
- **British Columbia** – CCLA submitted a brief to the Legislature and was consulted several times on the development of the Regulations. CCLA urges its members to ensure that its drivers understand and comply with the laws passed in your own province.

Other provinces have also introduced regulations banning or restricting the use of hand held communications equipment while driving:

- **Alberta** – The County of Strathcona has passed a by-law. CCLA expressed concern to the Minister of Transportation that a patchwork of local municipal by-laws would impose hardship on the delivery industry; we have recommended a provincial standard.
- **Saskatchewan** – Legislation come into force January 1, 2010.
- **Prince Edward Island** – Passed December 9, 2009. CCLA urges its members to ensure that its drivers understand and comply with your provincial laws on this issue.

### Labour Issues

Private members bills have been tabled by the Bloc and NDP MPs to amend the Canada Labour Code to ban federally regulated companies in Canada from using replacement workers during a strike or lockout. This bill would extend a Quebec and British Columbia style ban on using replacement workers in a strike. Even courier companies not regulated by federal labour laws could be seriously impacted for example by the domino effects of closure of airports in a strike.

Several previous attempts by the opposition parties to pass laws on this subject have been defeated but we unfortunately seem to have to fight this over and over again. So you can be forgiven for thinking that this was resolved last year or the year before! The current Bill C-386 is the fourteenth such attempt in recent years. The minority Conservative Government requires the support of a number of Liberal MPs to defeat such legislation. CCLA in conjunction with other trade associations have lobbied to gain the support of members of the official opposition to ensure defeat of these bills.

### Infrastructure

Transportation Networks continue to be a priority. CCLA continues to push for government infrastructure funding for long overdue improvements. An important part of the economic stimulus plan for Canada, introduced by the federal government is several initiatives that will benefit our industry. They include a series of highway and bridge improvements, as well as plaza improvements for border crossing sites.

CCLA will continue to highlight the importance of continued investment in transportation infrastructure to governments at all levels.

### Parking Tickets

A burning issue for many members is the rising cost of doing business in urban centers due to parking tickets. CCLA has successfully lobbied to defeat several moves by Toronto City Council to ban deliveries in the downtown core between peak traffic hours. But the same issue is repeatedly reintroduced.

We proactively commissioned a study by the Institute of Housing & Mobility – at Ryerson University, Ted Rogers School of Business, titled: Challenges Facing Express Delivery Services in Canada's Urban Centres. The study is aimed at providing an understanding of the essential contribution of our industry to Canada's economy. It also indicates the lack of provision for the modern courier vehicles and absence of planning to support deliveries in urban centres.

The report provides credibility and has proven to be useful in persuading the City of Toronto Audit Committee to delay a section of a report to council that could have had a severe financial impact on members. The section of the report involving courier vehicles has been referred back to the committee to allow CCLA and our member companies to present our perspective and recommend potential solutions. [For a soft copy of Ryerson University's Urban Freight Logistics Report, see Reports under News & Events on the website.](#)



### **G8 & G20 Integrated Security Teams - Summit Developments**

CCLA has held on-going meetings with police units responsible for coordinating the security arrangements for the upcoming G8 & G20 Summits. This brief is intended to disseminate information that we are aware of to date; and can be shared without compromising security.

Last summer, Canadian Prime Minister Stephen Harper announced that the 2010 G8 & G20 Summits would be hosted by Canada. This Summit will be the fourth time that Canada has hosted the world's most powerful leaders.

The Royal Canadian Mounted Police (RCMP) is mandated to ensure the safety of major events such as the G8 & G20. The RCMP in partnership with the Ontario Provincial Police (OPP), the police of jurisdiction, the Canadian Forces, North Bay Police Service, Peel Regional Police and Toronto Police Service have formed the Integrated Security Unit (ISU) to address all aspects of security for the Summits, the Leaders and the delegates. This security operation will be the largest in Canadian history to date; even dwarfing the Olympics held recently in Vancouver.

The ISU is currently in its ongoing planning phases. This planning will be constantly assessed & adjusted leading up to and during the Summit. The ISU has committed to being as open and transparent with the community as possible without affecting security measures. In order to achieve this, the ISU has implemented a Community Relations Group (CRG) that will be the direct conduit between the community and the ISU.

### **Details for the two Summits are as follows:**

The G8 Summit in Huntsville is taking place; June 25 & 26, 2010, at the Deerhurst Resort in Huntsville, Ontario.  
The G20 Toronto Summit taking place; June 26 & 27, 2010 is primarily at the Metro Toronto Convention Centre.

### **G8 Details**

- There will be restrictions to Highway 60 and air as well as marine exclusion zones established.
- All G8 announcements can be found on [www.G8isu.ca](http://www.G8isu.ca) including a map illustrating alternate routes around the Huntsville area for the time of the Highway 60 restrictions.
- The ISU has developed a traffic management plan to manage possible congestion on Huntsville and Muskoka area roads. The Ontario Provincial Police will have an increased presence on these roads and highways to facilitate traffic flow.
- In addition, the ISU has identified alternate routes as a result of restrictions on a section of Highway 60 near Deerhurst Resort. OPP checkpoints will be in place to ensure that motorists use the appropriate detour routes.
- The Deerhurst Resort is expected to close to the public by June 15.
- The ISU will provide on-going media updates that can be shared with the public before, during and after the event; the best source for this up-to-date information is AM 680 News.

### **G8 Road Restriction Details**

#### **Residential access only (in pink)**

Harp Lake Road and Williamsport Road will be accessible only to people living on these roads or those visiting them. No detour or through traffic will be allowed. Checkpoints will be put in place to enforce these measures requested by the Town of Huntsville.

#### **Limberlost Road, Highway 60 east of Hidden Valley Road**

Residents living on these roads or travelling to and from Limberlost Road and Highway 60 east of the easternmost security gate will have to travel east on Highway 60 and south on Muskoka Road #9 (South Portage Road), to access the southern detour route to go to Huntsville.

#### **Through-traffic: heavy commercial vehicles and cars will be rerouted to Highways 11, 35 and 118 (in green)**

Cars traveling through the area, semi-trailer trucks, buses and other heavy vehicles should use Highway 118 to bypass the restrictions on Highway 60.

- Those coming from the South will get off Highway 11 at Highway 118 and proceed to Highway 35 and then Highway 60, east of the restricted area.
- Those coming from the North will have to go past Huntsville to Highway 118.

#### **Local commercial traffic, delivery trucks and heavy vehicles (in blue)**

Delivery trucks and other heavy vehicles from the local Huntsville area will be able to use the following alternate routes to bypass the restricted section of Highway 60: Muskoka roads 3, 9 (South Portage Road) and 10 (Britannia Road) and Brunel Road.

#### **Car-only roads (in orange)**

For safety reasons, certain area roads have been identified as being able to bear cars only. They include: White House and West Brown roads, in addition to Muskoka Road 10 (Britannia Road)

#### **Restricted access (in red)**

A section of Highway 60 and local roads, including Muskoka Road 23 (Canal Road), closest to Deerhurst Resort will not be accessible except to those with proper accreditations: emergency services workers, residents and employees of local businesses.

### **G20 Details**

- The bulk of activity will take place on Sunday; the weekend was specifically chosen to minimize (where possible) disruption to the ongoing commerce of Toronto.
- The convention centre venue is the most viable option; in close proximity to major hotels, etc. the overall (security) footprint as a result will be minimized.

## **G20 Road Restriction (Restricted Area Zone) Details**

The ISU has many unique challenges with regard to ensuring security at the Toronto event. The event hosting the world's most important dignitaries and decision makers will no doubt draw an unsavory element intent on exploiting the extensive media exposure. As a result the security footprint (exclusion zone) may morph according to real or perceived threats,

and we can anticipate a more intense security environment. There are many special interest groups likely to stage protests.

- Boundaries for the exclusion zone (Restricted Area Zone, RAZ) at this juncture may include; Lakeshore Blvd. to the south, Blue Jays Way to the west, Queen Street to the north and Bay Street to the East.
- The Gardener Expressway will remain open throughout the event but traffic will be restricted.
- There may be some restrictions to Lakeshore Blvd.
- Security perimeter fencing (similar to that used at the Molson Indy) will enclose the RAZ and could appear as early as a week prior to the event.
- Sections of the PATH underground system will be off limits during the event.
- The last day of semi-normal delivery operations is likely to be Wednesday June 23<sup>rd</sup>.

## **Considerations for both events:**

- Both venues will have inner and outer security zones/perimeters with restricted access according to purpose.
- These zones could change at a moment's notice due to intelligence or threats received.
- It's important to note that the security perimeter could be set up as far in advance as a week prior to both events and possibly be taken down two days afterward.
- There will be interruptions for deliveries during these two events and the ISU will do everything possible to minimize disruptions without compromising security.
- It's advisable you communicate with your customers that there will be uncontrollable/unavoidable disruptions during these times and to consider alternative delivery contingencies where possible – substitute delivery locations, times, pickups etc.
- Off-peak delivery times (night in particular) during this period are more likely to be successful.
- Consider that your own operations/people could be at risk – thefts/damage to vehicles and/or uniforms may be a possibility – place your staff on notice to be vigilant and report any incidences/ suspicious activity (across Canada).
- In areas in/near the zones, consider removing any outside items such as planters, garbage bins, even drop boxes that could be used for nefarious purposes.
- There may be a type of accreditation process – an allowance of essential workers access to certain areas with a pass (although details of this are still forthcoming from the Summit Management Office).

Even if accreditation does materialize, RCMP and its security partners will still require a core security zone to ensure the safety and security of the participants. For essential purposes; some may need to be issued identification so they can pass certain perimeter security checkpoints. The Community Relations Group 'CRG' will continue to work with affected businesses to maintain open dialogue on how security planning will affect their day-to-day lives before, during and after the Summit. This is intended to address firsthand, the concerns that may surface prior to the Summit.

Restrictions and security measures will be based on prior experiences, both locally, nationally and abroad, as well as with the latest information gathered on various activities or potential threats. These measures will be similar to the approach used at all major events. The RCMP and OPP have extensive experience in major events planning and security and will ensure that to every extent possible, security planning is intended towards minimally affecting the communities during the venues and the surrounding areas.

The ISU has an email address at [communityrelationsgroup@ontario.ca](mailto:communityrelationsgroup@ontario.ca) as well as a telephone number 1-888-446-4047 where any security related questions can be answered.

Any suspicious activity (no matter how trivial it may seem) should be reported to the Liaison Management Team (LMT) for a decision on actions taken: [G82010LiaisonGroup@rcmp-grc.gc.ca](mailto:G82010LiaisonGroup@rcmp-grc.gc.ca) this may be done, before, during or after the events.

All current up-to date announcements can be found on the following websites:

[www.G8isu.ca](http://www.G8isu.ca)

<http://g20.gc.ca/home/>

<http://www.g8-q20isu.ca/q20/index-eng.htm>



## **Pearson Eco-Business Zone Sustainable Logistics Consortium – Free Information Session**

***An opportunity for Facilities/Property Managers and those tasked with sustainability initiatives/cost savings***

### **Looking for ways to drive down costs and speed up your sustainability initiatives?**

If so, the Pearson Eco-Business Zone Sustainable Logistics Consortium is the venue for you.

Come to this breakfast networking session to learn how this group of peers can help everyone reduce costs, while greening your logistics operations.

In partnership with Partners in Project Green, the Canadian Courier & Logistics Association (CCLA) is working to develop a Sustainable Logistics Consortium to help logistics organizations realize the business benefits from sustainability. The idea is to leverage knowledge, best practices and training opportunities, to drive sustainability quicker, deeper and cheaper into everyone's organization.

This morning networking session will include:

- An overview of the Pearson Eco-Business Zone Sustainable Logistics Consortium;
- Information on how your organization can become a member;
- Details on how you can reduce your costs; and,
- Highlights on local companies who are turning sustainability into cost savings and new clients.

Come see how working together can drive sustainability into your organization quicker, deeper and cheaper. After all, you will never live long enough to make all of the mistakes yourself.  
Learn more about the consortium [model](#).

As a leader in the logistics sector, I would like to invite you to this free breakfast information session on the Sustainable Logistics Consortium so that you can explore this opportunity and see if it is a fit for your organization. The event details are as follows:

**Date:** Wednesday, May 26th, 2010

**Time:** 8:30 a.m. – 12:00 p.m.

**Location:** Centre for Health and Safety Innovation, 5110 Creekbank Road, Mississauga

**Directions:** <http://www.tchsi.ca/contact.html>

For further information, please contact Jennifer Taves at 416-661-6600, extension 5570 email [jtaves@trca.on.ca](mailto:jtaves@trca.on.ca) or contact Phil Cahley @ [pcahley@canadiancourier.org](mailto:pcahley@canadiancourier.org)

To register please visit - [http://www.partnersinprojectgreen.com/get-involved/events-and-workshops?task=view\\_detail&agid=97&year=2010&month=5&day=26&catids=39%7C38%7C36%7C34%7C35](http://www.partnersinprojectgreen.com/get-involved/events-and-workshops?task=view_detail&agid=97&year=2010&month=5&day=26&catids=39%7C38%7C36%7C34%7C35)

Partners in Project Green is a growing community of businesses working together to green their bottom line by creating an internationally-recognized 'eco-business zone' around Toronto Pearson. Through new forms of business-to-business collaboration, Partners in Project Green delivers programming that helps businesses reduce energy and resource costs, uncover new business opportunities, and address everyday operational challenges in a green and cost-effective manner.

*Partners in Project Green is a partnership between the Greater Toronto Airports Authority, Peel, Toronto, Brampton and Mississauga, and is overseen by businesses from around Toronto Pearson.*

This event is being coordinated in partnership with:



#### **CPC – Courier Process Committee**

Initiatives such as the CBSA's (Canada Border Services Agency) Courier LVS review have created the right conditions to re-open dialog and collaboration amongst all the trade stakeholders to LVS, (Low Value Shipment (LVS) processing) importers, brokers and carriers alike.

As a result, CCLA last summer formed a new committee; *The Courier Process Committee or (CPC)*. This is our first multi-lateral forum, comprised of trade chain participants (CSCB, AICBA and IE Canada); other industry stakeholder groups that interface with and use the courier industry's expedited Customs clearance program; Low Value Shipment (LVS) processing; based on international protocol at the WCO (World Customs Organization) and WTO (World Trade Organization).

This group has been meeting monthly since inception and is providing stakeholders with a forum for dialogue, input and guidance regarding the improvement, development and implementation of courier processes that involve external stakeholders.

Plans include development of enhanced, streamlined and centralized processes resulting in improvements to the LVS process for all; as well as an educational tool/SOP development for users and improved communication coordinates to address difficulties.

Once actions are approved by the group, helpful information related to the LVS system will be posted on CCLA's website; more to follow.



#### **Customs Committee – Meeting the Challenge on Critical Trans-Border Issues**

Tackling the trend toward "border thickening" we are focusing on the increasing costs of complying with trade related regulations. Front and centre is CBSA's eManifest project, which involves pre-reporting of data (prior to shipment arrival) to allow Customs targeting. As this area is very complicated and fraught with potentially costly details, CCLA's Customs committee is actively involved in consultations to "get it right."

Of particular importance to our members and rather unique to our industry is the establishment of "Flying Truck" procedures and an allowance/recognition of cargo exceptions: Overages, Shortages and Splits.

Other CBSA initiatives that are under active consideration by our Customs committee members are:

- New management restructuring of CBSA – implications to business
- Suffrance warehouse review
- Customs Self Assessment (CSA) offshore
- Partners In Protection, Security Program (PIP) changes
- New Administrative Monetary Penalty System (AMPS) program
- Proposed changes to reporting of exports



**Security Committee - Movements on the Air Cargo Security front**

Transport Canada was recently approved for a one year budget of 14.3M for the implementation of the Air Cargo Security Program. 2010/11 Priorities include:

- Enhanced regulatory regime establishment
- Secure supply chain (shippers approved under the program and deemed “secure.”
- Screening Methodologies (testing, approvals and procedures)

**Airport Apron Security Program**

Our Security committee members have had recent consultations with Transport Canada on a recent airport apron security program proposal. Several recommendations were made and consultation is on-going.

**All Cargo - Cargo Security**

Plans are progressing to further strengthen air cargo security; Transport Canada is developing their program with a focus towards “all cargo carriers” and changing the current voluntary regime to a legislated and mandatory environment. Consultation is on-going.



**Urban Mobility Committee**

The efforts of this committee have supported the Ryerson University report which is proving a valuable tool in opening discussions with Toronto on parking tickets.

**[For a soft copy of Ryerson University’s Urban Freight Logistics Report, see Reports under News & Events on the website](#)**



**Regulatory Committee**

This is a very active committee that meets monthly to review legislative issues affecting our industry.



**Procurement Committee**

This is a new CCLA Committee. This year we aim to strengthening discount programs for member companies and employee affinity programs. The first of hopefully several new programs is a discount for uniform purchases offered by Unisync our new Resource partner.

**CCLA Discounts**

CCLA recently negotiated a discount program that offers significant savings on uniforms and promotional items that member company’s purchase. For information on this go to Members Only section on the website. We are in the final stages of negotiations with VerX Direct to achieve a group discount on driver licence verification information. More information on this unique protection against the dangers of drivers operating without a valid licence will be forthcoming very shortly.



### Environment Committee

After a highly successful effort to get green vehicle subsidies, attendance at meetings of this committee has tailed off, and I strongly encourage member companies to appoint someone from your organization to sit on this committee.

Environmental Regulation of industry will continue to challenge our industry. Some members are receiving some RFP's requiring data on emissions of Green House Gas Emissions. To respond we need as an industry agreement on methodology to respond to these RFP's. Additionally, energy costs will increasingly present opportunities for savings. Cross pollination of ideas can benefit your company's bottom line.



### Western Chapters – Briefing

- **British Columbia Chapter; By Paul Merrick, General Manager Western Canada, Purolator Courier\***

January and February were exciting months in British Columbia and throughout Canada as we all finalized our plans and ultimately experienced the Games. The CCLA BC Chapter met regularly leading up to the games where members focused on the sharing of information and the interpretation of many of the unique logistics requirements. The BC Chapter is scheduled to meet again in late May.

- **Alberta Chapter; by John Dumigan, Prairie Division Manager, UPS Canada\***

The Alberta chapter of the CCLA is into it's second year with a good mix of representation from small, medium and larger companies.

Issues important to member companies in Alberta have been reviewed at monthly chapter meetings. Activities have addressed concern areas such as consistent legislation in Alberta regarding hand held communication device usage while driving, city transit issues to the Calgary Airport industrial park, snow removal (or lack thereof) in Calgary and Edmonton, application of load securing rules as well as several other local topics.

The chapter has had guest speakers from both the AMTA (Alberta Motor Transport Association) and the Calgary Airport Authority.

**\* Both CCLA region chairs are also members of the CCLA Board of Directors.**

*When promotions and staff changes occur in your companies, new appointments to committees need to be made. Participation in committee work fosters individual personnel growth and adds up to value for your company. Arrangements for telephone conferencing are usually available so that participation from anywhere in Canada is possible. **Committee work is fundamental to your livelihood; we encourage you to get involved!***



### NEW CCLA Website

If you have visited our website lately [www.canadiancourier.org](http://www.canadiancourier.org), you will notice that it has been redesigned to give it a fresh new look. Under the **Members Only** section you are able to access information on Group Discounts offered by various companies to CCLA Members, Legislatives Issues that affect the courier industry and information on programs offered by some of our Supplier and Resource Members. Members have been issued a username and password, if you have not received this please contact Frances Reid at [freid@canadiancourier.org](mailto:freid@canadiancourier.org) and she will be happy to provide you with the information. This Newsletter will be available under **News & Events**.



### NEW CCLA Members

A warm welcome to the following New CCLA Members:

**Happy Road Express** a courier company based in Markham, Ontario  
Contact Name: Terry Zhang, [info@happyroadex.com](mailto:info@happyroadex.com) Telephone: 905-479-6699

**Mobile Business Communications Inc.** - Providers of wide-area dispatch solutions and antenna sites, using their independently owned Trunked network, throughout the GTA and Golden Horseshoe regions.

Contact Name: Lino Di Gennaro Telephone: 416-443-9555 [lino@mobilebusinesscom.com](mailto:lino@mobilebusinesscom.com) website: [www.mobilebusinesscom.com](http://www.mobilebusinesscom.com)

**VerXDirect** – the simple, seamless way to instantly check the validity and status of any Canadian driver's license.

Contact Name: Bob Dameron Telephone: 1-866-713-2001 [bobd@verxdirect.com](mailto:bobd@verxdirect.com) website: [www.verxdirect.com](http://www.verxdirect.com)

**Unisync Group** – Canada's premier Apparel and Promotions Company – also offering CCLA members a substantial discount on uniforms.

Contact Name: Deci Rego Telephone: 905-361-8989 ext. 259 [drego@unisyncgroup.com](mailto:drego@unisyncgroup.com) website: [www.unisyncgroup.com](http://www.unisyncgroup.com)

**For details regarding the CCLA discount program that offers significant savings on uniforms and promotional items; see the Unisync Group advertisement under Members Only Section on the website or contact Deci Rego (above) for more information**