It’s been exciting to see the changes in the US operations since I started here 17 years ago. When I came to Inland, the US had three stores - Fontana and Vernon in California, and we had just acquired land in Phoenix to build the current facility. We moved into the Phoenix store the following year, acquired the two New Mexico stores about three years later, and built new stores in Farmington and Tucson two years after that. We moved out of the Vernon facility and into our Montebello location a little over 10 years ago. We opened our new facility in San Diego this past summer, and now our facility in Carson has opened in the past month. Several years ago we purchased land in Albuquerque and are starting construction next month. We are also negotiating on land for a new Phoenix store and have acquired a facility in Kingman, Arizona for our future growth.

Our business has changed as well. In the 70’s, our customers were mostly independents and there were very few large fleets. Cabovers were the mainstream truck, Cummins engines were 335 to 350 HP, and the Cat 1693 was The Road King. We had power inching up to 400HP with just over 1000 ft. lbs. of torque. Engines lasted about 350,000 miles, averaging about 3.5 MPG. Aerodynamics were not a factor and fleet efficiency meant that you got the load there on time. There were 14 manufacturers for class eight trucks in addition to Kenworth & Peterbilt. Most trucks sold for $30-50,000; power steering was an option that was shunned by most “real” drivers; and air conditioning was not common in trucks.

Our trucks now operate well in excess of 400 - 600 HP using up to 2250 ft. lbs. of torque. Aerodynamics, cost control, mergers and large fleets dominate our business. Our trucks can get over 7 MPG and 10 MPG is a realistic target over the next few years. Efficiency is the key and the demands our customers make on us increase almost daily. Today’s freight is carried by fewer companies in trucks made by less than half the number of manufacturers. The trucks operate over one million miles before overhaul and are very luxurious and comfortable by almost any standard.

We’ve seen a lot of change over the years! Change brings new challenges, but also new opportunities, and I believe we are ready!
**MUDDER NATION!**

At the end of February we had a group of four employees participate in a 12 mile long obstacle course, The Tuff Mudder. It is a brutal course filled with challenges that require you to work as a team to complete. The course includes, mud hills, swimming through ice water, large walls, crawling under barbed wire and running through shocking wires. Luis Leon said “They shock you so hard it knocked me down.” Four out of the five Inland team members completed the course. One member of the team sustained an injury and was not able to finish.

Submitted by Don Blake

Phoenix employees from left to right, Luis Leon, Erik Krenz, Alfredo Fajardo, Glen Takacs. Tara Takacs Glen’s daughter was the fifth member.

**TIME TO GET OUT THE BRUSHES AND TONGS**

20 minutes away at the local ski hill there might be a 250 cm base, but the weather at Inland Kenworth Vernon tells a different story. The Vernon team decided to embrace the exceptionally good weather and kick off their second annual customer and staff appreciation BBQ season. This month it was the Vernon sales team trying to keep their eye brows intact as their grilling skills were put to the test.

All the departments take turns showing off their epicurean flair, hosting a BBQ throughout the season. As the construction season kicks into high gear and the forestry contractors hustle to get every load possible off the mountain before break-up, it’s a great reason for customers and staff to connect in a casual atmosphere. The BBQ’s always have a great family feel as wives, children and even a few four legged friends are often in attendance.

Special thanks go to Harry K, the quiet mastermind behind putting the customer and staff appreciation BBQ’s together.

Submitted by Tavis Mann

**TAKE ME OUT TO THE BALL GAME...**

“On March 17th, the Southern California Inland Kenworth dealers participated in a softball tournament. Fontana fielded two (2) teams, while both Montebello and Carson also fielded a team. Each team played the other teams in a round robin format, and the competition was fierce. Once all the games were played, Fontana won the trophy (there is some contention as to which Fontana team was the real winner though). Over 100 employees and family members were in attendance. Everyone was able to socialize with others from the other dealerships, enjoy a BBQ lunch, and could tour two (2) new Kenworth trucks (a T660 and a T680).”

Submitted by Zachary Bourn

**DON’T BE FOOLLED BY APPEARANCES..... UNDER THE KING’S JERSEY BEATS THE HEART OF A TRUE CANUCK!**

Steve Goodman
Credit Manager - Montebello Branch
as remembered by his colleagues from Home Office!
**Inland Welcomes 3 New Managers**

**SIMEON Hauptman**
Albuquerque Dealer Manager

Simeon joined Inland on March 4th to become our new Dealer Manager in Albuquerque, NM. Simeon and his family have been Albuquerque residents for about eight years, having moved up the road from their original home town of El Paso, TX. Since graduating from the University of Texas with a degree in Business Administration (Marketing), Simeon has worked in progressively developing sales roles, mainly in the technology industry. He joined Ryder Truck Rentals in Albuquerque in 2006, and served in Regional and National Sales management positions very successfully. Now, apart from leading the Albuquerque team in developing new business, Simeon will have additional responsibilities with the construction of the new Albuquerque Branch slated to begin in just a few weeks. Simeon is fluent in Spanish, so please wish Simeon and his family “Bienvenido a Inland Kenworth!”.

**STEVE Touhey**
Nanaimo Dealer Manager

Steve joined Inland on March 11th to become our new Dealer Manager in Nanaimo, BC. Steve will be “learning the ropes” from Falko Heuser for the next few months until Falko moves back to our Campbell River Branch just in time to assist with the transition from our current location to a brand new facility a few hundred meters north. Steve has a strong background in equipment repair and servicing, and fixed operations management. He is a graduate of Simon Fraser University with a degree in Business Administration. Most recently he was a Fixed Operations Manager for a very large equipment dealership in Red Deer, AB that was heavily engaged in the forestry sector. Steve is committed to business process improvement and holds a Six Sigma Green Belt designation. He is also a certified Ski Instructor. Welcome back to beautiful British Columbia to Steve and family!

**GREG Armstrong**
Construction Sales Manager BC

Greg joined Inland on February 12th to fill a new role at Parker Pacific Equipment Sales. In the role of Construction Sales Manager, Greg will have responsibility for providing support related to our construction equipment business to all of our BC and Yukon Branches. Greg will have a key role in growing the market share for Parker Pacific in the excavators, loaders, dozers, rock trucks, mini, and compaction segments. Greg has a background in the technical side of the business, having started his career as a Heavy Duty mechanic with the family Case Power store in Red Deer, AB. More recently, Greg has worked in various positions with a major Alberta equipment dealer, most recently in the role of General Manager for one of their operating divisions. Greg and his family are relocating from Red Deer to the Vancouver area where Greg will work from our Parker Pacific, Langley BC location. Welcome Greg and family!

**Another BIG Order from Swift...**

Inland Kenworth Phoenix took this photo as a thank you to Swift Transportation. They recently added an extra order of 200 trucks for this year along with the 426 they had already purchased.

Submitted by Cindy Rojas

**Campbell River on the Move!**

Pictured above is the building Inland moved into in 1984. The first expansion was in 1988 with the addition of 4 large service bays. The second expansion was a lube bay in 2000. Continued growth in trucks and equipment, and the inclusion of the Port McNeill trading area, has really put the pressure on an old building! With thanks to Inland ownership, the opportunity for management and staff to service our customers out of a state of the art facility is testament to the hard work and dedication of our staff and customers in Campbell River. Pictured below is the start of our new facility.

Submitted by Carl Sweet
Recent survey sampling of employees in various Branches has revealed that our Company policy of Return To Work (RTW) is not well known to employees.

Part of the reason for this low policy recognition is that it only becomes apparent to those employees directly affected. Employees in this category are those who are unable to perform their regular duties due to illness or injury, yet could be productive at work doing other tasks that would not interfere with their recovery process.

Inland Kenworth has a return-to-work policy. Its purpose is to return workers to employment at the earliest date following any injury or illness. Temporary modified work assignments within the worker’s physical abilities, knowledge and skills have been proven to speed up recovery and reduce health insurance and workers compensation expense. Such transitional positions will be made available to employees in order to minimize or eliminate time loss. The policy applies to all employees and will be followed wherever appropriate.

Employees are also encouraged to be proactive at reducing exposure to illness and injury through developing better health and wellness habits. In the October 2012 issue of Inland Info, employees were encouraged to access our medical plan websites www.ebctpa.com (USA) or www.manulife.ca/groupbenefits (Canada).

These websites contain a lot of useful information for you and your families. Please take a few moments to look at the information, and take the Health Risk Assessment! Remember Inland Kenworth cannot access any information you enter in your HRA, and you will find the results very useful as you reflect upon your habits and health awareness.

We thought that Inland Info would be a good forum to create more awareness, and a more articulate policy and procedure document for everyone’s reference will be issued in the weeks ahead.

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**Where was this picture taken?**

Send in your best guess as to which branch is featured in this picture. Email your answer to inlandinfo@inland-group.com and we will publish the results next issue!

**This is Greg Sternberg standing in the middle of the new and undeveloped Albuquerque property. What is he saying?**

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**Editor’s Note**

We hope the readership enjoys these little contests and contributions. We seem to have lots of requests for interactive newsletters with photos of Branch activities and comments. Gathering this material is sometimes challenging! If you think of something you would like to have included, or just want to make a comment about the newsletter, you can email inlandinfo@inland-group.com, or talk to your local Branch Communications Task Force member – every Branch has someone responsible for local communications input – if you don’t know who your person is, ask your Dealer Manager!

Looking for a past issue? They are now on our website at http://inland-group.com/en-us/about-us/staff-newsletters.aspx

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**AND THE SURVEY SAYS!**

April will mark the 3rd year that Inland has conducted an Employee Engagement Survey. All employees are encouraged to complete the online survey which can be found at https://www.surveymonkey.com/s/INLANDAPRIL2013

The survey will be open until 11:45pm April 20th. Please look for more details in your Branch notice board areas.
From The Archives

There have been requests from readers to learn more about Inland’s history. The images on this page were taken from inland info newsletters from the 70’s. In future issues, we will re-print some of the history from the old archives that ownership have made available to your editor. We hope you will enjoy these reflections of our past....
Benjamin Verdugo and his 1988 HD Heritage Softail, 96c.i S&S motor, Baker 6 speed trans. Bought it a year ago; work I have done to it is the following, new exhaust, 14 inch chubby ape hangers, wheels and white wall tires, lowered 2 inches. Work was done by a couple people, one of my best friends, who played a big part in me getting a bike, and also by a shop “Desert Choppers”. I have wanted to get a bike for some time and came across a good deal on this bike and slowly but surely I have made it my own by adding my own touches. Love to ride down to Tombstone, Bisbee, and Sierra Vista.

Tommy Thompson from Farmington on his 2003 Harley Davidson 100th Anniversary Ultra Classic on a ride to Sturgis, South Dakota

Ray Cotton, Langley 2001 Harley Softtail Deuce Custom
31 TROPHIES 20 - 1st Place Softail, 3 - 2nd Place Softail, 1 – 3rd Place Softail, 5 - Best Paint, 2 – Peoples Choice

Vern Boyle from Fort St. John at the Bonneville Salt Flats, Utah, Arizona 2010, Road Glide, long way return trip from Sturgis, Aug. 2011

Ken Taylor from Quesnel and his bike sitting in front of the Crazy Horse monument in South Dakota.

Rich Dunaway from Campbell River on a classic 1978 suzuki

Russell Dueck and his 2010 HD Electra Glide Ultra Classic, taken in Prince George British Columbia. (Russell’s home town)

Kent Brownlow, Home Office 1999 Suzuki VN1500LC Upper Arrow Lakes, BC

Dale Felhauer from Cranbrook and wife Tracy in Ucluelet summer 2012. 2010 Aprilia Shiver 750 2009 Yamaha FZ6R

Calling All Riders
Thank you to those that contributed to the photo request in the last issue