

sub-contractor's reliability in delivering in the timeframe Doug needed for his local trucks to perform their daily pick-up-and-delivery (PUD) schedules, began to fall apart. "It affected our business so much that I decided to handle the interstate



*Doug Hayes is tapping Fuso's truck/trailer potential*

part myself," he says, lamenting the poor performance levels of subbies, yet who were running some of the most expensive, powerful prime movers available.

With 'service' as the driving force, he devised a system whereby a long wheelbase Fuso 6x4 rigid pulling a 6.4 metre two-axle dog trailer – both curtainsiders – would leave both Melbourne and Sydney five nights a week, arriving early the next day at the company's capital city depots.

Up to 40 pallets could be carried on each 19-metre combination and their delivery would be assured – arriving in time to join the day's PUD freight schedule for Hayes' expanding client base.

"To ensure the interstate trucks arrived on time," he says, "each of the two trucks would have a number of drivers handling them over their 24-hour work cycle." These Fusos work 24 hours a day, as they not only do the interstate run but then handle their

own load's drop-offs and pickups. Doug explains that a typical cycle, say in Sydney, sees one of the four drivers take the rigid (sometimes the trailer as well) at 7am and spend all day on PUD and serving local clients. Arriving back at 4pm he hands over to another driver who couples the outbound loaded trailer and heads to Tarcutta – four-and-a-half hours away – where he meets the northbound rig.

"They swap and then return to their base depots, arriving in time for another driver to do the day deliveries of freight from the overnight run," Doug says. "Our customers know they'll get their goods on time," he adds, "and because we handle everything, we can control the issue of driving hours and driver welfare. No driver works more than 12 hours a day."

The Doug Hayes fleet is 20-vehicle strong – with two Fuso units assigned perman-



*Final loading in Sydney of overnight interstate freight service.*