

There Is No Substitute For Experience

Dennis Eagle were recently approached by Steve Hayes, a journalist for International Trucking Magazine with a request to drive the Dennis Eagle Milk Farm collection vehicle operating in Pontypool, South Wales.

A former driver himself, Steve wanted to 'experience' the vehicle and determine whether or not the hype he had heard regarding the rear steer Elite chassis was true! He told us he had been led to imagine "an extremely impressive and cleverly designed" vehicle. Following consultation with the owners of the vehicle in Pontypool, Steve arranged to take drive during one of the evening rounds.....



which gives ultra-smooth gearshifts. As you drive, particularly along the small lanes in this part of Wales, surge from the shifting load is minimal."

with a great deal of braking on downhill stretches, avoiding speeding oncoming traffic and slowing for corners there was no ominous smell or smoke from the linings."

So is there substance to the hype after all? Steve concluded his comments with:

"In my experience most drivers just want a truck that is easy to drive, comfortable, does the job efficiently and is easy to clean - inside and out - so that they can get back and get home! This Dennis Eagle has all those attributes

The Feedback?

"Driving the Dennis Eagle Elite couldn't be simpler. The steering is light and positive and manoeuvrability - especially when reversing is very good."

"The outstanding ride stability is no doubt aided by the Allison six-speed automatic box

"The cab is designed so that the driver can, if necessary, park right up against a wall on the off-side and walk straight through the cab and out of the passenger side. There is all-round visibility with few blind spots and the headlights have been placed up high, out of harms way, to avoid damage."

"Even after a harsh run through the lanes

- and then some! It is a safe truck, built on an extremely stable platform (number one priority where moving loads are concerned). The low centre of gravity dispenses with the usual rock and roll felt in standard general haulage chassis pressed into service on this work."

Christmas Opening Hours

Christmas Opening Times (Normal Operating Hours)

Date	Parts	Service
Friday 22.12.2000	Open	Open
Saturday 23.12.2000	Closed	Closed
Xmas Day 25.12.2000	Closed	Closed
Boxing Day 26.12.2000	Closed	Closed
Wednesday 27.12.2000	Open	Open
Thursday 28.12.2000	Open	Open
Friday 29.12.2000	Open	Open
Saturday 30.12.2000	Closed	Closed
New Years		
Day 01.01.2001	Closed	Closed
Tuesday 02.01.2001	Open	Open

Service Emergency Contact Number: 07860 501501

Parts Emergency Contact Number: 07775 912510

COMMENTS AND FEEDBACK

In line with its philosophy of continuous improvement, Dennis Eagle welcomes feedback regarding Eagle Eye. Please send any comments on the design and content to:

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- we await your comments!



Eagle Eye

Success In Partnership



The first 'Cory OnePass' refuse collection system in the UK is now successfully underway and in its third month of operation. 18 Dennis Eagle High Capacity Twin Packs were delivered to Cory Environmental Municipal Services at Milton Keynes on October 2nd 2000.

Cory approached Dennis Eagle earlier this year with the request to design a vehicle not only able to cope with the collection of recyclable and residual waste but also the demands of:

- Tonnage
- Terrain (landfill for residual waste)
- Accessibility (access to all areas, narrow streets, old and new roads)
- Aesthetics (such a multi-purpose vehicle must not appear cumbersome or unattractive)

Working with Dennis Eagle, the concept, technical ability and operating solution (which turned out to be The High Capacity Twin Pack) were developed to create a unique recycling collection system designed to meet the needs of modern refuse collection, making the time of householders, operators, contractors and local authorities easier to recycle!

The 'Cory OnePass' system was developed by Cory and Dennis Eagle for Milton Keynes Council. The system involves one vehicle to collect both recyclable and residual waste. This is the third of a series of tailor-made vehicles which Dennis Eagle have provided Cory with in order to ensure services on the ground match customers' requirements.

The black bags, recyclables and garden waste are all collected by one vehicle. Recyclables are collected by the vehicle

during a two week cycle:

This system obviously involved a change of practice for Milton Keynes

Week 1 - glass bottles and jars, household plastic bottles under 5 litres, food and drink cans, pet food cans
: **BLUE BOX WEEK**

Week 2 - newspapers and magazines, leaflets, telephone directories and catalogues, office writing and computing paper, greeting cards
: **RED BOX WEEK**

householders. Used to presenting refuse at the rear of the house, householders were asked to present at the front. Whilst Cory were working with Dennis Eagle on the design of the vehicle, work was also underway by Milton Keynes council to ensure education and communication of the changes.



Communication materials included:

- Leaflet distribution to all households, with information regarding the changes/benefits of the new system with one helpline number. Monitoring of calls to this number enabled research to gauge the level of response to the material and address any key issues arising from receipt of the leaflet
- Milton Keynes Council Newsletter 'The Messenger'



Why did Cory approach Dennis Eagle with this challenge?

"The excellent experience of the team at Dennis Eagle, the proven track record regarding other recycling and waste management initiatives and the attitude of the team made Dennis Eagle the only option for us. Many other manufacturers provide a vehicle 'fit for purpose'. The order is taken, the vehicle is delivered then the talking stops. Dennis Eagle works at a

relationship over time, from the original concept and design, delivery and throughout the operating life of the vehicle. We feel we are treated as individuals by Dennis Eagle not 'en masse'."

These comments were made by Paul Redman, Deputy General Manager, Cory Environmental Municipal Services.

Paul was also delighted to welcome to Milton Keynes client managers from other contracts to go out on the Milton Keynes rounds during the start-up week. This contract is now a 'benchmark' (and a useful case study) for future recycling initiatives.

His comments continued with:

"I know the Dennis Eagle team were totally committed to the success of OnePass. I saw individuals making sure our drivers had training/instruction planned and scheduled no matter the time of day - Dennis Eagle became part of our team - here at all hours! Someone

The 'Cory OnePass' system also addresses reduction of fuel consumption, pollution, congestion and time. The Dennis Eagle High Capacity Twin Pack therefore, ensures not only a cost saving recycling vehicle but also a more environmentally friendly fleet!



was always in contact to offer help, advice, demonstration and support.”

“Dennis Eagle approached our order as a project, listening to our needs and adapting to meet our changing environments. You must remember that this project was as new to us as it was to Milton Keynes and Dennis Eagle. The only reassurance we had was our confidence in Dennis Eagle as a company. In addition to this we didn't believe anyone else could build all 18 vehicles in time AND provide the back-up we needed,”

Phil Dawe, Operations Manager at the Milton Keynes Contract said:

“Operationally, the vehicle is working very well. Drivers have noted that it is easy to drive and operate.”

It is based on examples used on other contracts that Cory operates, and so many

of the problems will have been ironed out already!

We have had a few teething problems with discharging glass from the pod, and minor modifications have been made as a result.

We have had a great deal of support from the Dennis Eagle team since the start of the contract, right from Day 1. For example, site engineers have been in attendance at the depot to deal with problems and carry out minor modifications.

Overall, the first few weeks have gone smoothly.”



What's Your New Years Resolution?

The statutory performance targets set by the Government as part of this years 'Waste Strategy' charge Waste Disposal Authorities (WDAs) with meeting the performance standards, fitting within the best value framework by 2003.

They include:

WDA areas recycling/composting less than 5% in 1998/9 will have to achieve "at least 10%"

WDA areas recycling or composting between 5-15% in 1998/0 have to double their rate

WDA areas above 15% have to recycle/compost one third of household waste by 2003

There are a range of targets that may require new infrastructures for Local Authorities to integrate this strategy through existing operations. New ways of collecting and reprocessing waste will need to be addressed. With 2001 upon us, these targets are moving closer with increased focus. Without the right approach to collecting waste materials, diversion of materials away from landfill will be very difficult. Dennis Eagle adopt the same philosophy as our customers: we appreciate that any new direction requires careful consultation and the building of a close relationship. We are confident (and successful case studies support this) that we can deliver a service and a quality product ahead of the rest.



Onyx - Trafford - Maintenance & Repair Contract

Onyx at Trafford, have demonstrated continued confidence in Dennis Eagle's service centre at Manchester by looking forward in 2001 to the sixth year of their contract partnership to maintain and repair their fleet of eighteen (fifteen of which are Dennis Eagle) vehicles.

The Trafford refuse collection operation - regarded as a standard setter within Onyx in terms of reliability and customer satisfaction look for the same high standards from their maintenance contract.

The maintenance work is carried out during normal day shift, with extra time devised for emergency repairs if required. Contract cover is provided

by Dennis Eagle between 6.00am and 6.00pm and charged at a set price per service (and repairs) on an ongoing basis.

Contract review meetings are frequently held to ensure consistent and cohesive communication and an effective working relationships are maintained. Phil Gilmour, Onyx Trafford Contract Manager, has indicated that there is no reason why the annual contract renewal should not continue for the full term of their own contract with Trafford Borough Council.



Re-Bodies Working Hard & Working Well

The Contracts Manager at Onyx Liverpool, David Brown, asked Dennis Eagle Service Centres at Manchester and Leeds to refurbish his refuse vehicles in line with CE regulations in order to maintain the quality and integrity of their front line operations.

He was so pleased with the results he experienced following completion of his three re-bodies that he asked us to put in writing his

"thanks and appreciation to all the Dennis Eagle employees involved" concerning the *"excellent service"* he experienced.

The re-bodies were completed by the Dennis Eagle service centres at Manchester and Leeds. The work took 7 weeks to complete and involved some cab refurbishment and full vehicle re-paint. The donor chassis were 1994, Dennis Elite 6 x 4's which will now go out to work for a further 4-5 years.

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Stable Foundations Build Confidence

In order to stay ahead in terms of the safety and reliability of our vehicles, Dennis Eagle invest a great deal of resource into our 'Tilt Test' programme to determine the stability of our products in 'worst case' scenarios. Bearing in mind the recent press concerning a lack of stability with a number of competitor vehicles, we are keen to communicate our confidence with Dennis Eagle at the forefront of a stable and reliable fleet. But how is it done?

The Tilt Test undertaken for our High Capacity Twin Pack involved a wide body (almost full) with an estimated load of 6800kgs (domestic waste) and a narrow body two thirds full with cardboard, plastic, paper and glass - an estimated load of 560kgs. The tilt angles were recorded at the point where the outside rear tyres lifted from the tilt table by 5-10mm.

Table 1 - Worst Case Tilt Angles

CONDITION	DIRECTION OF TILT	TABLE ANGLEβ
Laden - LH Body 2/3, RH Body Full	Tilt to Left	30.5°
Unladen - Wide Hopper Raised	Tilt to Left	36°
Unladen - Hoppers Closed	Tilt to Left	39°

The manufacturers understanding that the stability of the vehicle should never be compromised is a fundamental requirement of all our customers. Confidence in our commitment to ensuring this is assured.

We then used guideline angles taken against the worst case angles recorded:

Table 2 - Tilt Angles Comparison

CONDITION	DIRECTION OF TILT	TABLE ANGLEβ	VEHICLE
Laden - LH Body 2/3, RH Body Full	Tilt to Left	30.5°	Twinpack
Laden - LH Body 2/3 RH Body Full	Tilt to Right	36°	Twinpack
Laden - Body Full	Left & Right	33°	Phoenix 15
Laden - Water Tanks Full	Left & Right	35°	Fire Tender
Unladen	Left & Right	36°	Coach

For further details please contact:

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Narrow Chassis Proves The Best

The demands of a hilly environment with tight turns and congested areas pose a number of challenges to refuse vehicle manufacturers in the UK and overseas. The town of Koeniz, in Switzerland present these challenges with customer requirements focusing on a low entry cab, mid steer vehicle narrow enough to cope with the environment whilst still providing high standards of safety and efficiency. There are only two manufacturers offering narrow chassis cabs in the market. Dennis Eagle was identified as the only one who met all the requirements.



The two narrow Elite chassis 6 x 2 mid steer vehicles delivered to Koeniz are pictured - after they were fitted with Italian Brivio bodies - driving over the Alps to reach the customer!



Dennis Eagle at IFEST, Belgium

Dennis Eagle participated in the IFEST exhibition in Belgium 24 - 27 October. IFEST is the largest environmental trade fair in the Benelux, and it gives the most complete survey of all existing environmental, energy and labour safety products and services. The fair is a biennial meeting point for the entire environmental industry although it focuses more on processing waste rather than waste collection. The exhibition was the first for Dennis Eagle in Belgium and turned out to be a very good opportunity for networking with competitors and partners. We obtained good customer contacts, and the interest on Elite chassis was tremendous.

Brian Gore and Derek Flynn from Dennis Eagle's Export Team attended the exhibition together with our Belgian Sales Representative Guy-Louis Fierens, and service agent Karel de Kegel. The vehicles exhibited were Elite 6x2, Ex-cell 15 and the Beta Binlift.

The objectives of the exhibition were to increase awareness of the Dennis Eagle name into the Belgian market and determine the market size and potential.

Belgium is a relatively small market, but presents many opportunities especially in narrow products, in particular the Elite chassis.

Another important objective was to promote sales and service assistance now available in Belgium.



Enhanced Focus on Private Contractors

In order to meet the growing need for resources in key areas, Dennis Eagle are developing a new team responsible for co-ordinating private sector activity. This will be headed by Mick Friend who has taken on the role as General Sales Manager for the Private Sector.

Mick joined Dennis Eagle in 1978 and many people will already know him in his previous role as Sales Manager in the South East. This region is now being taken care of by Bob Tottey, already a member of the Dennis Eagle sales team.

"Having thoroughly enjoyed my time working with local authorities, I now look forward to continuing to develop relationships with our customers in the private sector," commented Mick. *"I want to work closely with our customers in order to gain a better understanding of their needs so that we may anticipate them."*



Mick Friend
General Sales Manager, Private Sector



Co-ordinated Approach to Improve Levels of Service

Many will already know Andy Watson as the Southern General Service Manager for Dennis Eagle, but you may not be aware that he has taken on a new role as UK General Service Manager for Dennis Eagle based in Warwick.

The reasons for this move have been to bring Andy's customer service skills and direction to our central support team to improve upon the general service that our customers receive and allow the support levels to improve and grow in the future. This will take place as a result of a more co-ordinated approach by a Dennis Eagle team of the highest standard.

"From the team on our helpdesk to the service engineers out in the field - all of our team members have the commitment and drive that I feel is representative of the calibre needed to drive our service levels to new heights," commented Andy.

Andy is confident that the success of our service support in 2001 will be achieved as a result of a recognition that we need to make improvements in key areas, along with systematic planning and activity in order to achieve the objectives set.

"We need to support this team further with a more co-ordinated approach. Since October (when I started my new position) a number of measures have been put in place to make these improvements. These range from monitoring our customer feedback, to achieving the highest levels of quality improvement by strengthening our internal procedures with our quality department. From the smallest electrical component to the beacon bar on top of an Ex-cell; steps will be made to deliver exactly what our customers require!"



Andy Watson
UK General Service Manager