

PRO

PORTABLE RESTROOM OPERATOR

June 2009
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Know Your Costs

A challenging economy, more than any time, calls for you to have a handle on actual expenses

By Jim Kneiszel

Every so often I talk to a restroom contractor who's scratching his head over a new competitor elbowing his way into the market. As the scenario typically plays out, the established PRO calls on a long-time customer only to hear about the great deal the new guy is offering on restrooms.

"If you can provide service for the same price, I'll gladly stick with your company for my portable sanitation needs," is the inevitable response from the customer. The PRO quickly does some mental math, and figures he can't possibly make a profit at the new service provider's price.

He has to tell the customer, "Thanks, but no thanks." And hope to win them back another day.

MICHAEL SCOTT PAPER CO.

The same tale was told from the perspective of the "low-balling" startup company with great humor on a recent episode of the popular NBC comedy, *The Office*.

Bumbling regional manager Michael Scott of the Dunder Mifflin Paper Co. quit his job in a huff, and then decided he could stick it to his former employer by starting a competing company.

From its headquarters in a basement broom closet, and with a brain trust of two clueless salespeople, the Michael Scott Paper Co. quickly targeted the customers he served at Dunder Mifflin. They offered unheard-of low paper prices and quickly won over a dozen clients. It was high-fives all around as they convinced one company after another to leave the established paper provider.

But then viewers saw the part of the low-ball story that you never get to see in your business: As suddenly as he started his company on an impulse for revenge, Scott realized that each and every one of the customers he'd landed was costing him money. And his crew was rising at 5 a.m. every day to make deliveries. They were overworked and broke.

Soon Scott was on the phone with his clients.

"Well, this is slightly embarrassing," he tells a customer. "I'm going to

According to the (PSAI), a contractor who offers a modest 5 percent discount will have to increase work volume by 33 percent to maintain (a 20 percent profit). Cut prices by 10 percent across the board and you'll have to boost volume by 100 percent to maintain profit. The greater the discount, the deeper the revenue hole you'll have to crawl out of.

have to ask you to pay me a little bit more money for that delivery we dropped off yesterday ... Yes, we got your check, but we're just going to need a much, much bigger check."

It was a funny TV moment, but it offered a great reminder for every small business, both the company being threatened by a new competitor and an upstart company hoping to prosper: You need to know the actual cost of the product or service you're selling and charge a price that allows you to make a profit.

CRUNCH THE NUMBERS

It's a simple message, and it's one being hammered home by the Portable Sanitation Association International in these tough economic times. Especially in today's market — where there's an ever-present temptation to lower prices to retain or gain market share — the PSAI is reminding PROs about the importance of knowing their actual cost-per-service for running portable sanitation routes.

At the Pumper & Cleaner Environmental Expo in February and the PSAI Nuts & Bolts Conference in March, a panel discussion addressed the importance of taking all direct costs into consideration when bidding on jobs or when contemplating making special sales offers. The panel included Millicent Carroll, who handles industry/regulatory standards and marketing for the PSAI, as well as three restroom contractors: Lee Sola of S & B Porta-Bowl Restrooms Inc., Aurora, Colo.; Mike Pauling of Biffs Inc., Shakopee, Minn.; and Michael McCarthy of Mr. John of Pittsburgh in Pennsylvania.

The PSAI included some of the panel's observations in its April/May newsletter, offering some surprising statistics regarding how pricing tactics impact a portable sanitation company's profitability. They warned against entering a price war with a desperate competitor, and explained the perils of price cuts made without first understanding your precise cost of service.

To illustrate the point, the PSAI gave pricing examples based on a contractor who wants to maintain a 20 percent profit margin. According to the group, a contractor who offers a modest 5 percent discount will have to increase work volume by 33 percent to maintain that profit level. Cut prices by 10 percent across the board and you'll have to boost volume by 100 percent to maintain profit. The greater the discount, the deeper the revenue hole you'll have to crawl out of.

RAISING PRICES

Just like the big negative impact price cuts can have, modest price increases can help blunt the impact of falling revenue in a poor economy. While it may seem counter-intuitive to raise prices in a challenging business climate, the concept offers some benefits. A 3 percent price increase

can provide the same 20 percent profit on 90 percent of your sales volume, according to the PSAI figures. A 5 percent increase provides the same profit on 83.5 percent of volume. A 10 percent increase provides the same profit on 71.5 percent of volume, and so on.

Determining what it takes to be profitable is simple in theory, but a little more complicated in practice. So the PSAI has written a *Cost of Service Breakdown Worksheet* and makes it available to both member and non-member companies. Following the worksheet, you can determine your cost of doing business — down to the penny if you'd like — and then know if what you're charging is adequate.

The truck, the driver and the portable restroom unit expenses are laid out in detail. Truck expenses include licensing, fees, insurance and inspection, fuel and oil, repairs and maintenance of all components, lease or purchase payments, waste disposal and equipment depreciation.

Driver expenses include wages and benefits, all required employment taxes, unemployment insurance and miscellaneous items like uniforms, gloves, safety equipment and fees for employee training.

For units, you need to figure in purchase or lease, repairs and maintenance, cleaning supplies, depreciation.

For more details on the pricing statistics or to obtain copies of the cost of service worksheets, contact the trade group at www.psa.org.

THE LESSON LEARNED

So don't be like would-be paper industry titan Michael Scott, who stared in disbelief when his accountant explained he was losing more money with every low-ball sale. And don't lose sight of the reason you started a business in the first place ... to make money. ■



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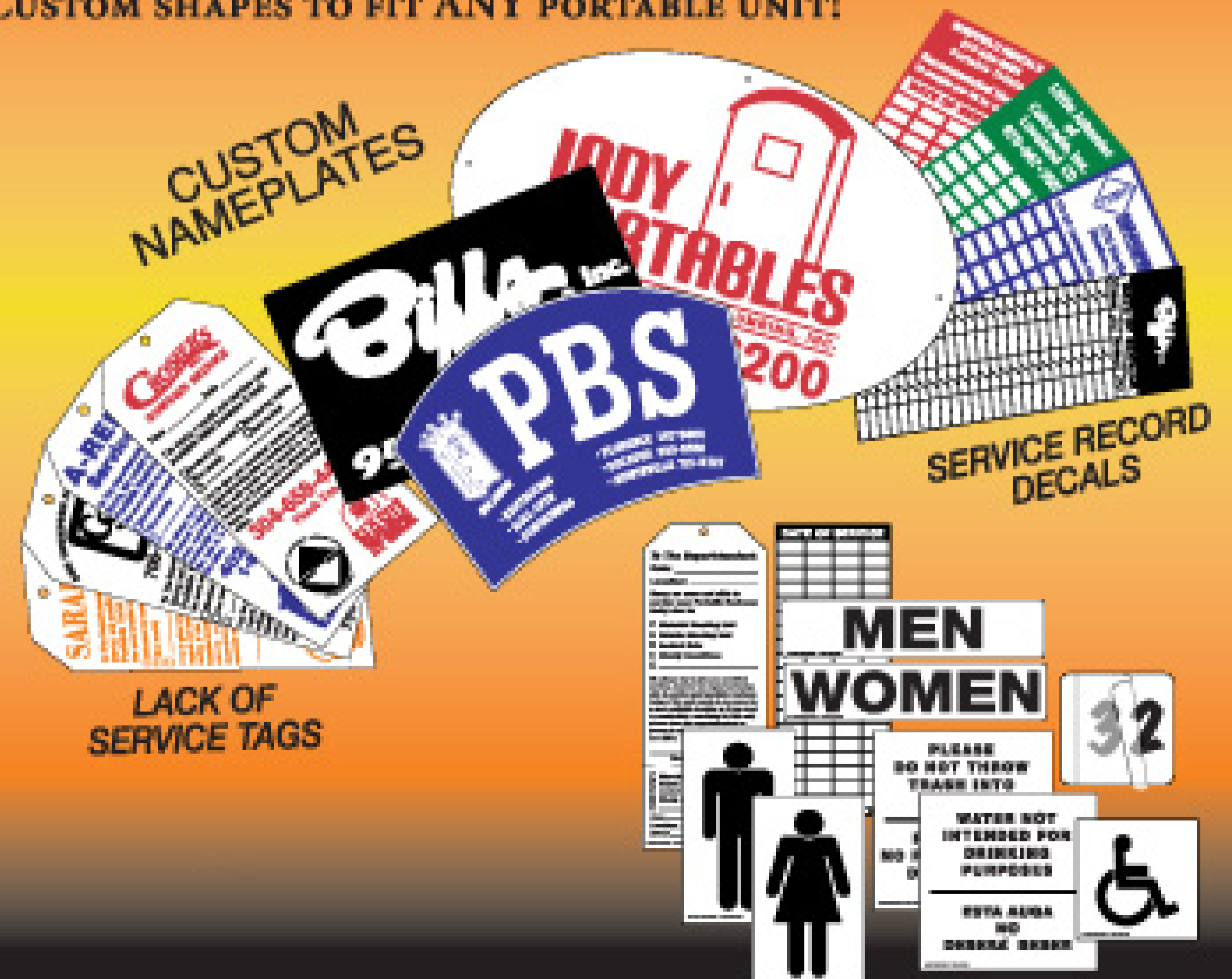
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Friend Me?

Web 2.0 is what tech-savvy people are calling the second generation of development and design on the Internet that focuses on using the Web for social networking. Is it just for fun or a valuable business tool?

By Judy Kneiszel

When I first discovered YouTube, I thought it was an amusing time-waster. I could watch TV commercials I loved as a kid on my computer — how cool was that?

Then, however, it started creeping into my work life. Companies like Hero Septic in Athens, Ga., Nix Tank Co. of Gainesville, Fla., and other pumpers and portable restroom operators started putting commercials and informational videos on YouTube and reporting good results.

And my opportunities for connecting with other Internet users in new ways didn't stop there. I've received several invitations to join LinkedIn and Facebook and a few more obscure social networking sites like "Timber Home Nation," which I can't quite figure out, since I've never owned a timber frame house. I also hear the word "Twitter" (a site where people blog 140 characters or less per entry, called a "Tweet") more than I hear actual bird songs these days. And everything I read on the Internet wants me to approve it with something called "Digg" or bookmark it with something called "Delicious."

This has all led me to ask: "What's the deal with social networking? Is its primary use getting back in touch with your prom date or is it a valuable business tool that I should recommend readers of *PRO* start using if they haven't already?"

I'll admit, I'm somewhat a novice when it comes to social networking, but I'm discovering the answer lies somewhere in between. Social networking is being used to enhance business communications, but only when the business has someone who's willing to put time and effort into it.

Since most social networks are free to join, at least at the basic level, there's little or no monetary investment. The cost is time, but don't underestimate that. Some large companies have created a position devoted to nothing but social networking. Others spread the duties around to five or six individuals. For a small business, the responsibility probably falls to the owner, who most likely has a full plate already.

SOCIAL NETWORKING 101

Social networking is simply communicating online and, over time, building relationships. Social networks are online communities of people who share a common interest or activity. There are a variety of ways people interact with others in their social network from blogs to e-mail and instant messaging to RSS (Rich Site Summary) feeds that retrieve the latest content from sites users are interested in, saving them the time of visiting sites individually.

You may think you've never been involved in a social network, but in all likelihood you have. Have you ever posted a comment on the *PRO Online Discussion Forum*? Did you ever leave feedback for someone you purchased something from on eBay or reviewed a book at Amazon? Have

you offered your well wishes on "CaringBridge" or a similar site for someone with a serious illness? Then, technically, you've dipped your toe into the social networking waters.

WHY IT WORKS FOR BUSINESS

Social networking can be an effective marketing tool for a business because it is relationship-based advertising. Discussion, often called "word-of-mouth advertising" has always been a useful sales approach. The Internet is just a tool to start discussion.

Once you understand the basic uses of the various social networking sites, you can figure out which ones could benefit your business. So, my first suggestion is to explore some social networking sites. Read all you can about them. Ask your friends and associates where they are on the Web. Play around on some sites.

A PLACE TO START

As an example of how social networking could be used to market your business, let's start with one of the largest social networking sites, Facebook.

Facebook, boasting 175 million users, is a place to make connections and is more personal than LinkedIn, which is primarily a career networking site for professionals.

To use Facebook, a person creates a profile and then invites friends to join them. The beauty of Facebook is that users can look at their friends' list of friends to quickly grow their network.

Businesses that want a Facebook presence create profiles called "pages." With a page, those interested and following a company can become "fans" (rather than friends), and when they do so, all their friends will see this. A business can store photos, videos and information about the company on a page. Pages are made publicly available so search engines can find and index them, which should optimize the company's search engine position. And of course a business will link from their social networking page to their company Web site. A company's page can be promoted via e-mail, a blog, and through the Facebook network to drive more traffic and build up the fan base.

Groups on Facebook are similar to pages, but are meant to be built around a group of people rather than an individual business or brand. Groups have no "become a fan" feature, and do not share as much information with users' friends as users interact.

As of this writing, a Facebook search for groups using the words "portable restrooms" reveals three groups. Each group has detailed information about a specific portable restroom company and members who post nice comments about the company ... more word-of-mouth advertising.

Groups are for sharing opinions and information, and can be formed around anything from a company to an idea, like green business practices. Groups can be open or closed. To boost your special events business for example, you could start an "outdoor wedding services" group within your local geographic network and invite florists, photographers and limo companies to join. Within the group you could discuss ways of marketing your services together to couples.

Facebook also has a powerful advertising engine that enables businesses to specify a demographic target, see how many people that demographic will hit, and advertise to that demographic. This, of course, is where social networking starts costing money.

IS IT WORTH THE EFFORT?

After playing around on some social networking sites, I concluded that if all a business person does is put up a page, but doesn't use it or update it, they're not being very social, and the result will be very little networking. But by putting some effort into social networking, a small company could establish itself on the Internet as an expert in a field, engage their customers and bring qualified leads back to its Web site. If you are a persistent networker, constantly reaching out to interested parties offering compelling information, then you have a great chance to leverage Web 2.0 as a marketing tool.

One final note: No one likes the overly aggressive salespeople at in-person networking events and no one likes them online either. This isn't about the quick sale, it's about building a good reputation. And once you understand how social networking sites work, the sky's the limit. You might tap into a whole new customer base, and, as a bonus, find out what your prom date's been up to for the past 20 years. ■

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STEADY as She Goes

While a young Virginia PRO takes on a new role in the family business, Johnny Blue follows a winning strategy to outlast the recession

By Sharon Verbeten

When Kristen Emerson was 4 years old, she spent her days riding in her dad's vacuum truck. In fact, she still has the photo to prove it.

These days, however, Emerson is a grown-up 25 and she's not just along for the ride. She's the newly appointed vice president of Johnny Blue Inc., the Winchester, Va., company founded by her grandfather, Everett Emerson, in 1975 and currently led by her father, Dan. The Shenandoah Valley business that started with 60 portable restrooms now has more than 1,200 units and hovers around \$1 million in sales each year.

"I think that I always enjoyed it," says Kristen Emerson, who was promoted to her current position last November after working in the family business for 11 years. "It just became second nature. Johnny Blue is more of a family than it is work."

And the Johnny Blue family, like just about every small business in America, is facing tremendous challenges as a result of a lagging economy. But the Emersons forecasted the tough times ahead and made several decisions that have allowed them to continue without layoffs and sustain the business. It's been an interesting time to take on a new leadership role, the youngest Emerson says.

FORWARD THINKING

Even though Emerson earned a business management degree, she says she didn't plan to join the family business. But working there half-days during high school was a great experience, and she enjoyed working alongside her father.


"I'm always learning," she says. "Dad's always saying, 'Meet this person, or sit in here with me.' As things come up, he wants me to experience more. I guess his intentions are for me to be where he is someday."

While she's not quite there yet, Emerson has a good feel not only for how the business runs today — but also for how it might operate in the future.

"I'd like to find ways to be more efficient and learn all the things that Dad knows ... maybe not do everything the same way he does it, but not change it in a way that would damage what he's done," she says. "It's easy when you take on a new role to go in and change things, but you have to understand why they are the way they are before you make changes."

Among her first forward-thinking priorities is making Johnny Blue a bit more "green."

"I would pay a lot of attention to how things are being used," she suggests. "There's always room for improvement. One way that we make sure we're green is we try not to waste anything. You buy what you need and use what you can without having to throw away a lot."



Johnny Blue Inc. route driver Jimmy Bowen cleans and loads restrooms onto a shuttle in the company's Winchester, Va., yard. (Photos by Alan Lehman)



Dan Emerson's fleet of seven service trucks, built by Best Enterprises Inc., feature 700-gallon stainless steel tanks (500 waste/200 freshwater) and Conde pumps.

“Every third week, a driver has to take a day off. They’re only going to notice a small decrease in their monthly wages. It’s working well for us ... It’s kind of like sharing the burden. Some of our drivers have (even) volunteered to take the day off.”

Kristen Emerson

Johnny Blue Inc.

Winchester, Va.

Owner: Everett Emerson

President and GM: Dan Emerson

Founded: 1975

Employees: 11

Services:

Portable sanitation

Service area: Five-county rural area; about 50-mile radius

Affiliation: Portable Sanitation Association International

Web site: www.johnnyblueinc.com



VIRGINIA

Emerson is also investigating bio-friendly chemicals and toilet paper made from recycled products. “If we can find products that help the environment and work well for the company, it’s definitely an avenue we’ll pursue. It’s a good thing to say, too, that we’re doing our part,” she says.

In addition to being eco-friendly, Emerson plans to tackle the tough issues of time management down the road. “We have consolidated our routes a little more,” she says, noting that the company does not currently use GPS technology. “That would definitely be something I would consider,” she says.

BUILDING INDUSTRY RELATIONSHIPS

While Johnny Blue has 34 years of relationship-building behind it, Emerson hopes to create and solidify her own relationships with the vendors, suppliers and clients who have been loyal supporters of her family’s business — and forge ahead with new prospects. Even though she’s young, Emerson realizes how such relationships can strengthen a business.

That’s a lesson she learned firsthand this February as she attended her first Pumper & Cleaner Environmental Expo International in Louisville, Ky.

“It was so neat to meet people,” she recalls. “When you talk to someone on the phone, you try to imagine what they look like. It felt like family when I met them.” Emerson says she

walked away with one clear impression after meeting vendors and fellow PROs.

“Everyone wants you to do better,” she says. “Everybody there wants to make you the most efficient company.”

Increasing efficiency can also lead to better customer service — an important tenet of Johnny Blue’s business. “Granddad could talk for hours about when he first started the business ... and the importance of taking care of the customers because our service is what makes us stand out,” Emerson says.

At the Expo, Emerson heard many other PROs giving the same advice. She said she heard one contractor say that “times like this separate the good from the bad. Make sure you have sound practices and

good morals because right now it will show. You have to be the best you can be to keep sales up and rentals going. If not, (customers) will go down the street to your competitor.”

She says she found such words inspiring. “It makes you realize that people are experiencing the same things you are. It’s nice to be able to ask people for their advice.”

TOUGH TIMES, SMART CHOICES

Emerson is being tested early in her new leadership role. Times are tough, and a down economy can be especially harsh on small businesses. But with 11 full-time employees, Johnny Blue has weathered the recession extremely well. “We have not laid anybody off,” Emerson says. “We’re like family; we’d hate to have to let someone go.”



Kristen Emerson tours a PolyJohn restroom display at the Pumper & Cleaner Environmental Expo International in February. (Photo by Ed Wodalski)

“We’re phasing out old inventory, repairing things and doing the things we didn’t have time to do when it was booming like crazy ... We don’t have a lot of debt. We’ve been preparing; that’s really helped us to feel more secure.”

Kristen Emerson

To keep costs down and staff secure, however, Johnny Blue has instituted a slight scheduling change. “Every third week, a driver has to take a day off,” Emerson explains. “They’re only going to notice a small decrease in their monthly wages. It’s working well for us.”

Emerson says her staff was anticipating layoffs, so they have taken the change well. “It took a big weight off their shoulders,” she says. “It’s kind of like sharing the burden. Some of our drivers have (even) volunteered to take the day off.”



At left: Judy Emerson (left) is treasurer of the family business run by her husband, Dan, president. Their daughter, Kristen, was promoted last year to vice president. Below, Kristen holds a picture of herself as a youngster sitting in one of her father’s vacuum trucks.



In addition to the personnel changes, Johnny Blue is also selling surplus inventory; they have sold 200 restroom units to a non-competitor. “That’s added to our revenue and given us a bit more yard space,” Emerson says.

Johnny Blue grew so fast during a boom in housing development in 2005 and 2006 that it purchased the extra units, which no longer are needed in the current market. While the company still services commercial construction accounts (construction is usually 70 percent of their business), “Residential building has pretty much come to a halt,” Emerson says.

“We’re phasing out old inventory, repairing things and doing the things we didn’t have time to do when it was booming like crazy,” she adds. Johnny Blue has been careful about equipment purchases and only buying necessary big-ticket items. “We don’t have a lot of debt,” Emerson says. “We’ve been preparing; that’s really helped us to feel more secure.”

IN THE YARD

In addition to being devoted to keeping costs in line, Johnny Blue maintains loyalty when it comes to both restroom units and vehicles. Most of the company’s more than 1,200 restrooms and 45 ADA units are from PolyJohn Enterprises Corp.

And as for the truck fleet, “We’re a Chevy family,” Emerson says. At its one-acre site, the company keeps 11 trucks (2001-2007 models, including 10 Chevrolet/GMC 3500 series and one 4500 series). The seven service trucks are outfitted with 700-gallon stainless steel tanks (500 gallons waste/200 gallons freshwater) from Best Enterprises Inc. and Conde pumps. The company also has three Stellar Industries lift units with several attachments.

THE BUSY SEASON

Emerson says Johnny Blue is anticipating the busiest part of the season, when special events really pick up — generating as much as 40 percent of summer business. With more people taking “staycations”

Johnny Blue Brings New Meaning to ‘Government Bailout’

When you’re located just outside of Washington, D.C., chances are some day you’ll serve the federal government. And while Johnny Blue rarely works in the nation’s capital, it did have a presence at this year’s inauguration of President Barack Obama.

Don’s Johns of Chantilly, Va., provided most of the restrooms — about 5,500 — for the January event, but they contracted with Johnny Blue for additional units. “They had a shortage and needed more units,” says Kristen Emerson, vice president of Johnny Blue. “It was a huge job.”

Johnny Blue provided 30 ADA restrooms for the inauguration, with an additional 10 units and hand-wash stations posted at highway rest areas.

Don’s Johns rented and serviced the units from Johnny Blue, so Emerson’s staff didn’t actually attend the historic event. “For me, it just made me feel good that we had a part of the inauguration,” she says.

While their stint at the inauguration was a first, Johnny Blue has a long history of working with government agencies. One of their longstanding accounts is with the U.S. Customs and Border Protection Canine Enforcement Center in Front Royal, Va.

Security clearance is required for Johnny Blue’s other notable government job — Mount Weather Emergency Operations Center, an underground emergency bunker operated by the Federal Emergency Management Agency. Johnny Blue has four units, which they service weekly, at different sites within the Bluemount, Va., compound.

“When our drivers go there, they have to have total clearance,” says Emerson. “The service route driver must pass a background check, and each time he visits, he must provide identification, empty his pockets and wait for the truck to be inspected. This can be seen as time consuming if there are 10 other trucks ahead of you trying to get in.”

Emerson notes another challenge of working for the government.

“The biggest difference is things like purchase orders; when you get paid by the government, it’s not always on time,” she says. “You know it will get to you eventually, but it may not be within the net 30.”

close to home and hosting house parties, the company has seen increased use of its restroom trailers — like the Super Twin, with one side for men and one for women. Emerson's father, Dan, designed and built the first Super Twin in 1998. In 2004, he hired Advanced Containment Systems Inc. to build two additional custom units, which Johnny Blue uses primarily for weddings and other small upscale events.

Jimmy Bowen uses a pressure washer to clean some of the company's 1,200 restrooms



One of the company's biggest events — which they've serviced since 1975 — is the Shenandoah Apple Blossom Festival. Johnny Blue supplied more than 200 units to the four-day festival in May.

Emerson's career has just begun — though she fondly remembers those days as a 4-year-old in her father's truck. Those deeply rooted family memories guide her decisions today.

"It's just the sense of pride. If I come to work and do my best, I'm helping to make my family a success," she says. "I do my best to make them proud and keep my guys working. It feels good." ■

Shawn Gilbert, mechanic/driver, loads a restroom shuttle using controls inside the cab.



MORE INFO:

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Best Enterprises
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www.bestenterprises.net

PolyJohn Enterprises
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ON LOCATION

THE JOB: Best in the West Rib Cook-off

LOCATION: Sparks, Nev.

THE PRO: Sierra Restroom Solutions,
Reno, Nev.

Crowds enjoy the Best in the West Rib Cook-off in Sparks, Nev. (Photos courtesy of Sierra Restroom Solutions)

SMOKIN' GOOD SERVICE

THE TEAM

Sierra Restroom Solutions, a Reno, Nev., company in business since 2003, was started by Keith Capurro and Charles Oppio, who later brought in investors Chad Belding and Jeff Palmer. Belding and Palmer head up the team of 15 to 18 service techs who attend to business at the Best in the West Rib Cook-off in Sparks, Nev. For four years, the company has provided all aspects of sanitary equipment for this 20-year event, which takes place over the Labor Day weekend for a six-day period.

COMPANY HISTORY

Capurro and Oppio started the company with 200 restrooms and one service truck. Belding and Palmer brought prior experience in the industry. The company expanded the inventory to a total of 1,700 portable restrooms (1,500 are Satellite Industries Inc. Maxim 3000 units). In addition, the inventory includes 90 The Wave



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Best in the West Rib Cook-Off

By Marian Bond

hand-wash units from Satellite as well as other related equipment. The fleet (a mix of Chevrolets, GMCs, Isuzus, all with Masport pumps) grew to 11 service trucks, built out or accessorized by either FMI Truck Sales or Tank Technologies & Supply Co. The current crew numbers 30.

MAKING CONNECTIONS

Belding and Palmer both had worked in the industry prior to joining Sierra Restroom Solutions, and had worked this particular event. Through their connections they were able to bring the business to the newly formed company.

"People think that the special events just

happen; you do the business and wait to bid the next year," Belding says. "I stay in touch with the special events coordinator, the purchasing managers, catering, all year long. We know the layout and how the event runs. We have relationships with the rib vendors. We pump their graywater and the holding tanks. For the VIP tent, where they have 150 tables, we will buy tables for ten — and bring our employees and their families.

THE MAIN EVENT

The Best in the West Rib Cook-off, sponsored by John Ascuaga's Nugget in Sparks, a northern Nevada casino, has gained a reputation that many in the rib business say is "the Super Bowl of cook-offs." Sparks is a sister city to Reno, and the event is widely supported by locals, but attracts about 500,000 contestants and visitors from across the country. The 24 rib-cookers hail from New Jersey, Kentucky, Minnesota, Ohio, among others, and competed in the 2008



A row of Satellite Industries Maxim 3000 units from Sierra Restroom Solutions stands ready to serve thousands of hungry visitors.

"People think that the special events just happen; you do the business and wait to bid the next year. I stay in touch with the special events coordinator, the purchasing managers, catering, all year long. We know the layout and how the event runs. We have relationships with the rib vendors."

Chad Belding

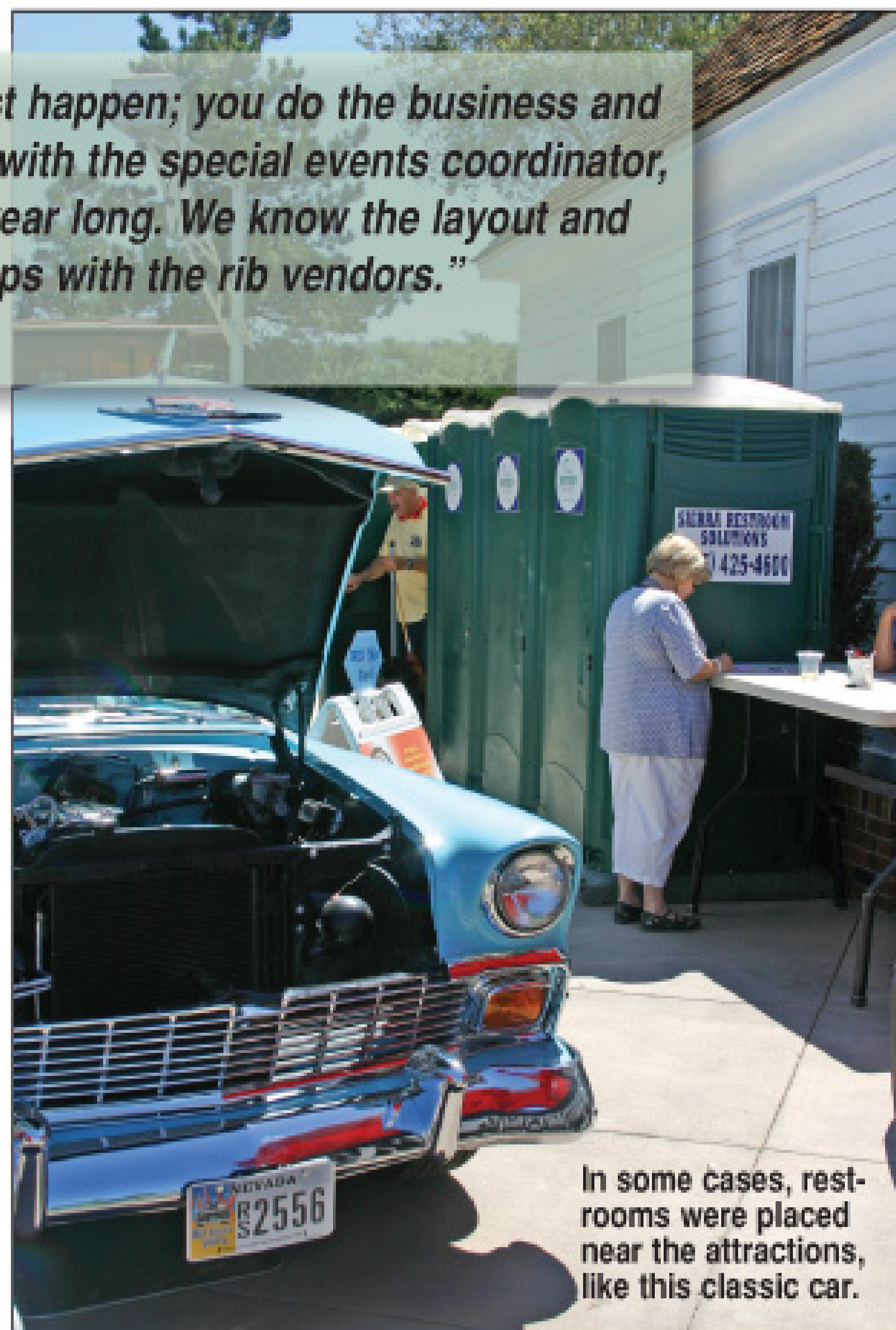
event for cash prizes and bragging rights. It's estimated that 100 tons of rib meat are consumed by visitors who pay the vendors from \$5 to \$25 to sample and cast votes for their favorite. Traffic is blocked off in a four-block stretch of a city street in front of the Nugget. Visitors are transported to the festival from several venues in the area.

Each evening, music is provided in Rib Village (a VIP tent), by nationally recognized entertainers, while rib-cookers provide the food. Groups or companies must buy a table for ten for \$800 to \$900 on premium nights to participate in these activities. These funds generally cover the expenses of the extensive program.

BY THE NUMBERS

For the 2008 event, held Aug. 27-Sept. 1, Sierra Restroom Solutions provided 100 portable restrooms, including 90 Satellite Industries Inc. Maxim 3000 units and 10 handicap units, also from Satellite. To ensure clean hands and plenty of water for washing, Sierra provided 42 The Wave hand-wash units from Satellite and 36 250-gallon holding tanks by PolyJohn.

To accommodate visitors during the long days of activities, banks of as many as 20 restrooms and as few as five were situated on side streets at intersections so attendees had easy access. A handicap restroom was included in each bank, along with two hand-washing stations. The holding tanks were placed conve-



In some cases, restrooms were placed near the attractions, like this classic car.

niently for the rib-cookers, who utilized them to dispose of graywater from equipment clean-up every day.

One service van was kept on location throughout the six days to fill resupply needs or respond to any emergencies that might come up.

KEEPIN' IT CLEAN

Each morning before the 10 a.m. official opening, eight of Sierra's service vehicles and eight technicians arrived on site to begin the job of completely hosing off and wiping down each restroom, and resupply paper products and chemicals. Waste was pumped and restroom holding tanks were replenished with freshwater. The 250-gallon holding tanks were also pumped out every day. The daily

process took about 3.5 hours.

During the cook-off, Sierra provided two attendants, in uniform, on site from 10 a.m. to 9 p.m. who continually moved between the banks of restrooms to collect trash, clean up restrooms as needed and replace supplies. Palmer, who is operations manager, says having this presence on site helped prevent vandalism and assure visitors that someone is paying attention to sanitary conditions.

LET'S ROLL

Setting up so many restrooms, holding tanks and hand-wash units took an entire day prior to the opening, and another day to take down — for a total of eight days on the job. Units were transported in about 10 trips using a trailer that carries 16 units, an Isuzu flatbed truck carrying an additional dozen restrooms, and a Chevrolet pickup. Once in the proper location, water and chemicals were added to the restrooms and the hand-wash units. In addition to having a service truck on location during

the entire week, two fresh restrooms were staged nearby in case technicians needed to swap out a dirty or damaged unit during the day.

FOLLOWING UP

Personal attention paid to clients after special events and throughout the year is important to maintaining the best service during crunch time. About 25 percent of Sierra's business is handling special events in a 150-mile radius, and the busiest time is May to September. Communication with rib cook-off organizers is key to a good ongoing relationship.

"Following the cook-off, we have a breakdown meeting with the Nugget to judge our performance," says Belding, the company's sales manager. "We discuss what we think we need to change. We want everybody on the same page." ■



Hand-wash units, like this The Wave model from Satellite Industries, were integral to effective sanitation at the cooking event.

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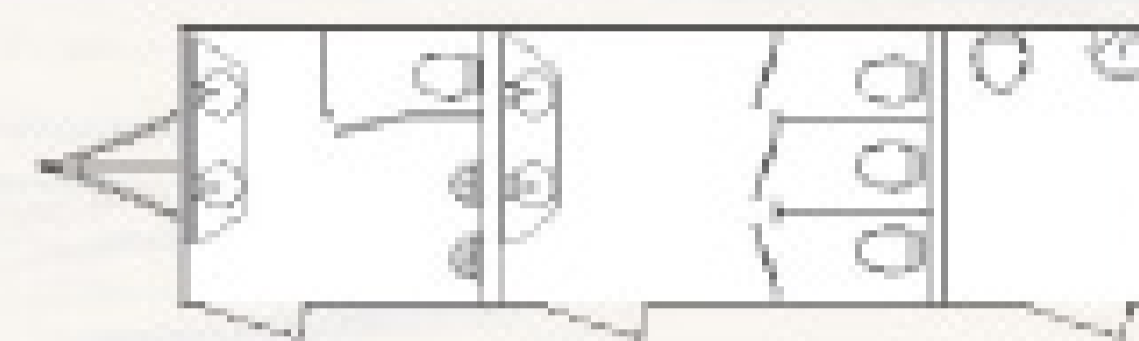
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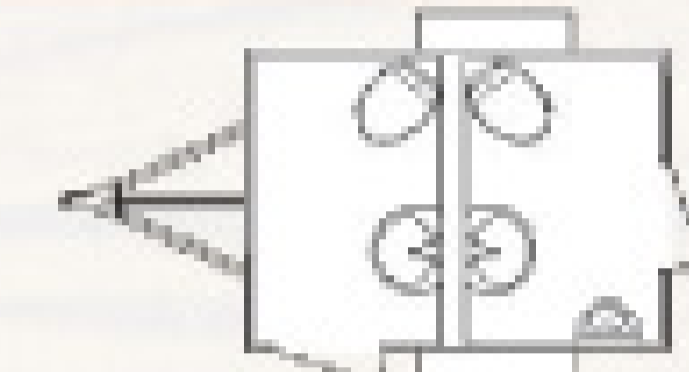
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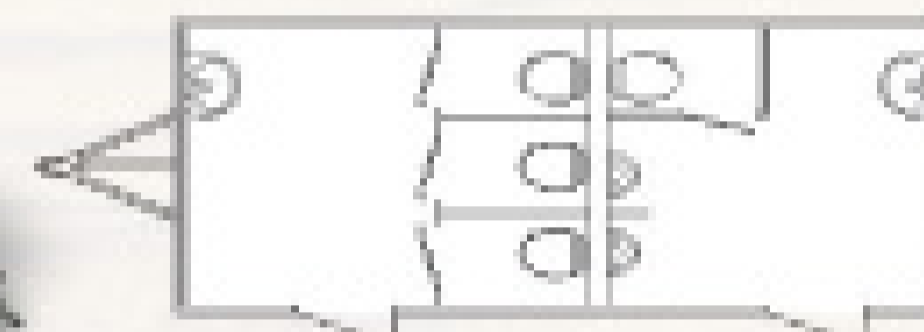
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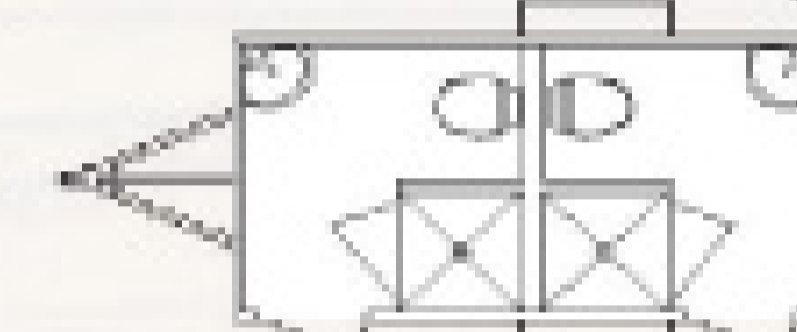
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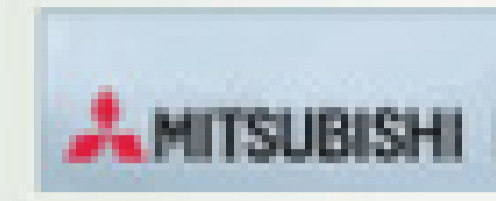
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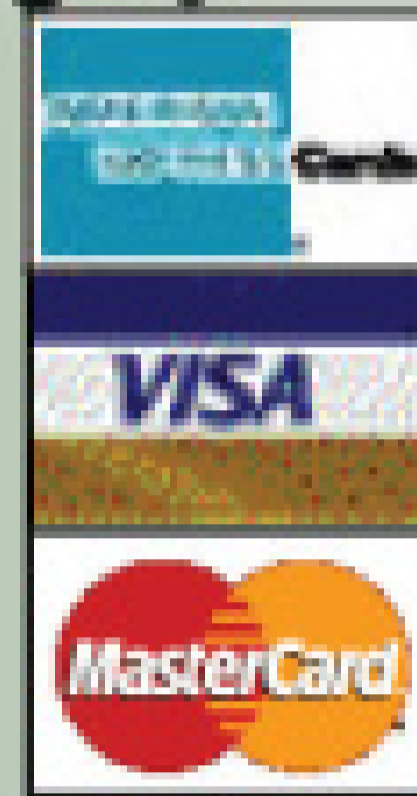
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Standard Restrooms

TAKES a Lickin'!

Pushed around, tipped over and covered in dust and grime, these work zone brutes provide years of faithful service

By Jim Kneiszel

If you're on a construction site for any amount of time, you'll see a heap of misfortune visited upon the portable restroom placed in a heavy traffic area.

For instance, Ed over there just backed into the restroom with his forklift and scraped it over the gravel for about 20 feet. And Joe, upset over a domestic dispute at home, drilled several holes through the side-wall last week. Then there's Dwight, who keeps trying to put his fist through the door because he doesn't like his foreman.

Unfortunately for PROs, the portable restroom has become the punching bag of the construction site. They take great care of their trucks and their tools, but construction workers just don't show much respect to the equipment you entrust to them. That's just the way it is.

So knowing what kind of beating your units are going to receive in this harsh environment, you want to be sure to pick out your next batch of new restrooms carefully, looking for materials, engineering and construction you know will hold up over the years.

You can bet that restroom manufacturers are constantly on the prowl for units that will take a lickin' and keep on tickin'. At the 2009 Pumper & Cleaner Environmental Expo International in Louisville, Ky., restroom makers showed off no-frills units aimed at providing service at difficult jobsites. Here are the units you might find the next time you need a batch of basic restrooms.

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Hampel Corp. offers the popular **Global** portable restroom for durable and dependable service on any jobsite or wherever a basic restroom is required. The **Global** comes standard with an open grid Dirt Buster Base, one-piece continuous doorframe and standard color-matched interior components. The patented base provides optimum ventilation, while keeping dirt to a minimum inside the unit. Designed with your needs in mind, it is engineered for strength, durability and value. Visit www.hampelcorp.com or call 800/549-1558.



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Olympia Fiberglass Industries Inc. offers its **Standard Unit** in a variety of colors. The unit is constructed of durable fiberglass, with a smooth exterior shell and easy-to-clean interior walls. Double interior lower half-walls provide additional rigidity and stability. The vent pipe is fully enclosed for cleaning convenience. The 60-gallon holding tank is also manufactured of fiberglass. Olympia also offers an **Econo Unit** in fiberglass, as well as the **Poly Unit** model with a polyethylene shell and fiberglass interior construction. Call 800/544-3878.



ARMAL TOP LINE

Armal Inc. builds the new **Top Line** standard restroom with Scent Box technology that can be upgraded in several ways. First, Scent Box restrooms are embedded during the manufacturing process with one of five scents and colors: strawberry, apple, pine, rose and vanilla. The Top Line design features stronger hinges than previous models and a larger gap between the door and frame to reduce the possibility of binding or sticking. Its latch and handle offer improved ergonomics for the user and the sturdy door reduces wobbling. The Top Line can be upgraded with a recirculating flush unit, a soap dispenser and a 7.5-gallon sink. **Visit www.armal.biz or call 866/873-7796.**



POLYJOHN LEGACY AND PJN3

PolyJohn Enterprises Corp. offers the longstanding **PJN3** and the new **Legacy** as its go-to standard restrooms. The Legacy, unveiled at the 2009 Pumper & Cleaner Expo, offers greater strength and rigidity in a unit that can be assembled easily with a few tools and the fewest possible fasteners. Most of the components can be snapped together, while the unit has only two rivets, used to attach the toilet paper dispenser. The unit replaces a traditional one-piece skid with four feet that are anchored from all sides for greater strength. The roof is rotational molded, the door has a twin-sheet thermoformed design, and many smooth interior surfaces promote easy cleaning. Corner tank placement makes a roomier cabin. The PJN3 utilizes a structurally stiff modular design to hold up to severe conditions. Features include a standard door-mounted mirror and handle and an advanced waste tank design with rounded slope top and convenient central sump. **Visit www.polyjohn.com or call 800/292-1305.**



T.S.F. TUFF-JON

T.S.F. Company Inc. Tuff-Jon portable restrooms offer durability and a unique appearance through a rotational molding manufacturing process that produces a one-piece polyethylene restroom unit with consistent 3/16-inch thick walls. The process creates restrooms with easy-to-clean smooth surfaces. The rotational molding construction also results in easy-to-handle restroom units that remain on stable footing at the jobsite. The lightweight standard units feature rust-free hardware, poly skids and come in a large variety of colors. The tank is mounted toward a back right corner to provide additional shoulder and foot room. A 15-gallon sink is also offered.

Visit www.tuff-jon.com or call 800/843-9286.

SYNERGY WORLD TAURUS

Synergy World offers the popular **Taurus** portable restroom for construction sites and entry level special event usage. Molded-in screens and a vented base provide superior ventilation, keeping the unit fresh even with heavy use and in hot climates. The rotomolded base features smooth runners for easy loading, 10 washout ports for easy cleaning and a crowned, slip-resistant surface for enhanced safety. The Taurus features an 80-gallon holding tank, convenient corner shelf and four-roll toilet paper dispenser. It can be customized with accessories including soap/sanitizer dispensers or the space-saving Trimline sink. **Visit www.portabletoilet.net or call 800-328-3332.**



SATELLITE TUFWAY, MAXIM 3000 AND ALPINE

Satellite Industries Inc. offers its standard **Tufway** and **Maxim 3000** models, along with the **Alpine** restroom formerly from Five Peaks Technology. The Tufway utilizes a rotational molding process to produce a sturdy, lightweight model for construction site use. The rugged Tufway features a 70-gallon tank designed for easy cleaning. The Maxim 3000 features recessed heavy-duty door springs, smooth interior and exterior surfaces to cut down on cleaning time and cross ribbing between panels for strength. The ergonomic **Aspen** features fewer parts for easy maintenance, a grab handle, an integrated door spring and a 60-gallon holding tank. The skid and tank are rotomolded, while the unit's walls are of single-wall construction. Door and jamb are double-sheeted for added rigidity. The Aspen features standard gender signage, cup holder, custom-formed door handle, offset seat and a coat hook and oversized mirror. **Visit www.satelliteindustries.com or call 800/328-3332. ■**



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Steve Finley, Southwest Division Manager

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It was Saturday at 5:00 in the morning when Southwest Division Manager Steve Finley's phone began to ring. "Who could be calling this early on a weekend," thought Steve, as he mumbled a sleepy "Hullo."

But drowsiness soon vanished as Steve listened to a customer tell how he had just been called in to provide restroom service for firefighters who were battling five forest fires in the national forests of northern New Mexico.

But there was a problem. His inventory was tapped out and he needed restrooms fast. Could Steve and Polyportables help?

That weekend-morning call started a chain of events at Polyportables. Telephones rang and warehouse crews were mobilized. Soon trucks started rolling out from our Colorado and Texas warehouses. By nightfall that same day, the customer had 84 new restroom units on the ground at the mountain-side base camp.

"It's a great feeling to help a customer meet a challenge," says Steve. "Our customers know they can depend on us. We're here to help. They can call anytime."



INTEGRA

The Integra features a high Keystone roof and wide entrance door. Many structural parts are interchangeable between other PolyPortables' models thereby reducing parts inventories and enabling operators to keep their inventory active.

VANTAGE

The Vantage is a double-walled unit that's built like a fort, with smooth interior walls for easy cleaning. The Vantage is a real workhorse and a pleasure to handle. Check it out at www.polyportables.com.

POLY-STANDARD

The Poly-Standard has been the backbone of the PolyPortables line for almost 40 years. It's been tried and proven under every conceivable condition and it's still one of the best restroom values on the market.

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Portable Restrooms Cushion Crash Landing

At right and below, the landing of a Cessna 182 was softened by a group of portable restrooms. Then the plane flipped onto a pile of wood chips. The center photo shows Honey Bucket employees removing the plane using a boom truck. (Photos courtesy of Honey Bucket)



WASHINGTON STATE PILOT SLAMS INTO PRO STORAGE YARD AND WALKS AWAY

By Jim Kneiszel

When his sputtering airplane couldn't make it back to the airport for an emergency landing, pilot Clifford Howell inadvertently chose the safest spot in Puyallup, Wash., to bring down his Cessna 182.

Just 20 feet short of the property line at the local airport, Thun Field, Howell's plane crashed into a group of ADA-compliant portable restrooms in the yard of Honey Bucket, a Northwest Cascade company, then flipped on its back into a bark pile used to filter gases from stored septage.

By the time Gary Clarke made it from the Honey Bucket office to the back of the yard, Howell was walking away from the wreckage.

"Anywhere else, and he would have hit hard ground or something metal," said Clarke, a superintendent for Flowhawks, the Honey Bucket pumping and drain cleaning subsidiary. "The ADA units broke his initial crash and then he flipped over onto the bark pile.

"Nobody was working in the area where the plane went down," Clarke continued. "Replacing a few toilets is cheap and easy compared to losing a life. Or if he crashed into our fuel island, who knows what could have happened? He chose the best spot."

According to news accounts, Howell took off May 1 and was climbing at 150 feet when the engine quit. He was trying to glide back to the airport, but couldn't make it.

Shortly after the crash, three news helicopters were on the scene and



reporters converged on the Honey Bucket property to marvel at Howell's lucky landing. Within hours, the story of how portable restrooms saved the pilot's life made national headlines. News stories made light of portable restrooms cushioning the blow, but local officials weren't joking about the crash.

"If he had made the runway, he would have landed a lot harder than he did by impacting with those (restrooms) and the wood pile," Sgt. Mike Blair of the local sheriff's department told Washington State media. "It probably saved his life, I would think."

Howell, 67, was alone in the plane and sustained only minor injuries, according to news accounts. Honey Bucket played a role in cleaning up the crash scene. A worker, operating a knuckleboom truck used to set septic tanks, picked up the plane and lifted it over a fence and onto airport property, then flipped it so it could be towed to a hangar, Clarke explained.

The crash damaged about a dozen Satellite Industries ADA restrooms. Workers will recycle as many of the parts as they can, Clarke said. The Honey Bucket property is 7.5 acres, and the area where

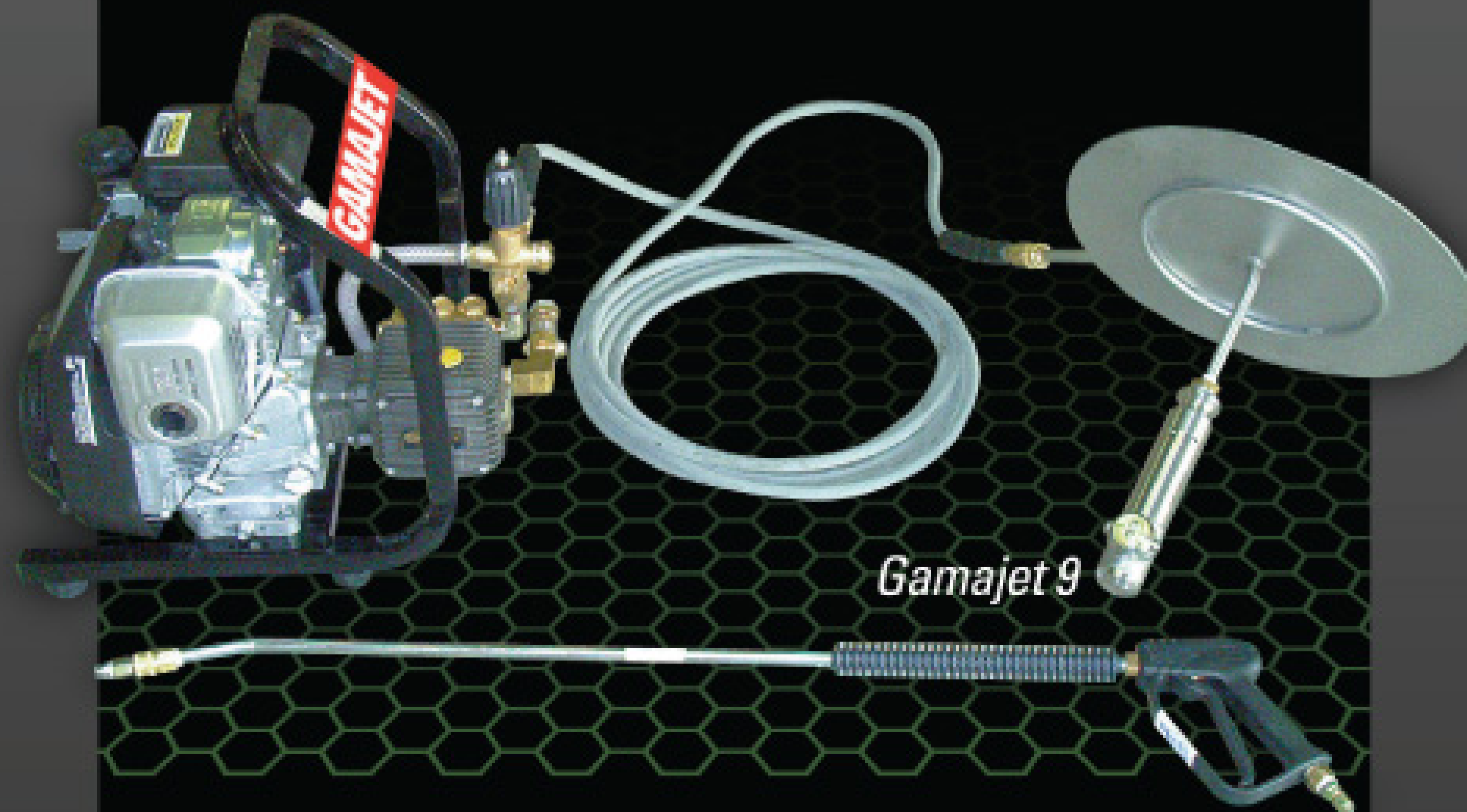
the crash occurred is used for storing up to 500 restrooms. There's usually about a dozen people working at Honey Bucket, but nobody was in that area at the time of the crash.

The bark pile where Howell's plane came to rest is about 50 by 75 feet. Perforated pipes from a 100,000-gallon septage storage system run into the bark pile to dissipate fumes, Clarke explained. ■

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STARS and STRIPES Forever

Montana contractor Wes Dooley chooses a patriotic theme and a beefy Sterling chassis for his first portable sanitation rig

By Jim Kneiszel

THE RIG: 2008 Sterling 5500 built out by Satellite Industries

BEHIND THE WHEEL: Wes Dooley

COMPANY: T.L.C. Septic Services, Belgrade, Mont.

SPECS: A 2008 Sterling Bullet four-wheel-drive truck with a 6.7-liter, 305-hp Cummins diesel engine, sending power through an 8-speed Allison automatic transmission.

Satellite built out the vacuum rig with a 650-gallon waste/300-gallon freshwater steel tank tied to a Conde 6SDS PTO hydraulic-drive pump. Dooley specifically asked that the pump system be mounted above the flatbed body to avoid damage from gullies and ditches while servicing off-road accounts and snow berms in the winter. The truck

could have taken a bigger tank, but Dooley preferred to go smaller because of the rough terrain and to get better fuel economy on longer service runs. The truck is outfitted with a pressure washer using a Burks DC-SS pump.

SHOWING MY COLORS: Dooley fell in love with the flag-draped look of a nearly identical truck exhibited by Satellite at the Pumper & Cleaner Environmental Expo in February. So he ordered one after the show. "I've always been partial to the patriotic theme; I was trying to come up with a message like, 'Let's get America working again.' This was really classy, but not over the top." He went with the plain, white truck

with simple blue-lettered name and phone number on the side of the tank. He's going to add a few more graphics to the side storage boxes, offering RV cleanout services to campers around nearby Yellowstone National Park. Chrome wheels and bumpers finish off the simple look. "I've been out doing a service and people give me the thumbs-up because they like the patriotic graphics so well," Dooley says. "Hopefully we're getting a theme of professionalism working."

WORKIN' FOR A LIVIN': Over the past 22 years, Dooley's business has taken several diversification turns, so adding portable sanitation should be no surprise. He started doing lawn care, then bigger landscaping projects, then excavation services, including prepping for home foundations, driveways. Eventually he started installing septic systems. That led to the septic service and portable restrooms that start with this and a bigger matching rig. Dooley, 41, and his wife, Lori, bought 78 PolyPortables Inc. restrooms this year, with a first-year goal to have 100 units on construction sites and 50 units at special events. "I think if you can afford to ride out the bad economy, this is the best time to make those relationships with the contractors who are still here and are going to stay," Dooley says. "When the economy starts to take off, they're going to look at me as a good service provider and hopefully we'll continue to grow with them." Along with Lori, employee Kevin Hultman will also be working the portable sanitation side of the business.

ROLLING THE ODOMETER: Dooley estimates the new truck will pile up 25,000 to 30,000 miles per year.

WHAT I LIKE MOST ABOUT MY TRUCK: "What impresses me is that I bought something and it actually worked the first day. That never happens for me with a piece of equipment. It was turnkey, ready to go to work."

CREATURE COMFORTS: The truck was pretty basic. In fact, Dooley deleted carpeting from the order, opting instead for easier-to-clean vinyl flooring, and went with fake leather upholstery for the same reason. "Keys and a heater, that's what we call the option list," he jokes. "Oh, it also has delayed wipers." Well, the truck isn't that stripped. It does have power windows and locks, Sirius Satellite Radio, a six-disc CD changer and cruise control. The auto transmission and engine brake make for easier driving.

WHY STERLING: Dooley wasn't scared off with the recent demise of the Sterling brand, once owned by Ford, then taken over by Dodge before being discontinued. He likes the beefier chassis of the heavy-duty truck with 19,500-pound GVW. "Our motto in Montana is to over-build, overbuy and underuse," he says of the truck. Dooley already runs several Dodges in his excavation business and he's happy with their performance in the field. He also wanted the portable sanitation truck to match the Sterling septic service truck he just bought.

PAMPERING MY RIG: Dooley's existing business is set up for optimum vehicle maintenance in a harsh climate. His new 7,000-square-foot heated shop includes a wash bay big enough to handle semi trucks, and each of his vehicles is hand-washed at least once a week, more often if they're working in a muddy environment. "We want to promote good service and cleanliness, and it's hard to promote a clean restroom with a dirty truck," Dooley says. The shop also includes a hoist for routine maintenance. Dooley has a mechanic come in three days a week to keep up with regular service intervals on his trucks.

MY BACKUP SERVICE VEHICLE: "The competitor down the street," Dooley jokes. This is his only portable sanitation rig at the moment, and he will consider adding another truck if he's fielding 150 to 200 restrooms.

WHEN I'M NOT IN THE CAB: Family time is important to the Dooleys, with sons, Wesley Jr., 10, Zac, 8, and a baby boy who they've just adopted after serving as his foster parent. When they get time off, the Dooleys head off-road for snowmobiling, camping and horseback riding in the Montana mountains.

PARK IT OVER HERE!

Do you have a truck that's a real head-turner on the highway? This feature is your opportunity to share it with readers of *Portable Restroom Operator*. Take a digital photo of your **PRO Ride**, posing the owner(s) with the truck. Any portable sanitation industry truck is acceptable. Please limit your submission to one truck only.

Your submission must include your name, company name, mailing address, phone number and details about the truck including tank size, cab/chassis information, pump information, the company that built the truck and any other details you consider important. In particular, tell us what truck features help make your work life more efficient and profitable.

E-mail your submission to editor@promonthly.com. We look forward to seeing your **PRO Ride**!



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PRODUCT NEWS

Imperial Introduces Portable Restroom

The Imperial Tradition portable restroom from Imperial Industries Inc. features a one-piece continuous door frame, five-point integrated polyethylene door hinge, EZ-grip inside door latch, 60-gallon tank and three-roll paper holder. Available in gray, sand, brown, teal, green, blue and red, as well as custom colors, the unit is 89 inches high, 44 inches wide, 46.5 inches deep and weighs 150 pounds. 800/558-2945; www.imperialind.com.



Imperial Traditional restroom from Imperial Industries Inc.

EZTrakR Offers Canadian Version

The Canadian version of EzTrakR portable sanitation management software from EzTrakR provides one-touch billing, service schedules, order entry, visual mapping and routing, automated timecard and inventory control, employee productivity reports and more. 866/529-1938; www.eztrakr.com.

PolyJohn Offers Freshwater Delivery System

The WaterWorks self-contained freshwater delivery system from PolyJohn Enterprises Corp. provides on-demand water for restrooms or showers. The system requires no water or sewer hookups and provides 95 gallons of water using a built-in, on-demand pump. Additional capacity is available by adding a 250- or 300-gallon holding tank. 800/292-1305; www.polyjohn.com. ■

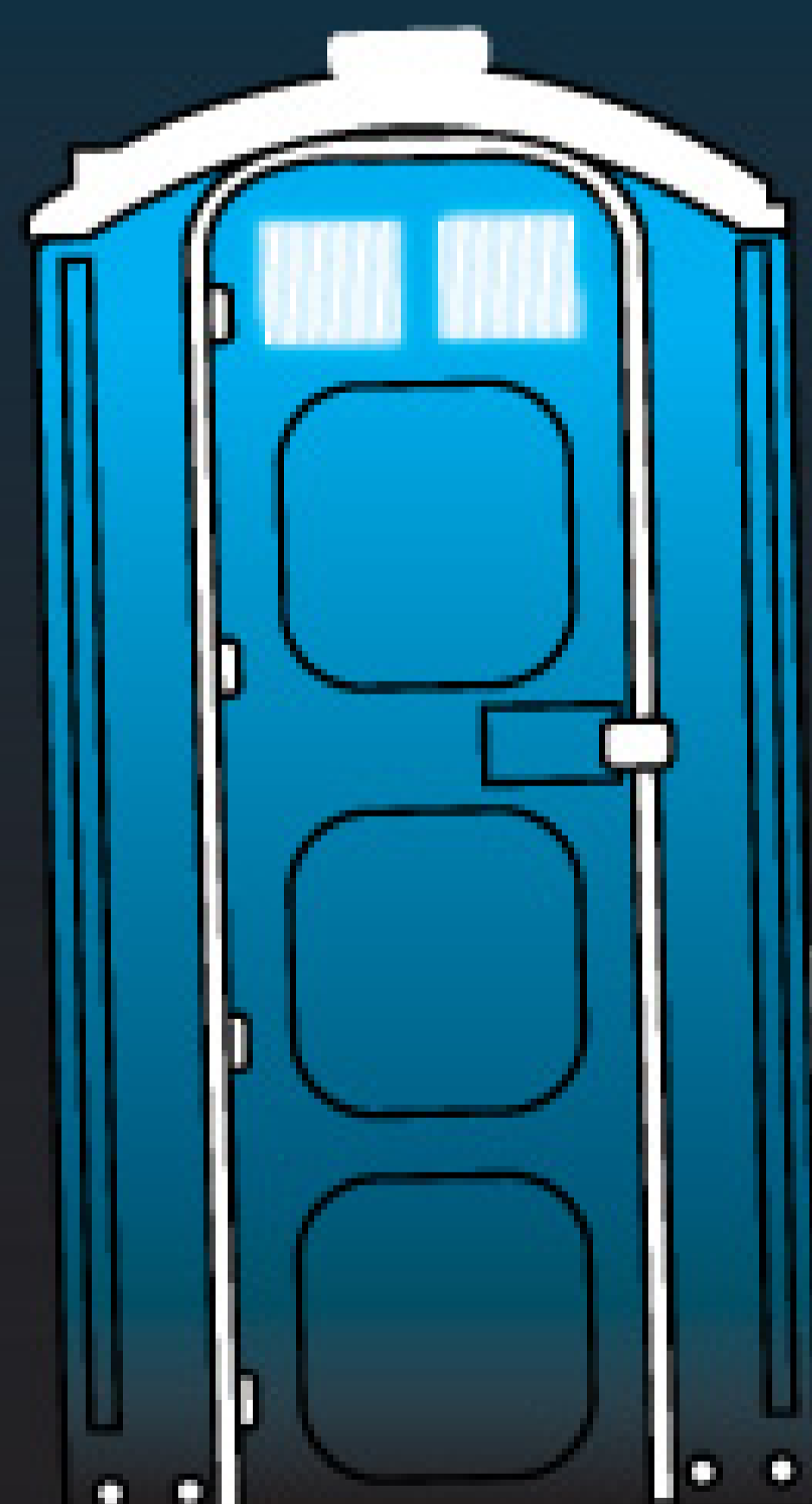


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INDUSTRY NEWS

JAG Provides Summit of the Americas Support

JAG Mobile Solutions, working with Trinidad and Tobago's leading waste management company, sent two restroom trailers and four shower trailers to support the influx of staff attending the fifth Summit of the Americas.

Mass-Vac Offers Pump Rebuilding

Mass-Vac Inc. offers vacuum pump rebuilding for rotary vane, rotary piston and other types of pumps, restoring them to OEM specifications. The service includes an evaluation of what caused the pump failure. Rebuilt pumps are tested and receive several oil flushes before being shipped. 978/667-2393; www.massvac.com.

Legacy is Name of New PolyJohn Unit

Sharon Bryner of Bryner's Septic Services, Charlotte, Mich., won a contest to name the newest portable restroom product from PolyJohn Enterprises Corp. The unit, introduced without a name at the Pumper & Cleaner Environmental Expo International in February, will be called the Legacy, the company announced on its Web site, www.polyjohn.com.

From the Expo through the spring, PolyJohn conducted online voting to choose a name for the new unit from submitted entries. Bryner's Legacy received 24 percent of the votes. The runner-up, with 22 percent, was Evolution. Other names under consideration were Bullet, Contender, The Boss and PJ Smooth.

For a photo and more details about the Legacy restroom, turn to our standard restroom product roundup in this issue of *PRO*. ■



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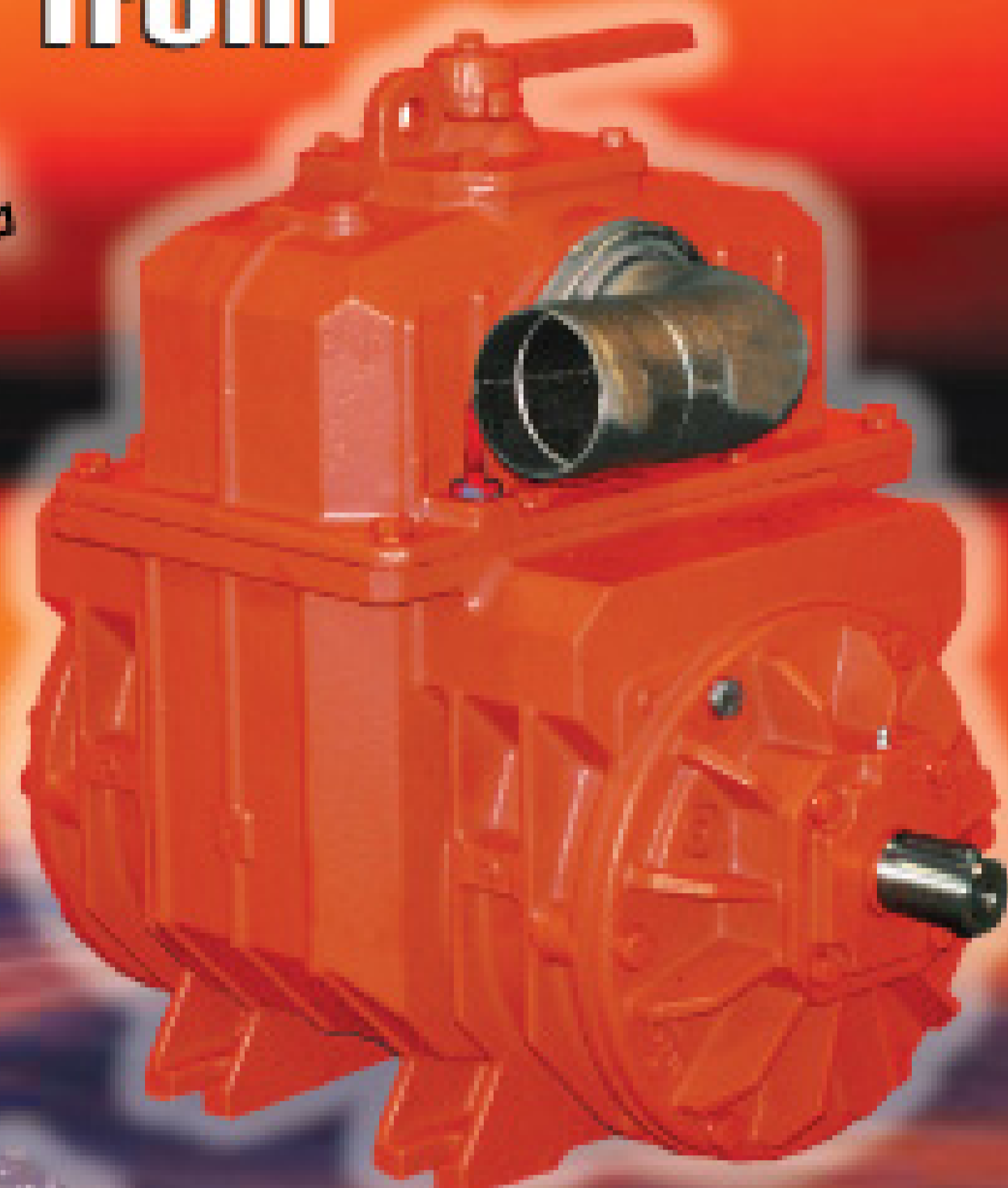
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Coleman Vacuum Tank

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800-645-1136
Fax: 631-475-2898
cmike07@yahoo.com
www.colemanvtmcorp.com

Comforts of Home Services

1551 Aucutt Rd, Montgomery, IL 60538
847-856-8002
Fax: 847-574-7600
brad@cohsi.com
www.cohsi.com
Ad on page 20

D

Deal Associates, Inc.

245 Semora Rd, Roxboro, NC 27573
866-599-3325
Fax: 336-598-0297
sales@dealassoc.com
www.dealassoc.com
Ad on page 45

Del Vel Chemical Co.

250 Old Marlton Pk, Medford, NJ 08055
800-699-9903
Fax: 609-714-3030
cgjusti@delvel.com
www.delvel.com

Dr. Shrink, Inc.

315 Washington St, Manistee, MI 49660
800-968-5147 • 231-723-2685
Fax: 231-723-9586
ryan@dr-shrink.com
www.dr-shrink.com
Ad on page 30

DropBox, Inc.

PO Box 284, Ironton, OH 45638
Fax: 740-532-6631
rmitchell@dropboxinc.com
www.dropboxinc.com
Ad on page 16

Dultmeier Sales

13808 Industrial Rd, Omaha, NE 68137
402-333-1444
Fax: 402-333-5546
dultmeier@dultmeier.com
www.dultmeier.com

E

Ecological Laboratories Inc.

13 Hendrickson Ave, Lynbrook, NY 11563
800-326-7867
Fax: 516-823-3440
info@propump.com
www.propump.com

EZTrakR

PO Drawer 92229, Austin, TX 78709
866-529-1938
Fax: 800-719-1810
demo@eztrakr.com
www.eztrakr.com
Ad on page 29

F

F.M. Manufacturing, Inc.

300 East Mechanic St, Archbold, OH 43502
877-889-2246
Fax: 877-889-3088
ron@fmmfg.com
www.fmmfg.com
Ad on page 11

FMI Truck Sales & Service

8305 NE MLK Jr. Blvd, Portland, OR 97211
800-927-8750 • 503-286-2800
Fax: 503-290-3558
johnb@fmitrucks.com
www.fmitrucks.com
Ad on page 43

G

Gamajet Cleaning Systems, Inc.

604 Jeffers Circle, Exton, PA 19341
877-GAMAJET • 610-408-9940
Fax: 610-408-9945
sales@gamajet.com
www.gamajet.com
Ad on page 27

Glendale Welding

6725 N 57 Dr, Glendale, AZ 85301
623-937-7414
Fax: 623-937-3688
fizzyox@aol.com
www.glendalewelding.com
Ad on page 30

Green Way by PolyPortables, Inc.

99 Crafton Dr, Dahlonega, GA 30533
800-241-7951
Fax: 706-864-8111
info@polyportables.com
www.greenwayproducts.net
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HaulerAgent Buying Group

833A S Main St PMB 432, Fallbrook, CA 92028
866-656-6987
Fax: 760-451-1639
hauleragent@sbcglobal.net
www.hauleragent.com
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Heffernan Insurance Brokers

PO Box 69038, Portland, OR 97239
800-208-6912
Fax: 800-215-0147
markh@heffins.com
www.heffgroup.com



Imperial Industries, Inc.

PO Box 1685, Wausau, WI 54402-1685
800-558-2945
Fax: 715-355-5349
toma@imperialind.com
www.imperialind.com
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J&J Chemical Company

PO Box 81306, Athens, GA 30608
800-345-3303
Fax: 706-546-7178
todd@jjchem.com
www.jjchem.com
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J. C. Gury Company, Inc.

530 E. Jamie Ave, La Habra, CA 90631
714-738-6650
Fax: 714-738-6998
info@jcgury.com
www.jcgury.com
Ad on page 31

JAG Mobile Solutions, Inc.

PO Box 100, Howe, IN 46746
800-815-2557
Fax: 260-562-2478
charlies@jagmobilesolutions.com
www.jagmobilesolutions.com
Ad on page 31



KeeVac Industries Inc.

1835 W. Union Ave Unit #1
Sheridan, CO 80110
Fax: 303-312-1237
kevin@keevac.com
www.Keevac.com
Ad on page 7

Kewanna Screen Printing

109 South Toner St, Kewanna, IN 46939
800-348-2454 • 574-653-2693
Fax: 574-653-2737
ben@kspprints.com
www.kspprints.com
Ad on page 20

Kuriyama of America, Inc.

360 E State Pkwy, Schaumburg, IL 60173-5335
847-755-0360
Fax: 847-885-0996
sales@kuriyama.com
www.kuriyama.com



L.C. Tanks

175 Cascade Dr, Paducah, KY 42003-1160
888-848-3727
Fax: 270-898-4055
lctanks@bellsouth.net
Ad on page 16

Liberty Financial Group Inc.

7 Church Rd, Hatfield, PA 19440
888-883-4480
Fax: 888-883-9380
michaeld@libertyfg.com
www.libertyfg.com
Ad on page 33

Lock America International

9168 Stellar Court, Corona, CA 92883
951-277-5180
Fax: 951-277-5170
laigroup@worldnet.att.net
www.laigroup.com
Ad on page 45

Lockmasters

PO Box 2532, Panama City, FL 32402
800-461-0620
Fax: 850-914-9745
sales@lockmastersusa.com
www.lockmastersusa.com
Ad on page 45



Masport, Inc.

6140 McCormick Dr, Lincoln, NE 68507
800-228-4510
Fax: 402-466-8355
customerservice@masportpump.com
www.masportpump.com

Mid-State Tank Co., Inc.

PO Box 317, Sullivan, IL 61951
217-728-8383
Fax: 217-728-8384
dfrevert@midstatetank.com
www.midstatetank.com
Ad on page 32

Milton Foss

PO Box 853, Port Townsend, WA 98368
360-385-1333
Fax: 360-385-7703
Ad on page 33



Moro USA East, Inc.

PO Box 632, Union, MO 63084
800-383-6304
Fax: 412-269-4172
moreast@attglobal.net
www.morousaeast.com
Ad on page 32



NuConcepts

1737 S. Vineyard Ave, Ontario, CA 91761
800-334-1065
Fax: 909-930-6237
bob@nuconcepts.com
www.nuconcepts.com
Ad on page 33



PolyJohn Enterprises

2500 Gaspar, Whiting, IN 46394
800-292-1305
Fax: 219-659-0625
info@polyjohn.com
www.polyjohn.com
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PolyPortables, Inc.

99 Crafton Dr, Dahlonega, GA 30533
800-241-7951
Fax: 706-482-2321
gedwards@polyportables.com
www.polyportables.com
Ad on page 24-25, 43

PumpTec, Inc.

700 McKinley St NW, Anoka, MN 55303
763-433-0303
Fax: 763-433-0404
sales@pumptec.com
www.pumptec.com



Right Trailers Inc.

PO Box 3917, Lakeland, FL 33802
863-602-2193
Fax: 863-223-1589
righttrailers@aol.com
www.righttrailers.com
Ad on page 4

Ronco Plastics

15022 Parkway Loop, Tustin, CA 92780
714-259-1385
Fax: 714-259-0759
roncoinc@aol.com
www.ronco-plastics.com
Ad on page 30



Screen Graphics of Florida Inc.

2801 NW 55th Ct, Bldg 7W
Fort Lauderdale, FL 33309
800-346-4420
Fax: 954-497-1385
lbell@screen-graphics.com
www.sanitationshop.com

Screen Tech/Div. of Roeda Signs

16931 S State St, South Holland, IL 60473
800-829-3021
Fax: 708-333-0209
bob@screentech.com
www.screentech.com
Ad on page 4

The Service Program

4676 US Hwy 1, Vero Beach, FL 32967
866-480-1879
Fax: 772-567-5221
doug@theserviceprogram.com
www.theserviceprogram.com
Ad on page 43



Toico Industries, Inc.

3205 S Bouwhuis Dr, West Haven, UT 84401
888-935-1133
Fax: 801-393-4003
info@toico.com
www.toico.com
Ad on page 31

TSF Company, Inc.

2930 S. St. Phillips Rd, Evansville, IN 47712
800-843-9286 • 812-985-2630
Fax: 812-985-3671
tsftuffjon@sbcglobal.net
www.tuff-jon.com
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Vacuum Sales, Inc.

51 Stone Rd, Lindenwold, NJ 08021
800-547-7790 • 856-627-7790
Fax: 856-627-3044
vsales@aol.com
www.vacuumsalesinc.com

W

Walex Products Company Inc.

PO Box 3785, Wilmington, NC 28406
800-338-3155
Fax: 910-371-2094
corey@walex.com
www.walex.com
Ad on page 29

Wastequip Cusco, Inc.

305 Enford Rd, Richmond Hill, ON L4C 3E9
800-490-3541
Fax: 905-883-1778
sales@wastequipcusco.com
www.wastequip-cusco.com

Water Cannon Inc.

4044 W. Lake Mary Blvd., Unit #104-424
Lake Mary, FL 32746-2012
800-931-9274
Fax: 888-928-9274
richard@watercannon.com
www.watercannon.com
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Wells Cargo COG

PO Box 310, DeKalb, TX 75559
888-574-4222
Fax: 903-667-2515
brian@wellscargocog.com
www.wellscargocog.com
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Category Listings

Bacteria/Chemicals - Septic/Grease

Ecological Laboratories Inc.

13 Hendrickson Ave, Lynbrook, NY 11563
800-326-7867
Fax: 516-823-3440
info@propump.com
www.propump.com

Chemicals - Portable Restrooms

Alpha Mobile Solutions

PO Box 520, Sherman, TX 75091
877-789-1213 • 903-364-2613
Fax: 903-364-2777
gene@alphamobilesolutions.com
www.alphamobilesolutions.com
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ARMAL Inc.

122 Hudson Industrial Dr, Griffin, GA 30224
866-873-7796 • 770-491-6410
Fax: 770-491-9458
armal-inc@armal.biz
www.armal.biz
Ad on page 9

Century Chemical Corp.

PO Box 1442, Elkhart, IN 46515
800-348-3505
Fax: 574-522-5723
sales@centurychemical.com
www.centurychemical.com

Del Vel Chemical Co.

250 Old Marlton Pk, Medford, NJ 08055
800-699-9903
Fax: 609-714-3030
cgjusti@delvel.com
www.delvel.com

Green Way Products solutions for life

Green Way by PolyPortables, Inc.

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800-241-7951
Fax: 706-864-8111
info@polyportables.com
www.greenwayproducts.net
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HaulerAgent Buying Group

833A S Main St PMB 432, Fallbrook, CA 92028
866-656-6987
Fax: 760-451-1639
hauleragent@sbcglobal.net
www.hauleragent.com
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Imperial Industries, Inc.

PO Box 1685, Wausau, WI 54402-1685
800-558-2945
Fax: 715-355-5349
toma@imperialind.com
www.imperialind.com
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J&J Chemical Company

PO Box 81306, Athens, GA 30608
800-345-3303
Fax: 706-546-7178
todd@jjchem.com
www.jjchem.com
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PolyJohn Enterprises

2500 Gaspar, Whiting, IN 46394
800-292-1305
Fax: 219-659-0625
info@polyjohn.com
www.polyjohn.com
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PolyPortables, Inc.

99 Crafton Dr, Dahlonega, GA 30533
800-241-7951
Fax: 706-482-2321
gedwards@polyportables.com
www.polyportables.com
Ad on page 24-25, 43

Toico Industries, Inc.

3205 S Bouwhuis Dr, West Haven, UT 84401
888-935-1133
Fax: 801-393-4003
info@toico.com
www.toico.com
Ad on page 31



Walex Products Company Inc.

PO Box 3785, Wilmington, NC 28406
800-338-3155
Fax: 910-371-2094
corey@walex.com
www.walex.com
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Computer Software



EZTrakR

PO Drawer 92229, Austin, TX 78709
866-529-1938
Fax: 800-719-1810
demo@eztrakr.com
www.eztrakr.com
Ad on page 29

The Service Program

4676 US Hwy 1, Vero Beach, FL 32967
866-480-1879
Fax: 772-567-5221
doug@theserviceprogram.com
www.theserviceprogram.com
Ad on page 43

Container Rental

DropBox, Inc.

PO Box 284, Ironton, OH 45638
Fax: 740-532-6631
rmitchell@dropboxinc.com
www.dropboxinc.com
Ad on page 16

Decals/Magnets/ Signage

Allied Graphics, Inc.

16290 54th St NE, St Michael, MN 55376
763-428-8365
Fax: 763-428-8366
pkohler@allied-graphics.com
www.allied-graphics.com
Ad on page 8

Anchor Graphics, Inc.

1104 Summit Ave #102, Plano, TX 75074
972-422-4300
Fax: 972-422-4311
leslie@anchorgraphics.com
www.anchorgraphics.com
Ad on page 33

Dr. Shrink, Inc.

315 Washington St, Manistee, MI 49660
800-968-5147 • 231-723-2685
Fax: 231-723-9586
ryan@dr-shrink.com
www.dr-shrink.com
Ad on page 30



J. C. Gury Company, Inc.

530 E. Jamie Ave, La Habra, CA 90631
714-738-6650
Fax: 714-738-6998
info@jcgury.com
www.jcgury.com
Ad on page 31



Kewanna Screen Printing

109 South Toner St, Kewanna, IN 46939
800-348-2454 • 574-653-2693
Fax: 574-653-2737
ben@kspprints.com
www.kspprints.com
Ad on page 20



Screen Graphics of Florida Inc.

2801 NW 55th Ct, Bldg 7W
Fort Lauderdale, FL 33309
800-346-4420
Fax: 954-497-1385
lbell@screen-graphics.com
www.sanitationshop.com

Screen Tech/Div. of Roeda Signs

16931 S State St, South Holland, IL 60473
800-829-3021
Fax: 708-333-0209
bob@screeentech.com
www.screeentech.com
Ad on page 4

Toico Industries, Inc.

3205 S Bouwhuis Dr, West Haven, UT 84401
888-935-1133
Fax: 801-393-4003
info@toico.com
www.toico.com
Ad on page 31

Fittings-Vacuum

Vacuum Sales, Inc.

51 Stone Rd, Lindenwold, NJ 08021
800-547-7790 • 856-627-7790
Fax: 856-627-3044
vsales@aol.com
www.vacuumsalesinc.com

Franchise Systems

Wells Cargo COG

PO Box 310, DeKalb, TX 75559
888-574-4222
Fax: 903-667-2515
brian@wellscargocog.com
www.wellscargocog.com
Ad on page 8

Hose Reels

Armstrong Equipment, Inc.

11200 Greenstone Ave
Santa Fe Springs, CA 90670
800-699-7557
Fax: 562-944-3636
sales@vacump.com
www.vacump.com
Ad on page 11

Best Enterprises, Inc.

3513 West Mountain Springs Rd
Cabot, AR 72023
800-288-2378 • 501-988-1905
Fax: 501-988-2880
info@bestenterprises.net
www.bestenterprises.net
Ad on page 21

Dultmeier Sales

13808 Industrial Rd, Omaha, NE 68137
402-333-1444
Fax: 402-333-5546
dultmeier@dultmeier.com
www.dultmeier.com

Moro USA East, Inc.

PO Box 632, Union, MO 63084
800-383-6304
Fax: 412-269-4172
moroeast@attglobal.net
www.morousaeast.com
Ad on page 32

Toico Industries, Inc.

3205 S Bouwhuis Dr, West Haven, UT 84401
888-935-1133
Fax: 801-393-4003
info@toico.com
www.toico.com
Ad on page 31

Vacuum Sales, Inc.

51 Stone Rd, Lindenwold, NJ 08021
800-547-7790 • 856-627-7790
Fax: 856-627-3044
vsales@aol.com
www.vacuumsalesinc.com

Water Cannon Inc.

4044 W. Lake Mary Blvd., Unit #104-424
Lake Mary, FL 32746-2012
800-931-9274
Fax: 888-928-9274
richard@watercannon.com
www.watercannon.com
Ad on page 45

Hose Vacuum

Armstrong Equipment, Inc.

11200 Greenstone Ave
Santa Fe Springs, CA 90670
800-699-7557
Fax: 562-944-3636
sales@vacump.com
www.vacump.com
Ad on page 11

Best Enterprises, Inc.

3513 West Mountain Springs Rd
Cabot, AR 72023
800-288-2378 • 501-988-1905
Fax: 501-988-2880
info@bestenterprises.net
www.bestenterprises.net
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Dultmeier Sales

13808 Industrial Rd, Omaha, NE 68137
402-333-1444
Fax: 402-333-5546
dultmeier@dultmeier.com
www.dultmeier.com



Kuriyama of America, Inc.

360 E State Pkwy, Schaumburg, IL 60173-5335
847-755-0360
Fax: 847-885-0996
sales@kuriyama.com
www.kuriyama.com

Toico Industries, Inc.

3205 S Bouwhuis Dr, West Haven, UT 84401
888-935-1133
Fax: 801-393-4003
info@toico.com
www.toico.com
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51 Stone Rd, Lindenwold, NJ 08021
800-547-7790 • 856-627-7790
Fax: 856-627-3044
vsales@aol.com
www.vacuumsalesinc.com

Insurance

Heffernan Insurance Brokers

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800-208-6912
Fax: 800-215-0147
markh@heffins.com
www.heffgroup.com

*Leasing/
Financing Services*

Liberty Financial Group Inc.

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888-883-4480
Fax: 888-883-9380
michaeld@libertyfg.com
www.libertyfg.com
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Odor Control Products

Century Chemical Corp.

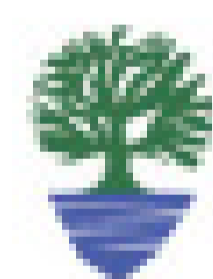
PO Box 1442, Elkhart, IN 46515
800-348-3505
Fax: 574-522-5723
sales@centurychemical.com
www.centurychemical.com

Del Vel Chemical Co.

250 Old Marlton Pk, Medford, NJ 08055
800-699-9903
Fax: 609-714-3030
cgiusti@delvel.com
www.delvel.com

Ecological Laboratories Inc.

13 Hendrickson Ave, Lynbrook, NY 11563
800-326-7867
Fax: 516-823-3440
info@propump.com
www.propump.com



Green Way Products
solutions for life

Green Way by PolyPortables, Inc.

99 Crafton Dr, Dahlonega, GA 30533
800-241-7951
Fax: 706-864-8111
info@polyportables.com
www.greenwayproducts.net
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HaulerAgent Buying Group

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866-656-6987
Fax: 760-451-1639
hauleragent@sbcglobal.net
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J&J Chemical Company

PO Box 81306, Athens, GA 30608
800-345-3303
Fax: 706-546-7178
todd@jjchem.com
www.jjchem.com
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Masport, Inc.

6140 McCormick Dr, Lincoln, NE 68507
800-228-4510
Fax: 402-466-8355
customerservice@masportpump.com
www.masportpump.com

PolyJohn Enterprises

2500 Gaspar, Whiting, IN 46394
800-292-1305
Fax: 219-659-0625
info@polyjohn.com
www.polyjohn.com
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PolyPortables, Inc.

99 Crafton Dr, Dahlonega, GA 30533
800-241-7951
Fax: 706-482-2321
gedwards@polyportables.com
www.polyportables.com
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Toico Industries, Inc.

3205 S Bouwhuis Dr, West Haven, UT 84401
888-935-1133
Fax: 801-393-4003
info@toico.com
www.toico.com
Ad on page 31

TSF Company, Inc.

2930 S. St. Phillips Rd, Evansville, IN 47712
800-843-9286 • 812-985-2630
Fax: 812-985-3671
tsftuffjon@sbcglobal.net
www.tuff-jon.com
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Walex Products Company Inc.

PO Box 3785, Wilmington, NC 28406
800-338-3155
Fax: 910-371-2094
corey@walex.com
www.walex.com
Ad on page 29

Padlocks

Lock America International

9168 Stellar Court, Corona, CA 92883
951-277-5180
Fax: 951-277-5170
laigroup@worldnet.att.net
www.laigroup.com
Ad on page 45

Lockmasters

PO Box 2532, Panama City, FL 32402
800-461-0620
Fax: 850-914-9745
sales@lockmastersusa.com
www.lockmastersusa.com
Ad on page 45

Paper Products

Del Vel Chemical Co.

250 Old Marlton Pk, Medford, NJ 08055
800-699-9903
Fax: 609-714-3030
cgjusti@delvel.com
www.delvel.com

HaulerAgent Buying Group

833A S Main St PMB 432, Fallbrook, CA 92028
866-656-6987
Fax: 760-451-1639
hauleragent@sbcglobal.net
www.hauleragent.com
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Portable Restrooms

ALPHA Mobile Solutions

Alpha Mobile Solutions

PO Box 520, Sherman, TX 75091
877-789-1213 • 903-364-2613
Fax: 903-364-2777
gene@alphamobilesolutions.com
www.alphamobilesolutions.com
Ad on page 16

ARMAL, Inc.

122 Hudson Industrial Dr, Griffin, GA 30224
866-873-7796 • 770-491-6410
Fax: 770-491-9458
armal-inc@armal.biz
www.armal.biz
Ad on page 9



Imperial Industries, Inc.

PO Box 1685, Wausau, WI 54402-1685
800-558-2945
Fax: 715-355-5349
toma@imperialind.com
www.imperialind.com
Ad on page 4

Lock America International

9168 Stellar Court, Corona, CA 92883
951-277-5180
Fax: 951-277-5170
laigroup@worldnet.att.net
www.laigroup.com
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NuConcepts

1737 S. Vineyard Ave, Ontario, CA 91761
800-334-1065
Fax: 909-930-6237
bob@nuconcepts.com
www.nuconcepts.com
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PolyJohn Enterprises

2500 Gaspar, Whiting, IN 46394
800-292-1305
Fax: 219-659-0625
info@polyjohn.com
www.polyjohn.com
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PolyPortables, Inc.

99 Crafton Dr, Dahlonega, GA 30533
800-241-7951
Fax: 706-482-2321
gedwards@polyportables.com
www.polyportables.com
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TSF Company, Inc.

2930 S. St. Phillips Rd, Evansville, IN 47712
800-843-9286 • 812-985-2630
Fax: 812-985-3671
tsftuffjon@sbcglobal.net
www.tuff-jon.com
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Wells Cargo COG

PO Box 310, DeKalb, TX 75559
888-574-4222
Fax: 903-667-2515
brian@wells cargocog.com
www.wells cargocog.com
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Portable Restroom Accessories/Supplies

ARMAL, Inc.

122 Hudson Industrial Dr, Griffin, GA 30224
866-873-7796 • 770-491-6410
Fax: 770-491-9458
armal-inc@armal.biz
www.armal.biz
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1502 Island Dr, Monroe, LA 71201
318-503-5234
asinodeva@yahoo.com
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Century Chemical Corp.

PO Box 1442, Elkhart, IN 46515
800-348-3505
Fax: 574-522-5723
sales@centurychemical.com
www.centurychemical.com

Century Paper & Chemical

PO Box 432, Lake Winola, PA 18625
866-767-2737
Fax: 570-836-5897
centurypaper2000@aol.com
www.centurypaper.com
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Deal Associates, Inc.

245 Semora Rd, Roxboro, NC 27573
866-599-3325
Fax: 336-598-0297
sales@dealassoc.com
www.dealassoc.com
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Del Vel Chemical Co.

250 Old Marlton Pk, Medford, NJ 08055
800-699-9903
Fax: 609-714-3030
cgjusti@delvel.com
www.delvel.com

Dr. Shrink, Inc.

315 Washington St, Manistee, MI 49660
800-968-5147 • 231-723-2685
Fax: 231-723-9586
ryan@dr-shrink.com
www.dr-shrink.com
Ad on page 30

Gamajet Cleaning Systems, Inc.

604 Jeffers Circle, Exton, PA 19341
877-GAMAJET • 610-408-9940
Fax: 610-408-9945
sales@gamajet.com
www.gamajet.com
Ad on page 27

Green Way by PolyPortables, Inc.

99 Crafton Dr, Dahlonega, GA 30533
800-241-7951
Fax: 706-864-8111
info@polyportables.com
www.greenwayproducts.net
Ad on page 48

HaulerAgent Buying Group

833A S Main St PMB 432, Fallbrook, CA 92028
866-656-6987
Fax: 760-451-1639
hauleragent@sbcglobal.net
www.hauleragent.com
Ad on page 20



J&J Chemical Company

PO Box 81306, Athens, GA 30608
800-345-3303
Fax: 706-546-7178
todd@jjchem.com
www.jjchem.com
Ad on page 5

JAG Mobile Solutions, Inc.

PO Box 100, Howe, IN 46746
800-815-2557
Fax: 260-562-2478
charlies@jagmobilesolutions.com
www.jagmobilesolutions.com
Ad on page 31

Lock America International

9168 Stellar Court, Corona, CA 92883
951-277-5180
Fax: 951-277-5170
laigroup@worldnet.att.net
www.laigroup.com
Ad on page 45

Milton Foss

PO Box 853, Port Townsend, WA 98368
360-385-1333
Fax: 360-385-7703
Ad on page 33

PolyJohn Enterprises

2500 Gaspar, Whiting, IN 46394
800-292-1305
Fax: 219-659-0625
info@polyjohn.com
www.polyjohn.com
Ad on page 17

PolyPortables, Inc.

99 Crafton Dr, Dahlonega, GA 30533
800-241-7951
Fax: 706-482-2321
gedwards@polyportables.com
www.polyportables.com
Ad on page 24-25, 43

Right Trailers Inc.

PO Box 3917, Lakeland, FL 33802
863-602-2193
Fax: 863-223-1589
righttrailers@aol.com
www.righttrailers.com
Ad on page 4



Screen Tech/Div. of Roeda Signs

16931 S State St, South Holland, IL 60473
800-829-3021
Fax: 708-333-0209
bob@screentech.com
www.screentech.com
Ad on page 4

Toico Industries, Inc.

3205 S Bouwhuis Dr, West Haven, UT 84401
888-935-1133
Fax: 801-393-4003
info@toico.com
www.toico.com
Ad on page 31

TSF Company, Inc.

2930 S. St. Phillips Rd, Evansville, IN 47712
800-843-9286 • 812-985-2630
Fax: 812-985-3671
tsftuffjon@sbcglobal.net
www.tuff-jon.com
Ad on page 47

Walex Products Company Inc.

PO Box 3785, Wilmington, NC 28406
800-338-3155
Fax: 910-371-2094
corey@walex.com
www.walex.com
Ad on page 29

*Portable Restroom
Holding Tank*

PolyPortables, Inc.

99 Crafton Dr, Dahlonega, GA 30533
800-241-7951
Fax: 706-482-2321
gedwards@polyportables.com
www.polyportables.com
Ad on page 24-25, 43

Ronco Plastics

15022 Parkway Loop, Tustin, CA 92780
714-259-1385
Fax: 714-259-0759
roncoinc@aol.com
www.ronco-plastics.com
Ad on page 30

*Portable
Restroom Mover*

Allied Forward Motion LLC

4395 County Rd P, New Franklin, WI 54229
920-866-2109
jansen@centurytel.net
Ad on page 3

Deal Associates, Inc.

245 Semora Rd, Roxboro, NC 27573
866-599-3325
Fax: 336-598-0297
sales@dealassoc.com
www.dealassoc.com
Ad on page 45

*Portable Restroom
Service Trucks*

Abernethy Welding & Repair, Inc.

2267 Welding Shop Rd, Vale, NC 28168
800-545-0324
Fax: 828-324-2401
abernethyinc@charterinternet.com
www.abernethywelding.com
Ad on page 8

ARMAL

ARMAL, Inc.

122 Hudson Industrial Dr, Griffin, GA 30224
866-873-7796 • 770-491-6410
Fax: 770-491-9458
armal-inc@armal.biz
www.armal.biz
Ad on page 9

Best Enterprises, Inc.

3513 West Mountain Springs Rd
Cabot, AR 72023
800-288-2378 • 501-988-1905
Fax: 501-988-2880
info@bestenterprises.net
www.bestenterprises.net
Ad on page 21

Coleman Vacuum Tank

269 Orchard Rd, East Patchogue, NY 11772
800-645-1136
Fax: 631-475-2898
cmike07@yahoo.com
www.colemanvtrncorp.com

FMI Truck Sales & Service

8305 NE MLK Jr. Blvd, Portland, OR 97211
800-927-8750 • 503-286-2800
Fax: 503-290-3558
johnb@fmitrucks.com
www.fmitrucks.com
Ad on page 43

Glendale Welding

6725 N 57 Dr, Glendale, AZ 85301
623-937-7414
Fax: 623-937-3688
fizzyox@aol.com
www.glendalewelding.com
Ad on page 30



Imperial Industries, Inc.

PO Box 1685, Wausau, WI 54402-1685
800-558-2945
Fax: 715-355-5349
toma@imperialind.com
www.imperialind.com
Ad on page 4

KeeVac Industries Inc.

1835 W. Union Ave Unit #1
Sheridan, CO 80110
Fax: 303-312-1237
kevin@keevac.com
www.Keevac.com
Ad on page 7



L.C. Tanks

175 Cascade Dr, Paducah, KY 42003-1160
888-848-3727
Fax: 270-898-4055
lctanks@bellsouth.net
Ad on page 16

Mid-State Tank Co., Inc.

PO Box 317, Sullivan, IL 61951
217-728-8383
Fax: 217-728-8384
dfrevert@midstatetank.com
www.midstatetank.com
Ad on page 32

PolyPortables, Inc.

99 Crafton Dr, Dahlonega, GA 30533
800-241-7951
Fax: 706-482-2321
gedwards@polyportables.com
www.polyportables.com
Ad on page 24-25, 43

Toico Industries, Inc.

3205 S Bouwhuis Dr, West Haven, UT 84401
888-935-1133
Fax: 801-393-4003
info@toico.com
www.toico.com
Ad on page 31



Vacuum Sales, Inc.

51 Stone Rd, Lindenwold, NJ 08021
800-547-7790 • 856-627-7790
Fax: 856-627-3044
vsisales@aol.com
www.vacuumsalesinc.com

*Portable Restroom/
Shower Trailers*



Alpha Mobile Solutions

PO Box 520, Sherman, TX 75091
877-789-1213 • 903-364-2613
Fax: 903-364-2777
gene@alphamobilesolutions.com
www.alphamobilesolutions.com
Ad on page 16



Ameri-Can Engineering

775 North Michigan Road, Argos, IN 46501
574-892-5151
Fax: 574-892-5150
david@ameri-can.com
www.ameri-can.com
Ad on page 15

Black Tie Manufacturing, Inc.

225 South LaGrange Rd, Frankfort, IL 60423
877-483-5128
Fax: 815-277-3112
brock.leach@blacktieservices.com
www.blacktiemanufacturing.com
Ad on page 7



Comforts of Home Services

1551 Aucutt Rd, Montgomery, IL 60538
847-856-8002
Fax: 847-574-7600
brad@cohsi.com
www.cohsi.com
Ad on page 20

FMI Truck Sales & Service

8305 NE MLK Jr. Blvd, Portland, OR 97211
800-927-8750 • 503-286-2800
Fax: 503-290-3558
johnb@fmitrucks.com
www.fmitrucks.com
Ad on page 43



JAG Mobile Solutions, Inc.

PO Box 100, Howe, IN 46746
800-815-2557
Fax: 260-562-2478
charlies@jagmobilesolutions.com
www.jagmobilesolutions.com
Ad on page 31

NuConcepts

1737 S. Vineyard Ave, Ontario, CA 91761
800-334-1065
Fax: 909-930-6237
bob@nuconcepts.com
www.nuconcepts.com
Ad on page 33

PolyJohn Enterprises

2500 Gaspar, Whiting, IN 46394
800-292-1305
Fax: 219-659-0625
info@polyjohn.com
www.polyjohn.com
Ad on page 17

Wells Cargo COG

PO Box 310, DeKalb, TX 75559
888-574-4222
Fax: 903-667-2515
brian@wells cargocog.com
www.wells cargocog.com
Ad on page 8

*Portable Restroom
Transport Trailer*

Deal Associates, Inc.

245 Semora Rd, Roxboro, NC 27573
866-599-3325
Fax: 336-598-0297
sales@dealassoc.com
www.dealassoc.com
Ad on page 45

F.M. Manufacturing, Inc.

300 East Mechanic St, Archbold, OH 43502
877-889-2246
Fax: 877-889-3088
ron@fmmfg.com
www.fmmfg.com
Ad on page 11

Portable Sinks

ARMAL, Inc.

122 Hudson Industrial Dr, Griffin, GA 30224
866-873-7796 • 770-491-6410
Fax: 770-491-9458
armal-inc@armal.biz
www.armal.biz
Ad on page 9



**IMPERIAL
INDUSTRIES
INCORPORATED**

Imperial Industries, Inc.

PO Box 1685, Wausau, WI 54402-1685
800-558-2945
Fax: 715-355-5349
toma@imperialind.com
www.imperialind.com
Ad on page 4



PolyJohn Enterprises

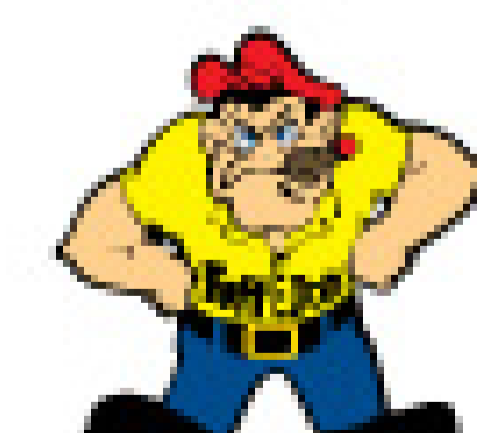
2500 Gaspar, Whiting, IN 46394
800-292-1305
Fax: 219-659-0625
info@polyjohn.com
www.polyjohn.com
Ad on page 17

PolyPortables, Inc.

99 Crafton Dr, Dahlonaga, GA 30533
800-241-7951
Fax: 706-482-2321
gedwards@polyportables.com
www.polyportables.com
Ad on page 24-25, 43

Toico Industries, Inc.

3205 S Bouwhuis Dr, West Haven, UT 84401
888-935-1133
Fax: 801-393-4003
info@toico.com
www.toico.com
Ad on page 31



TSF Company, Inc.

2930 S. St. Phillips Rd, Evansville, IN 47712
800-843-9286 • 812-985-2630
Fax: 812-985-3671
tsftuffjon@sbcglobal.net
www.tuff-jon.com
Ad on page 47

Pressure Washers and Sprayers

Best Enterprises, Inc.

3513 West Mountain Springs Rd
Cabot, AR 72023
800-288-2378 • 501-988-1905
Fax: 501-988-2880
info@bestenterprises.net
www.bestenterprises.net
Ad on page 21

Dultmeier Sales

13808 Industrial Rd, Omaha, NE 68137
402-333-1444
Fax: 402-333-5546
dultmeier@dultmeier.com
www.dultmeier.com

Gamajet Cleaning Systems, Inc.

604 Jeffers Circle, Exton, PA 19341
877-GAMAJET • 610-408-9940
Fax: 610-408-9945
sales@gamajet.com
www.gamajet.com
Ad on page 27

Moro USA East, Inc.

PO Box 632, Union, MO 63084
800-383-6304
Fax: 412-269-4172
moreast@attglobal.net
www.morousaeast.com
Ad on page 32

PumpTec, Inc.

700 McKinley St NW, Anoka, MN 55303
763-433-0303
Fax: 763-433-0404
sales@pumptec.com
www.pumptec.com

Vacuum Sales, Inc.

51 Stone Rd, Lindenwold, NJ 08021
800-547-7790 • 856-627-7790
Fax: 856-627-3044
vsales@aol.com
www.vacuumsalesinc.com



Water Cannon Inc.

4044 W. Lake Mary Blvd., Unit #104-424
Lake Mary, FL 32746-2012
800-931-9274
Fax: 888-928-9274
richard@watercannon.com
www.watercannon.com
Ad on page 45

Pumps - Vacuum Pressure

Abernethy Welding & Repair, Inc.

2267 Welding Shop Rd, Vale, NC 28168
800-545-0324
Fax: 828-324-2401
abernethyinc@charterinternet.com
www.abernethywelding.com
Ad on page 8

ARMSTRONG EQUIPMENT INC.

Armstrong Equipment, Inc.

11200 Greenstone Ave
Santa Fe Springs, CA 90670
800-699-7557
Fax: 562-944-3636
sales@vacump.com
www.vacump.com
Ad on page 11

Best Enterprises, Inc.

3513 West Mountain Springs Rd
Cabot, AR 72023
800-288-2378 • 501-988-1905
Fax: 501-988-2880
info@bestenterprises.net
www.bestenterprises.net
Ad on page 21

Coleman Vacuum Tank

269 Orchard Rd, East Patchogue, NY 11772
800-645-1136
Fax: 631-475-2898
cmike07@yahoo.com
www.colemanvtmcorp.com

Dultmeier Sales

13808 Industrial Rd, Omaha, NE 68137
402-333-1444
Fax: 402-333-5546
dultmeier@dultmeier.com
www.dultmeier.com

Imperial Industries, Inc.

PO Box 1685, Wausau, WI 54402-1685
800-558-2945
Fax: 715-355-5349
toma@imperialind.com
www.imperialind.com
Ad on page 4

L.C. Tanks

175 Cascade Dr, Paducah, KY 42003-1160
888-848-3727
Fax: 270-898-4055
lctanks@bellsouth.net
Ad on page 16

Masport, Inc.

6140 McCormick Dr, Lincoln, NE 68507
800-228-4510
Fax: 402-466-8355
customerservice@masportpump.com
www.masportpump.com

Moro USA East, Inc.

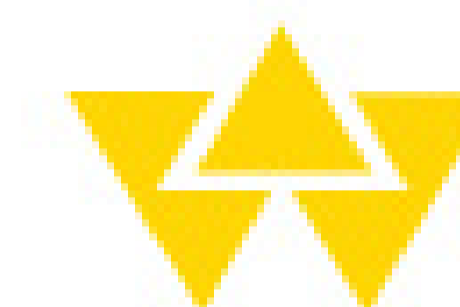
PO Box 632, Union, MO 63084
800-383-6304
Fax: 412-269-4172
moreast@attglobal.net
www.morousaeast.com
Ad on page 32

Toico Industries, Inc.

3205 S Bouwhuis Dr, West Haven, UT 84401
888-935-1133
Fax: 801-393-4003
info@toico.com
www.toico.com
Ad on page 31

Vacuum Sales, Inc.

51 Stone Rd, Lindenwold, NJ 08021
800-547-7790 • 856-627-7790
Fax: 856-627-3044
vsales@aol.com
www.vacuumsalesinc.com



Wastequip Cusco, Inc.

305 Enford Rd, Richmond Hill, ON L4C 3E9
800-490-3541
Fax: 905-883-1778
sales@wastequipcusco.com
www.wastequip-cusco.com

Pumps - Washdown

Abernethy Welding & Repair, Inc.

2267 Welding Shop Rd, Vale, NC 28168
800-545-0324
Fax: 828-324-2401
abernethyinc@charterinternet.com
www.abernethywelding.com
Ad on page 8

ARMSTRONG EQUIPMENT INC.

Armstrong Equipment, Inc.

11200 Greenstone Ave
Santa Fe Springs, CA 90670
800-699-7557
Fax: 562-944-3636
sales@vacump.com
www.vacump.com
Ad on page 11

Best Enterprises, Inc.

3513 West Mountain Springs Rd
Cabot, AR 72023
800-288-2378 • 501-988-1905
Fax: 501-988-2880
info@bestenterprises.net
www.bestenterprises.net
Ad on page 21

Dultmeier Sales

13808 Industrial Rd, Omaha, NE 68137
402-333-1444
Fax: 402-333-5546
dultmeier@dultmeier.com
www.dultmeier.com

Imperial Industries, Inc.

PO Box 1685, Wausau, WI 54402-1685
800-558-2945
Fax: 715-355-5349
toma@imperialind.com
www.imperialind.com
Ad on page 4

L.C. Tanks

175 Cascade Dr, Paducah, KY 42003-1160
888-848-3727
Fax: 270-898-4055
lctanks@bellsouth.net
Ad on page 16

Moro USA East, Inc.

PO Box 632, Union, MO 63084
800-383-6304
Fax: 412-269-4172
moreast@attglobal.net
www.morousaeast.com
Ad on page 32

PumpTec, Inc.

700 McKinley St NW, Anoka, MN 55303
763-433-0303
Fax: 763-433-0404
sales@pumptec.com
www.pumptec.com

Toico Industries, Inc.

3205 S Bouwhuis Dr, West Haven, UT 84401
888-935-1133
Fax: 801-393-4003
info@toico.com
www.toico.com
Ad on page 31

Vacuum Sales, Inc.

51 Stone Rd, Lindenwold, NJ 08021
800-547-7790 • 856-627-7790
Fax: 856-627-3044
vsales@aol.com
www.vacuumsalesinc.com

Roll-Off Containers

Ameri-Can Engineering

775 North Michigan Road, Argos, IN 46501
574-892-5151
Fax: 574-892-5150
david@ameri-can.com
www.ameri-can.com
Ad on page 15

Best Enterprises, Inc.

3513 West Mountain Springs Rd
Cabot, AR 72023
800-288-2378 • 501-988-1905
Fax: 501-988-2880
info@bestenterprises.net
www.bestenterprises.net
Ad on page 21

DropBox, Inc.

PO Box 284, Ironton, OH 45638
Fax: 740-532-6631
rmitchell@dropboxinc.com
www.dropboxinc.com
Ad on page 16

HaulerAgent Buying Group

833A S Main St PMB 432, Fallbrook, CA 92028
866-656-6987
Fax: 760-451-1639
hauleragent@sbcglobal.net
www.hauleragent.com
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*Rotary Tank
Cleaning Equipment*

Gamajet Cleaning Systems, Inc.

604 Jeffers Circle, Exton, PA 19341
877-GAMAJET • 610-408-9940
Fax: 610-408-9945
sales@gamajet.com
www.gamajet.com
Ad on page 27

Slide-in Units

Abernethy Welding & Repair, Inc.

2267 Welding Shop Rd, Vale, NC 28168
800-545-0324
Fax: 828-324-2401
abernethyinc@charterinternet.com
www.abernethywelding.com
Ad on page 8

Best Enterprises, Inc.

3513 West Mountain Springs Rd
Cabot, AR 72023
800-288-2378 • 501-988-1905
Fax: 501-988-2880
info@bestenterprises.net
www.bestenterprises.net
Ad on page 21

Coleman Vacuum Tank

269 Orchard Rd, East Patchogue, NY 11772
800-645-1136
Fax: 631-475-2898
cmike07@yahoo.com
www.colemanvtrmcorp.com

Dultmeier Sales

13808 Industrial Rd, Omaha, NE 68137
402-333-1444
Fax: 402-333-5546
dultmeier@dultmeier.com
www.dultmeier.com

FMI Truck Sales & Service

8305 NE MLK Jr Blvd, Portland, OR 97211
800-927-8750 • 503-286-2800
Fax: 503-290-3558
johnb@fmitrucks.com
www.fmitrucks.com
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Imperial Industries, Inc.

PO Box 1685, Wausau, WI 54402-1685
800-558-2945
Fax: 715-355-5349
toma@imperialind.com
www.imperialind.com
Ad on page 4

KeeVac Industries Inc.

1835 W. Union Ave Unit #1
Sheridan, CO 80110
Fax: 303-312-1237
kevin@keevac.com
www.Keevac.com
Ad on page 7

L.C. Tanks

175 Cascade Dr, Paducah, KY 42003-1160
888-848-3727
Fax: 270-898-4055
lctanks@bellsouth.net
Ad on page 16

Toico Industries, Inc.

3205 S Bouwhuis Dr, West Haven, UT 84401
888-935-1133
Fax: 801-393-4003
info@toico.com
www.toico.com
Ad on page 31

Vacuum Sales, Inc.

51 Stone Rd, Lindenwold, NJ 08021
800-547-7790 • 856-627-7790
Fax: 856-627-3044
vsales@aol.com
www.vacuumsalesinc.com

Storage Tanks

Best Enterprises, Inc.

3513 West Mountain Springs Rd
Cabot, AR 72023
800-288-2378 • 501-988-1905
Fax: 501-988-2880
info@bestenterprises.net
www.bestenterprises.net
Ad on page 21

Dultmeier Sales

13808 Industrial Rd, Omaha, NE 68137
402-333-1444
Fax: 402-333-5546
dultmeier@dultmeier.com
www.dultmeier.com

Imperial Industries, Inc.

PO Box 1685, Wausau, WI 54402-1685
800-558-2945
Fax: 715-355-5349
toma@imperialind.com
www.imperialind.com
Ad on page 4

Lock America International

9168 Stellar Court, Corona, CA 92883
951-277-5180
Fax: 951-277-5170
laigroup@worldnet.att.net
www.laigroup.com
Ad on page 45

Mid-State Tank Co., Inc.

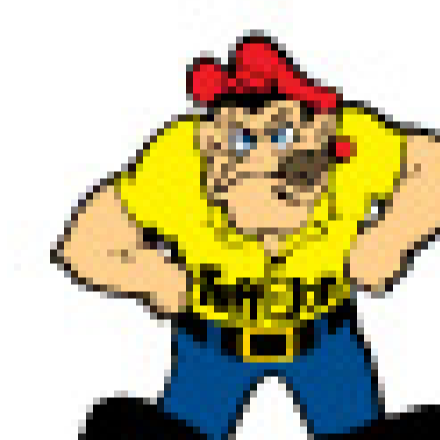
PO Box 317, Sullivan, IL 61951
217-728-8383
Fax: 217-728-8384
dfrevert@midstatetank.com
www.midstatetank.com
Ad on page 32

PolyPortables, Inc.

99 Crafton Dr, Dahlongega, GA 30533
800-241-7951
Fax: 706-482-2321
gedwards@polyportables.com
www.polyportables.com
Ad on page 24-25, 43

Ronco Plastics

15022 Parkway Loop, Tustin, CA 92780
714-259-1385
Fax: 714-259-0759
roncoinc@aol.com
www.ronco-plastics.com
Ad on page 30



TSF Company, Inc.

2930 S. St. Phillips Rd, Evansville, IN 47712
800-843-9286 • 812-985-2630
Fax: 812-985-3671
tsftuffjon@sbcglobal.net
www.tuff-jon.com
Ad on page 47

*Tank Parts &
Components*

Abernethy Welding & Repair, Inc.

2267 Welding Shop Rd, Vale, NC 28168
800-545-0324
Fax: 828-324-2401
abernethyinc@charterinternet.com
www.abernethywelding.com
Ad on page 8



Armstrong Equipment, Inc.

11200 Greenstone Ave
Santa Fe Springs, CA 90670
800-699-7557
Fax: 562-944-3636
sales@vacumpump.com
www.vacumpump.com
Ad on page 11

Best Enterprises, Inc.

3513 West Mountain Springs Rd
Cabot, AR 72023
800-288-2378 • 501-988-1905
Fax: 501-988-2880
info@bestenterprises.net
www.bestenterprises.net
Ad on page 21

Coleman Vacuum Tank

269 Orchard Rd, East Patchogue, NY 11772
800-645-1136
Fax: 631-475-2898
cmike07@yahoo.com
www.colemanvtmcorp.com

Dultmeier Sales

13808 Industrial Rd, Omaha, NE 68137
402-333-1444
Fax: 402-333-5546
dultmeier@dultmeier.com
www.dultmeier.com

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PO Box 1685, Wausau, WI 54402-1685
800-558-2945
Fax: 715-355-5349
toma@imperialind.com
www.imperialind.com
Ad on page 4

Moro USA East, Inc.

PO Box 632, Union, MO 63084
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Fax: 412-269-4172
moroeast@attglobal.net
www.morousaeast.com
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3205 S Bouwhuis Dr, West Haven, UT 84401
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Fax: 801-393-4003
info@toico.com
www.toico.com
Ad on page 31

Vacuum Sales, Inc.

51 Stone Rd, Lindenwold, NJ 08021
800-547-7790 • 856-627-7790
Fax: 856-627-3044
vsales@aol.com
www.vacuumsalesinc.com

Truck Accessories

Best Enterprises, Inc.

3513 West Mountain Springs Rd
Cabot, AR 72023
800-288-2378 • 501-988-1905
Fax: 501-988-2880
info@bestenterprises.net
www.bestenterprises.net
Ad on page 21

Deal Associates, Inc.

245 Semora Rd, Roxboro, NC 27573
866-599-3325
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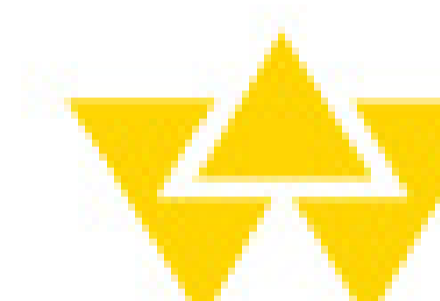
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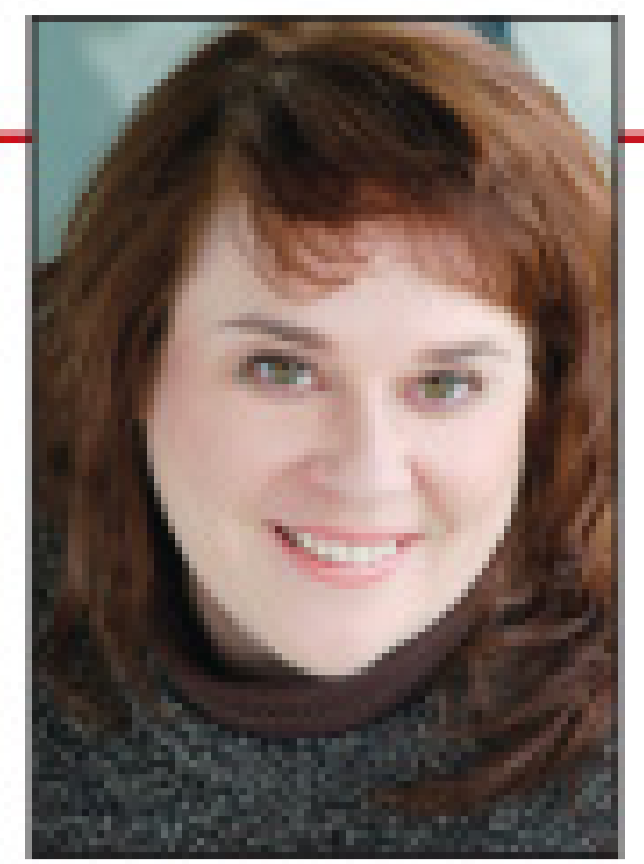


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Going Beyond the Wage

PROS EXPLAIN WHAT EMPLOYEE BENEFIT IS MOST CHERISHED, AND WHAT PERK THEY WOULD ADD IF MONEY WERE NO OBJECT

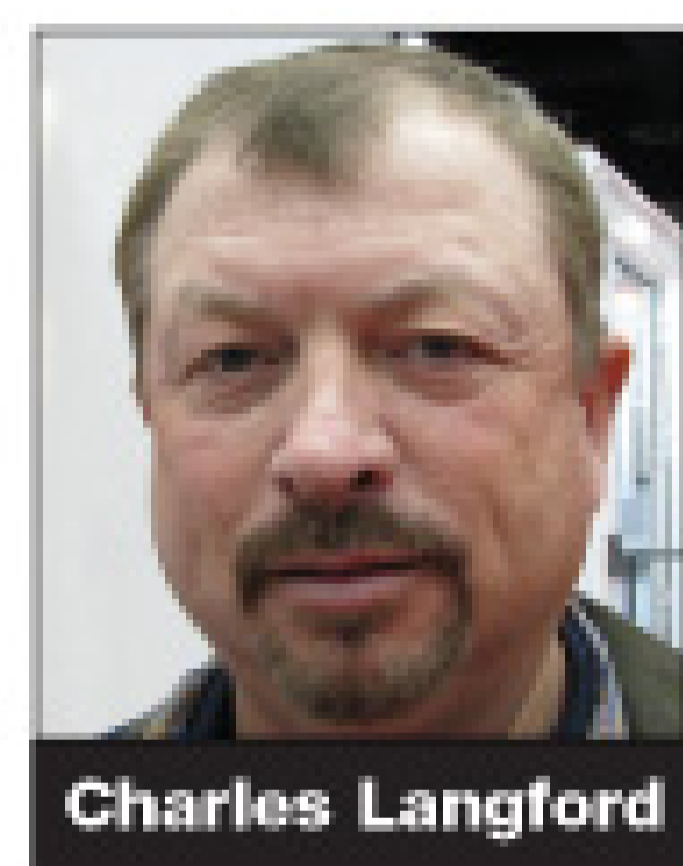
By Mary Shafer

One of an employer's biggest challenges is finding great employees. And if you're lucky enough to get them on board, then there's the challenge of keeping them happy enough to stay. You want them to work long enough to pay for the cost of their hiring and training, instead of transferring those investments to one of your competitors.

It's a challenge, regardless where you're located. Sure, in a larger, urban area, you have more competition for quality workers. But you also have a larger labor pool. The problem is exactly opposite in rural areas: fewer competitors, but a smaller labor pool.

One potential upside to a smaller community is that most people know each other and may even have some personal history. Peer pressure to do a good job and personal accountability can be greater. There's also some good news in the current economy, where many people have a heightened sense of value about their jobs and keep the performance level high.

Wherever you are, getting and keeping good employees will always be one of the more difficult aspects of being a PRO. That's where benefits packages come in. These PROs tell us what they're doing to make that package more attractive, and how their employees respond.



Name: Charles and Lisa Langford
Company: Church View Septic Service
Location: Church View, Va.
Employees: 10
Years in Business: 11

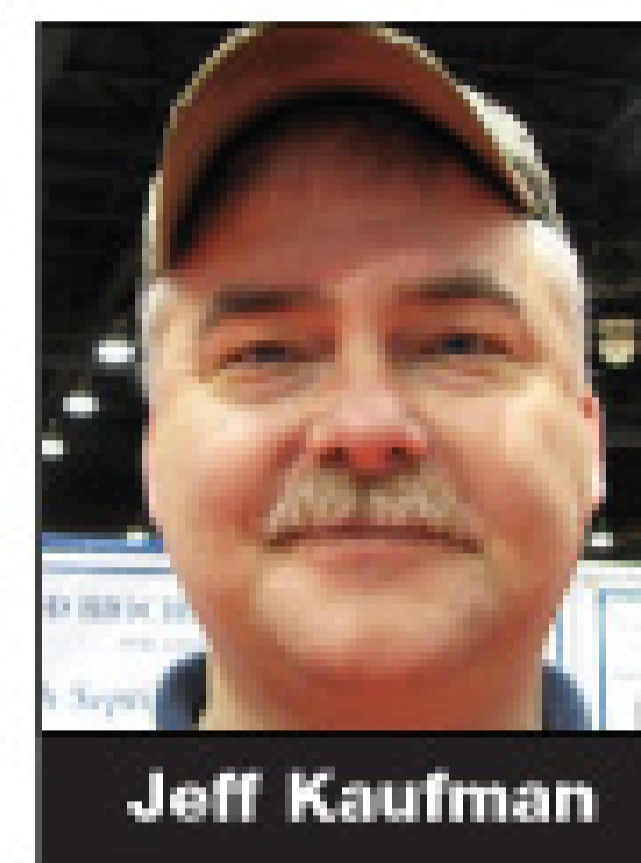
Charles and Lisa Langford of Church View Septic Service offer paid vacation, optional health insurance, paid holidays and a Christmas bonus to their staff in the Virginia Tidewater region, on the western shore of the Chesapeake Bay. Church View offers septic system installation, pumping and repair in addition to portable restroom rental.

Lisa Langford says she thinks the most appreciated benefit is five days of paid vacation after a year and the paid holidays. There's no official policy on offering more than five days after more than a year, but the Langfords try to be flexible and work around anyone who requests more time off.

"Most of our employees haven't been with us more than five years, so we haven't had to deal with that yet," says Charles Langford. He says they also pay time-and-a-half for anything over 40 hours in a week, which happens often.

The Langfords agree they'd like to offer paid sick leave, but they're not in a position to do that at this time. Right now, they're just glad they can continue offering the benefits they do, despite the economy. "We haven't cut back on any of that," she says. "Haven't had to ... yet."

Charles and Lisa Langford of Church View Septic Service offer paid vacation, optional health insurance, paid holidays and a Christmas bonus to their staff in the Virginia Tidewater region, on the western shore of the Chesapeake Bay. Church View offers septic system installation, pumping and repair in addition to portable restroom rental.



Name: Jeff Kaufman
Company: Portable Sanitation Systems
Location: New Berlin, Ill.
Employees: 7-18
Years in Business: 3

Jeff Kaufman of Portable Sanitation Systems, when asked what part of his benefits package his employees like best. Located in western Illinois, Kaufman's company offers a week of vacation during an employee's first year. That jumps to two weeks after the first year and then levels off.

Health insurance premiums are split evenly between the company and the employee. Kaufman has long wanted to offer a retirement plan as an incentive to retain good workers, and "We're going to be doing that this year," he says, explaining that he's working on instituting a 401(k) plan right now. "We've had an excellent last year. This year won't probably be quite as good, but we expect to do well again."

Sharing the profits this way not only helps Kaufman hold on to long-term employees, but also shows them how their hard work can pay off immediately with such new benefit programs.

There's also some good news in the current economy, where many people have a heightened sense of value about their jobs and keep the performance level high.



Name: Darrell Franklin
Company: Fay Portable Buildings Inc.
Location: Athens, Ky.
Employees: 35
Years in Business: 40

Fay Portable Buildings Inc., Athens, Ky., provides mobile office trailers, roll-off containers and similar site services along with portable restroom rentals and septic services. Since all these services are labor-intensive, that means a sizable staff for Darrell Franklin and his partner, Jan Fay, to keep happy. He says employees most appreciate the company fully funding individual health insurance coverage offered as part of Fay's benefits package.

Other elements include a retirement savings plan, profit sharing, paid vacations and holidays, furnished uniforms, paid dental and vision insurance, and paid disability insurance. Franklin says some workers have requested the health coverage be extended to other members of their families, and that's the one element he would add to the package if he could. "If money was no object, we'd pay coverage for the whole family," he says. ■

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Bob Carlson (left) and Jerry Kirkpatrick answer your questions in *Truck Corner*.



Working the Angles

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QUESTION: I've recently noticed that on some vacuum trucks, the suction fitting coming out the back end is tilted down at about a 45-degree angle. My truck has the suction line fitting coming straight out the back head, parallel to the ground. What is the difference? Did someone simply goof on those trucks with the angled fitting or is there a reason for the fitting to be like that?

Barry Wallenberg
St. Paul, Minn.

ANSWER: On a septic service truck, the downward angle on that type of suction line makes a lot of sense. And it's true a lot of trucks have the straight, horizontal suction line coming off the tank. A little history is in order: In the beginning, building and designing a truck usually meant everything was straight, balanced and looked good. Like so many things, sometimes cosmetics get in the way of function.

But as the suction hose was hooked up to the horizontal fitting over and over, the hose eventually ripped near the fitting as gravity pulled the hose 90 degrees down to the ground. Another downside of the horizontal hook-up was that larger, chunky contents got stuck as the hose became pinched and narrowed at the 90-degree bend.

Consequently, many recent designs changed to match the function. With a downward angle, the suction hose now came out straight, with no stress on the hose. The hose didn't make the 90-degree bend right at the fitting, but rather it made a gradual angle as it touched the ground. This is much less stressful on the hose and easier on the truck owner's pocketbook. Longer lasting hoses save money. Take a look at the photograph to see an example of a truck like yours with the suction angled downward.



PORTABLE SANITATION TRUCKS

The suction line on a portable restroom service truck, if not installed correctly, can also bind and pinch the hose. Just as in the septic service truck, it's important to arrange the suction so the hose doesn't make any sharp bends. A hose forced to bend 90 degrees will wear out prematurely.

We find that a 90-degree bend in the suction system is often required, but we don't let the hose handle the bending. Rather than letting the wear

part do the work, many truck builders use a steel elbow to make the necessary 90-degree bend. The accompanying photo of this restroom service vehicle shows how a steel elbow allows the hose to hang neatly around the hose wrap. When the hose is rolled out for service, there is minimal stress put on the hose, which extends hose life.

This arrangement provides the most trouble-free service. Of course, if you happen to suck up something that's too large, you'll have problems. But it won't be because of the connection between the hose and suction line. So whenever you're having a truck built or purchasing a used one, try to make sure the suction hoses will have a clear, unfettered path to the tank. Everything, including the pump will run smoother, better and longer.



ERGONOMIC HOSE WRAP

While we're on the subject of function over form, here is another feature to incorporate into your next truck:

Something as mundane as the placement of a hose wrap can make a big difference in the technician's performance. The hose wrap should be easily accessible and as low as possible.

Some hose wraps are installed so high on the truck that the technician literally has to throw the hose up and hope it catches the wrap. This costs time and technicians working these trucks could suffer shoulder strain or more serious injury. And when the technician shouts in pain, that's the sound of profits going down the drain.

A properly designed truck may not always look as pure and pristine as one would like, but it will function more efficiently over time. Design features that make the technician's job easier should be built into the truck whenever possible. Remember, some basic choices made for better ergonomics and service performance add little or no additional cost to a new service vehicle.

Not everybody pumps the same way, so maybe your next truck might not look just like every other hauler's vehicles. But if your trucks are designed specifically for the type of jobs you perform and the comfort of your technicians, you'll have no regrets.

Bob Carlson and Jerry Kirkpatrick of Arizona-based Glendale Welding have over 50 years combined experience dealing with portable sanitation truck issues. Fax questions to them, addressed to Truck Corner, at 623/937-3688, or send Bob and Jerry an e-mail at truckcorner@promonthly.com. ■



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