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**Steve Finley**, Southwest Division Manager

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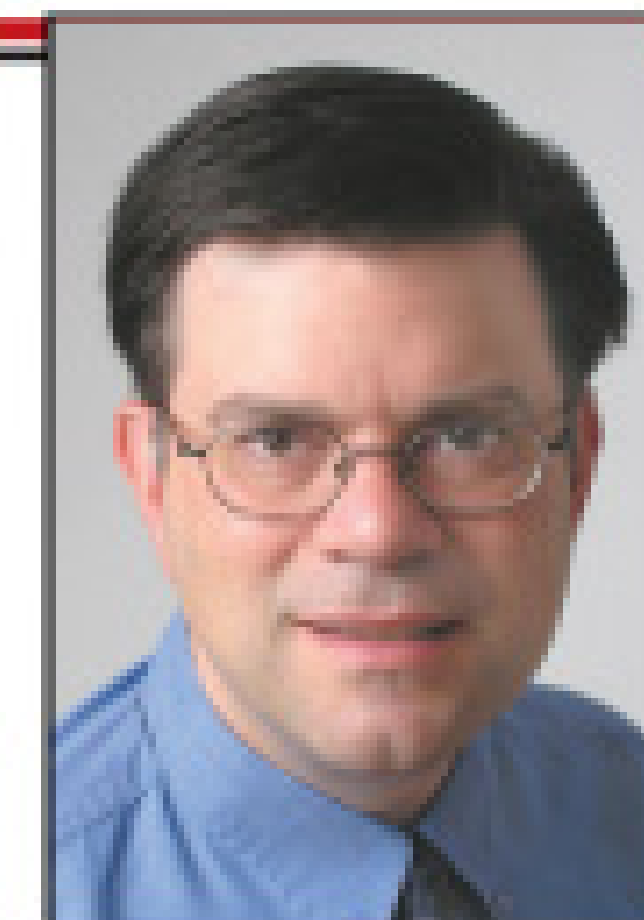
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# Well Done, Faithful Servant

**CAN YOU IDENTIFY THIS STURDY PORTABLE RESTROOM THAT HAS SERVED IOWA CONSTRUCTION SITES FOR ALMOST 30 YEARS?**

*By Jim Kneiszel*



Name that restroom. This antique unit was seen doing construction site duty in Dubuque, Iowa. Can you identify the maker? (Photos by Jim Kneiszel)

I was enjoying a recent sightseeing tour of Dubuque, Iowa, when something remarkable caught my eye. And I thought readers of *PRO* might be interested.

The quaint, old city is built below and on top of bluffs overlooking the Mississippi River. My family and I had just taken the historic Fenelon Place

Elevator — called the world's shortest, steepest scenic railway — a few hundred feet up a bluff to an interesting neighborhood of houses that look down on a beautiful river vista.

## TIME WARP

A roundtrip ticket for the century-old tram is \$2 for adults and \$1 for kids, and provides a thrilling ride up and down the incline. But that's a story to be reserved for a travel guide of Iowa spectacles, which includes the hometown of Meredith Wilson, who wrote *The Music Man*, as well as the Field of Dreams baseball diamond where the movie of the same title was filmed.

But let's get back to the story that might interest portable restroom contractors ...

In addition to the spectacular views, I was drawn to another sight at the top of the hill. Next to the elevator track, at a home remodeling project, sat a very old portable restroom. The light green unit was striking in its vintage look, and it was interesting to find a unit that old — I figured it could go back to the 1970s — still in use on a construction site.

So I shot some photos of the unit from all angles, much to my fam-

ily's embarrassment, and continued on my tour, vowing to find out more when I returned home. The next week, I put in a call to Clark Wolff, owner of Selco Inc., the Dubuque company that placed the unit at the top of the bluff.

Wolff told me who built the restroom that has faithfully served his business since the early- to mid-1980s. But I'm not going to tell you the name just yet. I want to see if you can identify the restroom pictured on this page. If you know its manufacturer, drop me a line at [editor@promonthly.com](mailto:editor@promonthly.com). If anyone guesses correctly, I will congratulate them as a first-rate portable sanitation historian in a future editor's column.

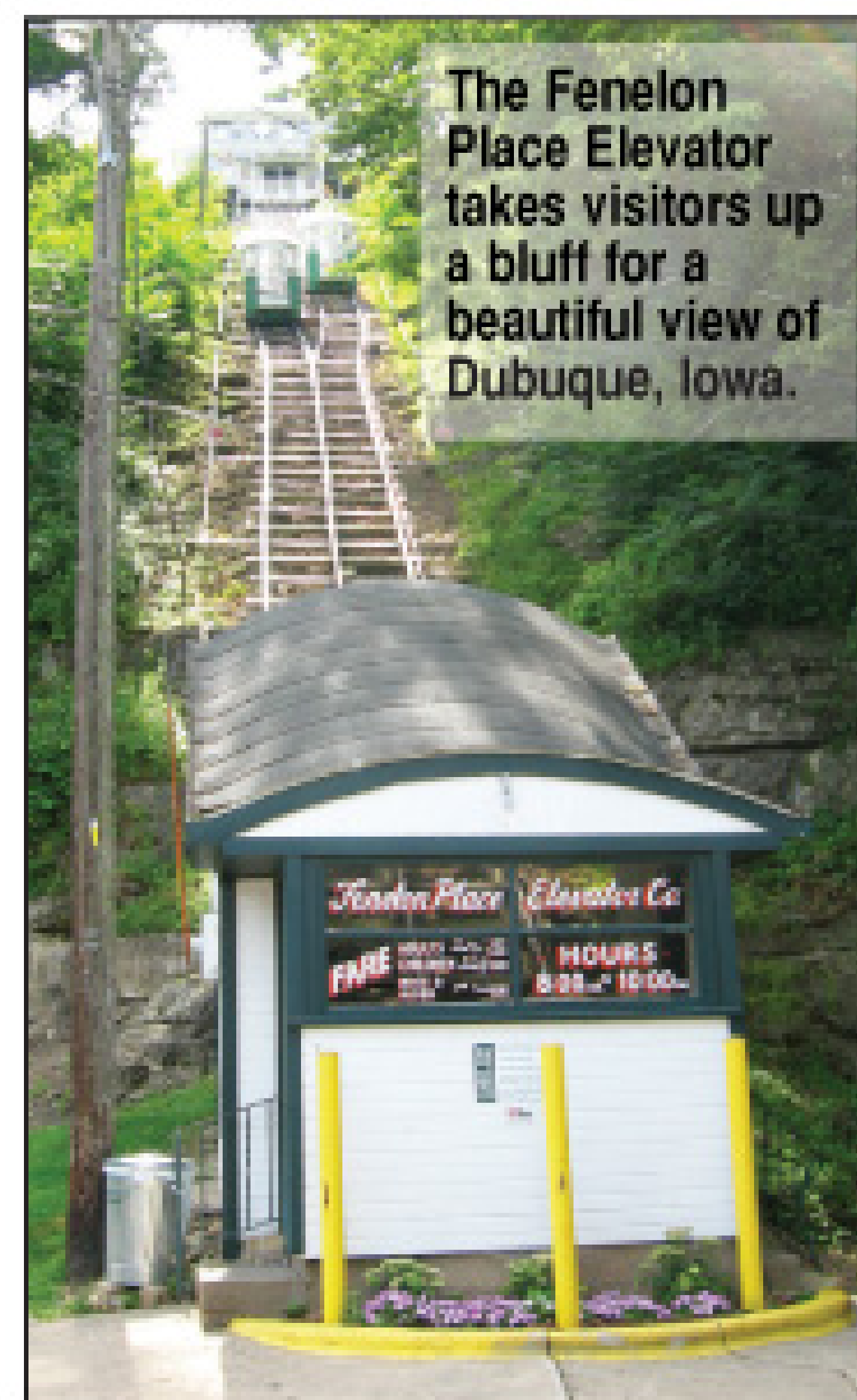
## A FEW CLUES

But based on my conversation with Wolff, I'll give you a few clues. First, Wolff, whose main business is supplying barricades for road construction projects, bought many of these restrooms over a few years, first in the green color, then in a dark blue. Oddly, the earlier green ones have survived better; the company still has 30 to 40 of its original 150 green models in service after years of being manhandled on construction sites.

Wolff explained that these were among the earlier rotomolded restrooms made of polyethylene material that is the industry standard today. He describes the one-piece shell design from the now-defunct maker as a garbage can turned upside down.

"We really like the units. They're a great construction toilet and they're virtually indestructible," he said. "But we're phasing them out, and the only time we use them now is when inventory is running low. Or we sometimes use them in a high-risk area, too. If we're going to lose (a restroom), I'd just as soon lose one of these."

In addition to proven durability, the old units were and remain easy to clean because of the rounded one-piece design with few crevices where dirt can build up. Despite their age, Selco doesn't get complaints from construction sites where the old units are placed, according to Wolff.



*Wolff told me who built the restroom that has faithfully served his business since the early- to mid-1980s. But I'm not going to tell you the name just yet. I want to see if any of you can identify the restroom pictured on this page. If you know its manufacturer, drop me a line at [editor@promonthly.com](mailto:editor@promonthly.com).*



## MORE TRIVIA

Wolff's company is the answer to another portable restroom trivia question. In the 1970s, when his company was new, Wolff started buying pop-riveted units made of ABS plastic from Aqua-Zyme Industries in Minneapolis.

"They were blue, huge and looked like an egg. They were bowed out on the top and very big by today's standards. They were the Cadillac of the porta-pot business," he explained. At a time when some companies were still placing homemade wooden units in the field, the Aqua-Zymes — which used the marketing phrase of "Sea Fresh, Sun Brite" — were quite advanced.

"The demise of these was that they were great until they got to be five years old, and the plastic dried out and got brittle, and they would break like a glass bottle," he continued. More pliable polyethylene plastic came into use and the Aqua-Zyme unit would be no more. Wolff bought out the inventory and manufacturing molds from the company and tried to manufacture the Aqua-Zyme with poly plastics, but to no avail.

"We tried to make the doors and roofs out of poly, but it was a losing cause. Finally, one day, we hauled them all to the dump," he recalled.

## WE'VE COME A LONG WAY

Do you remember the Aqua-Zyme unit? Is there another old model that brings back fond memories of the infancy of the portable sanitation industry? I'd love to hear your stories, and see photos of the oldest, longest-serving restroom in your inventory.

Early units that are still being used, like the one seen here, have provided amazing service. Wolff's best recollection is that each of these green beauties cost \$350 when new. Can you imagine how many times over this restroom has paid for itself? It might not look like much anymore, but the unit's a pure profit-turner.

And definitely worth a stop on the tour of Dubuque's historic places ... Well, maybe that's going a little too far. ■

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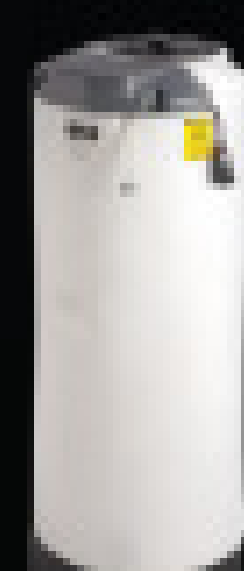


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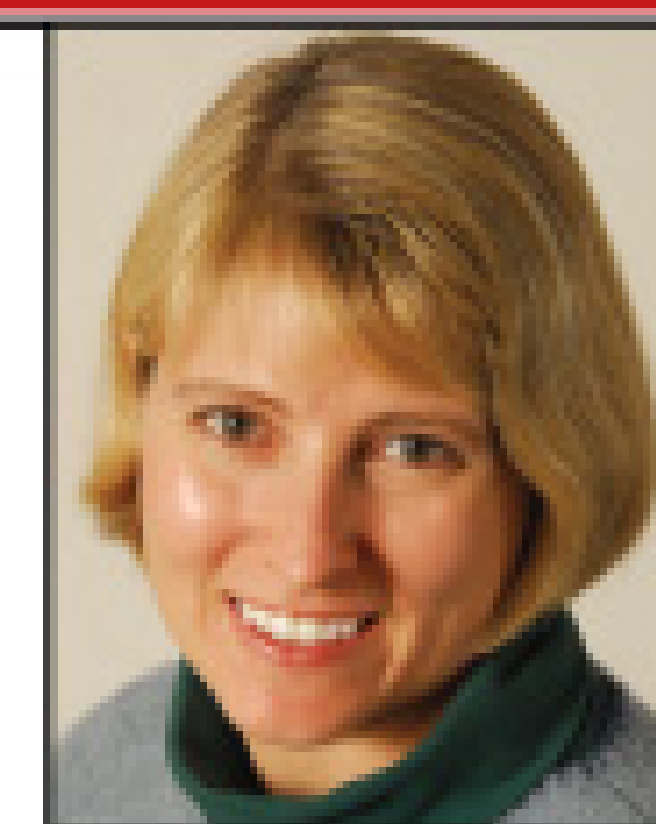
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# Office Technology Makeover

**HEADING INTO THE SLOW SEASON, THIS IS JUST THE RIGHT TIME TO DETERMINE IF YOU'RE USING COMPUTERS AND OTHER OFFICE ELECTRONIC TOOLS EFFECTIVELY**

*By Judy Kneiszel*

**W**hen it comes to office technology, the story reads a bit like *The Three Bears*: Some businesses have "toooooooo much," others have "toooooooo little," and a few wise businesses get it "just right."

Unfortunately, office technology isn't something you can think about once and then live happily ever after. An ongoing investment of time and money is what keeps a business technologically up to date and efficient. But don't break the bank buying every piece of the latest and greatest equipment the second it hits the market. Your office probably doesn't require a radical technology overhaul, but rather a bit of a makeover to bring it up to speed.

## **DON'T FEAR THE UPDATE**

The first step in keeping office computers operating smoothly is to stay on top of frequent updates. Every computer should be set up to notify the user of updates. Once notified, permission for the machine to go ahead with the update can be given, denied or postponed. For some people it's better to go beyond mere notification — which makes it easy to put off updating indefinitely — to having the computer update automatically.

There is no reason to fear updates and assume downloading them is inviting trouble. Just the opposite is true. Most updates improve security, and help keep a computer running as fast as it should. The newer versions of data a computer uses, the less likely it is to get a virus.

Also check to make sure proper firewalls, anti-virus and anti-spyware software are installed.

---

*Unfortunately, office technology isn't something you can think about once and then live happily ever after. An ongoing investment of time and money is what keeps a business technologically up to date and efficient.*

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## **COMPUTERS: UPGRADE OR REPLACE?**

One of the bigger investments a small business makes in office equipment is for computers, so you want to keep them working well. On average, a desktop PC has a functional lifespan of two to five years depending on the type of system and how hardware components advance in those years. It also depends on how the software you run changes over the lifespan of the computer system. But generally, after a

few years, a system may not be as fast as it once was, space to store files becomes limited and the hardware doesn't meet the requirements for the latest software. The options are upgrade or replace.

A good rule of thumb is to upgrade only if it will cost roughly half or less what it would cost to get a new system because an upgrade will give you a functional lifespan of roughly half of what a replacement will give you.

## **WHAT'S UPGRADEABLE?**

On a desktop computer, the most common upgrades are memory and hard drive, with memory being the simplest and most cost effective.

The more memory a PC has, the more data it can process efficiently. While most desktop computers come with sufficient memory at the time of purchase, they use up more working memory, or RAM (random access memory) as programs get more complex. After awhile an upgrade becomes necessary. A computer might benefit from a memory upgrade when you:

- Upgrade the operating system
- Install new applications
- Install multimedia cards
- Add peripherals

Memory can be purchased where you bought your computer, or from abundant online sources. Do some research or ask a reliable computer technician to recommend a supplier.

Installing memory is easy to do yourself, or you can take the computer to the place you purchased it or a local computer repair shop. The same is true for the next most common upgrade, hard drives.

Computers often need additional storage because the amount of digital audio, video, photos and data we store is growing so fast. But when a computer starts running out of space, it is easy to purchase a new internal hard drive for installation or an external drive. Refer to the computer specifications to determine what type of hard drive it uses.

One problem you don't have when you upgrade that you will have if you replace is how to get rid of the old computers. If they can still be of use to someone, you can donate to a school, church or other non-profit group. Otherwise, check into local regulations regarding the disposal of old computers.

## **BEYOND THE DESKTOP: PERIPHERALS**

Once your computer is running fast and efficient, it's time to look at your peripherals: printers, scanner, fax machine and copier.

Laser printers have been quite affordable and efficient for many years now, but what's new is that they are getting greener. There are now



models offering automatic duplexing, which prints one page, retracts the paper and prints the other side to reduce paper usage. Some printers have dropped power consumption by nearly 80 percent, using more energy-efficient ready and sleep modes.

Scanners (stand-alone, or those included in multi-function printers) are using less power, too, thanks to LED light technology that allows them to be ready to scan almost instantly instead of having to warm up for a few minutes.

Many businesses opt for combination units that print, scan, copy and/or fax. These save both money and precious office space and are an especially good idea if you only occasionally have a need for one or two of these functions.

The question of whether or not the fax machine is extinct or merely endangered depends on your business and your customers. Fax machines are often temperamental creatures and most of what they do can be done either via e-mail or fax software on your computer. There are cases, however few, where clients are not online, or documents and contracts require an actual signature. Then a good fax machine is still an office necessity.

#### DO MORE WITH SOFTWARE

Maybe the slow season, when snow is blanketing your restrooms and the phone is quiet, would be a good time to convert some of the operations you still do manually to the computer.

If you still do paper recordkeeping, take the first step and automate your bookkeeping with accounting software. Your accountant has probably been suggesting this for years and would be happy to show you

how to use it or refer you to someone who would.

If some aspects of your business are computerized, but you want to go further, do some online research to learn what other software is available. This includes available software specifically designed for portable sanitation companies that can be used for job scheduling, service dispatches, vehicle routing, job costing and estimating, equipment tracking, material and labor tracking, purchasing, payroll management, invoicing, and all accounting and financial reporting.

#### ON THE ROAD

When you transfer functions from paper to computer, you may need portable computers for drivers. In the past, laptops could be bulky, but now there are smaller options called notebooks or netbooks. Notebooks are multifunctional whereas netbooks are designed mainly for Internet use. Their small size and sleek design makes them attractive, but be aware that their function is slightly limited and the smaller keyboard is awkward for some users.

Whether it's netbooks, notebooks, laptops or desktops, if your business owns several computers it's wise to create a technology upgrade and replacement schedule. Upgrade after three years, replace after five? Or replace a third each year for three years? Figure out what works best for your budget and systems. However you spread out the capital expenditures for the office, a schedule will help you avoid surprises and keep your business up to date with technology.

Once on a schedule, you may find yourself looking back in horror at how haphazardly you managed technology "once upon a time." ■



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Gary Fowler unloads hand-wash stations for the Omaha Jazz and Blues Festival. Nebraska's Eagle Services provides services for high-profile special events and construction-related customers. (Photography by Jeff Bundy)



# WORTH EVERY PENNY

**Rather than play the price-dropping game, Nebraska's Eagle Services says great customer care delivers value worth paying for**

By Richard Ryman

## **Eagle Services** Bennington, Neb.

**Owners:** Jeff and Leslie Fisher

**Employees:** 9

**Service area:** 50-mile radius of Lincoln and Omaha, Neb.

**Services:** Portable sanitation

**Web site:**  
[www.eagle-services.net](http://www.eagle-services.net)

**Nebraska** ★

**W**hether it's silencing banging restroom doors at a golf tourney, answering calls in the middle of the night or even turning down work they can't perform up to their standards, Eagle Services relies on crack customer service to build profits.

The Bennington, Neb., portable restroom operator tries to anticipate customers' needs even before they know them, says Jeff Fisher, who owns the company with his wife, Leslie. The pair counts on quality service to hold the line on pricing, even as some competitors are quoting ridiculously low.

Eagle Services manages more than 1,000 portable restrooms within a 50-mile radius of Omaha and Lincoln, Neb., and includes among its customers the Cox Classic PGA golf tournament, the NCAA College World Series and the RAGBRAI bicycle ride

across Iowa, which ends in Council Bluffs, just across the Missouri River from their headquarters.

Those high-profile events enable the company to get good word-of-mouth for its performance, Fisher says. But its construction-related customers, who make up 50 percent of the company's business, are Eagle Services' bread and butter.

## **FIGHTING THE RECESSION**

Fisher says recession has cut into business, but commercial construction customers are staying busy with shopping center remodels and build-outs, new buildings, and hospital and school remodeling. Residential builders have cut back much more, but there are a lot of roofing jobs in the region that call for restrooms.



*"In all honesty, when we get a call on the radio for dispatch or delivery, I really try to get there in an hour. We've been known to chase cranes around town for units that have to be lifted to upper floors of construction sites."*

**Jeff Fisher**



Leslie and Jeff Fisher



Eagle Services employees (from left) include Erik Memen, Jeremiah DuVall, Gary Fowler and Larry Blum.

Some slackening demand and strong competition makes responding to customers' needs more important than ever.

"In all honesty, when we get a call on the radio for dispatch or delivery, I really try to get there in an hour," Fisher says. "We've been known to chase cranes around town for units that have to be lifted to upper floors of construction sites."

To facilitate quick response, the service trucks usually go out with one or two extra restroom units strapped on the back. All their trucks have a carrier for at least one unit.

"We call it a ride-around," says Leslie Fisher. "You never have to come back and reload." The extra unit often comes in handy, as heavy winds are common on the Great Plains and so are tipovers, even when the portable restrooms are fastened down. If the unit isn't damaged, drivers will reposition the existing unit. "If we get a big windstorm, I just send a truck out there. They don't need to call. I send a guy out there and say stand them up, clean them up," Jeff Fisher says.

Two years ago, the Fishers turned down a large job for a utility plant maintenance out-

age. They were having problems with one of their trucks and were short one employee, so Jeff Fisher didn't think they could perform up to their usual standards. "Jeff was honest with the guy," Leslie Fisher says. "We said we don't think we can do the job you are used to. The customer really appreciated that. They had us do half the job and another company did the other half."

### A BIG TERRITORY

The Fishers owned Eagle Services seven years in September. Each came from other careers: Jeff as a mechanical engineer and Leslie as a customer service manager for a hotel chain for 20 years and a computer programmer for three.

Eagle Services was an established business with a good reputation when Jeff Fisher noticed some of their units on a jobsite and said to an acquaintance, "That's what I need to do." The acquaintance knew then-Eagle Services owner Skip Stepanek, found he was willing to sell, and introduced them.

Jeff Fisher says the portable restroom business struck a chord.

"Mechanical engineering, you can always use that. You know how equipment works. You're not afraid to tear into something. I wasn't really burned out of engineering. I just wanted to try something different," Jeff Fisher says. And Leslie Fisher found the office side of the business was a good fit.

The company manages its operations from offices in Bennington, a suburb of Omaha, and Lincoln. It services an egg-



Jeff Fisher (right) and Gary Fowler place some of the company's 30 hand-wash stations. Fisher, a former mechanical engineer, has found the portable restroom business a good fit.





The Omaha skyline looms in the background of Jordan and Jeff Fisher.

shaped area around Omaha and Lincoln, about 50 miles apart. The main office and shop are in Bennington, where three route drivers, a pickup/delivery driver and two office assistants are located. Two route drivers and a pickup/delivery worker are stationed in Lincoln.

Maintaining higher pricing isn't easy in a down economy, but the Fishers think it's the only way to go. With several competitors offering lower prices, landing new business isn't always easy, but repeat business is good from customers who appreciate the responsive service they have found.

"We try like heck not to cut prices. You

come down too much from prior years and it looks like you were gouging," Jeff Fisher says. "What we try to do is keep our prices up and give them the service." Fisher argues that low prices might get business in the short run, but in the long run the math doesn't work out.

### MAJOR SPORTING EVENTS

Eagle Services has been providing restrooms for the Cox Classic, a PGA Champions Tour event, for seven years. Fisher explains the tournament lost a major sponsor this year and for the first time in several years put the contract out for bid. Fisher didn't offer the lowest bid, but reminded tournament officials that their time is valuable and they didn't need to expend it on someone else's learning curve.

"They have enough to worry about. For the little bit they were going to save with another company, it was worth it to them to stay with us," he says.

Eagle Services again got the contract and Fisher says he hardly had to communicate with organizers before or during the event. They put out about 70 units for the 10-day event. Some were well-screened by trees and other landscaping, but some were within 40 to 50 feet of the course, Fisher says.

Tournament organizers asked them several years ago to put weather stripping on restroom doors to deaden the sound so the golfers wouldn't be disturbed by the banging doors. Fisher says that worked OK,

but they only did it one year. Instead, signs on the door now ask patrons to close them quietly, which seems to work as well.

Pumping and maintenance is done at night and they pump up to 1,500 gallons daily.

Eagle Services has provided service for the College World Series, held at Rosenblatt Stadium in Omaha, off and on over the years. This year they placed 60 units at the stadium. A side benefit of the World Series is they get a lot of work from businesses around the stadium, such as bars, also serving Series fans.

"We probably had 100 units on the

## Dealing with Damage

Like everyone in the industry, Eagle Services of Bennington, Neb., battles restroom abuse and vandalism on construction sites. The ongoing problem prompts co-owner Jeff Fisher to talk to his contractor customers about the damage, which sometimes helps.

"You have (customers) that really crack down on it and you don't have any damage. Some claim they are, but you know they aren't," he says. "It's a given they are going to tear them up. We get them in, fix them up and send (the same units) back out to those contractors."

He says they try to erase graffiti as quickly as possible, but sometimes it's hard to keep up. "They run out of room and are writing on the roof," he says. Their preferred solution is graffiti remover manufactured by J & J Chemical. "If we are unable to remove the graffiti completely, we then use paint specifically for plastic that we purchase from Sherwin-Williams and paint over the remaining graffiti," she said.

How to recoup the cost of vandalism, both in replacing damaged units and the time it takes to restore units to the company's inventory, is a continual discussion point. Fisher says they don't necessarily charge clients for units damaged at their jobsites, but they will add a charge for a special trip to eliminate graffiti.





*"Jeff was honest with the guy. We said we don't think we can do the job you are used to. The customer really appreciated that. They had us do half the job and another company did the other half."*

**Leslie Fisher**



ground for those 14 days," Fisher says.

Leslie Fisher says that during the recession she's had to remind cost-cutting event customers that it's not always a good idea to underestimate the number of units needed. Her message is that ordering too few units can reflect poorly on the event, as well as cost organizers more money in the long run.

"One event tried to cut way back this year. But before we got back to Bennington after setup, they were calling and asking us to bring two more units, four more units," Jeff Fisher says. "They've been organizing this event for 20 years, but the dollar was driving it. It probably ended up costing them more the way we had to do it."

#### **JOB-READY EQUIPMENT**

Eagle Services has 1,200 restrooms, 20 percent of them with hand sanitizers. About 825 are construction units and the remainder earmarked for parties and special events. They have 740 from Satellite Industries Inc., mostly Tufway models, with some Liberty (ADA) and Maxim 3000 models. They also have 130 Global models, formerly of Hampel Corp., 330 Taurus, High Tech and World Care (ADA) units and six NuConcepts VIP units. All told, they have 42 ADA units, 30 hand-wash stations, six PolyJohn Enterprises Corp. SaniStands, 18 wheeled units, 18 lift units, 13 elevator units and six 250-gallon holding tanks.

To offer a VIP customer solution, Eagle

four stalls on the women's side and three stalls and two urinals on the men's side. Heaters on each side are designed as fireplaces. They have yet to put the trailer into service, but they believe there is a market for it, especially with high-end weddings. They made the purchase after attending the 2009 Pumper & Cleaner Environmental Expo International in Louisville. They said the show afforded them the opportunity to see many trailer makes and models before the major purchase.

"There are probably people who would say this is not a good time to buy it, but is there ever a good time?" Fisher says. "If you aren't buying new stuff, you aren't growing."

Eagle Services' service truck fleet consists of a 2001 Ford F-350 with 300-gallon waste/150-gallon freshwater slide-in steel tank with a Jurop pump from Imperial Industries; two 2007 Dodge Ram 3500 flatbeds with 200-gallon waste/150-gallon freshwater steel tanks and Masport pumps; two 2008 Ford F-450s, with a 650-gallon waste/350-gallon freshwater steel tanks with Masport pumps from Lane's Vacuum Tank Inc.; a 2005 Ford F-350 pickup with a steel 300-gallon waste/150-gallon freshwater slide-in tank with Jurop pump from Imperial Industries; a 2008 Ford F-550 with a 650-gallon waste/350-gallon freshwater aluminum tank and



Above, Jeff Fisher hands out work assignments at the start of the day. At left, Fisher's restroom inventory includes 825 earmarked for construction sites with the remainder used for parties and special events.

Services recently acquired a restroom trailer from Rich Mobile Restrooms Inc., with

Conde pump from Satellite Industries; a 2009 Ford F-550 with a 650-gallon waste/350-gallon freshwater aluminum tank and Masport pump from Satellite Industries; and a 2009 Ford F-550 with a 650-gallon waste/350-gallon freshwater steel tank and Masport pump. In several cases, Eagle Services has transferred tanks as it upgraded service vehicles.

#### **SERVICE IS THE KEY**

The Fishers say providing customers with the best service pays off in multiple ways. Besides helping justify prices that bring profit, word of good service spreads among potential customers, and can generate new business. As an example, Rosenblatt Stadium is home to both the College World Series and the Omaha Royals, and city officials recommended Eagle Services to the Triple A baseball team.

"They said you have to go with Eagle Services. They are the best," Leslie Fisher says. "That's what we want to be." ■

#### **MORE INFO:**

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**NuConcepts**  
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**PolyJohn Enterprises**  
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**Rich Mobile Restrooms Inc.**  
260/593-2279  
www.richrestrooms.com

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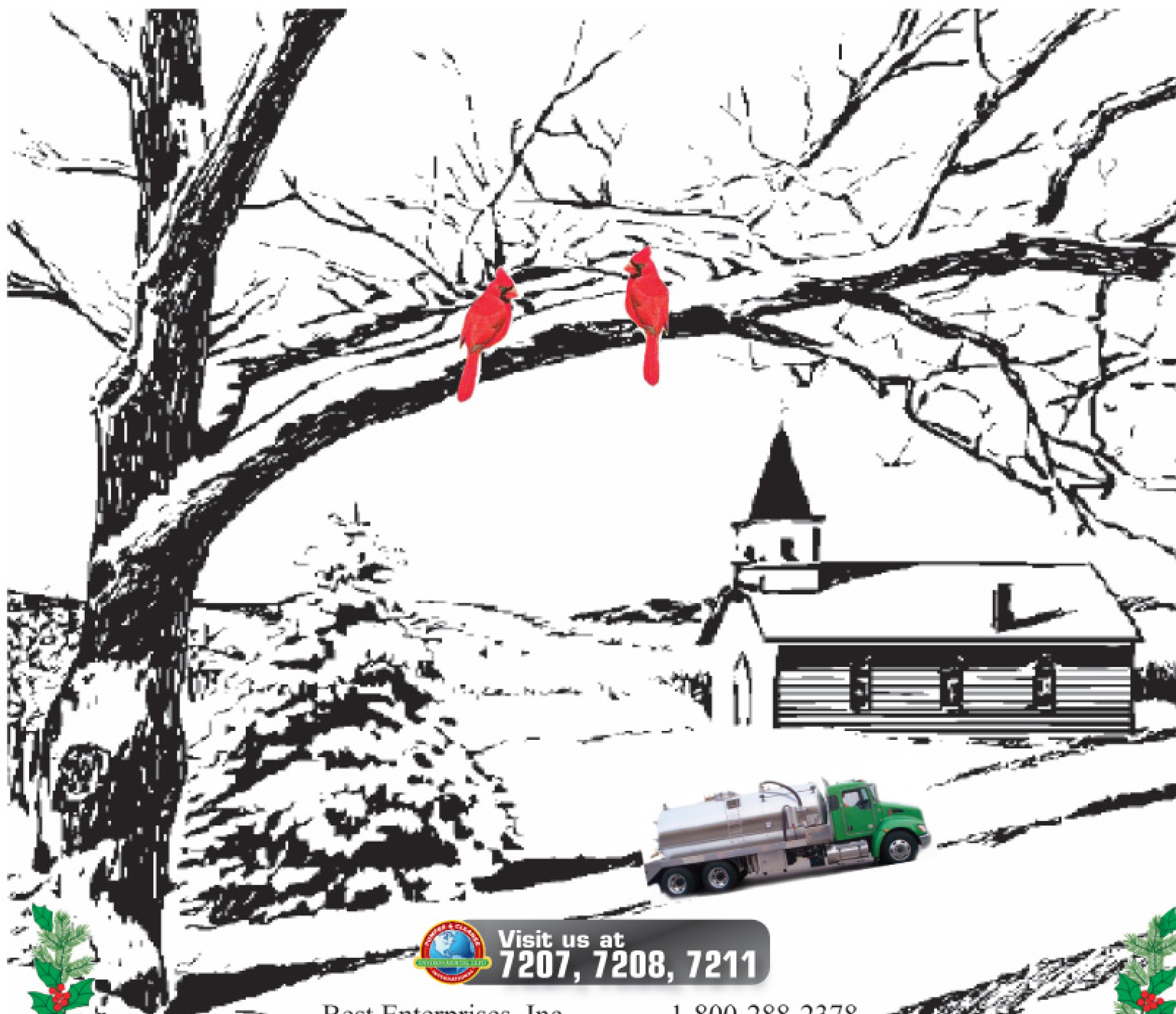


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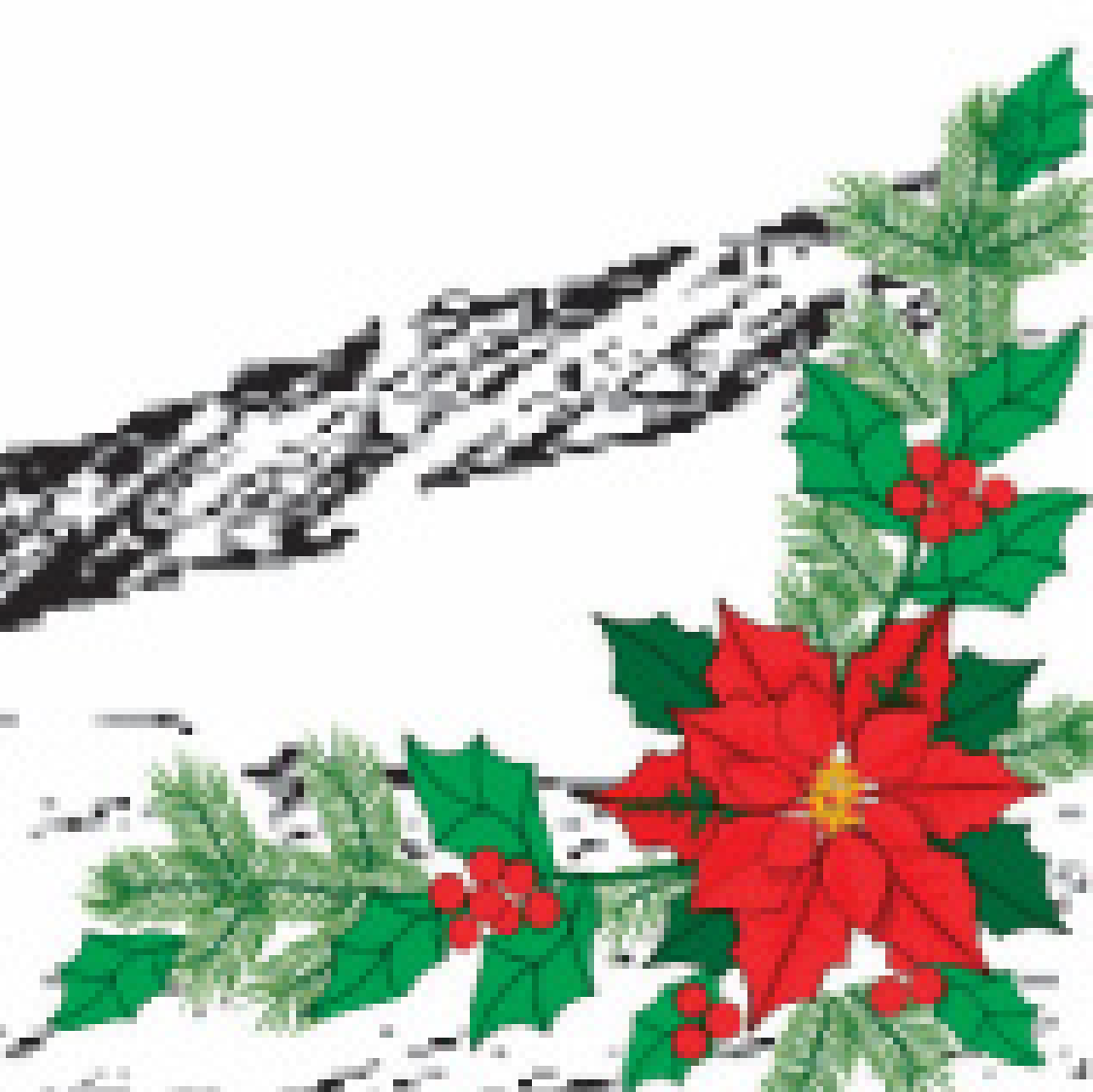
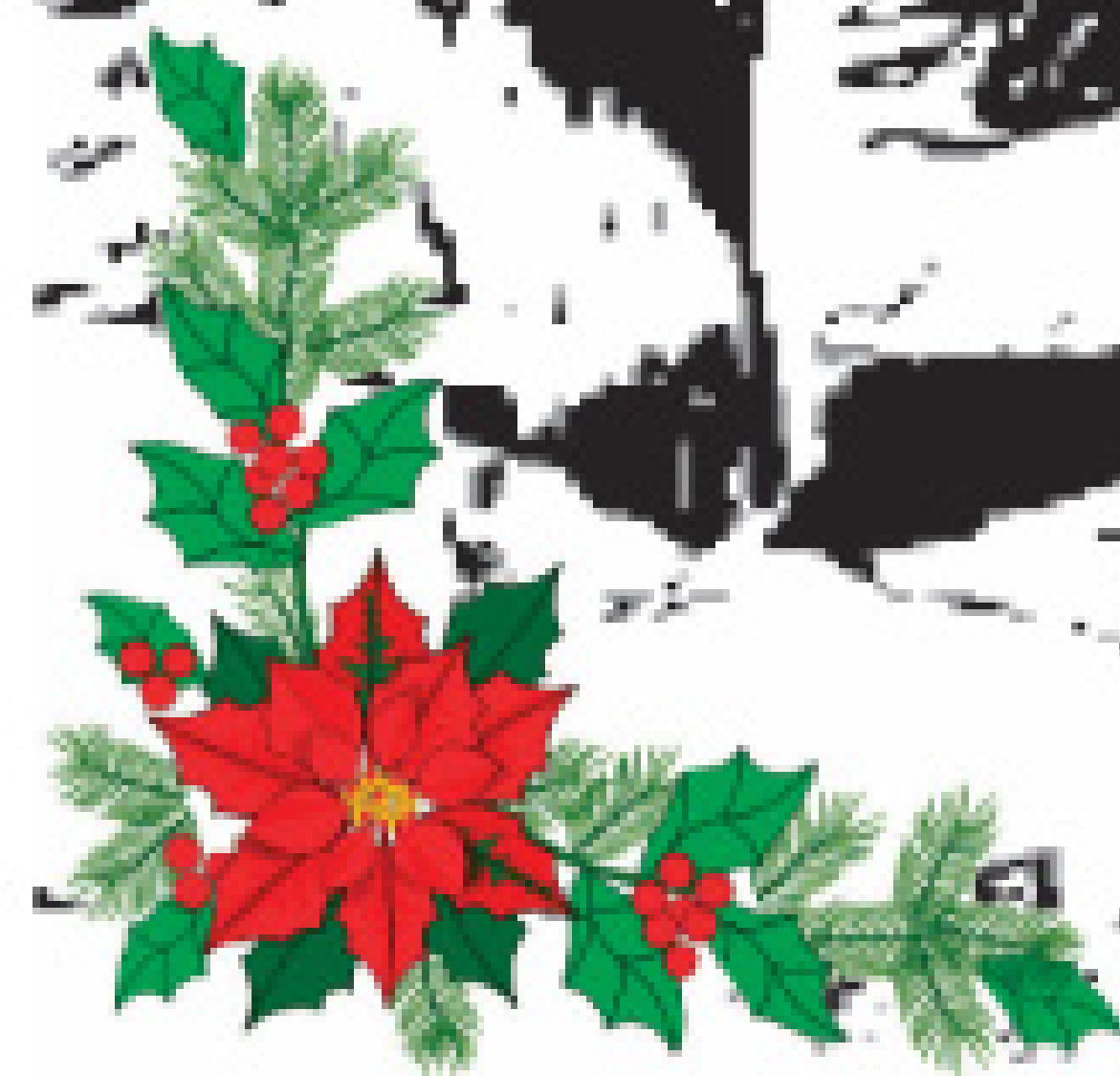


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# WORTH 2010 EXPO *Celebrating*

**30th Pumper & Cleaner Expo adds a new-product display, interactive floor plan, and Women in the Industry seminar to its proven mix of exhibits and education**

By Ted J. Rulseh

**T**he 2010 Pumper & Cleaner Environmental Expo International sticks to a proven formula: exhibits, education, networking, fun. But this 30th Annual show also breaks ground with new features, including a Women in the Industry seminar, a special display area for new products, and an interactive floor plan.

"We're staying with what has always worked, while adding new attractions that respond to ideas from our exhibitors and attendees," says Julie Gensler, trade show coordinator for COLE Inc., the show sponsor.

## INDUSTRY'S BIGGEST

The Expo, at the Kentucky Exposition Center in Louisville for the third straight year, starts with Education Day on Wednesday, Feb. 24. Exhibits are open Thursday through Saturday, Feb. 25-27.

As the largest annual show in the industry, the Expo offers more

**"WE'RE STAYING WITH WHAT HAS ALWAYS WORKED, WHILE ADDING NEW ATTRACTIONS THAT RESPOND TO IDEAS FROM OUR EXHIBITORS AND ATTENDEES."**

**Julie Gensler**

than 500 exhibits of new and proven equipment and technology, plus a total of 70 seminars. Ample space for networking is provided in the COLE Pub food court and cocktail area outside the exhibit hall. Here's a look at a few of the new features at the 30th Annual Expo:

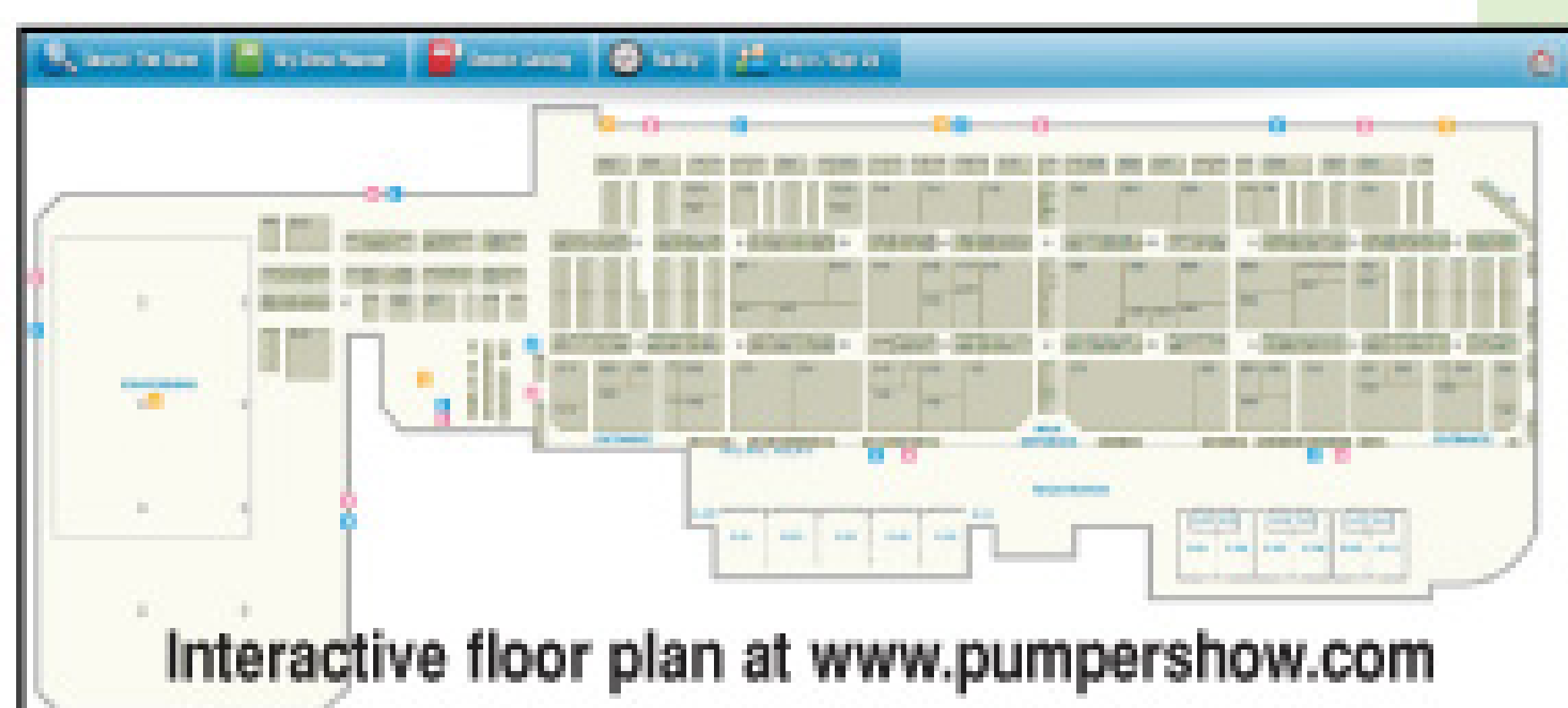
**Women in the Industry seminar.** Women play a huge role in service companies — some as sole owners, others as partners with their spouses, still others as support systems, taking care of the home front. All play vital roles. "Here's a chance for women from all sides of the industry to come together, learn about issues they have in common, share ideas, and get acquainted," Gensler says.

Guest speaker Ann Fry will talk about "The Regeneration Process: How to Re-energize, Re-purpose, Re-invent and Handle Everything!" Fry is an author, professional speaker, executive coach and corporate culture consultant who helps people connect to their passions and dreams. This Thursday event (9 a.m. to noon) will be followed by a wine and cheese tasting.

**New-product display.** There is so much to see on the exhibit floor that it can be difficult for attendees to find what is new. This year, a sampling of products never seen at the Expo before will be displayed in a dedicated area. This display will be during Education Day (Wednesday) before the exhibits officially open, as well as during regular exhibit hours. "Here's a way to get a sneak preview of some of the newest and most innovative tools and technologies," Gensler says.



**Interactive floor plan.** A virtual floor plan available at [www.pumpershow.com](http://www.pumpershow.com) will help attendees quickly and easily find



exhibits and products of interest. A simple graphic layout shows where companies will exhibit. A click on an exhibit space brings up detailed information

about the company, a list of product categories offered, and a panel highlighting the company's featured Expo offering.

Visitors can also search the show by product category: Search results highlight all exhibits on the floor plan that include the chosen category. An agenda planner lets attendees select exhibitors and seminars of interest and create a complete show itinerary, which they can print out and bring to the show to help maximize their time in Louisville.

#### QUALITY EDUCATION

The Education Day program again includes tracks of seminars given by leading industry associations. Those participating are:

- Southern Section Collection Systems Committee
- National Environmental Health Association
- National Association of Wastewater Transporters
- National Association of Sewer Service Companies
- WaterJet Technology Association
- Portable Sanitation Association International

- Leaders Resource Network
- National Onsite Wastewater Recycling Association

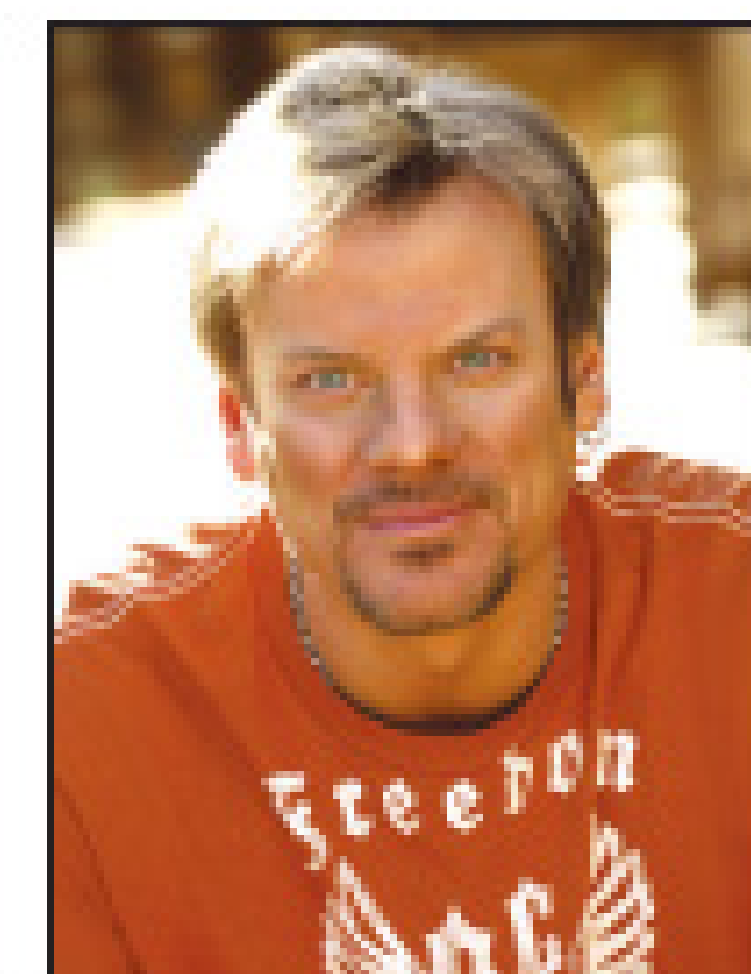
Thursday and Friday seminars include tracks covering general business-building topics, sewer and drain cleaning, liquid waste management, portable sanitation, and municipal maintenance and repair. In addition, the Southern Section Collection Systems Committee will offer seminars in Spanish to accommodate the growing number of Expo visitors from Mexico, Central America, and South America.

#### TOP ENTERTAINMENT

As always, the Expo includes two popular social events. The annual Industry Appreciation Party on Thursday evening features tap beers for 25 cents.

The Saturday Evening Jam Revisited brings back two of the most popular acts in Expo history: Sawyer Brown (who performed in 2003 and 2004), and Phil Vassar (2005). The show begins at 5 p.m.

In honor of the Expo's 30th Anniversary, early registration costs just \$30 per person (until Jan. 22). At-the-door registration is \$60 for the full program. To find out more, visit [www.pumpershow.com](http://www.pumpershow.com) or call 800/257-7222. ■



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# EDUCATION DAY

Wednesday, February 24th, 2010

## SOUTHERN SECTION COLLECTION SYSTEMS COMMITTEE

### ROOM C204-C205 - SSCSC

- 8:00 - 9:00 Manhole Inspections 'The Need'
- 9:30 - 10:30 Combination Truck Maintenance and Safety, Sewer Hose Maintenance and Nozzle Technology
- 11:00 - 12:00 Jetting Nozzles - Their Design, Technology and Effective Usage
- 12:00 - 1:00 **LUNCH BREAK**
- 1:00 - 2:00 Elevating the Quality of Your CCTV Inspection Program
- 2:30 - 3:30 Critical Steps in Prioritizing Sewer Rehabilitation
- 4:00 - 5:00 Traffic Control - The Critical Factor in Pipeline Inspection

## NATIONAL ENVIRONMENTAL HEALTH ASSOCIATION

### ROOM C105-C108 - NEHA

- 8:00 - 9:00 Decentralized Systems - The Next Wave in Our Industry
- 9:30 - 10:30 Septic Tanks: A Gift That Keeps on Giving
- 11:00 - 12:00 Selling CLOWTS Certification to Installers and Regulators
- 12:00 - 1:00 **LUNCH BREAK**
- 1:00 - 2:00 Softeners and Onsite Systems
- 2:30 - 3:30 Advanced Wastewater Treatment Systems
- 4:00 - 5:00 Maximize Efficiency by Working Closely with Regulators and Within the Regulatory System

## NATIONAL ASSOCIATION OF WASTEWATER TRANSPORTERS

### ROOM B101-B102 - NAWT

- 8:00 - 9:00 Sampling Protocols and Methods for Alternative Technologies
- 9:30 - 10:30 Dealing with Restaurant or High-Strength Waste
- 11:00 - 12:00 O & M for ATUs
- 12:00 - 1:00 **LUNCH BREAK**
- 1:00 - 2:00 O & M for Drip Irrigation
- 2:30 - 3:30 What to Expect When the EPA Comes A-Callin'
- 4:00 - 5:00 A Template for Keeping Your Employees Trained

## NATIONAL ASSOCIATION OF SEWER SERVICE COMPANIES

### ROOM C101-C104 - NASSCO

- 8:00 - 9:00 Pipe Inspections without an Operator?
- 9:30 - 10:30 Ways to Increase Your Daily Sewer Cleaning Production Rates without Increasing Your Costs
- 11:00 - 12:00 Proper Preparation of the Substrate Results in Coating Longevity
- 12:00 - 1:00 **LUNCH BREAK**
- 1:00 - 2:00 Collection System Asset Management - Getting from Reactive to Proactive
- 2:30 - 3:30 Trenchless Lateral Renewal Technologies - Lessons to be Learned
- 4:00 - 5:00 Zoom Camera Technologies: The Next Level of Infrastructure Inspection

## WATERJET TECHNOLOGY ASSOCIATION

### ROOM C203 - WJTA

- 8:00 - 9:00 The Impact of OSHA's Combustible Dust National Emphasis Program on Industrial Vacuuming
- 9:30 - 10:30 Waterblast Safety
- 11:00 - 12:00 Waterjet Applications and Business and Financial Considerations

## PORTABLE SANITATION ASSOCIATION INTERNATIONAL

### ROOM C203 - PSAI

- 1:00 - 2:00 Understanding Your True Cost Analysis to Ensure Profitability - Part 1
- 2:30 - 3:30 Understanding Your True Cost Analysis to Ensure Profitability - Part 2

## LEADERS RESOURCE NETWORK

### ROOM C201-C202 - LRN

- 8:00 - 9:00 Creating Your Vision for Success
- 9:30 - 10:30 Getting Your Team On Board
- 11:00 - 12:00 Working Effectively in a Family Business Culture
- 12:00 - 1:00 **LUNCH BREAK**
- 1:00 - 2:00 Creating Your Own Competitive Edge
- 2:30 - 3:30 Winning More Sales
- 4:00 - 5:00 Women in Business: Panel Discussion

## NATIONAL ONSITE WASTEWATER RECYCLING ASSOCIATION

### ROOM B103-B104 - NOWRA

- 8:00 - 9:00 Wastewater Characteristics
- 9:30 - 10:30 Soils and Site Evaluation Overview
- 11:00 - 12:00 Septic Tank Overview: Function, Design, Construction, Inspection and Troubleshooting
- 12:00 - 1:00 **LUNCH BREAK**
- 1:00 - 2:00 Seminar on Aerobic Treatment Units
- 2:30 - 3:30 Seminar on Media Filters
- 4:00 - 5:00 Seminar on Pumps and Controls

## SCOTT HUNTER

### ROOM C109-C112

- 9:30 - 10:30 Relationship is the Key!
- 11:00 - 12:00 The Art of Customer Service
- 12:00 - 1:00 **LUNCH BREAK/BOOK SALES**
- 2:30 - 3:30 Creating an Outrageously Successful Company - Part 1
- 4:00 - 5:00 Creating an Outrageously Successful Company - Part 2



## THURSDAY

February 25th, 2010

### BUSINESS TRACK

ROOM C101-C104

- 8:00 - 9:00 New 4 P's of Marketing  
*Jerard Nighorn/Lenzyme Trap-Cleer Inc.*
- 9:30 - 10:30 Quit Learning and Start Doing  
*Bill Raymond/Nexstar Network*
- 11:00 - 12:00 5 Secrets of Winners  
*Kenny Chapman/Nexstar Network*

### INSTALLER TRACK

ROOM B102

- 8:00 - 9:00 Risk Assessment for Determining SVC Frequency  
*Colin Bishop/Bord na Mona*
- 9:30 - 10:30 From Theory to Reality  
*Roger Lacasse/Premier Tech*
- 11:00 - 12:00 Timed Dosing and Controls  
*Mark Gross/Orenco*

### LIQUID WASTE TRACK

ROOM B103

- 8:00 - 9:00 Understanding the Biology and Function of an ATU  
*Doug Dent/Ecological Laboratories*
- 9:30 - 10:30 Permit Required Confined Space  
*Ed Fitzgerald/Jack Doherty Co.*
- 11:00 - 12:00 T.B.D.

### PORTABLE TOILET TRACK

ROOM B104

- 8:00 - 9:00 Up-Selling: How to Thrive During a Recession  
*Ray Luden Jr./PolyJohn*
- 9:30 - 10:30 Portable Sanitation Business Overview  
*Deric Boggs, Phil LaRoche/Satellite*
- 11:00 - 12:00 T.B.D.

### MUNICIPAL TRACK

ROOM C105-C108

- 8:00 - 9:00 Pipe Cleaning Tools  
*Dana Hicks/ENZ USA Inc.*
- 9:30 - 10:30 Increase Revenues through Pipeline Laser & Sonar  
*Doc Bennet/CUES*
- 11:00 - 12:00 How to Prevent I/I in the Manhole Chimney Area  
*William Goff/Sealing Systems Inc.*

### SPANISH TRACK

ROOM C109-C112

- 8:00 - 9:00 Limpieza de Drenajes y Tuberías y la Elección de Boquillas  
*Jim Aanderud/SSCSC*
- 9:30 - 10:30 Formando un Programa Eficaz de Inspecciones CCTV  
*Jim Aanderud/SSCSC*

### WOMEN IN THE INDUSTRY

ROOM C203

- 9:00 - 12:00 The Regeneration Process: How to Re-energize, Re-purpose, Re-invent and Handle Everything!  
*Ann Fry*

## FRIDAY

February 26th, 2010

### MUNICIPAL TRACK

ROOM C105-C108

- 8:00 - 9:00 Identifying Manhole I/I Sources and Cost-Effective Repair Methods  
*Lee Haessig/Cretex Specialty Products*
- 9:30 - 10:30 Jet Up! Taking Science to the Sewer  
*Scott Paquet/NozzTeq Inc.*
- 11:00 - 12:00 Cured in Place Pipe vs. Digging and Replacing  
*Travis Bohm/Perma-Liner*

### BUSINESS TRACK

ROOM C101-C104

- 8:00 - 9:00 Quality and the True Cost of Ownership  
*Matt Sutton/Rapid View*
- 9:30 - 10:30 Vision and Direction: Leading your Service Company to Prosperity  
*Victoria Finley/One Biotechnology*
- 11:00 - 12:00 How to Shop Your Insurance Effectively  
*Mark Herring/Heffernan Insurance*

### INSTALLER TRACK

ROOM C109-C112

- 8:00 - 9:00 Safety in Excavation  
*Gary Hooks/Safety Corporation of America*
- 9:30 - 10:30 Comprehensive Control Panel Training  
*Joe Zimmerman, Scott Rietsema/SJE Rhombus*
- 11:00 - 12:00 Onsite Wastewater Effluent Disinfection  
*Jim Cruver/Salcor*

### LIQUID WASTE TRACK

ROOM B103

- 8:00 - 9:00 Dewatering Alternatives  
*Kelly Brown/BDP Industries*
- 9:30 - 10:30 Convert a Liability to an Asset  
*Emily Landsburg/Black Gold Biofuels*
- 11:00 - 12:00 The Role of Bacteria and Bioaugmentation in Grease Traps and Septic Systems  
*Dr. Clarence Baugh/Custom Biologicals*

### SEWER & DRAIN TRACK

ROOM B102

- 8:00 - 9:00 Drain Cable Technology and Their Real World Applications  
*Keith Nesky/Spartan Tool*
- 9:30 - 10:30 OSHA Procedures Regarding Confined Space  
*Chris Cira/M Tech*
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Best Enterprises Inc.  
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Black Tie Manufacturing  
BlackGold Biofuels  
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## INDUSTRY NEWS

### obituary

#### ABERNETHY WAS A VACUUM TRUCK PIONEER

Billy J. "Bill" Abernethy, founder and president of vacuum truck-building company Abernethy Welding, Vail, N.C., died Nov. 4. He was 70.

Abernethy started a welding business in 1958 on the farm where he grew up, then started to build vacuum trucks beginning in 1971, according to his grandson, Billy Joe Abernethy. He was active in the business, selling trucks until he was hospitalized a few weeks before his death, the younger Abernethy said.

Abernethy is survived by his wife, Frances Rhoney Abernethy, and their son, Chris Abernethy. Both remain involved in the business, which has 16 employees.

Abernethy enjoyed farming all his life, working on his property. He also was active in his church, Providence Baptist Church, Hickory, N.C. Roy Coffee, who worked for Abernethy for many years and was a friend and neighbor, remembered him as an upstanding businessman and a vacuum truck innovator, producing as many as 200 per year for the liquid waste industry. He concentrated on building trucks with steel tanks, and built rigs with tanks from 100 to 5,000 and 6,000 gallons, Coffee said.

"If Bill told you something, you could take it to the bank," Coffee said. "He was an honest and hardworking man. He loved the business, the industry and his customers. He was very dedicated to the industry."

Abernethy was naturally outgoing and had a great sense of humor, Coffee said, and especially looked forward to visiting industry friends at the Pumper & Cleaner Environmental Expo International every year. He also valued his employees, according to Coffee.

"He considered the people he worked with to be a part of his family. He took very good care of his employees," Coffee said.

The company will continue building trucks. Customers with questions can call either Billy Joe Abernethy or Daniel Weaver at 800/545-0324. The company's Web site is [www.abernethywelding.com](http://www.abernethywelding.com).

A funeral service for Abernethy was held Nov. 7 at Providence Baptist Church. Memorials are being directed to the church. ■



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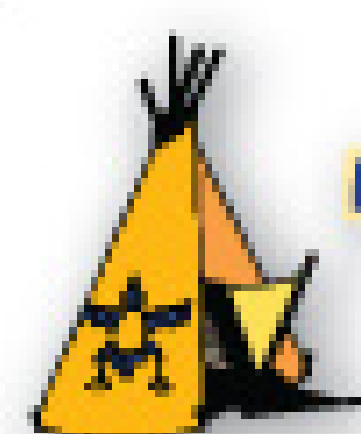


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A bank of PolyPortables restrooms await riders at the South China Maine Rest Stop. (Photos courtesy of Central Maine Septic)

## ON LOCATION

**THE JOB:** Trek Across Maine

**LOCATION:** Newry to Belfast

**THE PRO:** Central Maine Septic

# RIDE ON!

**Central Maine Septic crews roll with the flow, delivering and picking up restrooms while following a charity bicycling event**

*By Betty Dageforde*

### THE TEAM

Partners Rick Turner and Harvey Austin own Central Maine Septic. They provide portable restroom and septic services in south-central/coastal Maine within a 100-mile radius of their office in Skowhegan. Help in the field comes from four full-time and three part-time techni-

cians, including lead driver Don Chamberlain and Turner's son, Ricky Jr. Lori Hayden runs the office, handles phones, dispatch and billing. Turner's wife, Wendy, does payroll and accounts payable. A couple of extra technicians were brought onboard specifically to help with the Trek Across Maine event.

### COMPANY HISTORY

Before getting into the business, Turner hauled wood to pulp mills. When the roads were impassable during mud season, he helped his friend Austin plow snow and do spring cleanup projects. "We just got to talking back and forth trying to find something we could do together," Turner says. "And after a couple years we decided to get some portable toilets and a septic tank truck." In November 2002, with 11 unassembled units and one used vacuum truck, they got started.

The units were rented out as soon as they got them assembled, and they quickly bought 14 more. That process repeated throughout the winter and spring, and by the end of the following summer

they had 100 units. Their current inventory stands close to 500, along with three service vehicles, two septic trucks and several trailers.

### MAKING CONNECTIONS

To get the contract for the Trek, Turner and Austin literally ran after the business. "When we first started our business, we saw loads of portable restrooms going by our facility here in town. We chased them down to see what was going on, to see where they were all going." It turned out the event was going out to bid for the following year so they went after it and won a three-year contract with the sponsoring American Lung Association. One key advantage in their favor was they had the resources to provide restrooms for the whole length of the Trek. In the past, several companies along the route had been needed.

### THE MAIN EVENT

Despite relentless rain, nearly 2,100 bicycle riders spent



Members of the Central Maine Septic team include (from left) co-owners Harvey Austin and Rick Turner Sr., Ricky Turner Jr., part-time helpers John Ripley and Dale Kinney, drivers Donn Chamberlain and Mat York, office manager Lori Hayden and part-time helpers Brian Green and Tom Deane.



*"They came the week after the event and sat down with us and thanked us a hundred times and told us we did awesome. We always get together and see what we could do better. Every year you learn something."*

*Rick Turner*



Ricky Turner Jr. and driver Donn Chamberlain with 25 units ready for delivery.

Father's Day weekend, June 19-21, 2009, riding 180 miles from Sunday River Ski Resort in Newry to Penobscot Bay on the coast. The University of Maine in Farmington put them up Friday night, and

Colby College in Waterville took them in on Saturday. People rode alone or in teams, but it is neither a race nor a relay. It's a fundraiser for the Lung Association's Maine chapter. "Winners" are the riders who get the most pledges. This year they brought in \$1.6 million. The 25th year for the event



Brian Green, Ricky Turner Jr., Donn Chamberlain and Mat York strap down another load.

attracted riders of all age groups and all skill levels, as well as more than 500 volunteers.

### BY THE NUMBERS

Rest areas for the Trek were set up every 10 to 20 miles in fields, schools, shop yards, ball-parks and convenience stores. Riders had access to food, water, mechanical help, medical attention and, of course, portable restrooms. The company provided units for all rest areas, as well as the overnight stops and Steamboat Landing Park at the finish line in Belfast. This required 137 of the company's forest green Standard units and 15 Enhanced Access units from PolyPortables Inc. Ten to 12 units were set up at

each rest area. Numbers were determined based on past rides and pre-registration figures.

### LET'S ROLL

Deliveries began on Thursday as the company set up the units needed for Friday. Likewise, on Friday, they set up units needed for Saturday. Saturday was a busy day for them, as they picked up Friday's units at one end of the course, took them to their shop for cleaning, then delivered them to the opposite end of the course for Sunday's ride. Fortunately, their yard was on the route. On Sunday, they picked up Saturday's units. The units used at the finish in Belfast couldn't be delivered until after midnight



Getting ready to head out with one of the many loads of restrooms for the Trek Across Maine.





Above, built by Central Maine Septic, the homemade trailer can carry 20 Standard PolyPortables restrooms and 250 gallons of water. It also has a washdown hose and pump. At right, a load of restrooms are ready for delivery. Below right, Tom Deane and Brian Green wash down PolyPortables EAU units.



that morning, so a team worked during the night to get 19 Standard and two ADA-compliant units set up there by 4 a.m. Those were removed on Monday.

Deliveries were made using the company's service vehicles with attached trailers.

#### KEEPIN' IT CLEAN

The company places a strong emphasis on providing clean restrooms. Turner believes

this gives them an edge in a competitive industry. "We keep them clean, that is number one," he says. "When someone opens the door, there's nothing the matter, there's no cobwebs, they're clean, they look brand new."

Before the event, units were pressure washed and steam cleaned inside and out with a bleach/detergent mixture. Deodorant tabs were added at the site. The company uses Green Way



Products from PolyPortables Inc.

Units were pumped out when they were picked up, then brought back to the shop for cleaning. The company used a 2004 Chevrolet 4500 built out by Crescent Tank Mfg. with a 650-gallon waste/350-gallon freshwater steel tank and a Conde pump, a company-built 2005 Chevrolet 4500 with a 650-gallon waste/250-gallon freshwater steel tank with a Conde pump, and a 2006 Chevrolet pickup outfitted by Best Enterprises Inc. with a 300-gallon waste/90-gallon freshwater steel tank.

#### THE SILVER LINING

Each year seems to bring special challenges. Last year it was bikers putting trash in the tanks, a problem easily solved this year by providing sufficient trash receptacles. This year the challenge was the weather. "The whole weekend it rained. It was miserable for us, it was miserable for the riders. The guys were

drenched," Turner says. But the team persevered and the client was happy. "They came the week after the event and sat down with us and thanked us a hundred times and told us we did awesome," Turner says. "We always get together and see what we could do better. Every year you learn something." ■

#### MORE INFO:

##### Best Enterprises Inc.

800/288-2378

[www.bestenterprises.net](http://www.bestenterprises.net)

##### Crescent Tank Manufacturing

585/657-4104

[www.crescent-tank.com](http://www.crescent-tank.com)

##### Green Way by PolyPortables Inc.

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## QUESTIONS? Get Answers...

*New PRO Discussion forum brings portable sanitation professionals together over the back fence, 21st Century style*

*By Jim Kneiszel*

**F**inally ... A place you can go to talk shop with portable restroom operators from across the country ... and around the world. Welcome to the PRO e-mail discussion forum, your cyber home for communicating with other portable sanitation professionals about issues affecting the individual contractor or the entire industry.

PRO Discussion is based on the successful Pumper Discussion that has been a fixture on the COLE Publishing *Pumper* magazine Web site ([www.pumper.com](http://www.pumper.com)) for nearly five years.

### Sharing ideas is as simple as 1-2-3

1. Visit the [promonthly.com](http://promonthly.com) Web site and click on the PRO Discussion link on the left side of the page. Go to the "Join the PRO E-mail Discussion" area and follow the sign-in instructions.
2. Once you've registered and confirmed your forum membership, post an e-mail introduction for fellow PROs.
3. Sit back and wait for e-mail topics to roll in. You and other PROs will meet on the forum and exchange information whenever you like.

When one PRO sends out a question or comment, everyone on the discussion list will receive the e-mail and may respond. The forum is open for a wide range of topics, but there are a few simple ground rules to keep in mind when starting or responding to an e-mail post.

### Discussion rules

- No soliciting or commercial product endorsements.
- No derogatory remarks about products, services or people.
- No discussing prices or pricing of goods or services.
- No forwarding junk mail, chain mail, jokes, or any other e-mails not specific to this industry.

As easy as it is to join the discussion, it's just as simple to leave — or unsubscribe — and stop receiving e-mails. Instructions to remove your e-mail address from the forum are found on the [promonthly.com](http://promonthly.com) Web site.

Remember, there's strength in numbers. When we all get together and share ideas at [promonthly.com](http://promonthly.com), we strengthen our service businesses and the portable sanitation industry. ■



# Can You Hear Me Now?

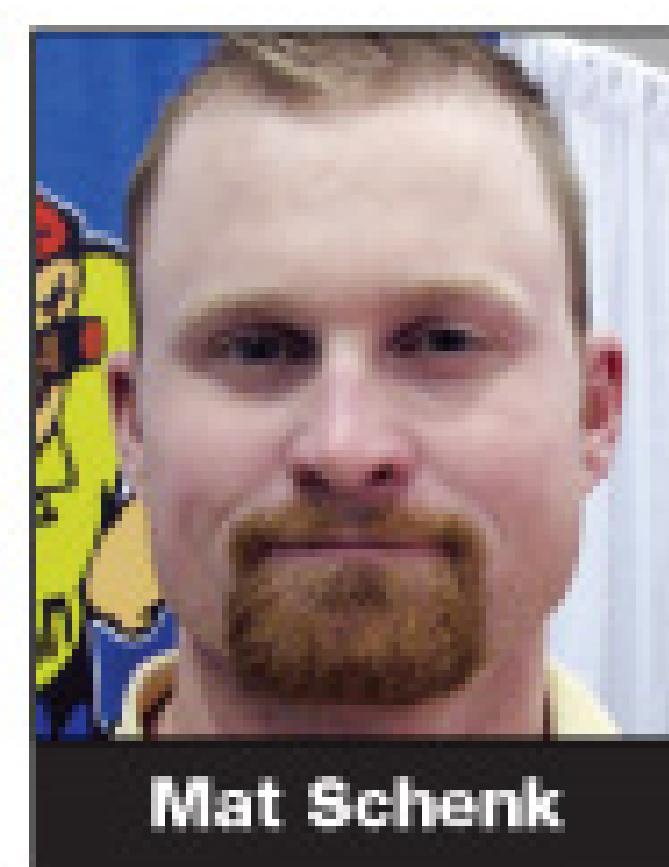
## PROS DISCUSS THE EVOLUTION OF FLEET COMMUNICATIONS, FROM THE OLD-FASHIONED TWO-WAY RADIO TO TODAY'S BEST CELL PHONE TECHNOLOGY

By Mary Shafer

**T**echnology has changed nearly every aspect of the portable sanitation business, but perhaps none so quickly and completely as mobile communications. Over the past five years, rapid miniaturization of printed microchips has enabled mobile telephones to become smaller and more powerful, while the proliferation of repeater towers has provided more contiguous signal service areas.

Combine these advancements with aggressive pricing competition between major providers and the addition of more than one push-to-talk network, and it's no wonder the old standbys — dedicated two-way radios and CB setups — are going by the wayside.

Not surprisingly, all the PROs interviewed for this article have moved at least part of their dispatching and vehicle-to-vehicle communications to some kind of mobile phone device. With the addition of PDA-type add-ons such as barcode scanners and GPS capabilities, we expect this trend to continue. Here's where it stands right now:

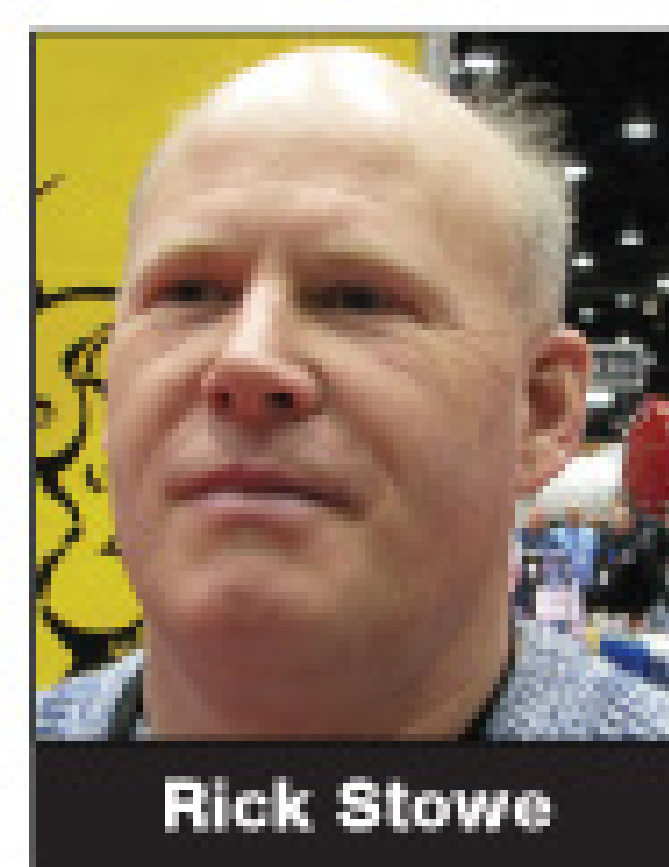


**Name: Mat Schenk**  
**Company: T.S.F. Company Inc.**  
**Location: Evansville, Ind.**  
**Employees: 25**  
**Years in Business: 50**

This third-generation family business runs eight trucks to place and service an inventory of about 1,500 units, of which an average of 800-900 are in the field at any given time. According to owner Mat

Schenk, the company uses cell phones to communicate between trucks and also to dispatch drivers to new calls.

For T.S.F., mobile phones were an economic choice. "On our plan, after you get so many minutes, there's no charge for cell-to-cell calls," Schenk explains. He says that drivers do run into areas without reception in their territory, which spans metro Evansville in extreme southern Indiana. But he says those spots are few and far between, and drivers adjust by learning where they are and avoid making calls from those areas.



**Name: Rick Stowe**  
**Company: Lang's On-Site Services**  
**Location: Southfield, Mich.**  
**Employees: 3**  
**Years in Business: 42**

Sometimes things just happen with communications and dispatching, and that's much the way it is with Lang's On-Site Services. "When it comes to portable restrooms, we use cell

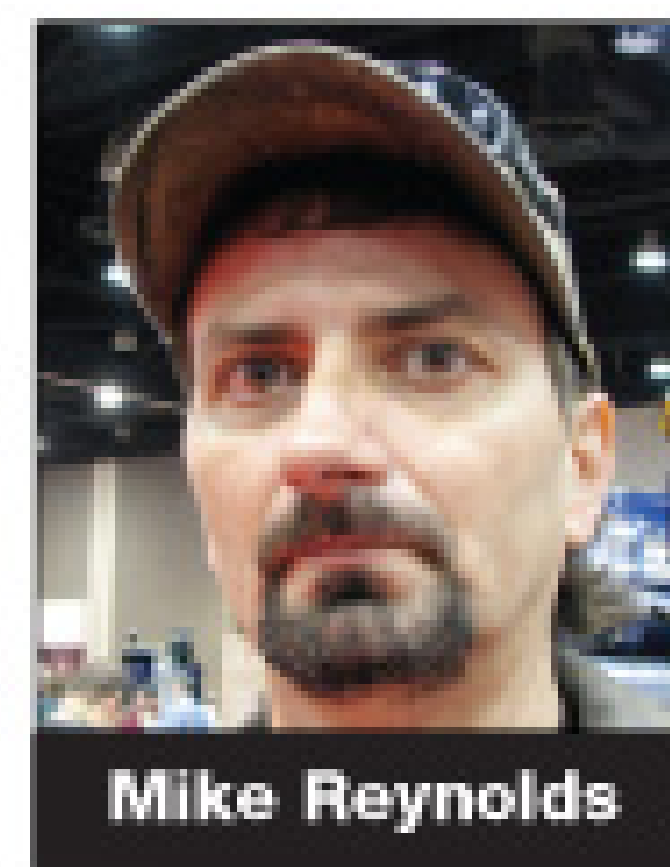
phones. For our septic pumping business, we have our own two-way

radio station," says Rick Stowe, who manages operations in this northern Detroit suburb.

This multiple-technology system evolved organically, he explains.

"We had the septic business originally and just added portables about four years ago. We only run our portables business one or two days a week, mostly for construction with a few special events. So we've never made that capital investment in the portables trucks to get another two-way system."

Stowe doesn't have any complaints about this split system of mobile communication. He says given an unlimited budget, he'd still leave it the way it is. "It's what we have, and it works," he says.



**Name: Mike Reynolds**  
**Company: Daugherty's Services Inc.**  
**Location: Orleans, Ind.**  
**Employees: 5**  
**Years in Business: 40**

Dispatchers for Daugherty's Services Inc. communicate with drivers using cell phones, according to driver Mike Reynolds. "We had two-way radios, but they kept breaking down," he recalls. "The phones are just easier to get a

hold of, and to use."

Daugherty's service territory is located in the public region between the northern and southern units of the Hoosier National Forest, just about 50 miles over the state line northwest of Louisville, Ky.

That means an abundance of areas where cell signals drop for lack of tower coverage, and that's one drawback Reynolds finds with mobile phones. Reynolds says it's not a big problem, and the company has never encountered any emergencies where it became an issue.

Generally, drivers needing to call in will just wait until they're back in a service area. Reynolds doesn't anticipate that the company will need to make any changes in driver communications in the foreseeable future. ■

*Combine these advancements with aggressive pricing competition between major providers and the addition of more than one push-to-talk network, and it's no wonder the old standbys — dedicated two-way radios and CB setups — are going by the wayside.*

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## We're Here for the PROs!

Have you ever wondered how we generate story ideas for the pages of *PRO*<sup>TM</sup>? Portable sanitation contractors are our most important sources for the news and feature stories you see here every month.

If you have an issue-oriented story idea or know of a fellow contractor whose success story should be told, please call or write and tell us about it.

Editor Jim Kneiszel may be reached through COLE Publishing by phone at 800/257-7222, by mail at P.O. Box 220, Three Lakes, Wis. 54562, or by e-mail at [editor@promonthly.com](mailto:editor@promonthly.com).

Here's a sampling of features that appear in the pages of *PRO*:

### ALL IN A DAY'S WORK

What's the strangest thing that happened to you and your business this year? You know, that funny or unbelievable portable sanitation story you find yourself repeating over and over to friends and family? Whether it's a tale of misfortune or good fortune, we want to hear about it and share it with readers in *All In a Day's Work*.

### WORKING VACATION

Do you have trouble leaving your work behind when you visit faraway places? If your camera holds images of portable restrooms and associated rental products along with the usual vacation shots of tourist attractions or the family frolicking on the beach, we want to hear from you. We'll share your snapshots and portable restroom travel tales in *Working Vacation*.

### PRO SNAPSHOT

Many of today's leading portable restroom companies started out with humble beginnings, the company owner building wooden units in the back yard and going on service routes with an old pickup truck in the 1950s and '60s. Scan your favorite old photos and send them, along with a brief history of your company, and we'll share your business story in *PRO Snapshot*.

### TAKE 5

Some days you only have a few minutes over a cup of coffee to take a breather in your hectic workday. We want to help you make the most of those few moments by introducing you to a PRO or industry leader who addresses the five issues that have the greatest impact on their job or business. If you know someone in the industry who could offer valuable insights to others, we'll feature them in *Take 5*.

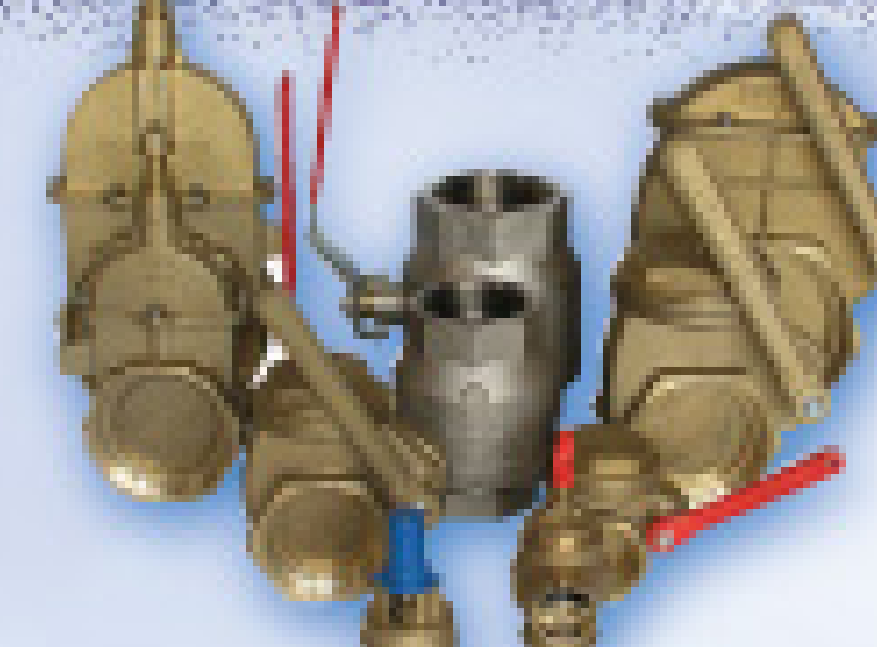
### PRO FORUM CHATTER

An interesting portable sanitation roundtable discussion awaits you anytime at the *PRO E-mail Discussion* at [www.promonthly.com](http://www.promonthly.com). If you haven't already subscribed to this free e-mail idea exchange, check it out on our Web site (click on the *PRO E-Mail Discussion* icon to sign up) and start talking about industry issues with counterparts across the country. We print some of those discussions in the magazine under the headline *PRO Forum Chatter*. ■

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# Certification Program is Constantly Updated

By Jeff Wigley

**W**hat is the best-selling book in our industry? *The Portable Sanitation Association International Health & Safety Certification Manual*. Written in 1992, the manual has become the standard for our industry. Now over 120 pages, it is constantly expanding as our industry grows and changes.

PSAI Certification is the secret to successful companies in our industry because it sets the standard for service and education.

Licensing requirements, accredited continuing education hours and/or re-certification, is different in each state, province or country. The certification program sets the official standard of skills and knowledge for professionals in our industry. The purpose is to ensure that portable sanitation companies are operating at a specific standard of excellence. This program provides industry-specific education, eliminating criteria that doesn't apply to the portable sanitation industry, but might be currently required by regulatory and legislative agencies.

## 1,000 CERTIFIED WORKERS

The certification program doesn't issue a license, but a Certificate of Compliance and Certification is voluntary. This amplifies its importance, as currently there are approximately 940 PSAI health and safety certified workers worldwide who hold active certification status. This includes representatives of the U.S. Army and NASA. These certified workers represent some 1,070 companies. Since 1992, 1,085 individuals have participated in the certification program and 35 participants have obtained a 100 percent test score.

The educational criteria were established to improve the health, welfare, dignity and safety of both the customers served and industry workers. The certification program provides minimum standards to regulatory agencies and legislative bodies to develop regulations surrounding the use of certified portable sanitation contractors. And it ensures the industry acts at all times to maintain and improve operations for protection of the environment.

With approximately five hours of educational training and review, program participants must successfully pass a written test of technical skills and industry knowledge to gain certification. Verification of

portable sanitation work experience and listing of an approved disposal facility is mandatory. Once all criteria have been met, certification is valid for three years and then must be renewed.

The PSAI certification manual includes sections on Industry Standards, Portable Restroom Pre-inspection, Cleaning, Delivery, Placement, Pickup, Disposal, Wastewater Treatment, Winter Service Procedures, Spill Handling Procedures and Maintenance of Pumping Equipment. The manual also has segments on Americans with Disabilities Act, U.S. Environmental Protection Agency and HIV/AIDS and hepatitis information, as these issues pertain to our industry. The U.S. Center for Disease Control, U.S. Department of Health and the University of Minnesota Epidemiology Department reviewed health concerns and provided subsequent informational criteria.

In 2007, sections on hand-wash stations and portable restroom trailers were added to reflect changes in our industry. In 2005, the manual was translated into Spanish for more widespread acceptance and use.

New for 2009 will be sections on freshwater flush and recirculating flush units. This latest addition has taken over a year to complete with a lot of hard work from the Certification Committee as well as numerous portable restroom manufacturers.

## EXPERIENCED COMMITTEE

The PSAI certification program is the accredited educational licensing program for portable sanitation companies and employees in Alabama, Illinois, Michigan and Minnesota. Sioux City, Iowa, and Rhode Island require portable sanitation operators to be PSAI-certified and/or have sanitation units meet certification requirements. The provincial department of environment in Nova Scotia, Canada, requires testing on PSAI certification servicing standards to maintain a regulatory license. PSAI certification is accepted for continuing education credits in all states requiring credits for licensing purposes. Copies of the certification manual and the service video are provided to regulatory agencies worldwide.

The Certification Committee includes some of the most experienced and knowledgeable members in our industry. Flay Anthony of Porta-Jon of the Piedmont is a PSAI past-president and was on the original committee that authored the manual in 1992. Another PSAI past-president, Larry Moore of A Company Inc., and current PSAI President Jeff Wolfart of Mr. John of Pittsburgh, serve on the committee. Other members include James Elliot of Elco Rentals Ltd., John Simison of Bouse House Enterprises Inc., and Millicent Carroll, PSAI Industry/Regulatory Standards.

The PSAI Certification Program is presented annually at the PSAI Convention & Trade Show and Nuts & Bolts Workshop, and can also be company-administered. For additional information, contact the PSAI office at 800/822-8320 or through its Web site, [www.psal.org](http://www.psal.org).

*Jeff Wigley of Pit Stop Sanitation Inc., Marietta, Ga., is chairman of the PSAI Certification Committee. ■*



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We have had the Petes, but run Kenworth now. We replaced our Internationals, as they have been good for 100,000 miles. We had two Pete 330s and they were decent. They don't turn as sharp as the Kenworth. The radiator mounts are a huge advantage on the Kenworth. The T300 Kenworth will turn sharper, the radiator support mounts, mirrors, etc., make it an all-around better choice in my book. I have two T300 Kenworths. One has 200,000 miles and one has 450,000 miles and I have one International, which is for sale. In the Kenworths, I have the Cummins 250-hp C Series engines and love them, not to mention they pull 11.5-12 mpg!

Everyone needs to keep in mind that the 2010 emissions will be the worst we have seen yet. The further reduction of (nitrogen oxide) emissions will require all diesels have lower standards and IH has chosen to do their EGR (exhaust gas recirculation) twice. All trucks, cars included with diesels, etc., will have an increase in price come January. Best advice, do your purchasing now.

*The PRO Online Discussion Forum is found at [www.promonthly.com](http://www.promonthly.com). The forum is conveniently split into several topic areas: General Discussion, Business, Chemicals & Deodorizers, Parts & Accessories, Portable Restrooms, Portable Restroom Trailers, Portable Restroom Service and Trucks. Simply register with a user name and password and join the discussion! Information and advice in PRO Forum Chatter is offered in good faith by industry professionals. Readers should consult in depth with appropriate industry sources before applying the advice they read here to a specific business situation. ■*





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



# Tougher Emissions Standards in 2010

**CAREFULLY CONSIDER THE TWO WAYS TRUCK MANUFACTURERS ARE ADDRESSING NEW POLLUTION RESTRICTIONS BEFORE YOU BUY YOUR NEXT DIESEL PUMPING RIG**

**QUESTION:**  
I'm hearing through the grapevine that once again truck emission standards are about to change and it will likely push up prices again. In this economy, tell me it isn't so. We have planned to buy another truck, maybe two. But if prices are going up, maybe we'll keep what we have. What is going on with this?

Barry Jenson  
Lexington, Ky.

**ANSWER:**  
The news is that U.S. Environmental Protection Agency emission standards for diesel engines are going to be stricter in 2010. It is a fairly complicated change, but I will attempt to summarize the changes and explain how much it will add to the cost of trucks. Truck manufacturers have approached this deadline with two different solutions:

## ADVANCED EGR

First we will discuss Navistar (International trucks) and its approach to meeting the EPA requirements. Navistar has re-engineered pistons and injectors so fuel will burn more efficiently and cleaner. This system utilizes an Advanced EGR (exhaust gas recirculation) system that is a notch above what is currently in use on most trucks.

By re-designing pistons and injectors, Navistar takes up no more space than the current emissions systems. Consequently, businesses that construct the bodies for the new trucks will not have to alter their current designs or engineering to accommodate the stricter standards. The increased price for this system appears to be between \$6,000 and \$8,000.

**IF YOU'RE CONSIDERING BUYING A TRUCK, YOU COULD GET A LEFTOVER 2009 AND AVOID THE ISSUE ENTIRELY FOR NOW. BUT LOOKING FORWARD, WHEN ENGINES WITH THE TOUGHER POLLUTION STANDARDS ARE THE ONLY OPTION, TAKE A LOOK AT BOTH SYSTEMS BEFORE YOU BUY.**

As of this date, Navistar is the only manufacturer to redesign pistons and fuel injectors.

## SCR TECHNOLOGY

Second, many of the manufacturers have added what is called SCR Technology (selective catalytic reduction). This system does not attempt to change anything with the pistons or the injectors. But it takes the current engine and supplements it with a small tank of urea, a compound composed of 34 percent ammonia and 66 percent water.

Along with this tank comes extra wiring and sensors to manage the injection flow of urea into the truck's exhaust stream to convert the harmful NOx (nitrogen oxide) emissions into two natural components of the air we breathe: pure nitrogen and water vapor.

This system was developed in Europe, where it has been used for many years. Typical plans call for a four- or five-gallon urea tank, adding 50 to 60 pounds to the truck, and that for every 100 gallons of diesel fuel, trucks will need approximately 2-3 gallons of urea. Note that the urea will need replenishing from time to time and this will add some additional maintenance costs to the truck.

For truck body builders this will mean re-designing their trucks to allow for this extra tank and miscellaneous equipment. Just a note for those in cold country: urea freezes below 11 degrees F. Theoretically, engine heat will thaw the urea and it will maintain its molecular structure. So it is still useful, but pumpers need to know how this thawing process will work. This system (SCR) will meet the EPA requirements and will be on trucks with the Volvo, Mack, Western Star and Freightliner badges, as well as others. This system will add approximately \$9,000 to the price of a truck.

## A FINAL WORD

So what does it mean for liquid waste haulers? If you're considering buying a truck, you could get a leftover 2009 and avoid the issue entirely for now. But looking forward, when engines with the tougher pollution standards are the only option, take a look at both systems before you buy. Make sure you understand what you are buying.

*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](mailto:truckcorner@promonthly.com). ■*





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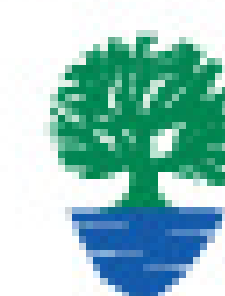
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