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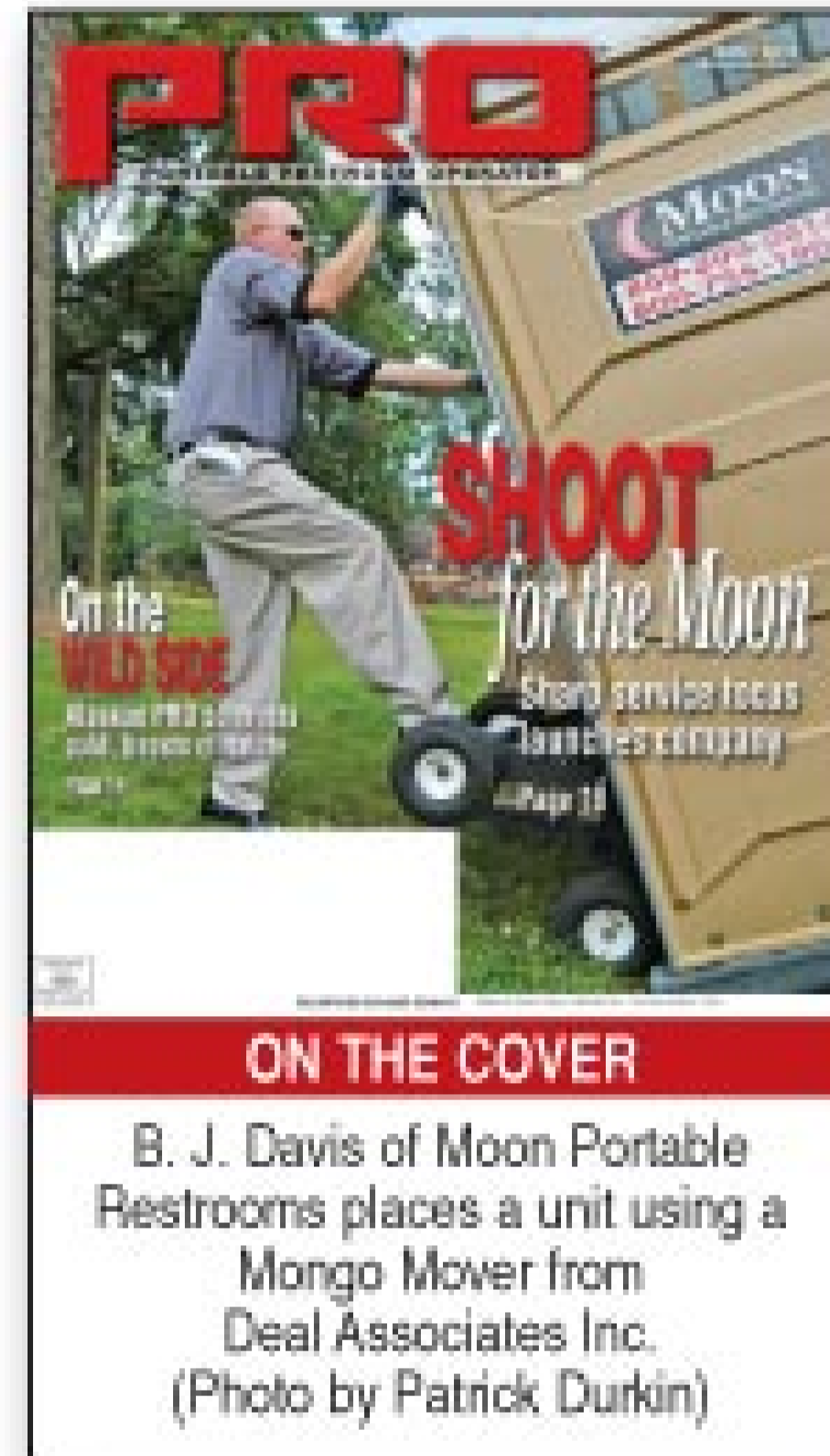
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He Called it the Strongbox

VINTAGE GREEN RESTROOM WAS AN UPDATE OF THE BULLETPROOF USANCO UNIT THAT REPLACED MANY FIRST-GENERATION WOODEN MODELS ON CONSTRUCTION SITES

By Jim Kneiszel



The outline of the square waste tank and plastic skids identified Iowa PRO Clark Wolff's unit as a United Plastics update of the original USANCO restroom.

Last December, I posted a photo of a mystery portable restroom I came across at a Dubuque, Iowa, construction site while on vacation. I called its owner, PRO Clark Wolff of Selco Inc., who said the tough-as-nails green unit went back about 30 years, and that he still placed a number of them at construction sites most vulnerable to vandalism.

I asked readers if they could identify the early rotomolded unit. I received tremendous response, with most industry veterans guessing the same answer as Wolff gave, the Strongbox from El Monte, Calif.-based USANCO Inc. Kevin Keegan of KeeVac Industries Inc. in Denver

was the first reader to give the USANCO answer.

But it appears that the answer is only partially correct.

One of the many e-mails and phone calls I received over the trivia question came from Jim and Jamie Wachsman of Ventura, Calif.-based JW Enterprises, who said Jim's father-in-law, Harvey Heather, owner of United Sanitation, had developed the revolutionary one-piece plastic Strongbox in the late 1970s or early '80s as a way to update his own inventory of thousands of handmade wooden restrooms. Jamie, the fourth generation to work in the portable sanitation industry, and Jim got the retired Heather on the phone to discuss the unit in the photo.

"If they were made right, they were bazooka-proof. If they made it past the five-year mark, they'd go off the charts. I know some I sold to people that you could still walk up to and beat with a baseball bat and they'd still work."

Gregg de Long



These were the first units Harvey Heather put out on jobsites, wooden models that weighed 500-600 pounds when filled to capacity.

DEMAND GREW

As he replaced his wooden units with the featherweight (by comparison) Strongbox, Heather started seeing a demand from other contractors for the unit. So he went into production, manufacturing the unit eventually at a facility near Fort Worth, Texas. By 1985, according to the Wachsmans, Heather tired of manufacturing and sold USANCO.

That's where industry veteran Gregg de Long, currently the Western Regional sales manager for PolyJohn Enterprises Corp., picks up the fuzzy history of the Strongbox. According to de Long, Heather sold USANCO to Dow Chemical Co., which continued to produce the unit under the Union Plastics brand. Dow altered the original molds to produce the design shown in the photo. The Wachsmans and de Long said the plastic outline of a square waste tank and the black plastic skid give away that Wolff's unit was the Union Plastics version of the USANCO design.

The USANCO company molds changed hands a few more times, and were eventually bought by PolyJohn, which kept them for a time, but never produced a unit on that design, de Long said. The company

eventually disposed of the restroom molds, and de Long and a few others said they heard some of the molds wound up in Australia.

The importance of the Strongbox and USANCO is that Heather had a vision to replace the bulky wooden units of the industry's infancy with a lighter, sturdier and easy-to-clean unit that changed portable sanitation service, de Long said. While Heather was producing the units, de Long went to work at USANCO as a salesman.

BIG IMPROVEMENT

"They were pretty revolutionary in a lot of respects," de Long said. "They had a lot of characteristics of a well-designed fiberglass unit. They were easy to clean, rigid and nice to haul on trucks and trailers. Harvey always did everything right."

Many of the efficiencies and accounting practices used by successful PROs today started with Heather, de Long said. When the industry was exploding in Southern California, Heather was driving improved professionalism, from the design of vacuum trucks to how routes were run to promoting positive public relations, he explained.

"He was always trying to drive this industry 10 notches above where it was," de Long recalled. Heather, a founding member of the Portable Sanitation Association International, challenged the industry status quo and his employees, too. "Everybody who worked for him,



POTCO in Grants, N.M., has customized a few of its old Strongboxes for a specific customer. The company maintains several of the USANCO units.

either you got on the train or he threw you off at the first big bridge. He worked so hard to change what kept this industry in the dark ages."

The USANCO units showed amazing durability. They were tough, wind-resistant and you can still find them if you look hard enough.

"If they were made right, they were bazooka-proof. If they made it past the five-year mark, they'd go off the charts," de Long said. "I know some I sold to people that you could still walk up to and beat with a baseball bat and they'd still work."

LASTING IMPRESSION

I heard that story over and over again from contractors who still have a bunch of these units sitting in the back of their yards. They can still pinch hit in an

emergency, and some contractors report some are still placed in remote, long-term service with success.

Jim Wachsmann pointed out the design downfalls that eventually rendered the tough units obsolete. He said the biggest problem was the one-piece design made it impossible to incorporate a white roof, making them dark inside. Also, the design made it more difficult to nest many units efficiently for shipping from the manufacturer to the buyer, raising costs. And the units had no grab handles, making them difficult to handle by today's standards.

Among contractors who keep a few of the USANCO units on hand is Bobby Little Bear of POTCO in Grants, N.M. Little Bear e-mailed to say the units still look respectable and that she's always thinking about ways to alter the units for special uses.

"I have joked about all the fun modifications I could make to them, and on one occasion, I did," she said in an e-mail. "I fixed up special units for one customer ... a 'his' unit in camouflage with a window and a magazine rack, and for 'her' a Pepto-Bismol pink interior with silk wisteria, wallpaper trim, a tapestry seat cover, rug, doily and vase with flowers."

As for the legacy of the bullet-proof USANCO Strongbox, Chad Rott of Penthouse Portables in Las Vegas, Nev., put it succinctly in an e-mail:

"After nuclear fallout, all that will be left are roaches and USANCOs."

MORE RESTROOM TRIVIA

Here's another mystery for the portable sanitation sleuths out there: Who knows the story behind this prototype restroom, another brainchild of Harvey Heather? What material was it made from and why did Heather think it would have a significant



Can you identify what this prototype restroom is made from? And how did its creator think it would help portable restroom operators?

impact on the portable restroom industry? Send your answers to me at editor@promonthly.com. ■



A promotional photo of the USANCO Strongbox offered a glimpse of a future where portable restrooms would be just as commonplace at a backyard wedding as they would at a construction site.

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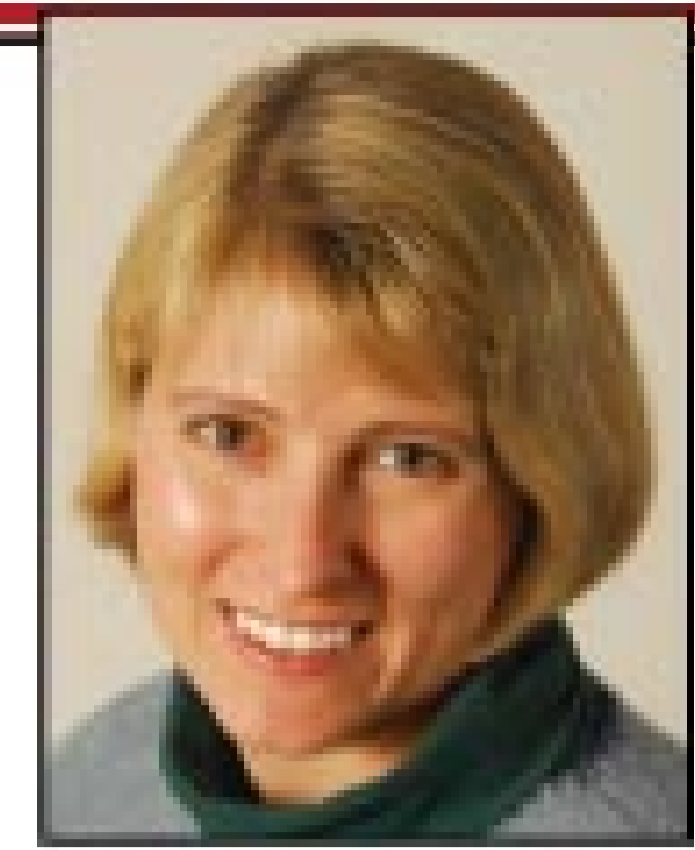
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Decisions, Decisions

FLIPPING A COIN MEANS MAKING THE RIGHT DECISION ABOUT 50 PERCENT OF THE TIME, BUT SHOULD YOU REALLY LEAVE THE SUCCESS OF YOUR COMPANY UP TO CHANCE? IMPROVE YOUR ODDS BY PUTTING A LITTLE MORE EFFORT INTO DECISION MAKING.

By Judy Kneiszel

It became fodder for late-night talk show hosts in 2006 when then-President George W. Bush uttered the words, "I'm the decider." But being the decider is no laughing matter. As the owner of a small business, you are the decider. You make numerous decisions — both large and small — every day.

Decision making, like any other skill, can be improved. Of course, not all decisions are of monumental importance. Some are best arrived at using a specific process, while others, like what to have for lunch, more or less just happen. But sometimes people get lazy and leave important decisions up to chance, treating the choice between vendors like the choice between salami and tuna. Using the "eeny-meeny-miney-moe" method might save time but it can harm a company in the long run.

STEPS TOWARD GOOD DECISIONS

The first step toward better decision making is becoming mindful of the process. Avoid on-the-spot decisions by taking the time to ask yourself the following questions:

- **What needs to be decided?** If there is not more than one option, there is no decision to be made.
- **When does the decision need to be made?** Set a deadline and stick to it. Don't put off or prolong decision making just because it's difficult.

If you thought the decision through, took your time and discarded all other alternatives, then stop worrying — you should have nothing to regret. Once you have made a decision, get moving on it. Second-guessing yourself will only cause grief.

- **How is this decision going to affect you and your family?** Would it affect your health? Family income? Retirement? Family time?
- **How is this decision going to affect employees and customers?** Does it mean more overtime? Cutting staff? Better service? Higher prices?
- **How is this decision going to affect cash flow?** Will you be able to pay your bills on time? Meet payroll?
- **How is this decision going to affect your tax situation?** Does this decision give you a needed deduction or put you in a higher tax bracket?

DON'T MAKE IT PERSONAL

When faced with an important decision, don't go it alone. If you can, seek input from those who will be affected by the decision. Making decisions does not mean you are judging people. You are choosing between alternatives for the good of the company. For example, if keeping an extra employee on staff threatens the financial soundness of the entire company, letting that person go does not mean you think they are a bad employee. Choosing to buy a product from one vendor over another doesn't mean you think the sales representative from the losing company is inept. It just means one product meets your current needs more effectively. Always base decisions on principle, not appearances.

TAKE NOTES

One tried-and-true decision-making method is putting pen to paper listing the pros and cons of each choice. This creates a record of how you arrived at a decision if you or anyone else questions it.

Write down the question and then brainstorm as many possible answers as you can. If you can only think of a few options, brainstorm about where to find more information about them. This may lead to additional choices you can add to the list.

Say, for example, your accountant is retiring and you are trying to decide on a replacement. Information sources include the Yellow Pages, the Internet, industry peers, professional organizations, newspapers, friends, relatives, etc. After you've created a list of choices, those same sources can help you find more specific information about each one. Write down all relevant information, determining if each piece of information is either a "pro" or a "con" based on your personal values.

How do personal values come into play? If industry-specific experience is something you value in an accountant, a candidate for the job whose sole experience is crunching numbers for grocery stores would not meet that value.

When you've armed yourself with numerous choices, listed information about each one and assigned pros and cons, begin crossing off alternatives that will not work for you.

It helps to visualize the outcomes of each choice on your list and write out your impressions. You might be able to visualize Bob Smith as your accountant because he has experience working for similar businesses, but when you visualize yourself having to drive an hour to meet with him you might cross him off the list because you value your time.

Review and decide which remaining alternatives feel most comfortable. If you feel you can live with both an alternative and the possible outcomes you envisioned, this is the wise decision.

MOVE ON

If you thought the decision through, took your time and discarded all other alternatives, then stop worrying — you should have nothing to regret. Once you have made a decision, get moving on it. Second-guessing yourself will only cause grief.

That doesn't mean you shouldn't review the decision down the road to determine if the outcomes are what you expected or if you need to make some adjustments. If the decision did not come out the way you planned, go through the complete decision-making process again. Did you have enough information? What values affected the decision? Were they really your values or did someone influence you?

Tracking the outcome of major decisions will help you make better decisions in the future. But never make decisions based only on past history. Decisions are made at a certain time because they were the right ones at that time. Circumstances change.

DECISION-MAKING MISTAKES

While the path above will lead you to better decisions, there are also roads you shouldn't go down:

Don't give too much weight to the opinions of people you consider experts. While knowledgeable, experts do have biases and prejudices. By seeking information from many different sources, you will get better information than if you focus all of your energy on one source. An expert might have a lot of knowledge but not share your values, problems or personal experiences.

Don't give in to the natural tendency to ignore or underestimate input from people who are different than you. A customer, an employee or a vendor may be a different race, sex, income or social standing than you. That gives them a different, but valuable, perspective. If you find yourself discounting information you receive, ask yourself why.

Don't just hear what you want to hear. When someone tries to tell us something we do not want to hear, we sometimes choose to ignore it. Be aware of your own prejudices and stay open to all input.

Don't ignore intuition. Trust your instincts until you can complete enough research to prove them right or wrong. Once you have the facts, gut reaction becomes sound decision.

THE BOTTOM LINE

Improving decision-making skills can increase your confidence as a manager or business owner. You will feel more in control of your destiny. Plus, once you become more aware of how you make decisions, you will better understand how customers make decisions. You can position yourself as an expert and inform them how their buying decisions will affect their organization. That makes you the decider and the decidee! ■

What's Your Opinion



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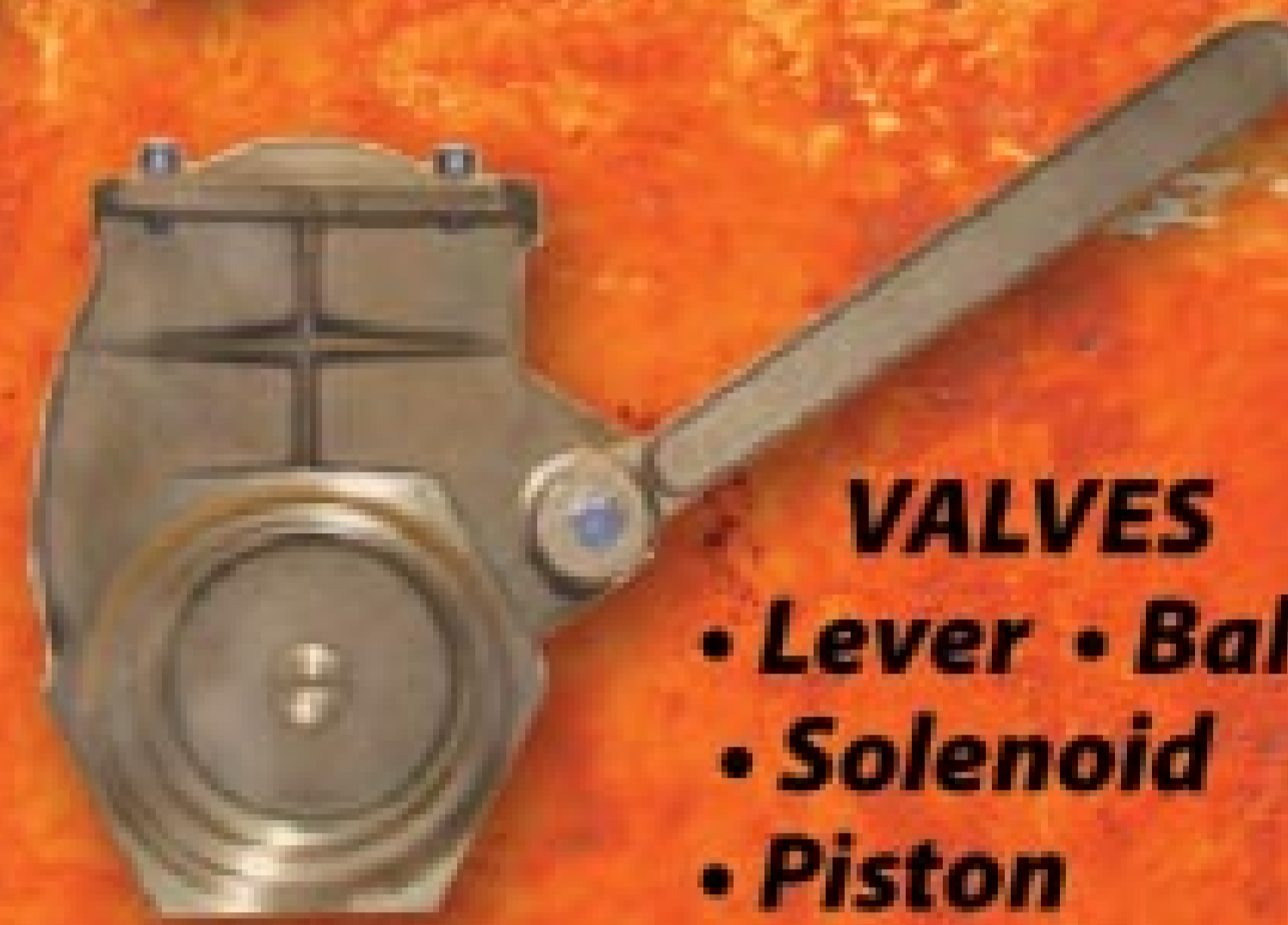
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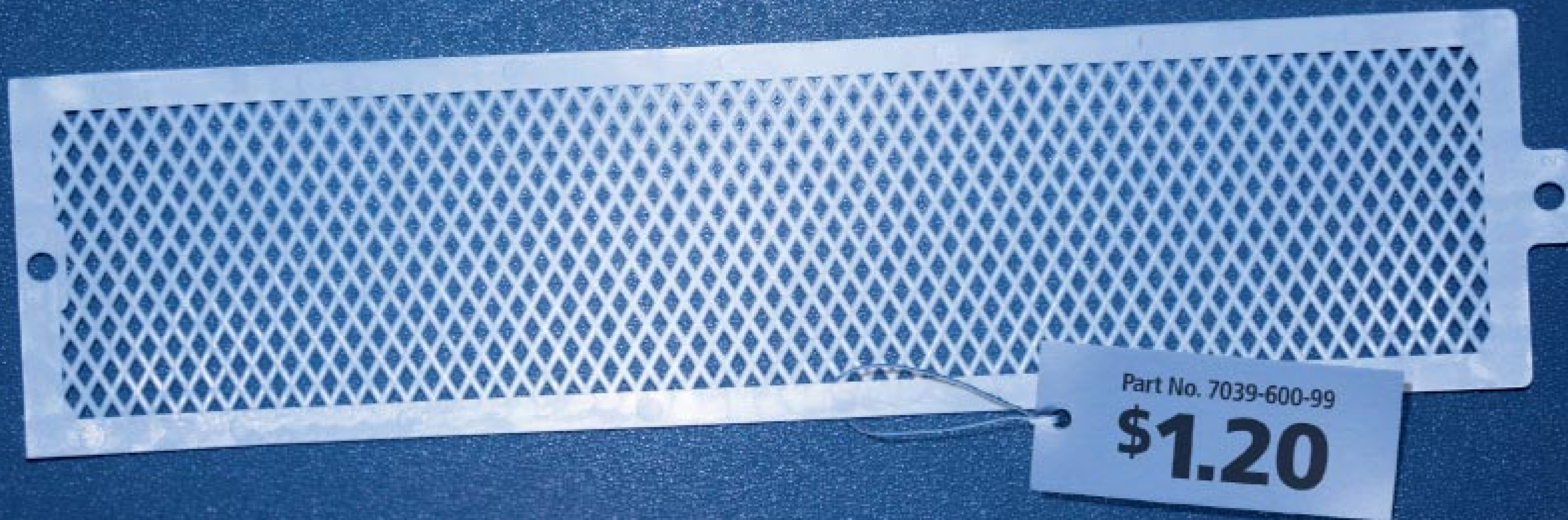
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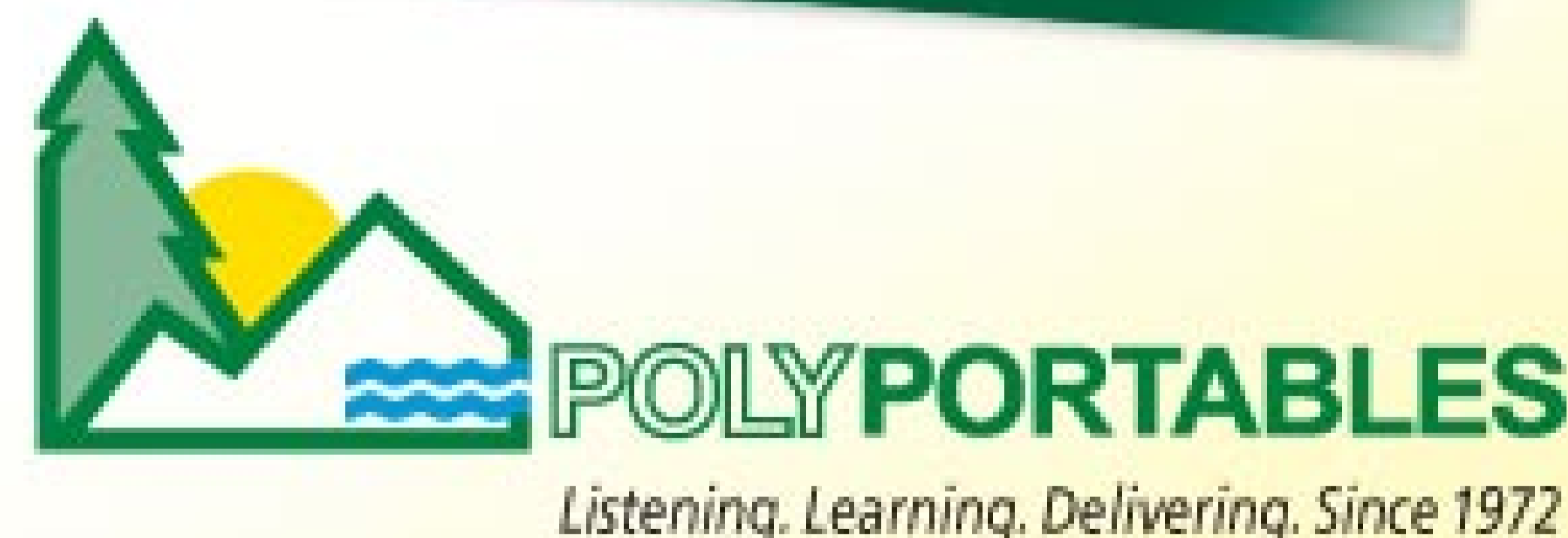
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Take 5... with ... Leroy Lausen

Two of the heavy-duty Lausen's Dependable Disposal pumping rigs and a tagalong trailer pass some of America's most beautiful rugged landscapes. (Photos courtesy of Lausen's Dependable Disposal)



On the WILD SIDE

This hardy portable sanitation family business deals with the challenges of working in Alaska

By Mary Shafer

Located on the far northeast corner of Denali National Park in Healy, Alaska, Lausen's Dependable Disposal provides portable restrooms for the park and surrounding areas. That means extended periods of subzero, mind-numbing cold in winter and frost-heaved roads in the spring. Wildlife including moose, bears, black flies and mosquitoes join with wildfires and an influx of tourists to enliven the summers. And autumn weather has been increasingly unpredictable. It's all in a day's work for this PRO, who also handles septic pumping and solid waste disposal to keep his crews busy throughout the year.

Owner Leroy Lausen runs the routes, covering a vast territory, aided by his son, Will. His wife and co-owner, Vickie Lausen, and their daughter-in-law, Sheri Lausen, cover the administrative end of things.

Last year wasn't a typical summer season. Leroy Lausen talks about an unusual portable sanitation customer the firm serviced, crews fighting on the front lines of five major wildfires around Fairbanks. It was the hottest summer on record for the area, creating a nightmare scenario for firefighters. If they were exhausted, Lausen was right behind them.

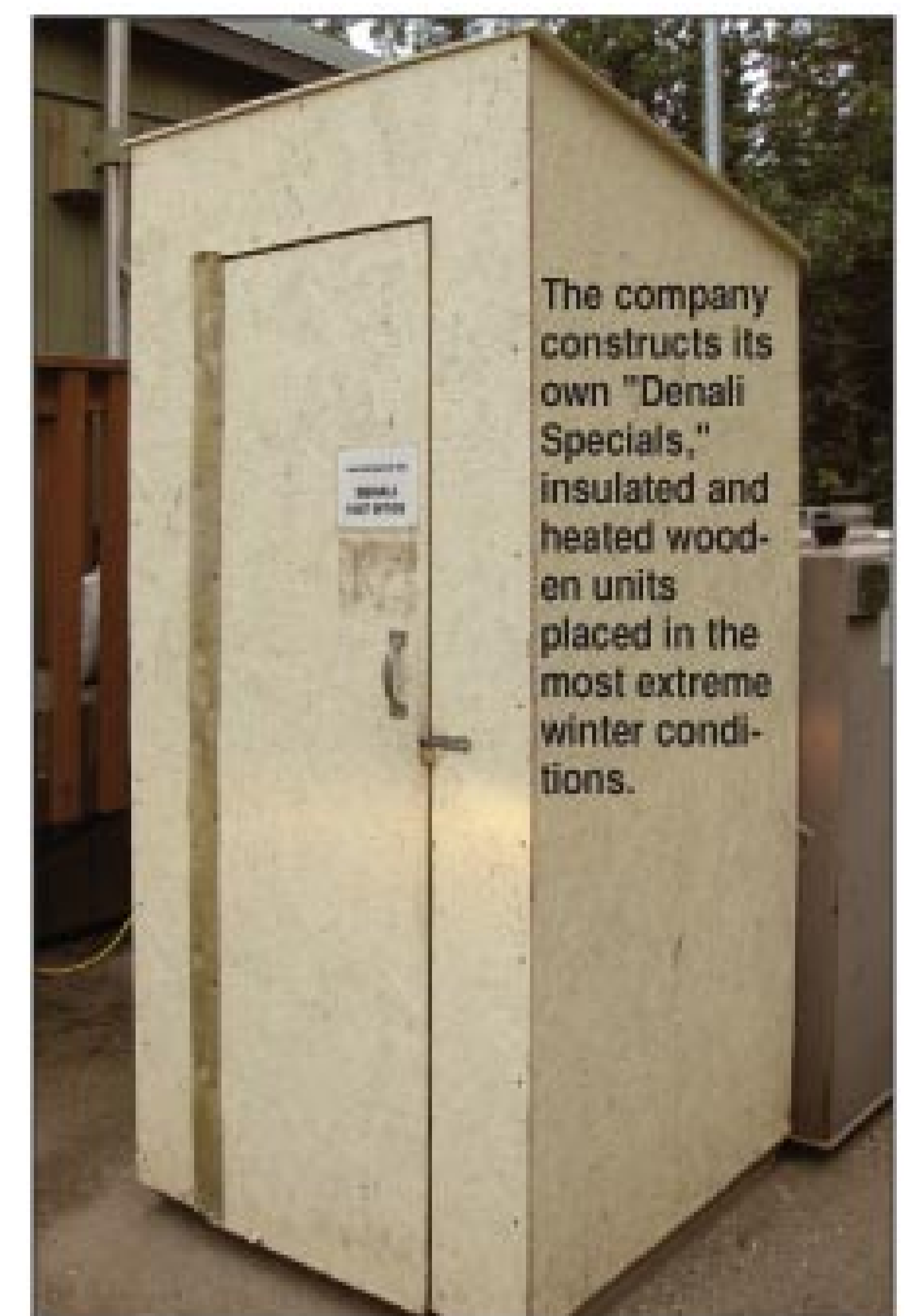
Summer is normally Lausen's busy season, but not this busy. Usually, it's just tourist attractions and events, National Park units and a few construction sites. But in 2009, it was a nonstop endurance run for the Lausens. On top of that, the couple had to continue servicing their regular septic pumping and solid waste disposal customers, whose business carries them through the cold weather. It was a far cry from the eight months of cold, snowy weather that's usually their biggest enemy.

EXPLORE **FIVE ISSUES**

that affect LAUSEN'S DEPENDABLE DISPOSAL:

B-R-R-R-R-R

In the 15 years since the Lausens have been in business, they've definitely found their biggest challenge to be the long, cold winters. With temperatures of -40 degrees F not uncommon, truck valves and liquid in the hoses freezes quickly. Restrooms must be kept in the shop before being placed on location so they don't freeze solid overnight. Salt and chemicals are added to tanks, but when it gets seriously cold, even that doesn't work. Plus, the plastic restrooms Lausen has used — he stocks 30 PolyJohn Enterprises Corp. PJN3 units, 80 Satellite Industries Tufways, and a few Satellite Industries Liberty handicapped-accessible restrooms — can crack under the most severe conditions. So he built 18 of his own single units, using 2 x 2 wood frames covered with 1/4-inch plywood painted light brown, and metal roofing. Inside, they're insulated with fiberglass batts or rigid foam, and covered with thin plastic panels to improve the looks and make cleaning easier. He gets their 50-gallon PolyJohn tanks direct from the manufacturer, and attaches 50-watt pad heaters to keep them from freezing. Each unit carries a small ceramic electric forced-air heater that's left on around the clock, and weighs roughly 450-500 lbs. The local post office jokingly refers to Lausen's homemade units as "Denali Specials." A dozen of these are "two-holers" — two single restrooms inside an 8-foot-square shed on skids. Built of 1/2-inch plywood over 2 x 4s, their weight is unknown to Lausen, but he says they're "sprucing up" future designs, including a hook frame underneath for easy lifting with a hook arm. All Lausen's portables have hand sanitizer dispensers installed, and for wildfire crews, they provide 12 Satellite Industries freestanding hand-wash sinks.



The company constructs its own "Denali Specials," insulated and heated wooden units placed in the most extreme winter conditions.

POOR RURAL ROAD CONDITIONS

Lausen's disposes of waste at a lagoon in the city of Anderson, 20 miles from his nearest customer. That means a haul of up to 80 miles one way from far-flung locations. In any season, frost heave seriously affects road surfaces, and they don't always heave up or down in the same place. When it comes to bumps and dips, Lausen says, "You just kind of learn where they're at during different times of the year. Even though there are 65 mph speed limits, you don't necessarily do that speed." And some of these stretches are 20 miles long. In addition, there are strict scheduling issues for the 95 miles of gravel roads in Denali National Park. Bigger trucks must deliver their units in the evening. Aside from visibility problems in the dark, it's also a juggle to schedule trips with a limited work crew.



Leroy and Vicki Lausen with their grandchildren, (from left) Isabelle, Landon and Elijah.



Among the unusual jobs Lausen's performs from its Alaskan outpost is pumping waste from railroad customers that criss-cross the sparsely populated state. Here Will Lausen empties a toilet holding tank in an engine.



FINDING RELIABLE EMPLOYEES

Rounding out a crew is always a challenge. Lausen estimates 90 percent of business comes between May and the end of October. While larger towns have a bigger labor pool to select from, outlying businesses like his generally draw those who only want to work for four months during the summer and then leave. Others only want to work with them until they can find a full-time job in a less isolated location. The solution is aggressive advertising, and they make extensive use of the Internet. Lausen's posts job openings online at AlaskaEmployment.com. They place ads on local and out-of-state Craigslist.com forums, and initiate extensive word-of-mouth campaigns. Whether they get good response, he says, really depends on the economy. If the economy is good, there are better pay and benefits available elsewhere, so a down economy actually helps on the employment front. Ultimately, the Lausens usually put in a few more hours themselves rather than hire and train another employee mid-season.

The company has a 2005 Ford F-550 flatbed roll-off truck with a Stellar Industries Hooklift to move restrooms.



Electric wall heaters installed in Lausen's wooden units are left on around the clock during frigid winter conditions.





Lausen's drivers never know what wildlife is waiting around the corner on their long and challenging service routes. Here, the vacuum truck scares up some black bears.

LIFE ON THE WILD SIDE

Lausen's heard all the polar bear jokes, but emphasizes that these Arctic denizens live farther north on the ice cap. But it's not at all uncommon to encounter black bears, and these have been known to knock over a unit now and then. Moose and caribou wander around on the road, so service route drivers must be careful to avoid collisions. Crashes might not kill these animals, but will definitely mess up a vehicle and can kill a driver. Sometimes curious moose calves nose around, and as with bears, drivers don't want to get between a calf and its mother. Lausen says it's worth taking time to size up the situation. "A lot of times, the mother will head off into the woods when a vehicle pulls up. If she has a calf or two, the cow will round them up and take them away. But if it's just you and a full-grown moose waiting near the unit and you're not careful, they'll chase you." Grown moose have been known to stomp humans to death, so it's not a run anyone wants to encounter. Wolves are also citizens of Denali, but so far, Lausen's hasn't had any run-ins with those.

SPECIAL EQUIPMENT NEEDS

Lausen's heavier, custom portable restrooms require more specialized vehicles for loading and delivery. Since some of them get placed on rough terrain, they need a truck that's light and agile, but can haul a beefy load. Their 2005 Ford F-550 Flatbed roll-off truck does the trick, using a Stellar Industries Inc. Hooklift.

Vacuum trucks include a 2007 Sterling Acterra with a 2,500-gallon steel tank and a 2007 Kenworth T800 with 4,000-gallon waste/50-gallon freshwater tank. Erickson Tank & Pump built the Kenworth truck and its trailer. The 2006 Ford F-550 service truck carries a 650-gallon waste/250-gallon freshwater steel tank from Satellite Industries. All vac trucks use Masport pumps.

Delivering restrooms to outlying areas is rough enough, but jostling over the rugged roads seriously abuses the flatbed. So, they've bought a ToolCat utility work machine from Bobcat. It's street legal with a flatbed, rubber tires and interchangeable front-end tools, can carry a small tank and is able to lift standard or custom units. They'll outfit it with a 300-gallon slide-in tank with a small Erickson pump in the back, and use it to service outlying units while more easily navigating muddy, rutted roads. They'll also use the versatile vehicle to lift portables around the yard, for snow removal and yard improvements. ■

A multi-function Bobcat ToolCat utility vehicle takes a lot of abuse in rugged areas, saving typical service vehicles from wear and tear.



To serve a natural gas drilling rig, Lausen's used a barge and tugboat to carry its equipment across the Nenana River (above). The round trip and servicing a few restrooms took about an hour. Below, trucks offload at a lagoon disposal facility.



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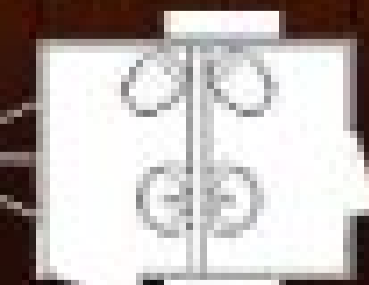
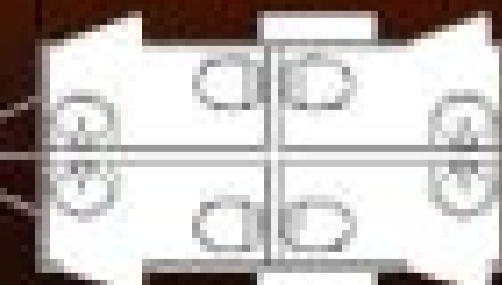
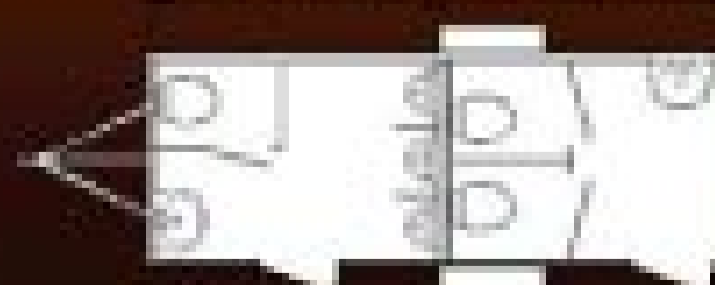
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Workers Phillip Epperson and Randy Schaffer load restrooms destined for a special event in greater Louisville. (Photos by Patrick Durkin)

SHOOT for the Moon

By Patrick Durkin

Kentucky's Moon Portable Restrooms launches clean, fast, reliable service in a bid to win special-event contracts from Louisville to Lexington

Moon Portable Restrooms Inc., a division of Moon Companies Louisville, Ky.

Owners: B.J. Davis, David Pottinger and David Jones

Employees: 6

Service area: 50-mile radius of Louisville and Lexington in Kentucky and southern Indiana

Specialties:

Portable sanitation for construction and special events

Affiliations:

Home Builders Association of Louisville, Home Builders Association of Lexington, Home Builders Association of Southern Indiana, Associated Builders and Contractors Inc., Greater Louisville Inc., Kentucky Festivals & Events Association

Web site: www.moontrailerleasing.com/restrooms.htm



While helping to grow the fledgling Moon Portable Restrooms in Louisville, Ky., co-owner B.J. Davis always kept the clever marketing motto of its parent company, the Moon Companies, top of mind: "Ask for the moon, and get it."

In a few short years and working through a slumping economy, Davis has helped the portable sanitation service provider grow from one truck and 23 restrooms to four vacuum trucks that keep more than 600 units sparkling fresh and in the field.

"What sets the Moon Companies apart is that we do what we say we're going to do," Davis says. "Our customers know we take their business seriously, and that they can depend on us. Our workers are well-groomed, we drive clean trucks,

we deliver clean restrooms, and we keep them clean as long as they're on-site."

LOW MAN ON THE TOTEM POLE

Davis, 34, started with Moon Companies about five years ago after losing his job as a corporate accountant. His father-in-law, David Pottinger, the main owner of Moon Companies, took him on as a laborer with no promises other than \$10 an hour if he worked hard. At the time, Pottinger and his partner, Bob Jones, were about 15 years into growing their leasing-and-rental business for storage containers and trailers, which also includes mini-storage, office trailers, over-the-road vans and semi-trailers.

Davis started working in the Moon Companies' storage yard, where he swept and cleaned containers, and got them



"We build the attendant's service into the cost. His presence isn't negotiable. He's always nearby to make sure nothing goes wrong. If a fuse blows, a light bulb goes out, the toilet backs up, or it just needs a quick cleanup, he handles it. You don't want that customer waiting 45 minutes for someone to arrive on a Saturday night."

B.J. Davis

ready for the next delivery. "I was painting trailers, greasing hinges, picking up trash and straightening up the yard," Davis recalls. "I drove a forklift, moved the containers in and out, and kept them ready for over-the-road semi-drivers. I worked out there eight months."

Then, Pottinger moved Davis into sales, asking him to hit the road to rent out containers. Even though he had no sales background, Davis learned fast and performed well enough his first five months to encourage Pottinger to offer an even bigger challenge: launching a portable restroom business. Pottinger said Moon Companies would put up some money for trucks and restrooms, and Davis would have three years to make Moon Portable Restrooms a viable business. If he succeeded, he would become an equal owner in a three-way partnership.

Now, more than four years later, Davis is a vested partner in Moon Portable Restrooms, having built the inventory, which includes several luxury restroom trailers. The company serves the Louisville area and concentrates on special events. It expanded into Lexington full time in 2008, in part because it secured a contract to service the University of Kentucky's football games at Commonwealth Stadium starting in 2007.

IN THE YARD

Davis says the company's growth and diversity is something Pottinger envisioned long ago. "They first opened a trailer-leasing business, and then they got a few storage trailers and started renting them out," he explains.

Above, Davis is shown with employees Phillip Epperson and Randy Schaffer. At right (top to bottom), Moon Companies owner David Pottinger goes over paperwork with Davis; Bob Jones, manager of the storage container division, visits with Davis; Davis consults with operations manager Paul Keltner.



"Then they moved into containers, offices and storage combos. They're always looking for ways to grow."

Moon Companies strives to provide customers a full range of services whenever possible, according to Davis. "We can load a storage/office combo on a trailer, strap down a (restroom) behind it, and deliver everything at the same time," he says. "When customers get everything on one bill, we give a 10 percent bundled discount. They like that kind of service. We solve their needs with one call and one bill."

The company uses four trucks to haul and service restroom inventory. The newest is a 2008 Ford F-550, built out by Progress Tank with a 1,000-gallon waste/400-gallon freshwater aluminum tank and Masport pump. The fleet also includes a 2007 GMC Duramax 5500, built by Lane's Vacuum Tank Inc., with a 1,000-gallon waste/400-gallon freshwater aluminum tank and a Masport pump, a 1987 Ford F-350, outfitted by Satellite Industries with a 420-gallon waste/100-gallon freshwater steel tank, and a 1989 Isuzu NPR, built by Lane's Vacuum Tank Inc., with a 500-gallon waste/150-gallon freshwater steel tank and a Conde pump from Westmoor Ltd.

The bulk of the units are tan PolyJohn



PJN3 units. Each is equipped with a corner shelf, coat hooks, a large vanity mirror and locking kit. Moon's inventory also includes 20 PolyJohn Comfort Inn handicap-accessible units; about 40 PolyJohn Bravo! hand-washing stations; three Wells Cargo Comfort Elite III

B.J. Davis and Randy Schaffer ready PolyJohn PJN3s for delivery. Most of the company's restrooms are tan.



restroom trailers, each with a 100-gallon freshwater tank/450-gallon waste holding tank; and one Wells Cargo Platinum Edition luxury restroom trailer, complete with flat-screen TVs and crown molding inside. For easier transport of restrooms, they use a Mongo Mover from Deal Associates Inc.

GOING GREEN, STAYING CLEAN

Besides supplementing Moon Companies' broad service line, the portable restroom service strives to capitalize on opportunities within its niche. For instance, Davis aggressively pushes the company's environmentally friendly capabilities.

Many large corporations, hospitals and chain retailers require construction companies to follow "green" practices while building their facilities, Davis explains. That means not only using environmentally friendly chemicals inside portable restroom holding tanks, but also using green products for cleaning them. And even though Kentucky doesn't require it, Moon workers place containment trays under each restroom at green sites to ensure spills and wash-down water and deter-

Davis started working for the Moon Companies as a yard man maintaining storage containers.



Davis and Schaffer set up a PolyJohn Bravo! sink.

gents don't reach the ground or storm-runoff systems.

The company uses Earth Friendly Chemicals for deodorizers. "I make sure contractors know they need to use us if they want to comply with green requirements," Davis says. "I've gotten several deals from big corporations because we're out in front with our green services. Eventually, everything is going to be built green, and we wanted to promote and provide that kind of service."

Besides, going green meshes with Moon Portable Restrooms' promise of clean restrooms, clean trucks and clean-cut workers. When Moon's drivers return to the yard each

evening, their day isn't over until their truck is cleaned inside and out.

"They dump and refill their tanks, and then wash their truck every single day," Davis says. "Our whole image is 'clean.'"

THE VIP TREATMENT

One reason for maintaining a spotless reputation is Moon's emphasis on servicing special events, including weddings, concerts, VIP cocktail parties, football games, Kentucky Derby socials and private-school fundraisers.

"I'm competitive about getting that business. I make those sales calls constantly, promoting us and making sure we can handle

Success: It's in the Details

Whether B.J. Davis — co-owner of Moon Portable Restrooms in Louisville, Ky. — is on the phone, driving to a sales call or surveying his inventory, no detail is too small to ignore. In no particular order, here are some of the little details that give Moon Portable Restrooms its structure, consistency and high standards:

HIRE THE BEST. Each driver must have a spotless motor-vehicle record. "If you've had any wrecks, you can't work for us," Davis says. The company conducts background checks on all potential employees regarding their legal and driving records. "We also check their references and contact their previous employers."

CAN YOU HEAR ME NOW? Each driver must own and carry a cellular phone so they can be reached anywhere and at anytime. To make sure that happens, the company pays a flat monthly fee to each employee so they can afford a cell phone.

TOOT YOUR OWN HORN. Selling through word-of-mouth advertising is important, but don't rely on it to build your business. "We're a diversified company and no one can tell our story better than we can," Davis says. "I get out and sell our restroom business by setting appointments, meeting with contractors, and following up with customers."

TUCK IN THAT SHIRT. "You can look good while working hard," Davis asserts. "Our drivers must be well-groomed and cleaned-up. They wear bright yellow shirts for safety, as well as gloves and safety glasses. We don't cut corners."

REDUCE WEAR AND TEAR. "Our portable restrooms are valuable assets that should last 20 years," Davis says. The company protects its inventory. "We don't squeeze them together with straps when we're hauling them. Our trailers have straps that go over the units' skids and clamp them to the trailer's bed."

YOUR COLOR OPTIONS ARE TAN, TAN OR TAN. "I don't mix and match the colors of our portable toilets," Davis says. "We want the public to instantly recognize our units. When they see a tan toilet, they know it's Moon Portable Restrooms."

DON'T SHOW UP UNANNOUNCED. When delivering portable restrooms, call ahead to alert the customer. "I always call ahead, both for their sake and ours," Davis says. "Sometimes they tell us to wait because they're not ready yet. Even if they don't answer, we leave them a message that we're on the way. The more you communicate, the fewer things that go wrong."

anything and everything they need." Davis says.

For events requiring formal attire, Moon can deliver up to three VIP restroom trailers like the Wells Cargo Comfort Elite IIIs. The company also has a Wells Cargo Comfort Elite Platinum Edition trailer, which features marble countertops and a flat-screen TV. Moon never sends out the Platinum unit without an attendant.

"We build the attendant's service into the cost," Davis says. "His presence isn't negotiable. He's always nearby to make sure nothing goes wrong. If a fuse blows, a light bulb goes out, the toilet backs up, or it just needs a

quick cleanup, he handles it. You don't want that customer waiting 45 minutes for someone to arrive on a Saturday night."

Davis said Moon starts each employee at

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Phillip Epperson and Randy Schaffer on location, preparing to refresh restrooms at a special event.



"I make sure contractors know they need to use us if they want to comply with green requirements. I've gotten several deals from big corporations because we're out in front with our green services. Eventually, everything is going to be built green, and we wanted to promote and provide that kind of service."

B.J. Davis

"a higher-than-average rate for what they do."

The company also provides health insurance, a dollar-an-hour raise after a 60-day probation period, and a second raise a year later. At that time, employees also receive a week's vacation, five days of sick leave, and a retirement plan in which the company contributes dollar-for-dollar matches up to 6 percent of their wages.

HARD WORK PAYING OFF

"We want our workers to be able to take care of their families," Davis says. "We ask a lot of them. While most people are having fun on the Fourth of July, Memorial Day and Labor Day, we're working. I've had guys who can't do it. They say they've never worked so hard in their life. But, like I say, we're doing our best to grow this business." ■

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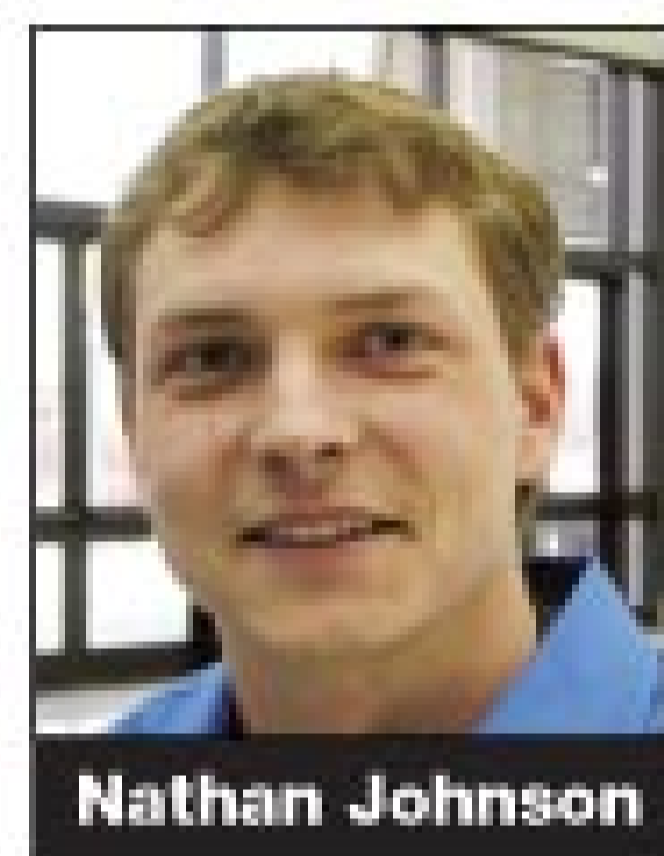


Keeping a Healthy Inventory

WHEN IT COMES TO REPAIRS AND DELIVERY OF REPLACEMENT RESTROOMS, EACH PRO HAS A DIFFERENT PROGRAM

By Mary Shafer

PROs know that looks count for a lot when it comes to whether someone will use a portable restroom. And each portable sanitation contractor has a unique blend of circumstances — volume, staff, shop configuration, time — that determine the best way to keep portable restrooms clean and in good repair. These operators share what works best for them:



Name: Nathan Johnson
Company: Port-Able John Rental & Service Inc.
Location: Bemidji, Minn.
Employees: 4
Years in Business: 22

Nathan Johnson oversees all maintenance and repair of restrooms at Port-Able John Rental & Service. A full-time yard worker is solely responsible for assembly, maintenance and repair of portable restrooms. Drivers bring damaged units to a certain spot in the yard for repair, unless the damage can be repaired in the field.

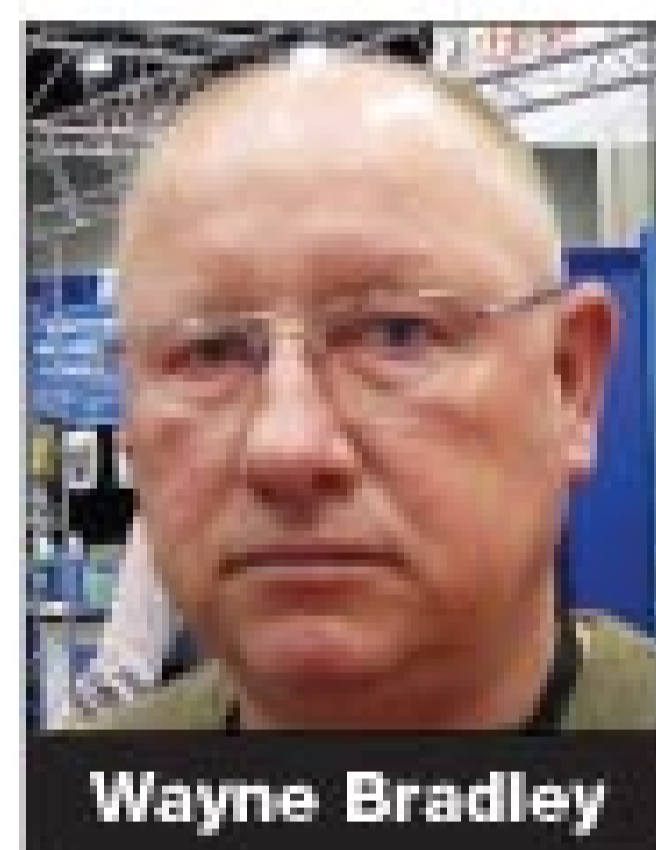
"The driver is responsible for day-to-day monitoring and initial assessment of damage. They carry a lot of typical parts like door springs and toilet seats on the trucks, so a driver can take care of something like that on

"The driver is responsible for day-to-day monitoring and initial assessment of damage. They carry a lot of typical parts like door springs and toilet seats on the trucks, so a driver can take care of something like that on the route. But if he sees something structural, like a skid or a side panel that happened to get cut, or roof or tank damage, then it comes back to the yard."

Nathan Johnson

the route. But if he sees something structural, like a skid or a side panel that happened to get cut, or roof or tank damage, then it comes back to the yard."

Johnson says he'll usually buy units unassembled, then puts the units together to save money. Still, when time is of the essence, Johnson will have them sent ready to go. "For example," he explains, "I do four big music festivals up here each year. And if I'm getting close to the Fourth of July and still have most of my units at another show, I'll just go ahead and order what I need and have them shipped pre-assembled."



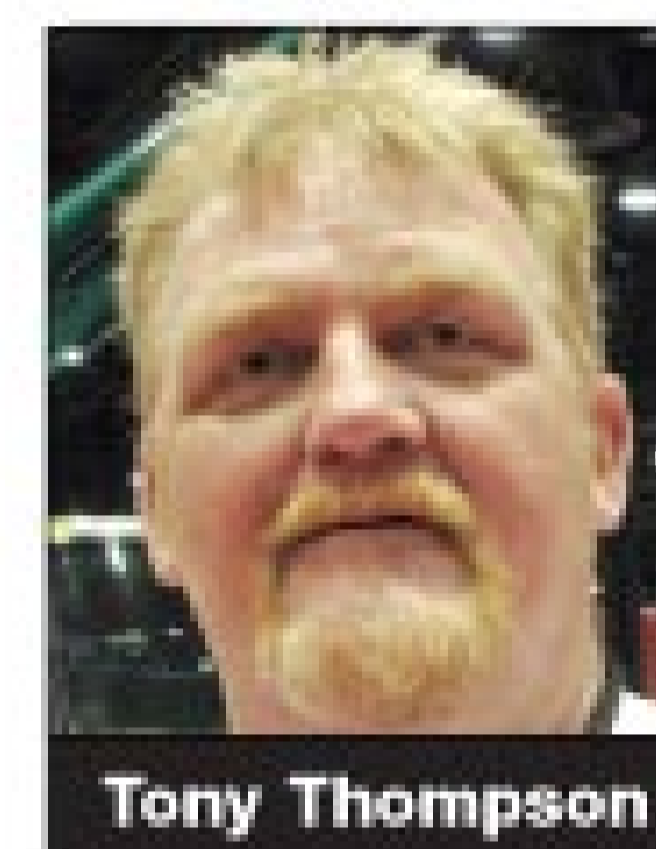
Name: Wayne Bradley
Company: A Plus Sanitation LLC
Location: Chestertown, Md.
Employees: 4
Years in Business: 7

Wayne Bradley and his wife, Jane, run a small but busy shop at A Plus Sanitation LLC. He takes care of repairs to damaged restrooms. "The drivers on a jobsite, if a spring's broke, they'll fix it. If it's non-repairable, they'll put another one in its place, bring it home, and I'll fix it."

When things are really busy, he may not get to the repair right away. "Sometimes we'll recycle the broken ones," he explains. "We put them out back, and wait to fix them when things get slow."

He orders his units assembled. "I'd rather pay the money," he says. "We had a couple units that got destroyed. Trucks or something hit them. We had to take them apart and put the new

pieces in. And boy, unless you've got real strong hands or an air rivet gun, that's just tough." He says it's not billable time when he's putting together units anyway. "I'd rather just order them, have them delivered together, put them on the truck and take them to the jobsite."



Name: Tony Thompson
Company: East Alabama Portables
Location: Anniston, Ala.
Employees: 16
Years in Business: 13

Tony Thompson runs considerable volume through his shop. With a standing inventory of more than 2,000 restrooms, his maintenance and repair work needs to be efficient. "We do both field and yard repairs," he says. "I have two full-time employees that do nothing but work on the pad at the shop. They go through them from top to bottom when they come in off the job. They get a full pressure wash inside and out, even laying them over to get the bottoms. They do graffiti removal, and if they need repairs, they're done then."

Drivers carry some hand tools and a few small repair items on the truck. If they notice a spring missing, a door lock that needs a screw or a broken door handle, they'll make these small repairs in the field. Otherwise, they'll swap out with a new restroom and bring the damaged unit back to the pad at the shop.

"I buy all my units pre-assembled. One exception was when we serviced the cleanup from Hurricane Katrina," he said. "Then, my cousin (who owns his own shop) and I bought about 4,500 units and had them shipped directly to the site. For that amount of volume, the manufacturer sent along crews that assembled them right there." ■

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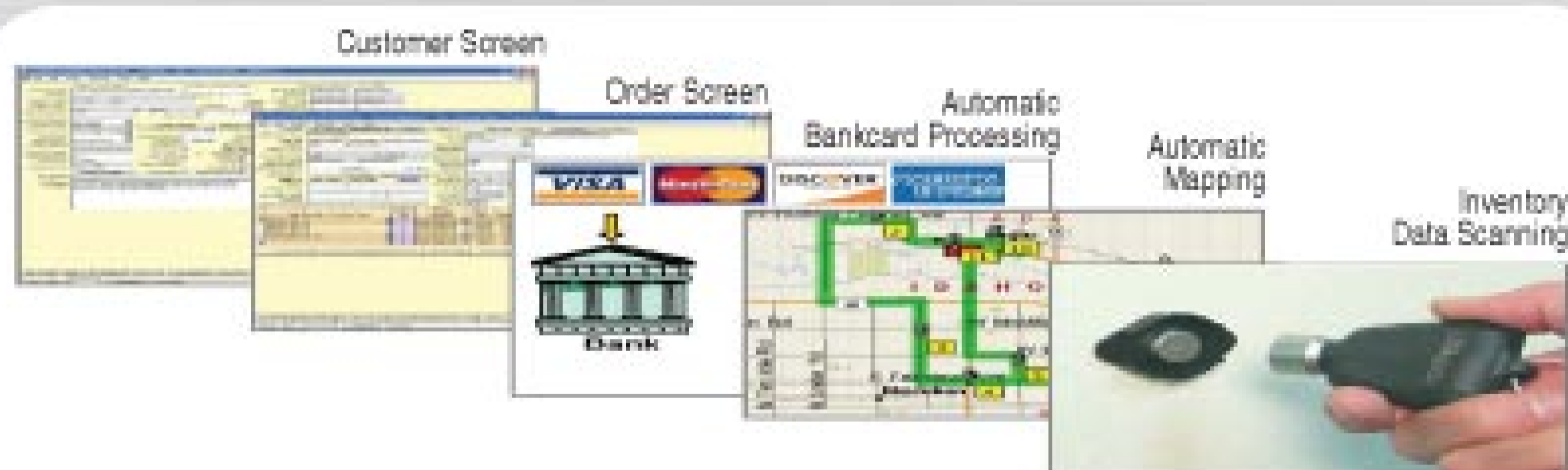
By Ed Wodalski

There's an old saying that the job's not done until the paperwork is finished. And there's paperwork — or at least electronic forms — aplenty in the portable sanitation business.

From mapping to work orders, route summaries, inventory, invoices, payment reminders, customer history, vehicle and employee records, it might seem like you're spending more time at a computer than delivering restrooms. Fortunately, today's software programs can help with much of the mapping, messaging,

scanning and updating — in real-time, leaving more time for you and your team to do what they do best: building routes and providing the best service possible.

Here are some of the latest technology products designed to make your business more productive and profitable:



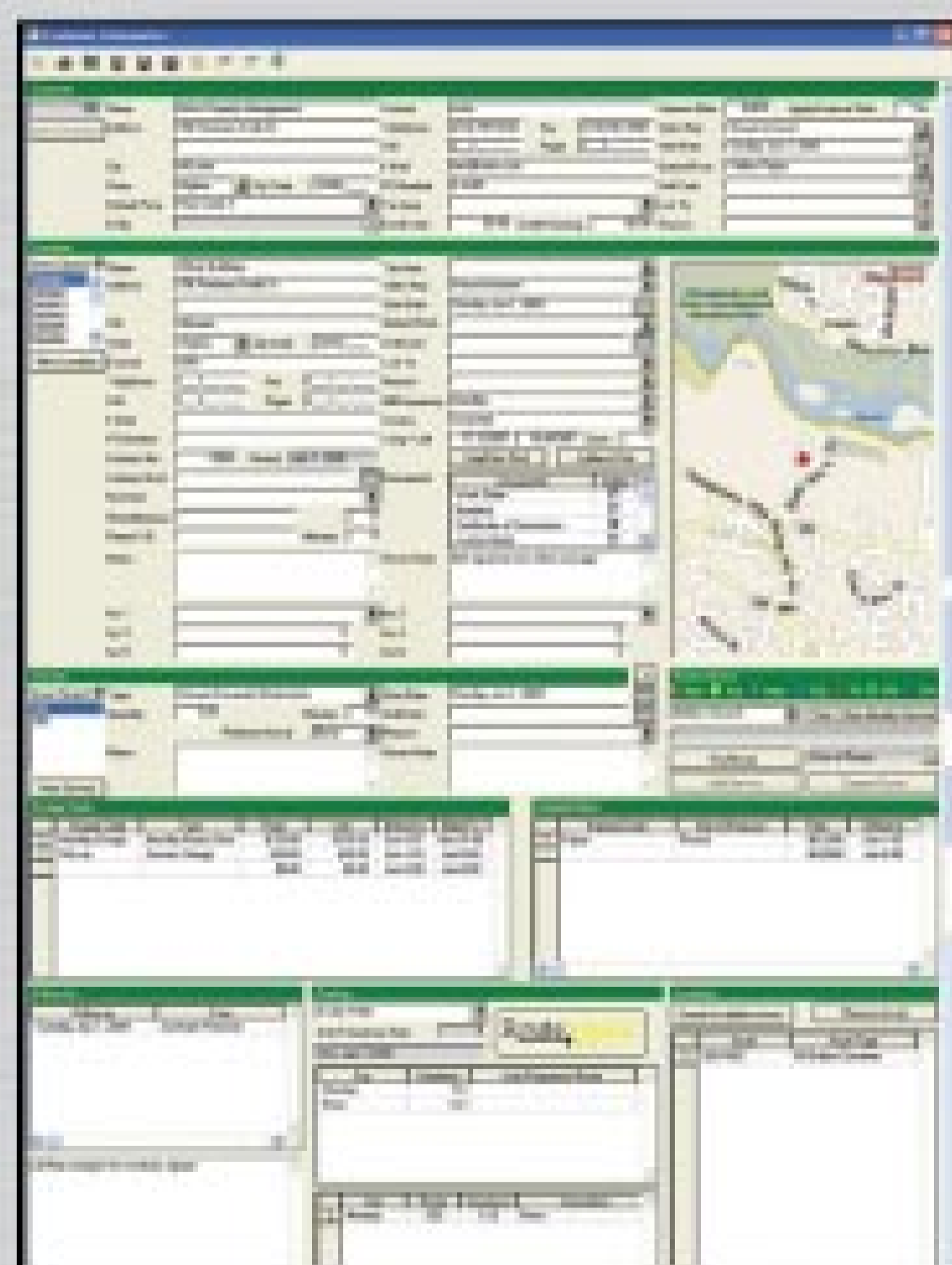
RITAM TECHNOLOGIES LP

The **Summit Array** customer accounting and operations management software program from **Ritam Technologies LP** includes automatic mapping and one-button job repeat or delivery/pickup. ERIT scanning technology delivers instant route summary of all units served and totals by inventory type. Summit Rental Profit Builder enables users to establish up to 35 different billing possibilities, including daily, weekly, monthly, as well as providing special event, selectable at the jobsite and line item details. Pro-ration calculation, sales tax computations and reporting are automatic. **800/662-8471; www.ritam.com.**

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provides two-way communication between the office and route drivers as part of Total Activity Control's Paperless Office suite that includes Write-on Work Orders and Write-on-Service Routes. Work orders or service stops can be sent via e-mail to each driver, who can view the information, along with optional attachments, using any mobile device, such as iPhone, netbook or BlackBerry. Drivers also can send real-time status messages back to the office. The system automatically maintains a full history of stop-by-stop service, including driver name, date, time of service, work status and optional text or image details. **888/882-5327; www.clearcomputing.com.**



ROUTEOPTIX MANAGEMENT SYSTEMS INC.

Vehicle routing and mapping technology from **RouteOptix** offers an at-a-glance view of services performed with real-time feedback. The program enables work orders to be created and scheduled for immediate or future assignment. Routes are easily optimized and overlaps identified. Estimated driving and service times can be adjusted as new calls come in. The software provides route statistics, including down time, for complete route-to-billing history as well as detailed inventory data on assets assigned, availability and history. Reports can be created by date or for specific customers.

Billing and payment history, including outstanding balances, can be previewed at any time. The program also can create standard invoices and statements as well as customized forms. **519/896-9433; www.routeoptix.com.**

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The **PortaTracker** program from **Tracker Solutions** provides customer information, including site and mailing address, phone number and history on one navigational page. The calendar feature enables users to schedule drop-offs, pickups and service as well as view each day's schedule by service or area. Dispatches can be added to each day's schedule. Driver, truck number and jobs can be entered from a drop-down list. A reference sheet, featuring directions, number and type of units, as well as address and phone number, can be printed out for the driver or office. The program also can create invoices, service reminders, track credit, delinquent customers and more. **866/834-1551; www.septictracker.com.**



THE SAFE PROGRAM

The **SAFE** software program from **VMSoft Products**

enables users to track customer details, site locations, service schedules and financials, as well as create categories such as "Regular Toilets," "Handwash Stations," "Handicapped," and various other inventory. Service and pickups can be scheduled by technician, map code or rental areas. The program can create reservations for future rentals, proposals and invoices. It also can send documents, including work orders, profiles, histories or e-mail letters to customers. Customers or rental service can be exported to Microsoft Excel and imported into a mapping program, such as Microsoft Streets & Trips, for easy viewing. The program also offers onscreen rental status, rental counts and is compatible with Windows 98se through Windows 7. **800/604-7351; www.thesafeprogram.com.**



LINKWRITER

The **Linkwriter** digital pen from the **Famhost Family of Hosted Solutions** electronically links documents or forms to customer records, invoices, vehicle or customer files, and time-stamps when the customer or employee signs the document. Fields on the form can be programmed to link records to records in real-time through a tiny modem. Data is stored both as an image (eliminating scanning) or as data (eliminating typing). Inventory is updated as soon as the driver finishes a job. Linkwriter is integrated into the JaRay Services Business Management System for GPS-enhanced dispatching, billing, payroll, inventory and other functions. It also can be used as a Web-based standalone application, enabling forms to be viewed online or images to be sent to multiple e-mail addresses. All data is encrypted and multi-password protected for security. **800/658-1676; www.famhost.com.**



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Have you ever wondered how we generate story ideas for the pages of *PRO*TM? 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.

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. 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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Are You Connected in 2010?

SOCIAL NETWORKING SITES ARE A GOOD WAY FOR PROS TO LINK TO CUSTOMERS, PROSPECT FOR NEW BUSINESS AND PROMOTE COMMUNITY INVOLVEMENT

By Mike Adams

From “mom-and-pop” organizations to Fortune 500 companies, businesses are using social networks such as LinkedIn, Facebook, and Twitter as forms of free advertising. Advertising messages that once appeared in newspapers and other print media now can also appear on free Internet sites by word-of-mouth or “buzz” marketing.

This type of marketing offers a unique opportunity to personalize communication with customers in ways that are not possible with traditional advertising. According to a survey published on BNET.com, firms that rely heavily on social networking scored higher by 24 percent on a measure of innovation than companies that do not use social networking. Social networking cannot only help you market your product, but can also build a loyal following for your company and sales reps.

Here are a few tips on how your portable sanitation company can utilize social networking sites:

Build a family for customers to be fond of.

Make your company public to your customers by creating profiles for each of your employees. Add details about their backgrounds and provide anecdotes that show that they are knowledgeable, trustworthy, fun and approachable. Your employees will become the face of your company on the Web, and it is critical they look after your customers to the best of their abilities. Keep your clients updated. When you receive business awards or honors, post an update on your Twitter and Facebook pages. Also, keep your clients current with your sales team by announcing new hires and promotions on Twitter and Facebook.

Practice good customer service.

Make sure you offer exceptional customer service online by responding quickly to messages posted on your Facebook page or by your Twitter followers. Look for opportunities to demonstrate expertise or proof of the exceptional service you provide through client testimonials. A benefit to social networking sites, if your customers are willing, is that prospective customers can contact your clients with questions or for personal references about working with you.

Establish your online brand image.

Give your customers a good idea of who you are and what you stand for. Announce your involvement in local community groups, such as Chambers of Commerce. Show off your personality and sense of humor. Demonstrate your commitment to the local community. Post current photos of your hand-sanitizing units and portable restrooms at area events. You can even keep a travel log and detail the events you serve with photos of your team and your units at the sporting events, festivals, weddings, and fairs you are involved in. Your clients are interested to know how much fun you have with your team when you're in the field doing what you do.

Join online groups that share your company's interests.

Online networking groups allow you to gather and distribute referrals, as well as reap the benefits of new business relationships.

Gather customer feedback to improve your products and services.

Your customers will see you and will, in turn, speak well of you to their network of friends and family. Word-of-mouth marketing can make or break a small business. Experts say 68 percent of consumers believe what they hear from friends and family. So it's crucial that all companies, large or small, listen to their customers. Take advantage of the insights and suggestions your customers have to offer.

Support a cause.

Build a positive reputation for your company by supporting a worthy cause. Many social networking sites allow for sponsorship of various causes. For example, sponsor a walk or jog for a cure, post images online promoting the event, and outfit the event with your own top-of-the-line sanitation equipment. As a reflection of your brand image, support a cause in your company name and invite your customers and colleagues to do the same. Not only can this boost employee morale, but it also helps the local community. If you support a local Little League team, post images of your employees enjoying the games on your Facebook page.

A FINAL WORD

Social networking is an inexpensive way to create awareness about your portable sanitation company, educate prospects and clients, and build customer loyalty. Logging on can bolster your brand image at a minimal cost. A recent study in *Cone Business in Social Media* found 93 percent of Americans believe businesses need a presence on social media sites. Get started today. ■



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INDUSTRY NEWS

Ritam Technologies Launches New Web Site

Ritam Technologies LP has launched a new Web site, www.ritam.com, featuring detailed product information and updated video introductions to its various software packages.

Hur Chemical Announces PSAI Show Winners

Winners of the 2009 PSAI Show drawing from Hur Chemical Manufacturing Inc. were Sarabia's Portable Jons, 55-gallon drum of Super CN; Nor Cal Portables, an Aqua Toss Royal Queen; and C&S Waste Solutions, Dyna Bact — all biological.

United Site Services Restructures

United Site Services has converted more than \$400 million in debt to equity. As a result of the restructuring, terms of the company's revolving credit agreement have been amended and restated. Holders of the company's other obligations have converted their debt into new equity, effectively reducing the company's debt by 80 percent and reducing its interest expense by 90 percent. Equity in the restructured company will be majority owned by funds managed by GSO Capital Partners LP and Angelo, Gordon & Co. LLC or their affiliates. ■

PRO PORTABLE RESTROOM OPERATOR DISCUSSION

QUESTIONS? Get Answers...

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

By Jim Kneiszal

Finally ... 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) for nearly five years.

Sharing ideas is as simple as 1-2-3

1. Visit the 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 Web site.

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



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



More Thoughts on Frozen Tanks

READERS OBJECTED TO OUR ADVICE ON TANK-THAWING STRATEGIES, SO WE TAKE ANOTHER LOOK AT THE ISSUE

We need to double back to a column topic from earlier this year and make some important clarifications regarding our advice on the use of methanol as an anti-freeze additive. Our research at the time of the article came mostly from our friends in the Flagstaff, Ariz., area, which is certainly not the best example of a "freezing" area.

Therein lies the rub. Informative responses to that story came from Bob Herman of Herman Plumbing Co. in Grand Island, Neb., and others, who deal with temperatures well below zero. In fact, we're sure that some PROs work in temperatures that can reach -20 to -30 degrees and need proper advice for pumping in those severe conditions.

First off, we'd like to thank Herman for making us aware that certain concentrations of methanol and water are flammable.

As Herman notes, "We have used a methanol and brine solution combination in our fleet to keep the toilets thawed out, along with softener salt (pellets) in the urinal to keep urinal usage from diluting the brine/methanol mix in the holding tank." He added that there usually wasn't much done for washdown during the winter other than using windshield washer fluid; the PROs in frigid climates hope that users are tidy and in-the-field cleanup isn't a major issue.

"In some cases we have even had to pick up one with a frozen holding tank or dirty floor and switched it out with a clean one and brought

the frozen one back to the shop to thaw out and clean," Herman says.

Another excellent point is made by Ross Odom, a PRO in Arkansas. As Odom states, "It is against the law to put methanol or anti-freeze or anything remotely associated with these products (methanol and/or anti-freeze) in the portable toilet waste stream. That is to say, treatment plants will not allow these products to be disposed of into their systems." Odom adds that even small amounts of these chemicals are banned.

Then again, using rock salt is not a great answer either. As Odom states, "The solution has to be near perfect or it will freeze if there is not enough salt or if there is too much salt in the solution."

Anytime there are foreign chemicals used in the mix, waste treatment plants are suspicious and generally will say no to dumping at their site. Waste disposal is watched more closely now than ever before at treatment plants, especially for carbon-based products. So even chemicals like magnesium chloride become suspect. The downside of magnesium chloride is that it is expensive, and like the other solutions, must be perfectly mixed to suit the weather or it will not work properly. If you are dumping at a treatment plant, it's critical to find out what they accept and what they don't.

Odom adds, "I am not aware of any anti-freeze products that are allowed in treatment facilities aside from salt-based products, and our treatment facility is trying to outlaw those products." Many of the treatment plants use bacteria to digest waste and, Odom says, "anything that the 'bugs' don't like is out!"

These are great points brought out by readers. Every area deals with portable restroom waste in different ways. The bigger cities have treatment plants and they want to know what you are dumping and they will test each load to verify. Some are more restrictive than others. Know, understand and abide by the rules and regulations in your area.

As desert dwellers, both Jerry and I have learned a lot from this lesson. As Ross Odom states, "The best possible solution to the overall problem is heaters in-line that keep the liquids liquid."

This doesn't solve the problem of the frozen portable restroom, but somewhere out there is an inventor who is going to be very well off when he or she comes up with the environmentally safe anti-freeze product and/or mechanical device. Let's face it. Once the temperature dips below 32 degrees, the process changes. Contractors in every region deal with freezing in unique ways.

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. ■

"I AM NOT AWARE OF ANY ANTI-FREEZE PRODUCTS THAT ARE ALLOWED IN TREATMENT FACILITIES ASIDE FROM SALT-BASED PRODUCTS, AND OUR TREATMENT FACILITY IS TRYING TO OUTLAW THOSE PRODUCTS."

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PORTABLE RESTROOM BUSINESS: Front Range, CO. 360 toilets, 2 handicap, 8 wash stations, 3 trailers, 2 professionally built trucks. Family owned and operated 18 years. 719-499-8335. (PTBM)

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Looking to sell your portable restroom business? We have buyers looking in the following areas; Florida, California, Virginia, Iowa, Kentucky, New York, Pennsylvania and more! Must have gross revenue in excess of \$250,000 in most cases. E-mail jeffb@colepublishing.com or call 800-257-7222 and ask for Jeff Bruss for more details. **A B2 Business Brokerage Listing.** (TBM)

Looking to sell your industrial cleaning, hydroexcavation or waterblasting business? We have buyers. Must have gross revenue in excess of \$1,000,000 annually. Nationwide interest. E-mail jeffb@colepublishing.com or call 800-257-7222 and ask for Jeff Bruss for more details. **A B2 Business Brokerage Listing.** (TBM)

Houston Texas Area Septic & Drain Business For Sale. Grossing nearly \$300,000 annually and showing growth. Established commercial clients and customer list. Includes all equipment to operate, a turn-key business. Huge potential, owner is motivated and moving on - **asking \$140,000.** E-mail jeffb@colepublishing.com or call 800-257-7222 and ask for Jeff Bruss for more details. **A B2 Business Brokerage Listing.** (TBM)

BUSINESSES

Well-Established and Profitable Texas Septic, Sewer & Installation Business For Sale. Grossing in excess of \$1,000,000 annually, customer list of nearly 2,000 accounts and 430 contracted customers. Includes nice late model equipment, most are 2007, 2008 model years. Real estate with rental income can be purchased separately if interested. Asking \$799,000. E-mail jeffb@colepublishing.com or call 800-257-7222 and ask for Jeff Bruss for more details. **A B2 Business Brokerage Listing.** (TBM)

Massachusetts Sewer & Drain Franchise For Sale. Confidential listing, Non Disclosure Agreement required. Turn-key business, good revenue — **asking \$165,000.** E-mail jeffb@colepublishing.com or call 800-257-7222 and ask for Jeff Bruss for more details. **A B2 Business Brokerage Listing.** (TBM)

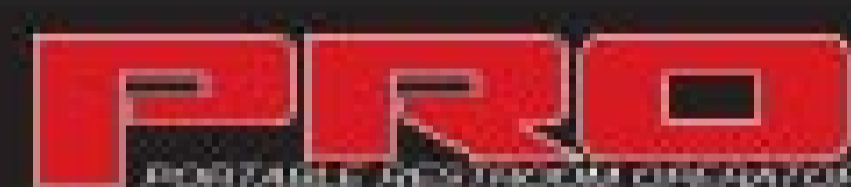
Philadelphia/Allentown Pennsylvania Area Sewer Business For Sale. Specializing in collection systems, video inspection, jetting, municipal work. Includes CUES TV & grout truck, Sewer Equipment Corporation jetter truck, Vactor 2100, RIDGID camera, confined space equipment and more! Good revenue history. Great opportunity to expand or start your own business. Current owner wants to retire. **Offered at \$330,000.** E-mail jeffb@colepublishing.com or call 800-257-7222 and ask for Jeff Bruss for more details. **A B2 Business Brokerage Listing.** (TBM)

BUSINESSES

NORTHERN CALIFORNIA/RENO, NEVADA AREA PORTABLE RESTROOM SERVICE BUSINESS FOR SALE. Owner is motivated and inventory alone is worth the asking price. Includes 100+ restrooms, sinks, ADA units, holding tanks, 2 service trucks and a delivery trailer. Annual revenue in excess of \$100K each of the past 4 years. List of existing customers and contracts included. Owner is willing to train if needed. Asking \$75,000 - **REDUCED TO \$55,000.** E-mail jeffb@colepublishing.com or call 800-257-7222 and ask for Jeff Bruss for more details. **A B2 Business Brokerage Listing.** (T6)

North Carolina Septic and Installation Business for Sale. Showing good growth over the past 3 years. Includes all equipment to operate, extensive customer list, and owner is willing to train if necessary. Asking \$110,000. E-mail jeffb@colepublishing.com or call 800-257-7222 and ask for Jeff Bruss for more details. **A B2 Business Brokerage Listing.** (TBM)

Looking to sell your business? We can effectively market your business to more than 60,000 potential buyers in the liquid waste, portable sanitation, and sewer & drain industries, as well as your local markets, the Internet and other venues. No upfront fees — you don't pay unless your business sells. To learn more about brokering your business through B2 Business Brokers powered by PRO, call 800-257-7222. (TBM)



Classified Ad Form

Please print ad legibly below with **correct punctuation and phone number.** Circle each word to be bolded, if any. Remember to **choose a heading.**

CHOOSE A HEADING:

- | | | | | | |
|---|---|---|---|---|--------------------------------------|
| <input type="checkbox"/> Businesses | <input type="checkbox"/> Lease Financing | <input type="checkbox"/> Portable Restrooms | <input type="checkbox"/> Portable Restroom Trucks | <input type="checkbox"/> Septic Trucks | <input type="checkbox"/> Tanks |
| <input type="checkbox"/> Computer Software | <input type="checkbox"/> Miscellaneous | <input type="checkbox"/> Portable Restroom Tanks | <input type="checkbox"/> Positions Available | <input type="checkbox"/> Service/Repair | <input type="checkbox"/> Wanted |
| <input type="checkbox"/> Excavating Equipment | <input type="checkbox"/> Parts & Components | <input type="checkbox"/> Portable Restroom Trailers | <input type="checkbox"/> Pumps - Washdown | <input type="checkbox"/> Slide-In Units | <input type="checkbox"/> Other _____ |

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\$1.00 per word, per month with a 20-word minimum or \$20.00. \$1.00 extra per bold word (key words only).

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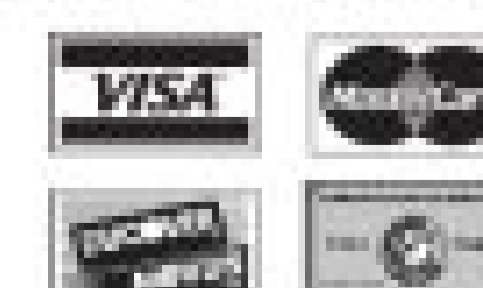
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BUSINESSES

Looking to buy a business in the liquid waste, portable sanitation, or sewer & drain industries? Call B2 Business Brokers powered by PRO at 800-257-7222 and we can add you to our VIP buyer list. No obligation, no fees, no pressure. (TBM)

BUSINESS OPPORTUNITIES

BE YOUR OWN BOSS! Start your own portable restroom company! 100 portable toilets and a service truck for only \$25,000. Call 505-345-3965 today! (PT4)

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MISCELLANEOUS

FREE TOILET PAPER. Let us know how many rolls you use a month and your contact information. www.justtoiletpaper.com or email mpolish@justtoiletpaper.com. 609-823-7661. (T4)

PORTABLE RESTROOMS

350 used Poly and Satellite portable toilets for sale in Utah. \$250 each, volume discounts available. Contact Ryan at 801-430-7287. (T5)

200+ PolyPortables, yellow, job site ready, \$150 each. 4 older flushables w/handwash, white, \$400 each. 2 fiberglass on trailers, \$750 each. SC. 877-633-6642. (PT3)

30 Aqua PolyPortable Integras, excellent condition, less than five years old, used mostly for special events and not construction. \$350 each. Western Montana. Call 406-728-3533 for more information. (PT3)

For Sale: Used hand wash stations (Satellite Industries). Good working condition. \$150 ea. Hundreds in stock. Discounts available on quantities above 25. 562-755-6055. (PT4)

50 gently used construction units for sale. Will sell individually or all together. \$150 - \$200 each. 608-742-2648. (T3)

PORTABLE RESTROOM TRAILERS

2008 ACSI - AD16 with interior package upgrade. Six-station, stereo, heat traced tank. All of the extras, excellent shape. Will email pictures. \$32,500. Please Contact Chris or Jeff at 217-224-1932. (PT3)

New and used **RESTROOM TRAILERS** available immediately. 8 to 34 foot luxury trailers. Comforts of Home Services Inc. 877-382-2935. (PBM)

PORTABLE RESTROOM TRUCKS

1995 International 4700 with a Prime 1,500 US gallon, 2-compartment (1000/500 split) carbon steel; portable toilet service unit. "As is." **Available!!!** (Stock #3469C) **www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648).** (PBM)

(2) White 1996 F-350, standard trans., 150 fresh/300 waste. Both need work. Asking \$9,000 ea. 1997 F-350, auto trans., 150 fresh/300 waste. Asking \$10,000. All 3 trucks: \$28,000. Call 254-526-4745 or 254-466-1075. (T8)

(3) 2007 GMC 5500s: 1-65,000 miles, 2-83,000 miles, 2-unit carrier, aluminum deck, tool box, steel tank 950/300. Excellent condition. \$34,000 each. Call Dan 757-485-8888. (T4)

2006 International CF600 with Abernethy 600 waste/400 water tank and 2-toilet carrier rack. Masport M4-H4 pump. \$36,900. 828-371-0948. (CPT3)

2003 International 4300 DT466 automatic, wet kit, Conde SDS vac pump, pressure washer, huge cabinets, SS-1100/300 tank, 2-unit SS carrier, heated valves, well documented maintenance. \$45,000. 262-483-6380. (PT3)

1998 F-Series Ford, 26,000 GVW, Cummins engine, 6-spd., 3 compartment tank, 750/200/100, Battioni vac pump, heated valves, 2-unit rack. \$15,950. 262-483-6380 WI. (PT3)

BRAND NEW 2008 Ford F-550 Portable Restroom Truck: Auto trans., powerstroke motor, brand new 1100 gallon tank w/new Masport M2 pump. \$49,500. See full inventory at PumperTruckSales.com. JR. @ 720-253-8014. (P3)

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Utile vacuum pump model L-215, blue series, never used, still on shipping pallet. \$1,200 OBO. Call 732-688-8766. (PT3)

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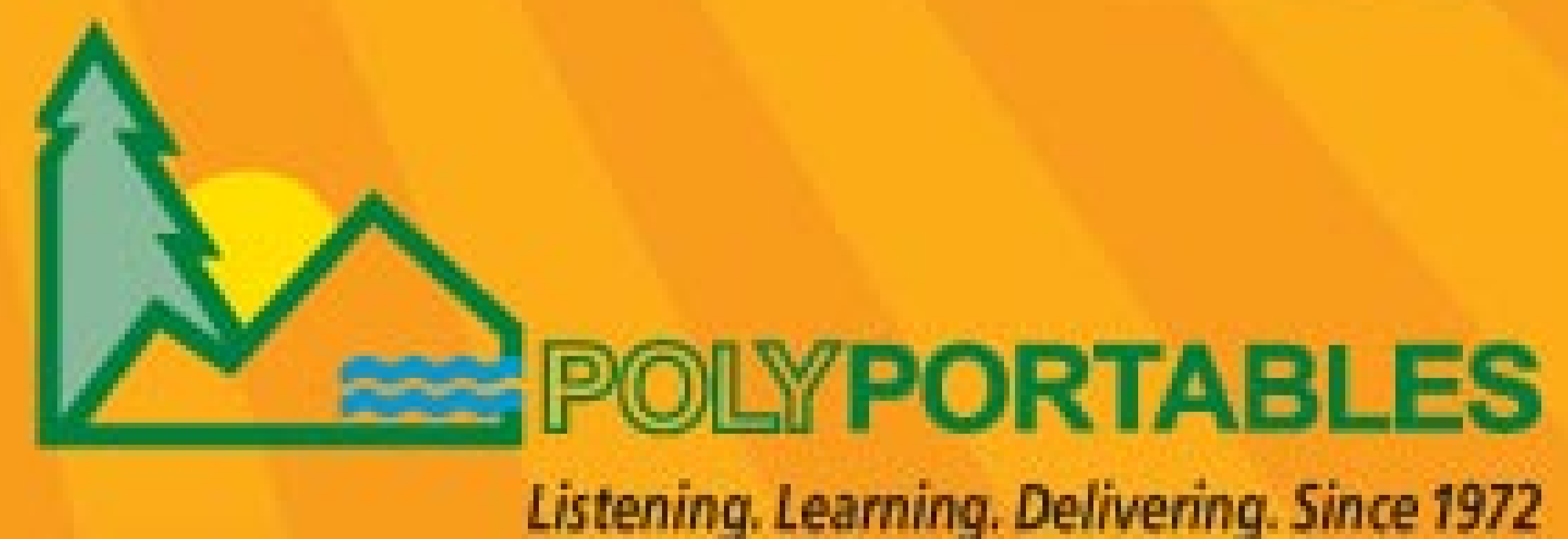
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