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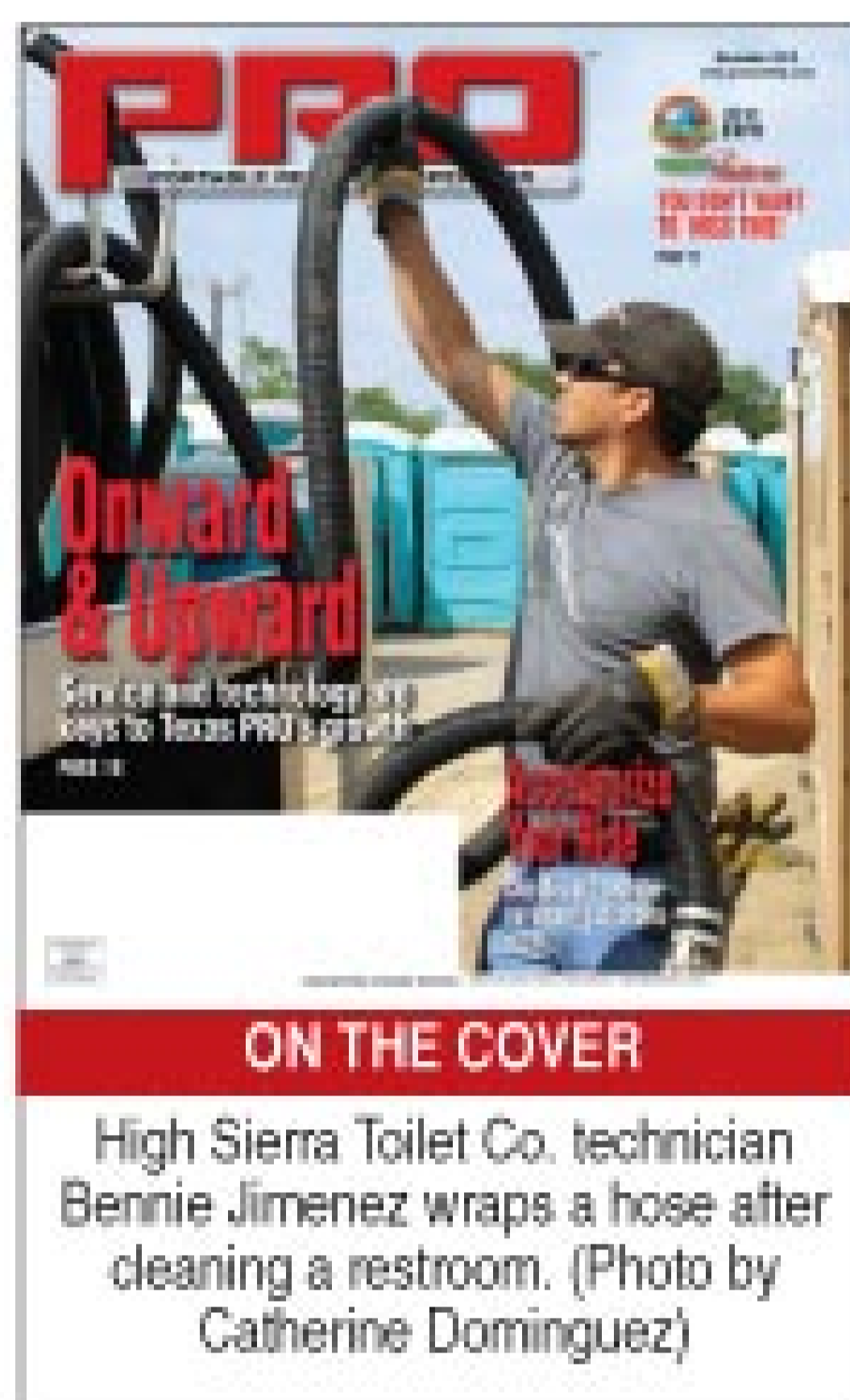
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COVER STORY



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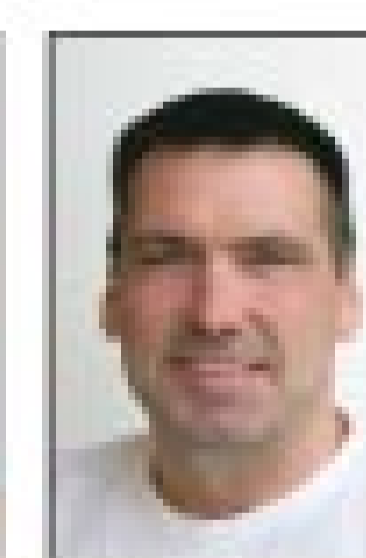
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Show and Tell

In new PRO Web videos, we'll ride shotgun with Michigan contractor Gretchen Menard

By Jim Kneiszel

We want you to meet PRO Gretchen Menard. Spend some time with her on the job. Learn about her daily routine and hear what she has to say about the challenges of running her portable sanitation business, Poopy's Potties, in Holly, Mich.



Gretchen Menard

We profiled Menard's one-woman party and special event business in 2009. At that time, we learned that a can-do attitude, a dose of marketing savvy and a sense of humor helped her preserve a small business facing many growing pains. Menard changed course from a general service provider with several employees to a small, thriving owner-operator specialty company.

More than a year after the story about Poopy's Potties was published, we went out in search of an enthusiastic PRO to create a series of Web videos about the industry. Menard's name was on the list of folks we were considering for the video diaries. When I told her about our plans to post videos from a contractor's perspective at the PRO website (www.promonthly.com), she quickly accepted the challenge.

So starting in January, we'll be riding shotgun with Menard on her service routes. She'll take us along when she's delivering restrooms, servicing equipment and dumping her loads. She'll introduce us to the friends and relatives who help her keep the business humming along and the customers she deals with every day. In short, she'll be able to "show" and "tell" the story of her business.

WHY VIDEO?

The concept is simple. While contractor profile stories are great — and we get positive feedback from readers and the companies we feature in the magazine — short, documentary-style videos by contractors will allow us to provide a new depth of coverage of the portable sanitation industry. Now, in addition to the popular magazine content, we'll be able to fully utilize the 21st century communication technologies available on the Web.

Through the use of compact high definition (or HD) digital video cameras, we'll be able to give you an up-close day-in-the-life glimpse of one of your industry colleagues. You will be able to see the nuances of Menard's service techniques on location. You'll hear her commentary on service and disposal issues whenever a topic comes to mind. You'll get the visual messages people want today in addition to the magazine stories you enjoy.

Since we last left Menard in the pages of PRO, her business has had some exciting developments. Chief among them is a new specialty — serving film and television production crews working in the nearby metro-Detroit area. In 2008, the state of Michigan passed a tax incen-

tive program aimed at attracting television and film companies. Tax credits covering about 40 percent of production-related expenses have swelled the film industry in Michigan, which has gone from a few to 50 movies filmed in the state annually.

Positioned as a boutique supplier of upscale single restroom units and small restroom trailers, Menard has been able to seize opportunities related to the film industry. She landed a job providing trailers for the *Transformers 3* movie set. And currently she's got a five-day-a-week job shadowing the production company for the new ABC-TV crime drama, *Detroit 187*. Menard couldn't be happier with the turn of events.

FRANTIC PACE

"I love it. Every single day I get to move to different locations where they're filming. You never know what you're going to do the next day," Menard says. The pace can be frantic, as they ask her at a moment's notice to move a trailer down the block or into an alley to keep it out of the camera's eye.

"The trailer often stays hooked up to the truck the whole day," she explains. "They'll have me move it a couple hundred feet and I'll pull down the stairs and sit and wait."

Menard's two newest trailers from Comforts of Home Services Inc. are small, two-place units she sought for maneuverability on movie sets and insulated for use through the cold Midwestern winter. "I've never worked with a trailer in the winter before. It will be a challenge and freezing will be an issue," she says.

The film and television work and the myriad of challenges Menard faces as she continues her one-woman operation will provide many topics for her PRO video diaries. She's dabbled in YouTube videos, having produced a few clips to educate her customers and friends about a job that people seem very curious about. She says she's eager to share her stories with fellow contractors who may relate to her, and hopes that the general public sees the videos and gains a better understanding about the critical work being done by PROs.

And as for adapting to the digital video technology?

"At first I wasn't so comfortable (appearing on camera), but now it doesn't bother me at all," Menard says. "We are in a video age." ■



Gretchen Menard (right) and her mother, Cheryl Menard, move a hand-wash station. (File photo)

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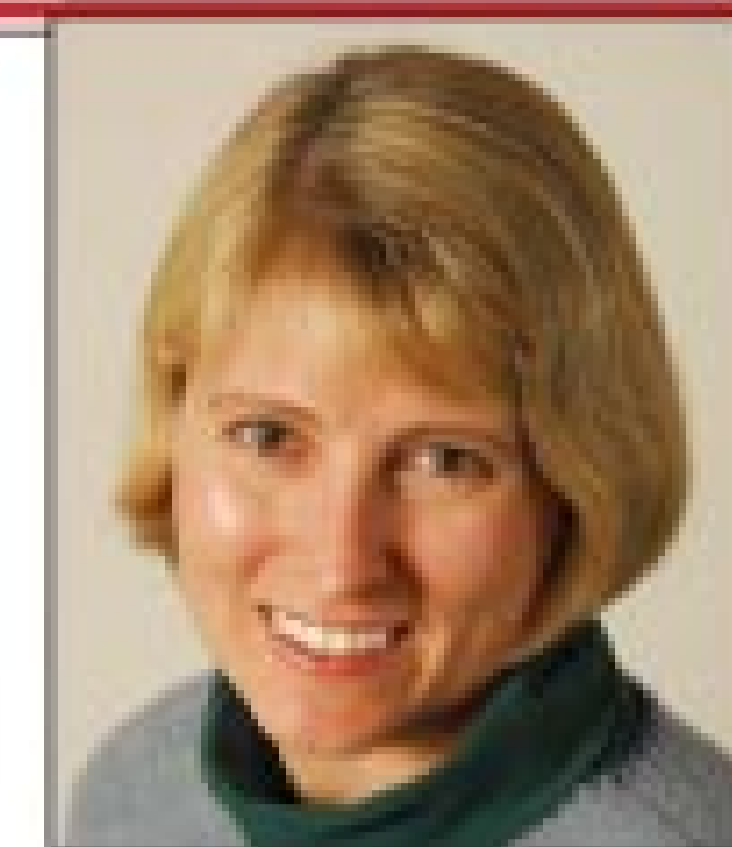
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Congress Sweetens the Deal

If you've been procrastinating on a new equipment purchase, you might want to re-crunch the numbers before the end of the year to take advantage of raised capital deduction limits

By Judy Kneiszel

UnCLE Sam wants you ... to buy things. Big things. And to motivate you to spend money on equipment, Section 179 of the federal tax code allows businesses to write off capital expenditures immediately, putting quick cash in a company's coffers.

That's nothing new. Section 179 has been around for a few years. But thanks to the Small Business Jobs Act, which was recently signed into law, Section 179 has been extended and expanded.

Prior to the passage of the act, which is officially "The Small Business Jobs and Credit Act of 2010 (H.R. 5279)," the future of Section 179 was unclear. Its benefits and deductions were set to expire this year and, almost nine months into it, there was no indication it would be renewed.

WHAT'S CHANGED

Section 179 allows businesses that purchase qualifying property to expense these items in the year of purchase. This means equipment can be deducted immediately rather than depreciated over time. Thanks to the Small Business Jobs Act, the limits of Section 179 were raised from \$250,000 to \$500,000.

The new law also changes the "phase-out threshold." In the earlier provisions, the \$250,000 expensing was phased out if the taxpayer purchased more than \$800,000 in qualifying property for that year. Congress changed the law so the phase-out begins at \$2 million. All of the changes are for both the 2010 and 2011 tax years.

With these new increases in tax deductions for equipment, software and vehicles, Section 179 can result in positive dollars being deposited in a company's bank account, giving a substantial boost to its bottom line this year. As long as the purchases are less than the business' profits, the Section 179 deduction can be taken this year. And it's not necessary to shell out huge amounts of cash to qualify. If a company finances or leases equipment, it can take the entire deduction this year, while only paying out a small portion of the total cost of the equipment.

Leasing equipment with the Section 179 deduction in mind can be a savvy financial strategy because it can significantly improve cash flow and profits. Leasing still allows a company to take full advantage of the Section 179 deduction, while making manageable payments. By leasing, a business can acquire and write off up to \$500,000 worth of equipment this year, without actually spending \$500,000 this year.

The same applies to financing equipment. You can deduct the full price of the equipment without paying the full amount this year. In fact, the amount saved in taxes can exceed the payments, turning the deduction into profit.

WHAT COUNTS

Section 179 was enhanced to make purchasing equipment during

this calendar year financially attractive, which is designed to have a direct positive impact on the U.S. economy. The type of equipment that qualifies is broad, and includes

- Equipment (machines, etc.) purchased for business use.
- Business vehicles with a gross vehicle weight in excess of 6,000 pounds.
- Computers.
- Computer software.
- Office furniture.
- Office equipment.
- Property attached to a building that is not a structural component of the building (e.g.: large manufacturing tools and equipment).
- Partial business use (equipment purchased for both business and personal use). The deduction will be based on the percentage of time the equipment is used for business.

HOW SECTION 179 WORKS

Example 1: If a company expects its 2010 business profit, as reported on Schedule C, to be \$200,000, and then purchases, finances or leases a \$150,000 piece of equipment before the end of the year, the Section 179 deduction will reduce that profit from \$200,000 to \$50,000. That is a significant reduction in taxable profits.

Example 2: If the predicted 2010 Schedule C profit is \$50,000 and business equipment purchased, financed or leased adds up to \$55,000, the full \$55,000 cannot be taken as a Section 179 deduction. However, a Section 179 deduction for \$50,000 could be taken, reducing the profit to zero. The remaining \$5,000 can either be depreciated over the useful life of the property, or it can be carried over to the next year and fully deducted as a Section 179 deduction, provided there is enough profit to absorb the \$5,000 expense.

Example 3: If a business is operating at a loss, Section 179 will not benefit that business this year. For example, if Schedule C shows a loss of \$20,000 and capital purchases were \$55,000, no Section 179 deduction is allowed. The \$55,000 can be depreciated or it can be carried over and the business can take the Section 179 deduction in the future if it shows enough profit.

SEEK PROFESSIONAL ADVICE

Of course, as with any tax matter, consult with an accountant or tax advisor before jumping in and making significant capital expenditure in hopes of benefitting from the new, improved Section 179. Make sure it's going to benefit you — and then go shopping. ■

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Technicians Robert Millett Jr. (left) and Mitchell Wright wash a High Sierra Toilet Co. truck after a day out in the field. (Photos by Catherine Dominguez)



ONWARD & UPWARD

FINICKY CUSTOMER SERVICE AND SMART TECHNOLOGY UPGRADES BRING MORE THAN TWO DECADES OF STEADY GROWTH FOR HIGH SIERRA TOILET CO.

By Marian Bond

Portable sanitation provider Robert Millett will tell you prayers he said 24 years ago to “make some money” have been answered.

Millett’s business, High Sierra Toilet Co., in New Braunfels, Texas, has enjoyed a steady

upward climb, and he expects to gross \$2 million this year serving customers across the wide open plains surrounding San Antonio.

How has Millett grown from running a single service truck and 26 restrooms in 1986 to 11 portable sanitation rigs, 2,500 restrooms and 22 employees today? Finding growth opportunities — even during these challenging economic times — requires providing memorably good service and going where the customers are, the industry veteran will tell you.

The leader at High Sierra employs many techniques to stress good service and follows up to see that his workers are providing it. He has also shown a knack for cherry-picking

lucrative customers, including United States military bases that have provided a consistent revenue stream.

ARMED FORCES WORK

John Owen, High Sierra’s general manager, says one of the company’s major goals has been to secure contracts with several military bases located in the area around New Braunfels and San Antonio. Over the past 15 years, High Sierra provided sanitation services to Fort Sam Houston, Lackland and Randolph Air Force bases, all near San Antonio. At the present time there are contracts with Lackland and Randolph.

Owen’s mother, Billie Joyce, (who died in

High Sierra Toilet Co.

New Braunfels, Texas

Owner: Robert Millett

Founded: 1986

Employees: 22

Service area: 50-mile radius of New Braunfels and San Antonio





Above, the High Sierra crew includes (from left) Robert Millett Jr., George Acuna, Alex Martinez and Thomas Mahoney. At right, office staff Stacey Warncke (left) and Becky Lombardo track work crews using GPS technology.



2005) was Millett's wife and an active partner in the business. She and Millett realized securing contracts with the government would require providing the best possible service and maintaining quality equipment.

"The government was looking for private companies for these contracts," says Owen, "and High Sierra was ready to take up the charge." Gaining the contracts and working within federal government and military guidelines meant several requirements for High Sierra, including obtaining proper insur-

ance, special screening and background checks.

Typically units are placed in areas such as rifle ranges and where there are tents for housing troops. Millett says they keep as many as 100 standard restrooms on a base, and service is provided weekly the majority of the time, and sometimes twice a week. Hand-wash units are requested in some instances. Contracts, which are for five years, specify that sanitation will also be provided for special events on the base.

Restrooms are cleaned with disinfectants and deodorant products from Walex Products Company Inc. Units placed by the company will last for the length of the contract.

Unlike many typical portable restroom placements, graffiti and damage are not a concern at the military bases. "If someone got caught, that person would be in a world of trouble," Millett says. "The military will not stand for that. There are military police all over those bases."

In other situations, graffiti and destruction are a problem, particularly on a construc-

"We will sometimes go out and check on the restrooms on a jobsite to be sure they have been properly cleaned, and that there is toilet paper and hand sanitizer. When we pick up a unit and bring it in, we can look inside and tell whether the driver is giving proper care."

Robert Millett



Robert Millett Sr., (left) owner, and John Owen, general manager, are shown in the High Sierra yard.



Above, driver Bennie Jimenez scrubs restrooms in the High Sierra yard. At right, Benito Jimenez Jr. cleans a truck part in the company shop.



tion site, where people will mark up the unit or make cuts with knives or tools. When units are delivered to a project, the driver will have the contractor inspect and note that there is no graffiti or damage to the restroom. Damage costs are charged back to the customer.

High Sierra also takes steps to prevent graffiti, such as spraying a non-stick cooking product on the units that magic marker will not penetrate, and uses products from Arrow Magnolia International Inc. and Phillips Distribution Inc. to remove markings.

Units that have been cut or damaged beyond repair are disposed of, although, High

Sierra is looking for a "greener" method to deal with this issue.

Fortunately many of the towns and counties have gotten strict about the graffiti problem and those who are caught face multiple charges.

TRACKING THE FLEET

Whether serving a military base, a construction or commercial site, a private event, or one of the many towns and cities in the region, High Sierra has always been open to new technology to maintain high standards. The addition in 2008 of a FleetMatics GPS system to every truck and pump, has proven to be valuable, particularly when fuel costs are high.

Owen says that when they installed the GPS system, the technicians were comfortable with the program, with a couple exceptions, and those folks did leave the company.

The computer system is always being monitored during the workday, Millett says, displaying the location of each rig and when pumps are turned on and off. This technology has given management a better handle on day-to-day

operations. If there is a question about a service vehicle's location, the technician is only a two-way radio call away to give a quick explanation. The system meant a substantial financial investment, but the monthly cost is minimal, according to Millett.

New technology aside, Millett says quality service is the sure ticket to a satisfied client. "Our service techs are provided with long rubber gloves and long-handled brushes to clean without coming into contact with waste. This is the most important thing of all," he says.

Millett and Owen backstop technician training with periodic field checks, and feedback to drivers when necessary.

"We will sometimes go out and check on the restrooms on a jobsite to make sure they have been properly cleaned, and that there is toilet paper and hand sanitizer," Millett says. "When we pick up a unit and bring it in, we can look inside and tell whether the driver is giving proper care."

Face-to-face meetings with employees and regular tailgate sessions with crews reinforce service priorities, Millett says.

"Once a month we have a meeting with the group. They are part of a team. If one guy slacks off, others will monitor and even talk to

Expanding the Territory? Study the Market Carefully

Since opening for business in 1986, Robert Millett has found little reason to expand his portable sanitation business beyond the 50-mile radius of his base in New Braunfels, Texas. Instead, High Sierra Toilet Co. has grown by increasing market share and taking advantage of the efficiencies provided by new technologies.

With a lagging economy, Millett says he'll stick to his conservative homegrown business approach. Whenever he considers expanding the service territory, he evaluates the cost of running the equipment and the added labor necessary to reach far-flung clients. Additionally, he would not move into an area where competitors appear to be tangled in a bidding war or a pattern of price-cutting.

Over the years, the company has promoted with traditional phone book ads, word-of-mouth recommendations and donating units for charitable events. The policy has also been to keep the rolling rigs clean and freshly painted. These efforts, along with the inventory of restrooms displaying the High Sierra name, has bolstered valuable name recognition for the company on its home turf.

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"Once a month we have a meeting with the group. They are part of a team. If one guy slacks off, others will monitor and even talk to him. We're in business, and if they are going to have a job, if we're going to have a company, they have to work together. They want to keep the company standards."

Robert Millett

him. We're in business, and if they are going to have a job, if we're going to have a company, they have to work together. They want to keep the company standards."

Other issues are discussed in these meetings, including driver safety, for instance. There is a \$50 award for an Employee of the Month who has shown good attendance and contributed in some way to the betterment of the company. On occasion there might be two or even three recipients, depending on performance.

BUILT FOR SERVICE

High Sierra operates on a 3-acre site in New Braunfels. There is an 1,800-square-foot office building and a 1,200-square-foot shop where workers perform limited preventive maintenance and store equipment out of the hot summer sun.

Portable sanitation inventory is mostly bought in aqua color, including nearly 1,400 Satellite Industries Inc. Tufway restrooms, more than 900 PolyJohn Enterprises Corp. PJN3 models, 89 Satellite Freedom 2 ADA units; 3 flushable Satellite Maxim 3000 units and 11 PolyJohn Poly Lift units. A variety of hand-wash stations, SaniStands and holding tanks come from PolyJohn.

Millett says the company does not offer executive trailer units, but has found its flushable Satellite restrooms are popular when there's a VIP event.

The High Sierra fleet includes 11 International service rigs, all built out by Lely Manufacturing with 1,000-gallon waste/500-gallon freshwater steel tanks and NVE (National Vacuum Equipment Inc.) pumps. There are four delivery

trucks, a 2002 Nissan, a 1998 International, a 2008 Chevrolet and a 2007 Chevrolet, plus two trailers that haul 10 units each, and a lowboy trailer that carries 18 restrooms.

Technicians, who are provided uniforms, are tasked with keeping their rigs clean and ready to hit the road.

TAKING CARE OF BUSINESS

Continuing efforts to advance customer service and build on better technology help High Sierra maintain a steady growth, Millett says.

"The longer we are in business, the stronger we become," he says. "We have a better relationship with our employees, we value our equipment, and we know how to take care of our customers." ■

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The 2011 Pumper & Cleaner Expo includes more new products, exhibits, more learning, more networking, and a blockbuster show at the Saturday Evening Jam

By Ted J. Rulseh

2011 EXPO



Eighty percent of attendees surveyed at the last Pumper & Cleaner Expo said they would come back in 2011. That says a lot about the 2010 show, and the 31st Annual Expo March 2-5 in Louisville promises to be even bigger and better. More than 500 exhibitors are expected. There will be a record number of educational seminars. The new-product display space will double. A special Saturday morning roundtable pancake breakfast will give industry professionals a chance to network and discuss key issues and concerns.

And, to top it all off, the annual Saturday Evening Jam features Dierks Bentley, nominee for 2010 Country Music Association Male Vocalist of the Year and Album of the Year (*Up on the Ridge*).

"In every respect we continue to make the Expo a bigger and better event for our attendees and exhibitors," says Julie Gensler, Expo coordinator for show sponsor COLE Publishing. "We want professionals in our industry to get more for their investment — in business value and pure enjoyment — every time they attend."

MORE PRODUCTS AND TECHNOLOGIES

Tools and equipment remain a key Expo attraction: some 79 percent of 2010 visitors said that new products and technologies were their main reason for attending.

Interest from exhibitors for 2011 is running high. After the 2010 Expo, 85 percent of the 492 exhibitors already said they were planning to be back. Since then, a number of new companies have expressed interest in floor space. The total number of exhibits will most likely exceed 500.

In addition, the popular new-product display, which included 16

companies last year, is moving to larger quarters, and more than 30 exhibits are expected. In these unmanned displays, open throughout the exhibit hours, visitors can examine the products, watch loop videos, and scan their badges to request more information.



Dierks Bentley

MORE SKILLS AND KNOWLEDGE

The ever-expanding education lineup includes 85 seminars spread across three days. The Education Day program, on Wednesday, March 2, includes tracks of seminars presented by:

- Leaders Resource Network
- Southern Section Collections Systems Committee
- National Association of Sewer Service Companies
- National Environmental Health Association
- National Onsite Wastewater Recycling Association
- WaterJet Technology Association
- Portable Sanitation Association International
- Safety Management Systems
- National Association of Wastewater Transporters

Another track will feature motivational speaker and business coach Scott Hunter, speaking on leadership and "Creating an Outrageously Successful Organization."

The Thursday and Friday morning programs (March 3 and 4) include six seminars in Spanish to serve the growing number of Expo

“EACH YEAR WE TRY TO MAKE THE EXPO THE MOST REWARDING AND MOST FUN FEW DAYS IN OUR ATTENDEES’ BUSINESS YEAR. WE LOOK FORWARD TO SEEING OLD FRIENDS AGAIN AND TO MEETING MANY NEW BUSINESS OWNERS AND MUNICIPAL MANAGERS WHO WANT TO SHARPEN THEIR SKILLS AND LEARN BETTER WAYS TO SERVE THEIR CUSTOMERS.”

Bob Kendall

visitors from Mexico, Central America, and South America. All day Thursday, Jim Anderson and Dave Gustafson of the University of Minnesota onsite program will present an installer seminar.

Many seminars qualify for state-approved continuing education credits.

ANOTHER WAY TO NETWORK

The show hall, dining area, lobby, shuttle buses, and Louisville nightspots remain as venues for networking, along with the COLE Pub outside the show hall. But this year there's a new opportunity. A Roundtable Discussion and Pancake Breakfast run from 8 to 10 a.m. Saturday. Here, in a forum moderated by COLE Publishing staff, attendees will share ideas on industry “hot topics.”

“We're still developing the list of topics,” Gensler says. “Attendees who want to suggest a topic may send me an e-mail to julieg@colepublishing.com. We will seriously consider all ideas and will choose the topics of greatest interest to our industry members.”

The breakfast price is \$10 and includes fresh fruit salad, buttermilk and blueberry pancakes, link sausage, maple syrup and butter, orange juice, and coffee.

GOOD TIMES FOR ALL

As always, the Expo offers lots of enjoyment. The Roe-D-Hoe, sponsored by the National Onsite Wastewater Recycling Association, will be back after a successful first year. More than a spectator event, it lets equipment operators practice their skills in a series of timed events requiring a combination of speed, precision and finesse.

The annual Thursday evening Industry Appreciation Party once again offers 25-cent tap beers.

Dierks Bentley, headliner for the Saturday Evening Jam, is the highest-profile act ever to appear at the Expo. Just reaching the height of popularity, he has been a big draw at his own concerts and at country music festivals around the country. Find out more about him at www.dierksbentley.com.

The concert will be held in Freedom Hall, connected directly to the Kentucky Exposition Center, so attendees can walk to the show while staying indoors. Twenty-five-cent tap beers will be served before the concert.

“Visitors to the 2011 Expo are in for a treat,” says Bob Kendall, owner of COLE Publishing. “Each year we try to make the Expo the most rewarding and most fun few days in our attendees’ business year. We look forward to seeing old friends again and to meeting many new business owners and municipal managers who want to sharpen their skills and learn better ways to serve their customers.”

Early registration costs just \$40 per person (until Jan. 28). At-the-door registration is \$60 for the full program. To find out more, visit www.pumpershow.com or call 866/933-2653. ■

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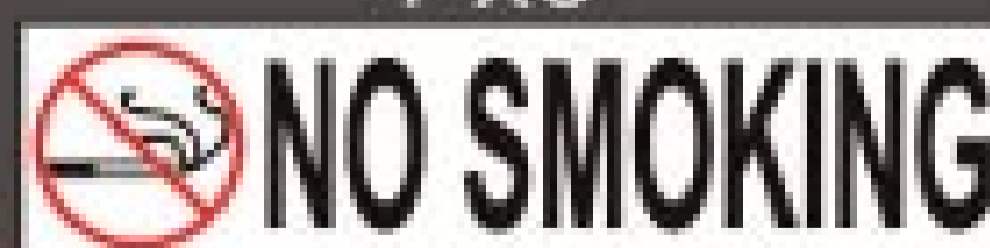


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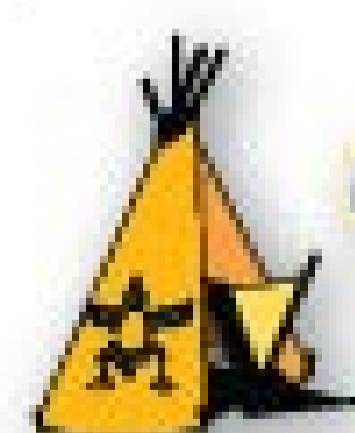
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with Jake Philmon

Startup in Cajun Country



The founders of The Head Office include (from left) Tommy Coyne, Gene Thibideaux, Jake Philmon and Willie King. Thibideaux is no longer involved in the company. (Photos courtesy of The Head Office)

Four guys in Lake Charles, La. — each with a different professional background — joined forces to build a portable sanitation business from the ground up

By Sally Garbo Wedde

A solid waste engineer, a concrete contractor, a businessman, and a judge walked into a business together ... and the punch line has yet to be written. Four owners from different backgrounds and a wide range of experience formed The Head Office. They sent their first portable restroom to a customer Nov. 4, 2009, says Jake Philmon, one of the company partners in Lake Charles in the southwest corner of Louisiana.

"We are building a company to grow this thing and expand into other areas in Louisiana," he says. Currently operating primarily in the Louisiana parishes (counties) of Calcasieu, Cameron and Beauregard, the company places and services about 60 units a week, including several holding tanks. It provides temporary and permanent restrooms for the construction and petrochemical industries, municipalities and special events.

Right now the owners are doing all the work, which keeps costs down and directly ties the business' growth to their efforts and relationships with customers. The company plans to sell more units by adding industrial accounts and bidding on more special events. The four owners:

- Philmon was in the solid waste and environmental industry for more than 30 years, most recently as major accounts manager for Waste Management Inc. in Lake Charles. At the local Rotary Club, he met Willie King.
- King, a Lake Charles businessman, owns a funeral home, a transmission business, and a limousine service. He is also involved in community activities, which include counseling junior high students.
- Tommy Coyne was in the construction industry for more than 30 years, providing concrete for residential and commercial customers. He and Philmon knew each other from the construction industry and community events.
- Gene Thibodeaux is the sitting chief judge of the Louisiana 3rd Circuit Court of Appeals for 21 parishes in Louisiana. He and King were friends long before going into business together. Thibodeaux has since stepped aside and is no longer involved in the business.

Explore

FIVE CHALLENGES

that affect **THE HEAD OFFICE:**

DECISIONS, DECISIONS

Philmon said the early challenges in the business were all the decisions. How would the company build visibility in the industry? Which customers and service area would it target? Which vehicles, equipment and supplies would it use? What would it be called? The customer base would be drawn from industries the partners were familiar with: construction and petrochemicals. Advises Philmon, "Make sure you have all your initial cost, equipment and labor estimated, and the cost of disposal, before you make the first purchase. The most important item on the list should be getting your state permit and a certified facility for your disposal. You should make sure all regulations are satisfied." To keep initial investment to a minimum, they purchased a used Chevrolet diesel flatbed truck locally, then added a new 400-gallon waste/200-gallon freshwater stainless steel vacuum tank from Best Enterprises Inc. When they bought their second load of restrooms, the owners chose the Tuff-Jon brand from T.S.F. Company Inc., going with a unique color scheme for visibility.

CHOOSING A SPLASH OF COLOR

Lake Charles, in the southwest corner of Louisiana, is two hours from Houston and three hours from New Orleans. The company's signature product is a blue-and-gold portable restroom — the colors of the local McNeese State University sports teams. The company paired blue one-piece restrooms from Tuff-Jon with yellow doors. The yellow door provides additional safety, making the units more visible in low light conditions or on busy construction sites. They're also easy to locate in crowds at special events.



Jake Philmon services a restroom at a special event.

WORKING WITH, NOT AGAINST, ESTABLISHED COMPANIES

Right now, many major construction projects have been put on hold until the economy improves, and that can be advantageous to a smaller contractor, Philmon says. He is using old-fashioned legwork — research and phone calls — to gain the support of larger portable sanitation companies in the region. He's developing sources for industry advice and networking with offers to pool resources to satisfy unusual spikes in demand for services. "If you have 500 units, you don't want very many of them sitting idle at any one time," Philmon says. If, for example, a natural disaster occurs, the companies could rely on each other's borrowed units to fulfill their deals. Competitive issues have not been a challenge yet, as the companies Philmon is networking with typically do businesses in different states. "We support them and they support us," he says of the arrangement.

A Best Enterprises tank mounted to the flatbed of a 2005 Chevy truck is the first service rig for The Head Office.



"We do not want to outgrow our ability to provide the very best in service ... Our success depends on our client's confidence in our abilities to meet and exceed their needs."

Jake Philmon

Tommy Coyne gets ready to pump the holding tank in a restroom on location.



MAINTAINING CONTROLLED GROWTH

The quartet of owners has a simple goal: Grow the business one unit at a time. Says Philmon, "This will allow The Head Office to maintain a solid foundation. We do not want to outgrow our ability to provide the very best in service." After all, he notes, "Our success depends on our client's confidence in our abilities to meet and exceed their needs." He says the owners have the respect of the community as well as the local industries they serve. One current customer is the Sugar Cane Bay hotel, resort and casino construction project in Lake Charles.

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It is early in the life of the company. There is no website yet, and no full-time employees. The three remaining owners maintain other jobs. Every owner multi-tasks. "We pool our resources, and capitalize on our own individual talents and experiences." Philmon and King handle operations, while Coyne handles sales. King and Philmon are responsible for running the truck routes. ■

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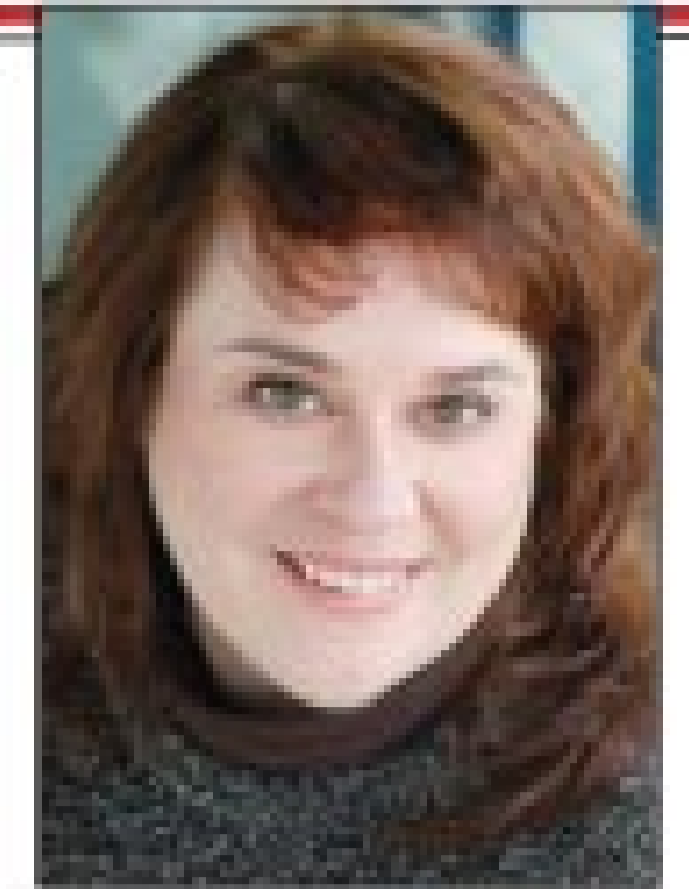
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What's Next With Trucks?

Restroom contractors comment on the latest technologies they're seeing in service vehicles

By Mary Shafer

For portable restroom contractors, the truck is so much more than a way to get around. It's the workhorse of the company, the office on the road. Many operators spend at least as much time in their rigs as they do at home, so there's no lack of opinions on trends they're seeing in new models. Not surprisingly, some of these revolve around emerging technologies associated with pollution restrictions. For others, onboard computers look attractive as functionality increases and size decreases.



Names:
Allan Baird and James Baxter
Company:
Baird's Septic Tank Pumping Ltd.
Location:
Upper Onslow, Nova Scotia, Canada
Employees: **3-10**
Years in Business: **30**

Allan Baird is no fan of the pollution abatement systems on cab-and-chassis being sold today.

"They've been causing us a lot of breakdowns," Baird reports. "And any



time we have a breakdown, that costs us time and money because we're not productive. I guess the regulations were put in too fast, too stringent, and they've never tested and proven this new stuff. I'm not against saving our planet, but they haven't had the time to prove new things," he says.

His operations manager, James Baxter, agrees. "It's hard to believe that it's eco-friendly when you have to burn twice as much fuel to get the emissions they're after," he observes. "Who wins? Nobody wins.

Most of the vehicles are probably fairly well-equipped for the needs we have. But when it comes to new technology, you don't just think it up and throw it out on the road, and we're the guinea pigs."

Asked what he thinks truck manufacturers should do to remedy the situation, Baxter says, "If you have to meet certain government regulations, do so, but make sure you have the bulk of the kinks out of

"It would be great to have a way to send orders to the driver, do electronic dispatch as opposed to talking on the phone. I'd like to be able to use any kind of software you use in the office. Built-in GPS would be another helpful feature."

Charles Stone

the system before you put it out into the marketplace. For instance, we have one truck that's a year-and-a-half old, and we've put three complete new fuel injectors in it. Fortunately, it was under warranty, because you just can't afford to keep doing that kind of maintenance."



Name:
Derek Tenney
Company:
Leesburg Septic Tank Cleaners
Location:
Warsaw, Ind.
Employees: **4**
Years in
Business: **53**

Derek Tenney manages the portable restroom division of Tenney & Sons Inc., also known as Leesburg Septic Tank Cleaners.

"Definitely, we'd like to see something with flexible fuel — that can run on regular or biodiesel," Tenney says. He reports that he filled one of

his trucks with biodiesel without knowing it — when their fuel provider switched over. He soon found out. While he got improved mileage from the biodiesel, there were issues because the truck wasn't set up to handle the change.

"We found our injectors weren't set up for it. Luckily, we got it out of there before it could ruin the injectors," he says. "You want to be eco-friendly any time you can, and the extra mileage sure doesn't hurt."

He also looks for amenities like air conditioning, a good radio and comfortable seats. "As long as it's overall a good work truck."



Name:
Charles Stone
Company:
KP Enterprises LLC
Location:
Baltimore, Md.
Employees: **2**
Years in
Business: **2**

Baltimore-based contractor Charles Stone says hybrid technology would be a plus in new trucks, mostly to reduce fuel costs. But he finds the environmental benefits attractive, as well. What he'd really like to see, though, is a built-in computer in each cab.

"It would be great to have a way to send orders to the driver, do electronic dispatch as opposed to talking on the phone," he says. "I'd like to be able to use any kind of software you use in the office. Built-in GPS would be another helpful feature." ■



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ACCESSORIZE YOUR RIDE

By Ed Wodalski



From secondary sensors to electric pumps and deodorant delivery systems, the latest in service truck add-ons can make your day more profitable and productive

While many portable restroom service trucks look alike at first glance, it's the little things that set them apart. Shutoff warning sensors, pre-filters, deodorant delivery systems, heated valves, pump-protecting ice and mud guards, and folding restroom carriers are among the trademark accessories available from the industry's truck builders and distributors. Today's service vehicles are designed to make your job easier and your business more productive.

When it comes time to expand or update your fleet, here are some of the truckbuilders' favorite features you might want to consider:

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Truck control system from Bosserman Aviation Equipment Inc.

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Removable, upright side rails from Crescent Tank Mfg. enable the operator to slide two restroom units onto the truck deck simultaneously. **585/657-4140; www.crescent-tank.com.**

ELECTRIC PUMP PACKAGE

The eVAV-1204 electric pump package from LMT Inc. features light and 30-cfm, four-vane, fan-cooled B-400 Hertell vacuum pump. The 1-hp, 3,300-rpm, DC motor is powered by the truck's 12-volt battery. The modular pump package with adjustable belt drive creates 15 inches of vacuum in a 600-gallon tank in 2.5 minutes. Vacuum is monitored and maintained through an automatic vacu-

um switch that engages power to the pump when vacuum drops below the factory-set level. The quiet-running unit has a 2-gallon secondary shutoff and 2-inch oil catch muffler that activates by switch from the cab. **800/545-0174; www.tanksandpumps.com.**

FRESHWATER FILL

The high volume freshwater fill from Ledwell & Son Enterprises Inc. enables the operator to dispense water with the flip of a switch. Equipped with a heavy-duty, self-recoil delivery hose, the system refills a restroom in about 20 seconds, reducing operator fatigue, while improving efficiency. **888/533-9355; www.ledwell.com.**



High volume freshwater fill from Ledwell & Son Enterprises Inc.

CHEM DELIVERY SYSTEM

The Chem Delivery System from Satellite Industries Inc. is designed to recharge a restroom immediately after service. Upon evacuating the tank, the operator opens the freshwater valve on the wand, fills to the designated mark and adds deodorizer. For technicians who prefer using a fill bucket, Satellite offers a 4-gallon Deodorizer Dispenser System that ensures a proper mix. Adjustable to the half-ounce, the system enables the operator to add the correct amount of concentrate to the bucket. The fully enclosed wet basket is easily accessed and completely stable. **800/328-3332; www.satelliteindustries.com.**

HEATED VALVES

Heated valves from T-Line Equipment Inc. help avoid costly and time-consuming freeze-ups in cold-weather climates. Ready to go once the truck engine is warm, the valves feature copper tubing to prevent rust from contaminating the cooling system. The tubing is soldered directly to the valve for quicker heating, circulating 180- to 200-degree water that helps keep the valves warm in temperatures down to -20 degrees F. PVC pipe along the length of the frame protects the heater hose from wear. **920/864-4444.**

FOLDING RESTROOM CARRIER

The folding restroom carrier from Vacutrix features a hot-dipped galvanized steel frame for lasting protection. Anti-shift bottom pockets keep restroom skids from sliding and frame-welded anchors for dual tie-down straps help secure loads. The dual tail-lighting system operates both down when transporting units and up when not in use. A spring-loaded hinge allows for easy operation, while safety hardware locks the rack in place. **800/305-4305; www.vacutrix.com.**



Folding restroom carrier from Vacutrix

STAINLESS STEEL WATER PUMP

Stainless steel water pumps from TSI Tank Services Inc. offer protection from rust and salt mixture on internal parts as well as overall durability in any climate. **866/720-4999; www.tankservicesinc.com.** ■

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PRODUCT NEWS

Armal Introduces Top Line Shower

The **Top Line shower**, part of the Hydro collection from **Armal Inc.**, connects directly to sewer and water. The shower features an anti-slip resin floor and clothing hook. Weighing 185 pounds, the shower measures 90 inches tall, 43 inches wide and 47.20 inches deep and comes in a choice of eight colors. **866/873-7796; www.armal.biz.**



INDUSTRY NEWS

Pumper & Cleaner Expo Heads to Indianapolis in 2012

The **2012 Pumper & Cleaner Environmental Expo International** will be held in Indianapolis Feb. 27 to March 1. The Indianapolis facility has more than 4,000 connected hotel rooms, shopping and dining, all within walking distance. More information will be available at the 2011 Expo in Louisville, March 2-5. The 2010 Expo drew nearly 4,000 companies and 13,000 attendees from 48 countries.

Founder of Fruitland Tool & Manufacturing Passes Away

Helmut Bader, founder of Fruitland Tool & Manufacturing, a machine shop that manufactures vacuum pumps for the liquid waste industry, passed away Oct. 30 in Grimsby, Ontario, Canada. He was 81.

Bader was born in Germany and immigrated to Canada in 1951. In 1957, he started the tool and die business in his garage, moved to the company's present location in 1961, and then started building pumps in the 1970s at the request of a local company. Over the years, Fruitland expanded worldwide, manufacturing Fruitland Vacuum Pumps for oil clean-up operations in Siberia, tank cleaning on aircraft carriers, the J.F. Kennedy Space Center in Florida and for liquid waste haulers.

Bader was a hardworking craftsman who treated his customers with integrity, said his son, Rod Bader, Fruitland's president.

"He would often be here all day and go home to the office and do the office work. He was very hands-on," Rod Bader said. "Generally he felt people were honest and would help them — whether it be with extended terms or whatever it took — to get them running and using our products."

Fruitland has continued to expand, offering vacuum pumps as well as custom machining services, Rod Bader said.

Helmut Bader is survived by his wife, Marianne, three children and three grandchildren.



Helmut Bader

COLE Publishing Launches Gas, Oil & Mining Contractor

Gas, Oil & Mining Contractor is a new **COLE Publishing** trade magazine launching in January 2011. The monthly publication is directed at environmental and support service professionals working in land-based gas, oil and mining exploration, resource recovery and refinery operations throughout North America.

Readers are service company owners, managers and technicians who transport, set up and maintain equipment critical to the mission of fuel and mineral extraction companies. These services include water and wastewater conveyance and treatment, byproduct dewatering, industrial cleaning, portable sanitation equipment and maintenance, worker camp development and maintenance, electrical power generation and site preparation.

COLE president Jeff Bruss said the energy and mineral extraction and refinery sectors are being served by a diverse group of contractors who will benefit from the editorial content and focused advertising in *GOMC*.

"At a time when energy exploration and recovery of valuable mineral resources are especially critical to economic growth and sustainability, we're excited to reach out to contractors working in these industries," Bruss said. "This new publication will help the hardworking men and women who provide important support services operate more efficiently and grow their businesses."

The magazine will include profiles of successful contractors, monthly themed product roundups, comprehensive new product coverage, emerging technology coverage, industry news, and general business development and human resources topics. For more information or to request a free subscription or a media kit for the magazine, go to www.gomcmag.com. ■

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 STK # 1791 4200 Gallon Aluminum – NVE866 – 2011 International \$122,125
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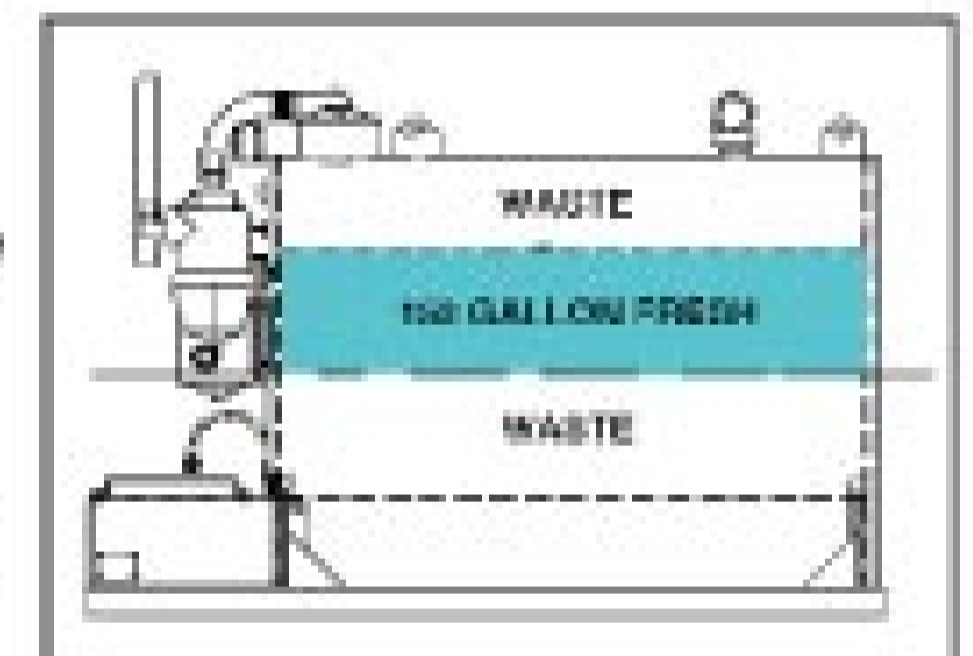
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For Derrick Jackson, the Expo offers a chance to "kick the tires" on a variety of equipment, all in one place. "It's great to come here and see all the vendors and see everyone you can network with," he says. "It's a beautiful thing. I can see all the vendors at one time. Last year, I saw at least five or six cameras and tested them all. I narrowed it down to one machine, and they shipped it to my office."

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- SEPTIC PUMPING
- ONSITE INSTALLATION
- PORTABLE SANITATION
- DEWATERING
- GREASE HANDLING
- SEWER CLEANING
- LATERALS & MAINLINES
- TV INSPECTION
- PIPELINE REHAB/CIPP
- WATERBLASTING
- HIGH-PRESSURE CLEANING
- SAFETY EQUIPMENT
- CONFINED SPACE
- LIFT STATION MAINT.
- COMPUTER SOFTWARE
- INDUSTRIAL VACUUMING
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- UNDERGROUND TRENCHLESS PIPE REPAIR
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EDUCATION DAY

WEDNESDAY, MARCH 2ND

WWW.PUMPERSHOW.COM

SSCSC Southern Section Collection Systems Committee

- 8 a.m. Sewer Collection System History & the Evaluation of Pipeline Materials and Problems
- 9:30 a.m. Combo Vacuuming, a Forgotten Art
- 11 a.m. Keeping your Standard CCTV Inspection Program Relevant
- 1 p.m. Growing Your Business by Building Your Company Image
- 2:30 p.m. Pump and Lift Station Fundamentals: How to Achieve Maximum Service and Reliability
- 4 p.m. Making Sense out of Nozzle Nonsense

NAWT National Association of Wastewater Transporters

- 8 a.m. So You Think You Want to Own a Waste Treatment Facility?
- 9:30 a.m. Grease as a Resource
- 11 a.m. Resource Recovery - Methane and Septage
- 1 p.m. O & M Problems on Drip Distribution Systems
- 2:30 p.m. O & M Problems We Have Seen
- 4 p.m. O & M Problems with Media Filters

NASSCO National Association of Sewer Service Companies

- 8 a.m. Grout: Its Use and Application for the Total Collection System
- 9:30 a.m. Cured-In-Place Pipe
- 11 a.m. Pipe Bursting Tools for Everyday Utility Installations
- 1 p.m. How Will You Know if You Need to do a Sewer System Evaluation Survey (SSES)?
- 2:30 p.m. Laser Profiling Applications for Documenting Piping System Conditions
- 4 p.m. Advancements in UV Technology for Curing CIPP

WJTA WaterJet Technology Association

- 8 a.m. Estimating the Vacuum Job for Fun and Profit
- 9:30 a.m. How to Maximize the Power of Your Waterjetter
- 11 a.m. Waterjetting - Financial Startup Considerations and Real-World Application

PSAI Portable Sanitation Association International

- 1 p.m. Understanding Your True Cost per Service for Special Events - Part 1
- 2:30 p.m. Understanding Your True Cost per Service for Special Events - Part 2

NARC National Association of Regulated Carriers

- 4 p.m. Avoiding Violation Fines and Tickets with DOT Safety Compliance

NOWRA National Onsite Wastewater Recycling Association

- 8 a.m. Troubleshooting Our Modern Waste Stream
- 9:30 a.m. Pumps - A Basic Understanding
- 11 a.m. System Remediation - Why, What, When, Where and How?
- 1 p.m. Selling the System to Site Conditions
- 2:30 p.m. Sampling Sewage Treatment Systems
- 4 p.m. Effluent Dispersal and Water Management

NEHA National Environmental Health Association

- 8 a.m. The Qualified O & M Service Provider
- 9:30 a.m. Effluent Screens and Filters for Onsite Applications
- 11 a.m. Develop Champions for Your Decentralized Wastewater Projects
- 1 p.m. The Business of Management
- 2:30 p.m. Developing O & M Inspection Actions
- 4 p.m. Working with Regulators, Regulations & Industry

SCOTT HUNTER Business Track

- 8 a.m. Creating an Extraordinary Organization - The Mindset of Leadership (Part 1)
- 9:30 a.m. The Mindset of Leadership (Part 2)
- 11 a.m. The Mindset of Leadership (Part 3)
- 2:30 p.m. Creating an Outrageously Successful Organization (Part 1)
- 4 p.m. Creating an Outrageously Successful Organization (Part 2)

LRN Leaders Resource Network

- 8 a.m. The Disciplines and Art of Business Success
- 10 a.m. Developing a "Fantastic" Team
- 1 p.m. Diversifying or Specializing Your Services
- 3 p.m. Succession Planning

DETAILED SESSION INFORMATION AVAILABLE AT:

WWW.PUMPERSHOW.COM



THURSDAY SESSIONS

March 3, 2011

BUSINESS TRACK

- 8 a.m. 45 Marketing Tips in 45 Minutes
Lenzyme Inc. - Jerard Nighorn
- 9:30 a.m. The Benefits of Vehicle Routing Software in Today's Economy
RouteOptix Inc. - Ron Davey
- 11 a.m. Unleashing the Power to Profit and Freedom
Nexstar Inc. - Kenny Chapman

LIQUID WASTE TRACK

- 8 a.m. The Evolution of Effluent Filters
Bear Onsite LLC - Theo Terry
- 9:30 a.m. "Life Cycle" From Waste to Windfall
Big Fish Environmental - John Campbell
- 11 a.m. Take Confined Space Seriously - A Matter of Life and Death
M Tech Co. - Chris Cira

NEW BUSINESS OPPORTUNITY TRACK

- 8 a.m. Centripipe (Centrifugally Cast Concrete Pipe)
AP/M Permaform - Steve Henning
- 9:30 a.m. Valve Exercising and Fire Flow Testing for a Reliable Water Distribution System
Hurco Technologies Inc. - Lynn Hurley
- 11 a.m. The Basics of Buying and Selling a Septic or Sewer Business
COLE Publishing - Jeff Bruss

MUNICIPAL TRACK

- 8 a.m. Think Like Grout... For Better Point Repair of Below Grade Structures
Prime Resins Inc. - Scott Kelly
- 9:30 a.m. CCTV Inspections Evolve to Unparalleled Heights
Aries Industries Inc. - George Rada
- 11 a.m. Manhole Chimney Section Rebuilds
Mr. Manhole Systems - Michael Crites

INSTALLER TRACK

- 8 a.m. Membrane Bioreactor (MBR) Technology for Decentralized Wastewater Systems
Bio-Microbics Inc. - Dr. Reza Shams
- 9:30 a.m. Shallow Pressurized Drainfields for Soil-Based Effluent Dispersal
Orenco Systems Inc. - Mark Gross
- 11 a.m. Onsite System Solutions for Shallow Installations
Infiltrator Systems Inc. - Dennis Hallahan

CLASES EN ESPAÑOL

- 8 a.m. Técnicas Corrientes de Limpieza de Tuberías
Innerline Engineering - Jim Aanderud
- 9:30 a.m. Avances en la Evaluación de Tuberías y Tecnologías sin Zanja para Rehabilitación de Tuberías
CDM - Luis Roberto León
- 11 a.m. La Elección de Boquillas en la Limpieza de Drenajes
Innerline Engineering - Jim Aanderud

FRIDAY SESSIONS

March 4, 2011

MUNICIPAL TRACK

- 8 a.m. Large Pipe Inspection
QUES Inc. - N.H. Doc Bennett
- 9:30 a.m. Chemical Grouts & Grouting Methods
Avanti International - Jim Gentry
- 11 a.m. Sectional CIPP Repairs Per ASTM F2599
LMK Enterprises Inc. - Rick Gage

BUSINESS TRACK

- 8 a.m. Save Money - Go Paperless
Clear Computing Inc. - Joel Smith
- 9:30 a.m. Marketing Your Septic/Drain Service Business
COLE Publishing Inc. - Jeff Bruss
- 11 a.m. Evolving Your Business with Digital Solutions
RIDGID - Josh Sooy, Brad Yuronich

CLASES EN ESPAÑOL

- 8 a.m. Anúnciate exitosamente y económicamente, Cuidando tu negocio con atención
Armal Inc. - Angel Romero
- 9:30 a.m. Eficiente las operaciones de limpieza de cualquier red de alcantarillado de América Latina
Hi-Vac Corp. - Gerardo Ramirez

LIQUID WASTE/INSTALLER TRACK

- 8 a.m. Grease Interceptor 101
Schier Products - Charlie Ismert, Ben Ismert
- 9:30 a.m. Datalogging for Onsite Septic System Diagnosis
SJE Rhombus - Scott Rietsema
- 11 a.m. Belt Press Performance Optimization
BDP Industries Inc. - Kelly Brown

SEWER & DRAIN CLEANING TRACK

- 8 a.m. Inline Cutting Tools - Taking Science to the Sewer!
NozzTeq Inc. - Scott Paquet
- 9:30 a.m. Waterjetting! Impact on Drain Cleaning
US Jetting - Nick Woodhead, Ken Bryson
- 11 a.m. Don't underestimate your cable machines?
MyTana Manufacturing - Jack Donaldson

PORTABLE RESTROOM TRACK

- 9:30 a.m. Give Me 3 Reasons Why I Should Advertise My Portable Restroom Company
Satellite Industries Inc. - Mitch Moores
- 11 a.m. How to Start a Business in South America, Marketing and Importing/Exporting
Armal Inc. - Angel Romero

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ADVANCED INSTALLER COURSE

ALL DAY THURSDAY, MARCH 3RD, 2011
8 a.m. - 5 p.m.

Jim Anderson and Dave Gustafson

2011 EXHIBITOR LIST



Current list of exhibiting companies as of November 18, 2010.

List subject to change without notice.

- 1-800-Plumber
A & L Systems, Inc.
A Corp./Roater-Man
A.R. North America
Abbott Rubber Company
Abernethy Welding & Repair Inc.
ACE DuraFlo Systems
Acro Trailer
Advance Pump & Equipment
Advanced Biological Marketing
Advanced Drainage Systems
Advanced Infrastructure Technologies
Advanced Pressure Systems
Advanced Tank Systems
Advanced Wastewater Systems
AdvantLink International Corp.
Aero-Tech
AK Industries
All Star Equipment Sales, Inc.
Allan J. Coleman
Allied Forward Motion LLC
Allied Graphics
Allied Tank Co.
AlturnMats
Ameri-Cam Engineering
Amerik Engineering
Amhar International
Anchor Graphics, Inc.
AP/M Permaform
Aqua Bear Corporation
Aqua Blast Corporation
Aqua Mole Technologies
Aqua-Zyme Disposal Systems Inc.
Arcan Enterprises Inc.
Aries Industries Inc.
Armal, Inc.
Art Co. LLC
Arthur Products
Ashland Trap Distribution, Co.
Atlanta Rubber & Hydraulics Inc.
Avanti International
Bad Dog Tools
BakerCorp
Bandlock Corporation
BDP Industries
Bear Onsite
Benjamin Franklin Franchising
Best Enterprises Inc.
Betts Industries
Big Fish Environmental, LLC
Bio Clean
Bio-Microbics Inc.
Blasters, Inc.
Blue Angel Pumps
Boatman Industries
Boerger LLC
Bord na Mona
Bowman Tool Co.
Brenlin Co., Inc.
Bright Dyes, Division of
Kingscote Chemicals
Bright Technologies
Butterworth, Inc.
BW Technologies by Honeywell
Cam Spray
Canam Equipment Solutions Inc.
Camlas Industries Ltd.
Cape Cod Biochemical Co.
Capital Partners
Capital Rubber Corp.
Cappellotto S.P.A.
Carbo
CAT PUMPS
- CEMTEC / A.W. Cook
Cement Products, Inc.
Century Chemical Corporation
Champion Pump Company, Inc.
Chandler Equipment Inc.
Chelsea Products/Div. of Parker
Chempace Corporation
Chempure Products Corp.
Cherne Industries Inc.
Clarus Environmental/
Zoeller Pump Company
Clear Computing
Clearstream Waste Water Systems Inc.
Cloverleaf Tool Co.
Cobra Technologies
Comet USA, Inc.
Comforts of Home
Compro Industries
Conseptec
Consolidated Treatment
Containment Solutions Inc.
Cosmic Tophat LLC
Cougar Vibration a Division
of Martin Engineering
Coxrools
Crane Pumps & Systems
Cretex Specialty Products
Cross Bare Safety Association
Crust Buster/Schmitz Bros.
CSI Controls
CUES Inc.
Custom Biologicals Inc.
Cydaps Electronics, Inc.
D&W Diesel, Inc.
De Neef Construction Chemicals
Deal Associates
Del Vel Chemical Co.
Delta Environmental
Direct Purchase Quick Couplings
Ditch Witch
Dr. Shrink, Inc.
Dragon Products
Drainables Direct
Dresser Roots
Dultmeier Sales
Durable Manufacturing
Durand-Wayland, Inc.
Dyna Flex Inc.
E.H. Wachs Company
Earth Friendly Chemicals, Inc.
Easy Liner
ECA-SSI
Ecological Laboratories Inc.
Ecological Tanks, Inc.
Electric Eel Mfg. Co. Inc.
Eljen Corporation
Environmental Products and Access.
EnviroSight LLC
EnviroTab
Enz USA Inc.
EPA-MOU Partners
Explorer Trailers
EZ Trakr
Federal Signal Environmental Solutions
Group
Fergus Power Pump Inc.
FindaPlumber.com
Fisher Research Laboratory
Five Peaks Technology
FRC Co. Ltd.
Flitz International Limited
Flo Trend Systems Inc.
Flow-Liner
- Fluid Systems, Inc.
FM Manufacturing Inc.
FMC Technologies
Force America Inc.
Formadrain Inc.
Fournier Industries Inc.
Fruitland Tool & Manufacturing
Gamajet Cleaning Systems
GapVax Inc.
Gardner Denver Inc.
Gardner Denver Waterjet. Sys. Inc.
GEA Houle Inc.
General Pipe Cleaners
General Pump
GeoFlow, Inc.
Giant Industries Inc.
Global Pipeline Systems
Gloves4you.com
Go For Digger
Godwin Pumps of America Inc.
Goldak Inc.
Gorlitz Sewer & Drain, Inc.
Goulds Pumps/ITT Industries
Granite Leasing Company
Great Lakes Equipment Sales, Inc.
Green Leaf Inc.
Hackney - Division SVC
Hammelman Corp.
Handago, LLC
Hannay Reels
Harben Inc.
Hathorn Corporation
Hedstrom Plastics
Hoffmann Insurance Brokers
Hill Trailer International
Holla, Inc.
Heritage Truck Equipment Inc.
Hi-Vac Corporation
Hibon, Inc./Div. of Ingersoll Rand
High Pressure Equipment Company
House of Imports
Huro Technologies Inc.
Hydro-Tech Pumps
I.E. Monitoring Instruments Inc.
IHl Compact Excavator Sales
Imperial Industries Inc.
Industrial Diversified Products
Infiltrator Systems Inc.
Infrastructure Repair Systems, Inc.
Infrotech
Insight Vision
ITI Trailers & Truck Bodies Inc
IW Hydra Inc.
J&J Chemical Company
Jack Doherty Supplies, Inc.
Jag Mobile Solutions, Inc.
Jameson LLC
Jet Inc.
Johnny's Choice by
Chemcorp Industries Inc.
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KeeVac Industries Inc.
KEG Technologies, Inc.
Keith Huber, Inc.
Kentucky Onsite Wastewater Association
Kentucky Tank, Inc.
Kewanna Screen Printing
Kleen Pro Tech
Kroy Industries
Kuriyama of America Inc.
L.M.T.
La Place Equipment Co Inc.
- Lanses Vanderlans & Sons Co.
Laly Manufacturing
Lenzyme Incorporated
Liberty Financial
Liberty Pumps
Liquid Waste Technology
Little Giant DBA Franklin Electric
LMK Enterprises Inc.
Lock America, Inc.
Loder
Logiball Inc.
Longhorn Tank & Trailer
M.A.R.S. Workwear/Communications
Madewell Products Corp.
Mainline Backflow Products, Inc.
Manhole Guard
Masport Incorporated
Matrix Payment Systems
Max-Life Mfg.
MaxLiner
Meese Orbitron Dunne Company
Mid-State Tank Co., Inc.
Milwaukee Electric Tool
Milwaukee Rubber Products Inc.
Mody Pumps, Inc.
Mongoose Jetters
Moro USA
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Mr. Roater Corp.
MTC Enterprises, Inc.
MTech
Muncie Power Products
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Nu Flow Technologies, Inc.
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OMI Industries
OmniSite
OMSI Transmissions Inc.
One Biotechnology
Oranco Systems, Inc.
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Pat's Pump & Blower
Patriot Sports / SKR Holdings
Pearpoint, Inc.
Peinemann Equipment
Pekasys
Pelican Worldwide
Penny Pockets
Pentair Water
Perma-Liner Industries, Inc.
- Peterson Products
Piccadilly Concepts
Pik Rite Inc.
Pipe Genie Mfg. Inc.
Pipeline Analytics
PipeLogic Inc.
PipeTech Software
Piranha Hose
Plug-It Products
Poly-Flow
PolyJoin Enterprises Corp.
Polylok/Zabel
PolyPortables Inc.
Porta Pro
Portable Sanitation Assoc. Int'l.
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Powertrak International Inc.
Premier Tech Aqua
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RC Industries Inc.
Rockitt Beckliser
REED Manufacturing Company
Reelcraft Industries Inc.
Reline America Inc.
Remote Vision System
Rhino Linings Corporation
RIDGID
Ritam Technologies, LP
Robert H Wager Company Inc.
Robuschi & C.S.p.A.
Roebic Laboratories, Inc.
RoelK
Roth Global Plastics
Rothenberger USA
Roto-Rooter Corporation
RotoSolutions
RouteOptix Inc.
RS Technical Services Inc.
Rush Refuse Systems
SAERTEX multiCam LP
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Sakor, Inc.
Sanitation Insurance Services
Satellite Industries Inc.
Saverisen, Inc.
Savatech Corp.
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2. A video from all applicants performing their talent must be submitted to COLE Publishing in advance. All talents must be appropriate for all age groups.
3. An independent panel will pick the top ten finalists from the submitted videos.
4. The top ten finalists will then need to perform their talent in front of industry peers on Friday, March 4th, 2011 at the 2011 Pumper & Cleaner Expo.
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1994 International 4700 with 2003 Keith Huber 1100 US gallon waste, 400 US gallon water, 2-compartment, carbon steel vacuum tank, with Masport H7.5V vacuum pump. (Stock #6499C) www.VacuumSalesInc.com, (888) VAC-UNIT (822-8648). (PBM)

1990 International 4600, Allison automatic transmission, 261,000 miles. 900 gallon Best stainless tank, Masport pump. All in good working condition. \$6,500. 731-660-1781 TN, or; mike@allbritesignsandrentals.com. (P04)

2004 4300 International, 25,500 GVW, DT466, Allison, A/C, airbrakes, 3-compartment aluminum tank (450/1400/250), M-10 water-cooled pump, spot lights, 2 Burk water pumps for fill and spray down, restroom carrier. Pictures www.acoinc.com/classified. Location Phoenix, AZ and Las Vegas, NV. \$30,000. 208-362-3193. (P12)

2000 GMC 3500 with 12-ft. flat bed, tommy lift gate, tool boxes, strap system. 250,000 miles. runs good. \$5,500. Virginia. 540-765-7845. (T01)

Ford F700 w 70K miles, 900/150, Masport. \$12,000. 360-357-4338. WA. (P01)

2007 International 4100, 109k miles, 350 fresh/750 waste Crescent tank, dual side service, carries 8 toilets, pressure washer, lift gate, new Masport pump, excellent condition. \$45,000. 307-745-5190; honeywag on1@bresnan.net. (P01)

2003 Ford F650 with Cummins and auto trans, 180,000 miles, body and tank are fair, engine NEEDS work but does run. Satellite 500/1100. \$5,000. Call 941-720-3540 FL. (P12)

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



Is it DIY Time?

To borrow a line from Clint Eastwood, a truck owner's "got to know his limitations" when it comes to repair and maintenance

We see trucks come into our shop that are in need of serious repair because the owner or one of his employees tried to perform maintenance or repair work they weren't qualified to handle. They thought they'd save some money, but the opposite can happen when a do-it-yourself project goes wrong. We've come up with some basic rules on maintenance and repair jobs most truck owners can tackle, and repairs they shouldn't try.

Do it yourself:

- **Maintaining the primary shutoff.** Servicing the primary shutoff at the top of the tank is relatively simple. First, climb on the tank and open the lid of the primary. Check to see that the hose connection leading to the secondary is secure and there are no signs of wear from rust or abrasion. Secondly, check the stainless steel basket inside the tank. Is it still there? You'd be surprised at how many people lose the cage and the float ball is somewhere down on the floor of the tank. It's simply from a lack of maintenance and not paying attention.

When the cage is gone, all bets are off in terms of safety for your pump. Anything that feels the force of vacuum has access to the secondary and when the secondary is full, the pump is the next stop. When enough waste hits the pump, that's the end of the pump. So be smart; diligently check your primary monthly and be careful climbing on the tank.

- **Servicing the secondary.** Check your hose connections in and out, again to look for signs of damage, rust or abrasion. Make sure the connection is tight. The bottom half of the secondary can be removed and it can be checked for wear and tear. The real trick of maintaining the secondary is to make sure it gets drained every day. Not every other day.

- **Replacing pump vanes and seals.** As time goes by, vanes wear down and vacuum decreases. This indicates you are destined to need a rebuild kit. Replacing vanes and seals is fairly easy if you are somewhat mechanically inclined. First, disconnect your pump and remove it from the truck. Remove the end plates from the pump. This will give you access to the rotor where the vanes are located. Replace the vanes, install new seals in the end plates and reassemble the pump. If you are not comfortable with this operation, find a mechanic with pump experience and let him do the job.

- **Inspect the oiler and maintain the oil catch muffler.** Once the pump is re-installed, inspect your oiler tank to make sure it has no significant signs of wear. Some pumps have the oiler within the pump and others have a separate tank. The oil catch muffler catches excess oil from the pump, which must be drained into a bucket on a

regular basis and disposed of based on environmental regulations in your area.

- **Check the vacuum relief and pressure relief valves for proper operation.**
- **Check the driveline regularly to make sure it is properly greased.**

Leave it to the professional:

- **Structural issues.** Problems such as skids starting to separate from the tank or possibly small cracks showing up in the tank should be repaired by certified welders. If that is you, go ahead. But don't decide to practice your welding on the vacuum tank you rely on. Vacuum tanks and attachments that are welded need to be fixed by welders who have experience with such work.

- **Baffle repair and replacement.** Annually, you should open up the manhole and check the interior of the tank with a flashlight, looking specifically for the condition of your tank baffles. You may not be able to see them very well, but baffle repair is an area best left to professionals in the welding shop. First, it's not much fun crawling inside a pump truck and second, professionals will guarantee their work.

- **Tank replacement.** Tank manufacturers or truck builders will know how to place the tank on the chassis for the proper weight distribution, and they should guarantee their work so you won't have to worry about it later. They also have overhead cranes and equipment to do the job safely and quickly. Mounting the tank is also something we would advise leaving to the professionals. If you decide on your own to hard-mount the tank to the frame (fasten to the frame without springs) you will run the risk of damage to the tank from twisting and turning of the chassis frame. A professional can check the rubber belting or the wood spacers between the tank and the frame. If the tank is old enough to replace, then so are those spacers.

- **Maintaining or replacing the PTO, the gearbox, and possibly the driveline.** These are costly items and need the right kind of attention. Unless you are qualified to perform this work, get the professional to repair or replace them as required.

A FINAL WORD

Common sense in this business should rule the day. Do what you do well. Leave the other stuff to people who have the equipment and the qualifications to complete repair and maintenance professionally. The more you understand the workings of your truck, the more confident you'll feel about maintaining it. Following these tips, you'll end up with less down time and more profit. ■

How a plastic recycling program can help portable restroom operators save the world – and some money

It's not often that a company can save money and positively impact the lives of every human being on the planet at the same time. We recently had the opportunity to learn about a program that will do just that. **PolyJohn Enterprises is launching the first-ever portable sanitation recycling program** in effort to 'close the loop' on the plastic portable restrooms that are manufactured throughout the industry. In a recent interview with PolyJohn's Managing Director, Mike Adams, we learned about the details of this innovative new program.

Interviewer: Recycling plastic has been done for a long time. Why has it taken the portable restroom industry so long to get onboard?

Adams: Well, it's not that we've been reluctant to get onboard – it's just that we are presented with a very different recycling challenge because of the type of plastic we use in making portable restrooms and the type of wear and exposure our plastic goes through. A plastic milk carton or a plastic bottle lives a life that is very different than a portable restroom! Plus, the plastic materials in those products are very different from the High-Density Polyethylene (HDPE) material used in portable toilets. Although PolyJohn and other plastics manufacturers have been recycling scrap HDPE generated from our own manufacturing processes for years, the challenge for PolyJohn has been finding a way to process the HDPE plastic from used restrooms.

Interviewer: What has made recycling used portable restrooms so challenging?

Adams: As you can probably guess, there are many reasons this has been a challenge! For one thing, the material from used units may contain HDPE that is up to 20 years old. During that time, the units were out in the field and subject to all sorts of weather conditions and the chemicals that are used

in the cleaning and servicing process. That can make it difficult to ensure that the quality of the material made from that recycled plastic has the same properties as products made from virgin plastic. These factors, along with the sheer logistics of moving restrooms to recycling equipment, have kept manufacturers from recycling used toilets.

Interviewer: So, how does PolyJohn's Recycling Program overcome these issues and help operators get their toilets recycled?

Adams: First off, our engineering team was able to develop a process that makes recycling the HDPE in used toilets possible. We've run a large number of tests on a variety of units without any problems. **To show operators what's possible, we're launching a pilot program out of our Whiting plant before we begin accepting units at our regional distribution centers.** Operators can find all the details about drop-off at Whiting on our website, and will receive a \$35 Recycling Rewards coupon to be used toward a new restroom or sink for each unit they bring in to be recycled.

Interviewer: How does PolyJohn plan to use the recycled HDPE from the used toilets?

Adams: Because of the length of time our restrooms last in the field, which can be anywhere from 15 to 20 years, we will not risk using the materials we take in from used restrooms to make side panels, roofs, etc. After extensive testing, however, we have discovered that with some new additives that are now available, we can easily make floor sheet and possibly even mix the recycled restroom material with virgin materials to make our large holding tanks and the like. If we can't use the recycled restroom material after it is mixed at our Whiting facility, we do feel it will be suitable for various uses outside

our industry and have some value on the open market.

Interviewer: It must feel good to be able to offer such a program to your customers.

Adams: I have to say that there very few things I have done in my thirty plus years in the sanitation industry that I have felt as proud of as this program. **It is just the right thing to do.** We believe our customers – and the rest of the industry as a whole – will feel the same.

Interviewer: How can folks learn more about this program?

Adams: Just visit our web site at www.polyjohn.com. All the information about prepping used units and where to send them are posted on link from there.

Why is it The Right Thing To Do Environmentally?

Recycling 1 ton of plastic saves 7.4 cubic yards of landfill space. If we recycle 125,000 units over ten years, that means we will have prevented 18,038 garbage truck loads of plastic from being put into landfills.

And Economically?

If you recycle 50 units, you save \$275 over the cost of straight disposal plus you earn \$1,750 worth of Recycling Rewards Coupons good toward the purchase of new PolyJohn products. **Your net gain total is \$2,025!**



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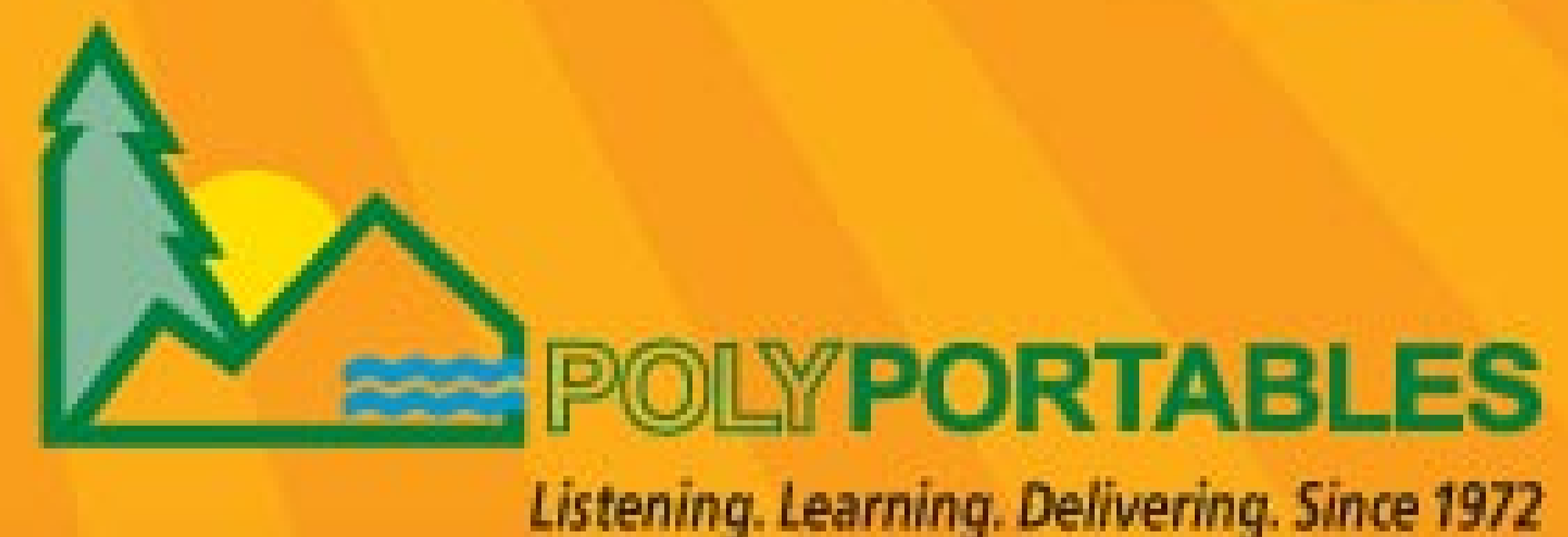
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