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January 2012
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**ON THE COVER**

The PROs at Hoosier Portable Restrooms are excited to have the Pumper & Cleaner Environmental Expo International move to their hometown next month. Shown on the job are (left to right) Bret Kernodle, Andy Shearman and Jamie Hunter.
(Photo by Doug McSchooler)

PRO

PORTABLE RESTROOM OPERATOR

www.promonthly.com

Published monthly by



COLE Publishing Inc.
1720 Maple Lake Dam Rd. • PO Box 220
Three Lakes, WI 54562

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In U.S. or Canada call toll-free 800-257-7222

Elsewhere call 715-546-3346 • Fax: 715-546-3786

Website: www.promonthly.com • Email: pro@promonthly.com

Office hours 7:30 a.m.-5:00 p.m. Central Time, Monday - Friday

SUBSCRIPTION INFORMATION: A one-year (12 issue) subscription to PRO™ in the United States or Canada is free to qualified subscribers. A qualified subscriber is any individual or company in the United States or Canada that partakes in the portable restroom industry. Non-qualified subscriptions are available at a cost of \$60 per year in the United States and \$120 per year outside of the United States. To qualify visit www.promonthly.com/quality or call 800-257-7222.

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CIRCULATION: 2011 circulation averaged 9,213 copies per month. This figure includes both U.S. and International distribution.

REPRINTS AND BACK ISSUES: Visit www.promonthly.com/reprints/order for options and pricing. To order reprints, call Jeff Lane at 800-257-7222 (715-546-3346) or email jeffl@colepublishing.com. To order back issues, call Nicole at 800-257-7222 (715-546-3346) or email nicole@colepublishing.com.

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- **PROfile:** A Kansas City company enjoys explosive growth
- **On Location:** A New Mexico PRO lassoes a national rodeo



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Rolling the Rock Uphill

IF YOU'RE AN OLDER PRO – OR WORK CLOSELY WITH ONE – FOLLOW THESE TIPS TO KEEP RUNNING A RESTROOM ROUTE FOR MANY YEARS TO COME

By Jim Kneiszel

I recently read some encouraging advice about maintaining a fulfilling work life as you get older. It came from what you might consider an unlikely source, American rock musician John Mellencamp. At age 60 and 17 years after suffering a heart attack, Mellencamp told an interviewer that he always forces himself to get back on that tour bus and head down the highway to the next concert.

“It’s human nature to give up. I think people give up too early, and they shouldn’t,” Mellencamp told The Associated Press. “I’m very tenacious. And I’ve always rolled the rock up the hill. I enjoy rolling the rock up the hill. I don’t really care about getting to the top of the hill, I just like the struggle of trying to get up there. And I think that’s what being alive is all about, struggling. People think it’s their God-given right to be happy. It’s not.”

Work makes Mellencamp happy. So he doesn’t entertain any thoughts of retirement. I’ve talked to a lot of portable sanitation company owners who feel the same way. They’ve been lugging those units to construction sites for 30 years, and come hell or high water, they’re going to get up tomorrow, fire up the pump truck, and do it all over again.

God bless ‘em, both Mellencamp and all the AARP card-carrying member PROs who keep pushing that rock up the hill. I hear waste haulers joke that they’ll die with their boots on, that they live for the good feeling they get working the route. I also hear from contractors who are past age 60 and are looking for a way to retire, and that’s fine, too. They should enjoy the fruits of their labors.

DON'T BE LEFT BEHIND

But if you’re one who won’t be contemplating a retirement home in Florida or daily tee times at the golf course, you need some strategies to keep the pedal to the metal as you get older – to keep thinking and dreaming of new opportunities for your business and the best ways to meet the physical and mental demands of the job.

After all, if you work hard enough to stay in business, goal No. 1 should be to maintain a thriving, profit-making enterprise. And that means coping with the aches and pains, keeping pace with modern technologies and seeking a helping hand when you need it. Failing to stay current with the industry and your customers, frankly, is to devalue your business. And I’m sure you don’t want to do that.

Maybe you’re considered a senior member of the industry, or you’re the son or daughter of an older PRO who has the grit and determination to keep running the business. Either way, I’ve come up with several tips that will help keep you pushing that rock up the hill along with John Mellencamp for many years to come:

Take care of yourself

It’s often said that without your health, you have nothing. So you need to stay in, or get in good shape to handle the rigors of the work as you get older. There’s nothing more important than a healthy diet and exercise to keep you on the job. Maybe you sleep four hours a night, horse around restrooms all day, and then refuel with a greasy burger and a few beers. At some point that program doesn’t work anymore. Follow the doctor’s orders to get 30 minutes of moderate exercise a day, eat your fruits and vegetables and get enough rest. And if you’re carrying around a few extra pounds, do what you can to lose them. Your back, knees and heart will thank you.

Find a wing-man or -woman

Recognize when you could use a little help and don’t be afraid to ask for it. If you drive a daily route, at some point you might want to find a partner to help carry the load. Yes, this will cost you additional wages, but the extra hands might allow you to service customers more efficiently, avoid injuries that lead to costly downtime and make service improvements that could justify up-charges. If the helper allows you to clean 10 more restrooms per day, you might be able to eliminate one route a week and save money in the long run. And working one-on-one with someone allows you to train them to do the job the way you want it done ... in the event you can’t show up one day.

DO YOU HAVE A HANDBOOK PROVIDING A STEP-BY-STEP GUIDE ON HOW EVERY ROUTINE TASK SHOULD BE COMPLETED? IF YOU DON'T, YOU'RE INVITING MAYHEM FOR YOUR BUSINESS IN THE EVENT YOU ARE SUDDENLY UNABLE TO REPORT FOR DUTY.

Work smarter, not harder

Your day might be longer than it needs to be, and long, stressful days are a big part of why older workers get fed up and want out. Is there a way you can improve efficiency, say by automating accounting or billing procedures, or route-running? How would you feel if you could eliminate those late nights catching up on paperwork after hustling all day? Take a hard look at how your business runs and find ways to limit paper shuffling, unnecessary steps or backtracking on a service route.

Continue to think long-term

Older small business owners can fall into a trap of thinking, "Why should I bother buying a new truck or adding a service offering when I may want to hang it up in a few years?" I hear folks in the younger generation who are frustrated with this attitude in parents who still run the family business. If you're not thinking ahead and exploring new opportunities, your business will suffer. You are either cheating yourself by devaluing your company when it comes time to sell or your children will inherit an outdated business when you decide to step down.

As much as it's financially possible, think about your business like it will be around for a long, long time. When you see a demand for services, make smart investments in equipment and staff. Why? First of all, hopefully you'll be around for a long, long time and reap all the benefits from the investments. Secondly, if you keep up with technology and trucks, your business will be better-positioned to sell and you'll get the investment back.

Systemize for succession

Do you have a handbook providing a step-by-step guide on how every routine task should be completed? If you don't, you're inviting mayhem for your business in the event you are suddenly unable to report for duty. If you create a well-thought-out system for every job, you can quickly train a new worker to perform those duties to your own high standards. Bigger companies systemize everything for greater efficiency and you should do the same thing. It will help you make more profit in the near term and seamlessly hand the business over to your children or an outside buyer when the time comes.

Stop and smell the roses

Just because you decide retirement is not your cup of tea doesn't mean you don't need to get away from time to time. Don't be afraid to turn the reins over to one of your employees while you take a well-earned vacation. Let go of some day-to-day decision-making and enjoy yourself. Don't keep putting off rest and relaxation or that "bucket list" until tomorrow. We know you love your work, but it's good for your body and soul to pursue other interests, too.

Recharge your batteries at the Pumper & Cleaner Expo

OK, this is where I insert another shameless plug for the Pumper & Cleaner Environmental Expo International (Feb. 27-March 1) at the Indiana Convention Center in Indianapolis. But it's a worthy piece of advice. Attending the Expo will help you tick off every point on this list. At the Expo you'll see the latest equipment to enhance your business, learn new techniques and strategies during Education Day seminars, and mix business with pleasure. And there's no better way to mentor a valued employee than by bringing them along to show why this industry is so great. ■



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Happy, Healthy New Year

TRY OUT THESE LOW- OR NO-COST IDEAS TO IMPROVE WELLNESS FOR YOUR VALUED TEAM OF EMPLOYEES

By Judy Kneiszel

The statistics are dire. A recent Gallup poll estimated 86 percent of full-time workers are above normal weight or have at least one chronic condition. The polling group also determined unhealthy workers cost businesses \$153 billion a year in lost productivity.

Not concerned yet? How about this one: The Centers for Disease Control and Prevention reports 70 percent of all medical costs are related to smoking, physical inactivity, food choices and portion size, or stress. And obese workers' compensation claims are three to five times more expensive than claims for normal-weight workers.

There is hope, however. If workers quit smoking, become more physically active, make better dietary choices and manage stress, healthcare costs for your employees will go down whether you are providing health insurance or not. Plus, you will see a reduction in both short- and long-term employee absences, and an increase in overall productivity. An effective wellness program is a win-win for portable restroom contractors and their employees.

IF THERE IS EVER A RIGHT TIME TO BEGIN FOCUSING ON EMPLOYEE WELLNESS, IT'S JANUARY, WHEN IT SEEMS LIKE THE WHOLE WORLD IS TRYING TO QUIT SMOKING OR LOSE 20 POUNDS.

HOLD COSTS DOWN

The words "healthcare plan" and "health insurance" can cause company owners to grab their wallets and run for the hills screaming. Employee wellness programs, however, are nothing to fear.

Even if providing health benefits is beyond reach, you can still take important steps to promote employee wellness. In fact, it may be an even more important benefit if your employees pay for their own medical coverage. They've got a vested interest in maintaining good health to keep insurance premiums and out-of-pocket expenses down. And if you do provide health coverage, a wellness program is a nice accompaniment that could, in time, lower rates.

If you believe wellness programs are only for huge corporations that can afford on-site gyms, dining facilities with professional chefs and on-site clinics staffed with doctors and nurses, think again. Wellness programs work

for companies of all sizes and don't have to cost a lot. To get you started, here are a few no-cost or low-cost ideas to start improving employee health:

Encourage regular stretch breaks. This is especially important for employees who spend most of their day sitting.

Organize a walking program. Even 15 minutes of walking per day can improve health, and it can be a fun social time, like a coffee break or water cooler chat session, only with calorie burning.

Institute a policy against smoking at work. And offer to help employees quit.

Encourage healthy snacking. Ask your vending company to put healthy snacks and low-calorie drinks in the vending machine.

Organize a weekly salad potluck lunch with only healthy foods. This is a great way for people to share healthy recipes and learn to enjoy new fruits and vegetables.

Encourage healthy lunches. If you don't already have one, contribute an office refrigerator so people can bring healthy lunches instead of relying on fast food or vending machine snacks. Substitute fruit for doughnuts when you want to treat your employees.

Bring in guest speakers. Hospitals and universities will often provide speakers on health issues at no or low cost.

Start an "at work" weight loss group. Some weight loss organizations will hold meetings at your facility if you have enough people interested in joining. This makes it convenient for employees to participate and gives them a shared health-improving experience.

Research discount plans. Discount plans are not insurance, but they can save your employees 20 to 40 percent on dental, eye care, and other health services. Typically, the employee's entire family can take advantage of these plans. You may choose to pay for all or part of a discount plan for employees as a way to encourage wellness.

Allow employees time off for regular medical and dental checkups. Encourage them to have conversations with their doctors about wellness.

Make it fun. People are naturally competitive. Competition can be a boost to employee morale because it fosters mutual support. You could encourage employees to form teams and log their walking minutes on a chart. Provide prizes periodically for teams who put in the most effort. Making weight loss a contest also can be motivating. In addition to providing extra motivation, focusing on health in a fun way can lower stress, which in itself is healthy.

GETTING STARTED

You're not going to solve every health problem for every employee. The

goal is to improve the overall health of your company as much as possible. To do this, it's important to focus on your company's specific problem areas as much as possible.

Before implementing programs and changes, take a health assessment of your company so you are fighting the right battles. If no one smokes, offering to pay for employees' Nicorette gum is a hollow gesture. If you have many smokers, however, helping them to quit is a good place to focus wellness time and money.

If there are few smokers but many overweight employees on your payroll, concentrate on promoting physical activity and dietary changes. If workers are predominantly non-smokers at healthy weights but seem prone to back strain and muscle pulls, focus on safety training, including proper lifting techniques and back strengthening exercises.

IT'LL TAKE SOME TIME

People don't develop unhealthy habits overnight and they won't be quick to break them either. But with effective long-term encouragement, your employees can improve their overall health, resulting in higher productivity and lower absenteeism.

And if there is ever a right time to begin focusing on employee wellness, it's January, when it seems like the whole world is trying to quit smoking or lose 20 pounds. This New Year, resolve to help get your employees in better health and shape. Of course, it's important to lead by example, so put down that cookie, drop and give me 20. ■

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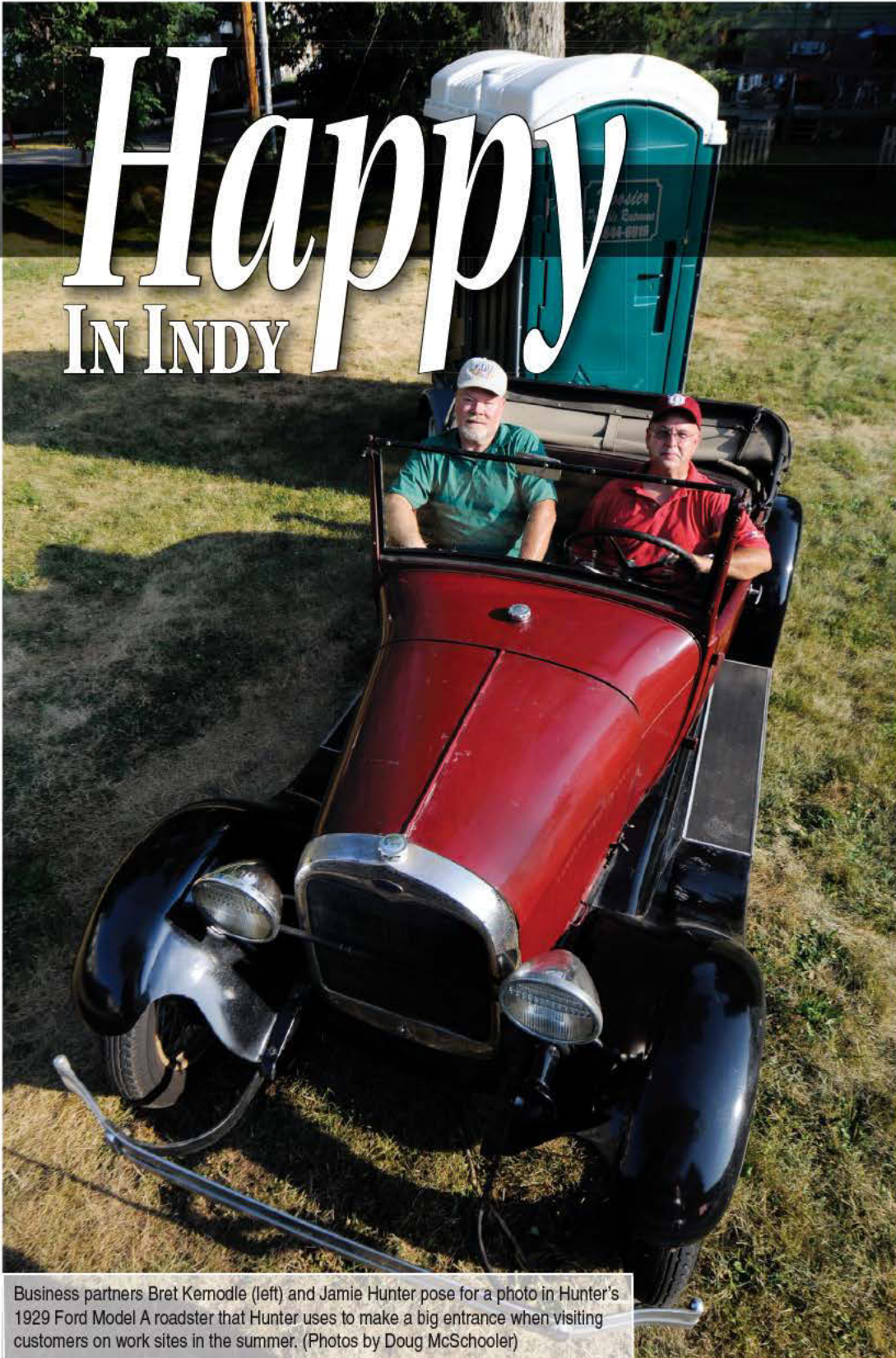
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ONGOING INDUSTRY EDUCATION AND GOOD ADVICE ABOUT CUSTOMER SERVICE SETS UP HOOSIER PORTABLE RESTROOMS FOR A VICTORY LAP

By Paul Holley



Business partners Bret Kernodle (left) and Jamie Hunter pose for a photo in Hunter's 1929 Ford Model A roadster that Hunter uses to make a big entrance when visiting customers on work sites in the summer. (Photos by Doug McSchooler)

All it took for Jamie Hunter to spot a business opportunity was to experience a few unclean portable restrooms.

"It sounds a little funny, but it's true. I'd visit construction sites and the portable restrooms were always awful. I kept thinking, 'Wow! I could do better than this,'" says Hunter, a former construction equipment sales representative.

So, Hunter, 50, made what turned out to be a couple of key moves along the way to establishing Hoosier Portable Restrooms, which serves special events and construction sites in central Indiana.

First, he contacted restroom manufacturers to learn as much as he could about the industry. Second, he recruited Bret Kernodle, a close friend since childhood, to join him in the venture.

"We've always been buddies," Hunter says of his business partner. "I thought it would be fun to do this with somebody who enjoys work as much as I do."

HOOSIER PORTABLE RESTROOMS, Indianapolis, IN.



Owners: Jamie Hunter and
Bret Kernodle

Founded: 2003

Employees: 3 (7 to 8 more seasonally)

Service area: 50-mile radius of Indianapolis

Services: Portable sanitation

Associations: Portable Sanitation
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(continued)



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Jamie Hunter

LEARNING THE INDUSTRY

The partners applied their respective backgrounds to the business. Hunter spent much of his career selling industrial equipment, a role that required building long-term relationships with customers. Kernodle had been a mechanic, serviced vending machines and worked in restaurant management.

“We both knew the hospitality industry. Portable restrooms are exactly that. You’re not going to succeed long term unless you provide superior, personalized service, just like you’d expect at a top restaurant or hotel,” Hunter says.

In addition to soaking up information from suppliers, Hunter participated in a workshop presented by Portable Sanitation Association International and attended his first Pumper & Cleaner Environmental Expo International in 2003.

A few months later, Hoosier was under way with a load of 28 units from PolyPortables Inc. Its first service truck was acquired from Crescent Tank Mfg.

“Our first account was a small golf course,” Hunter says. “I just made a cold call and the guy

said, ‘Sure, bring me one.’ This was before we even had any restrooms for rent.”

Hunter sings the praises of suppliers who freely offered advice on choosing products, servicing equipment and managing the business. “All of the vendors we’ve met and worked with have been wonderful,” he says. “They’re the reason I have a business today.”

SETTING GOALS

Hunter and Kernodle initially ran their new venture on nights and weekends while keeping their day jobs. Hunter continued his construction equipment sales position while Kernodle ran a vending machine route. Growing the business from scratch meant routinely working seven days a week.

The partners set a goal of doubling their revenues annually and agreed to finance the company’s growth from existing sales instead of taking on debt. It took about four years to reach 300 portable units, which they felt would earn them a reasonable living.

“I can’t stress how important it is to set goals and stay with them, especially when you’re starting out,” Hunter says.

Since going full-time with the business in 2005, the two have divided the workload by their respective talents. Kernodle, the mechanic and driver, handles the day-to-day route work while Hunter, the sales representative, is in charge of sales, coordinating vendor shipments and overseeing logistics.

Hoosier has a 50-

50 mix between special events and construction rentals. Major annual events include an outdoor wine and food festival, golf tournaments, concerts, running races, walks, holiday festivals and activities held around the Indianapolis 500 each May.

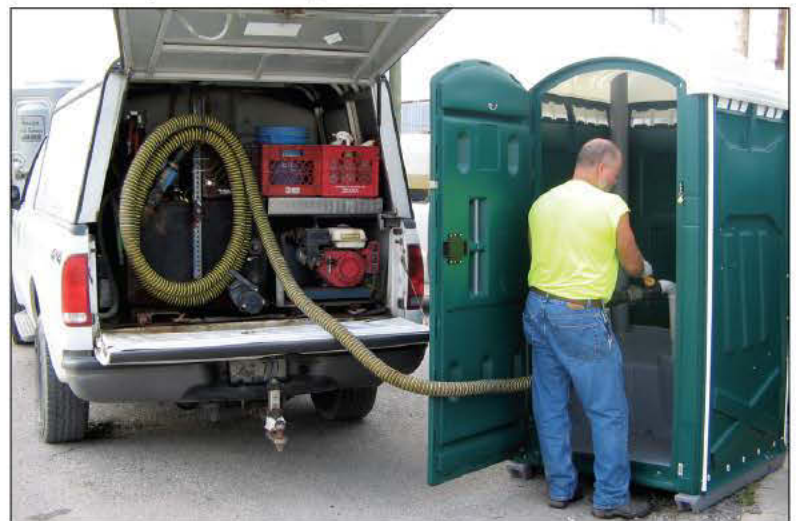
May through October is the company’s busiest period, when seven to eight employees are brought on to help clean and maintain the portable units and trailers.

In addition to learning from industry experts, Hunter points to tactics he’s developed to save money, strengthen relationships with vendors and improve efficiency:

- **Buy it now:** He buys a good share of his chemical needs from his main supplier – J & J Chemical Co. – at the Pumper & Cleaner Expo each year. Transporting the products himself saves on shipping.
- **Stock spare parts:** Also at the Expo, Hunter looks for spare parts, such as hardware, spare



Lower left, Jamie Hunter and technician Andy Shearman set up PolyPortables Inc. units at a special event. Right, at top, Bret Kernodle drains a PolyPortables hand-wash station as he loads units after an event. Below right, Kernodle cleans a unit using a Ford F-350 pickup with a slide-in vacuum unit from Crescent Tank. (Photo courtesy of Jamie Hunter)



(continued)



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restroom parts, truck parts and equipment replacement parts that he can easily bring home. It saves on shipping and means less post-show packing for vendors. Most importantly, Hunter likes not having to scramble for parts at the last minute.

- **Offer something new:** Hunter likes to find products or services that fit with Hoosier's existing offerings. Two years ago, he purchased the first of two portable single shower units from PolyPortables for rental to campgrounds that serve events like weekend music festivals and motorcycle rallies. He's also occasionally rented the shower units to wedding hosts to accommodate out-of-town visitors.

TOOLS FOR THE TASK

Hoosier services its units with a fleet of four trucks built out by Crescent Tank and equipped with Masport pumps. Small tanks give the service trucks a minimal footprint, which Hunter says is a selling point with special event planners.

The trucks are a 2001 Ford F-250 with a 600-gallon waste/200-gallon freshwater steel tank; a 2001 Ford F-350 with a 300-gallon waste/150-gallon freshwater steel tank; a 2004 Ford F-350 with a 300-gallon waste/150-gallon freshwater steel tank; and a 1999 Chevrolet 3500 with a 300-gallon waste/150-gallon freshwater steel tank.

Any of the trucks can pull one of three transport trailers from McKee Technologies Inc./

Explorer Trailers. Those trailers carry six, eight or 12 units.

Hoosier serves special events with 200 PolyPortables Integra 3 models, a Model 816 luxury trailer from Ameri-Can Engineering, two Comfort Elite 3 luxury trailers from Wells Cargo and 20 PolyPortables Tag Along sinks. Construction site rentals are covered with 100 units from TSF Company Inc. The units are kept clean with equipment from Gamajet Cleaning Systems Inc.

Hoosier's website (www.hoosierportables.com) includes a slide show that depicts the interiors and exteriors of the portable units, luxury trailers, sinks and other equipment. Hunter says he routinely guides potential customers through the slides during phone conversations.

"A picture really is worth a thousand words. There have been many times when the website has been the perfect way to help a customer decide what they really need," he says.

Hunter has found another way to click with prospects. In the summer months, he makes sales calls with a 1929 Ford Model A roadster that he acquired about 15 years ago. "It's just something different to generate attention and give people something to talk about," he says. "Just about every time I go somewhere with it, a customer or a potential customer will want to know all about it. My dad still has his first car, a 1930 Model A sedan. We love to drive our old cars and I get to use mine occasionally for work!"

GOOD ADVICE

Hunter has become an enthusiastic follower of Scott Hunter (no relation), an author, motivational speaker and business coach who presented his "Creating an Outrageously Successful Organization" workshop at the 2011 Pumper & Cleaner Expo.

"The guy just really struck a nerve with me in a very positive way," he says. "I'd say the quote we've really picked up from Scott Hunter is, 'Be of service.' That has always been our philosophy and it was great to have Scott boil it down in a short phrase."

Hoosier Portables applies Scott Hunter's service admonition to the Indianapolis community by offering a discounted rate to nonprofit organizations. Jamie Hunter said the discount allows the company to generate goodwill by covering transportation costs while absorbing the overhead expenses.

Other Scott Hunter lessons that have entered the Hoosier Portables playbook include:

- **Pay attention to people:** "We're only as good as the people we have working with. Everybody says that, but you really have to be interested in your people," Jamie Hunter says. "By people, that's not just employees but all the people you come in contact with."

Insider's tips for Indianapolis

The Pumper & Cleaner Environmental Expo International is on its way to Indianapolis (Feb. 27-March 1, 2012, at the Indiana Convention Center). What's better than having an Indianapolis native - Hoosier Portable Restrooms co-owner Jamie Hunter - share some insider knowledge about the Expo host city?

"There is so much to see and do here - you could really stay for weeks," he says. "People here are very excited that both the Super Bowl and the NCAA Final Four (men's basketball tournament) will be held in Indianapolis in 2012."

The 12th largest U.S. city, Indianapolis, is used to hosting a crowd. "Indy" is home to two major professional sports teams (football's Colts and basketball's Pacers) as well as the world famous Indianapolis 500 auto race, held every Memorial Day weekend. In fact, the Indy 500 site is where Hunter's list of places to visit begins:

- **Indianapolis Motor Speedway:** The self-proclaimed "Racing Capital of the World" since 1909 has a museum full of vintage race cars and racing memorabilia. The museum is open from 10 a.m. to 4 p.m. daily. Admission is \$5 for adults; for an additional \$5, you can take a lap around the famed raceway in a Speedway tour bus. "At \$5, the track tour ticket is the cheapest souvenir you can get. Visiting the museum is well worth the time," Hunter says.
- **Lucas Oil Stadium:** Home of the NFL's Indianapolis Colts, it will host the Super Bowl on Feb. 2, 2012. This retractable roof stadium is connected to the Indiana Convention Center via climate-controlled walkways. Tours are offered Tuesdays and Wednesdays at \$7 for adults and \$5 for kids and senior citizens. The one-hour tour includes a visit to the playing field, locker rooms and press box. "It will be pretty neat to get to visit the place where the most recent Super Bowl was played," he says.
- **Circle Centre:** A 100-store shopping mall in the heart of downtown Indianapolis is conveniently located for Expo visitors. Hours are 10 a.m. to 9 p.m. weekdays and Saturdays. "It's a really nice, upscale mall that people enjoy visiting," Hunter says.
- **Broad Ripple Village:** An entertainment district that includes a variety of restaurants, bars and nightclubs. "There are a lot of great restaurants and microbreweries," he says. "It's a fun place to visit."
- **The Children's Museum of Indianapolis:** The largest children's museum in the world has hands-on experiences for everyone from 9 months to 90 years old. The fun atmosphere makes the museum both a great attraction and a site for meetings and special events.
- **Soldiers and Sailors Monument observation level:** At 284 feet, the setting provides a beautiful view of downtown Indianapolis. The Civil War museum in the basement is a great stop as well. Hours are 10 a.m. to 5:30 p.m. Wednesdays through Sundays.

The best place for an overview of all Indianapolis has to offer is the city's official tourism website: www.visitindy.com.

- **Learn to listen:** "I ask a ton of questions. It's extremely important to learn all of the details: What kind of event, expected attendance, location, dates and so on," he says. "Customers really appreciate that you're paying attention to their needs."
- **Stay positive:** "Something that Scott said that hit home was, 'You always attract people by the way you act around people.' A positive attitude will attract other people who have a positive attitude. Now, even when I lose business to a lower price, I'll at least thank (the customer) for the opportunity," Hunter says.

HAPPY CAMPERS

After almost a decade as a PRO, Hunter says he wouldn't trade the experience for anything. He and Kernodle are happy they left their comfort zones to try something different.

Hoosier's mix of construction accounts and seasonal special events is just right for the partners. Hunter expects the company will maintain its current profile/product mix for the foreseeable future.

"I can't imagine doing anything else right now," Hunter says. "It's great to be excited about what you do." ■



Hoosier's Bobcat S-185 is used to load a 300-gallon slide-in unit from Crescent Tank into a Chevy pickup. (Photo courtesy of Jamie Hunter)

MORE INFO

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Crescent Tank Mfg.
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www.crescent-tank.com

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www.gamajet.com

J & J Chemical Co.
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www.jjchem.com
(see ad page 5)

Masport, Inc.
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www.masportpump.com

McKee Technologies Inc./ Explorer Trailers
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PolyPortables, Inc.
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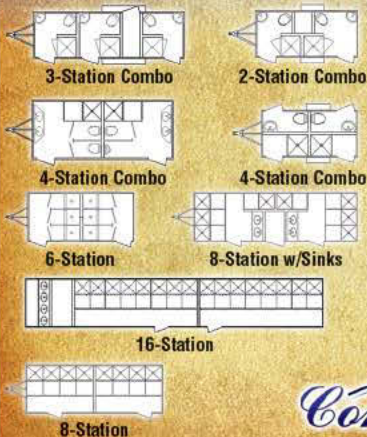
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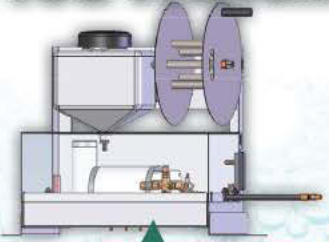
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Contact: Jason Orton, jason@h2oboy.net

January 26-28, 2012 - Edmonton, Alberta
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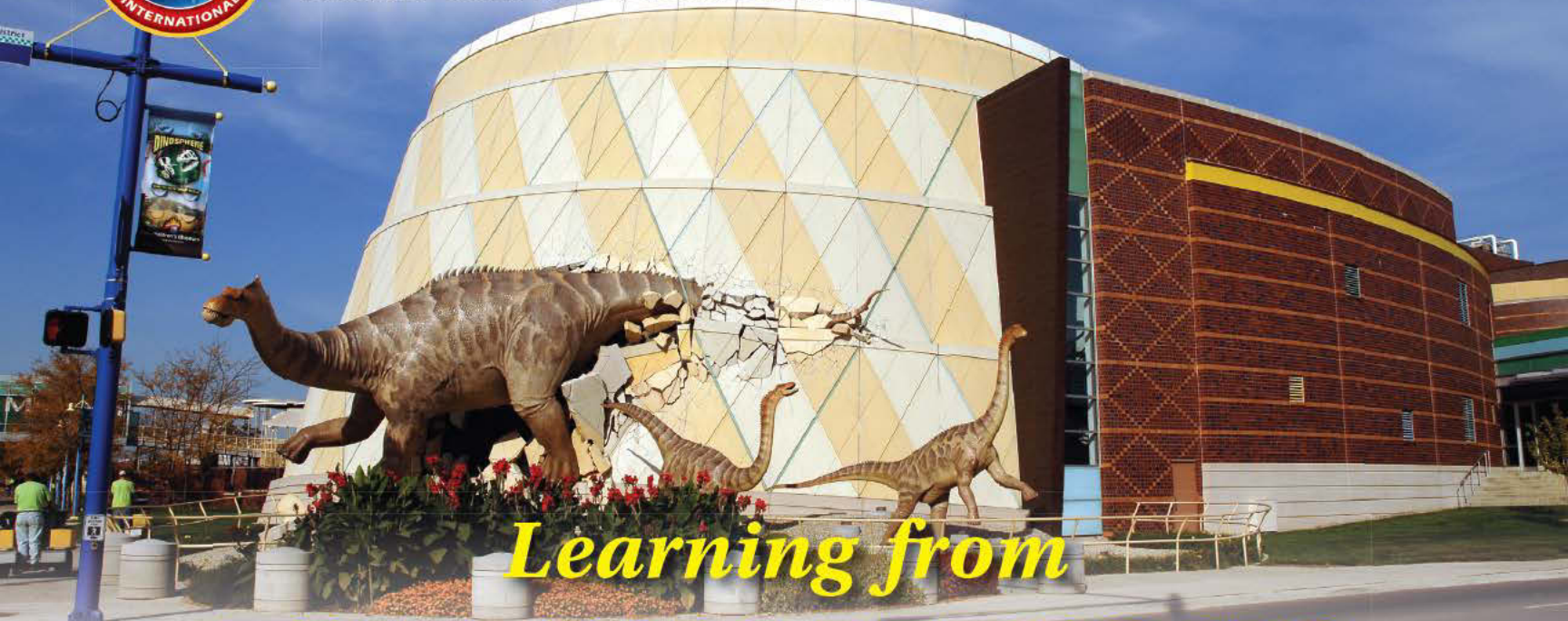
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February 27 - March 1, 2012 | Indiana Convention Center



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You can learn a great deal about how to win in business from the champions in the world of college sports. The **NCAA Hall of Champions** in Indianapolis shares the experience of top college athletes in some 23 events.

Located just four blocks from the Convention center at 700 W. Washington St., the Hall of Champions has 25,000 square feet of exhibits, including a display of a 1930s-era gymnasium.

In theater video presentations, young champions share their experiences and thoughts on life as student-athletes. A March Madness theater provides an intimate look inside the men's and women's NCAA basketball tournaments.

The Hall also gives you firsthand athletic experiences, with activities like a downhill skiing simulator and video games in which you throw real balls at moving targets. Visit www.ncaahallofchampions.com.

SHOPPING

The **Fashion Mall at Keystone** is an upscale shopping center offering 95 specialty shops and restaurants. Just 20 minutes from the Convention Center at 8702 Keystone Crossing, its high-end anchors including Saks Fifth Avenue and Nordstrom. With a host of luxury and specialty retailers, it attracts discriminating shoppers from all over the

Midwest. Visit <http://www.simon.com/mall/default.aspx?ID=166>.

FINE DINING

Osteria Pronto takes you straight to the heart of Italy. Just a block from the Convention Center at 10 S. West St., this bistro style restaurant serves dishes inspired by authentic regional Italian cuisine in an inviting environment with fresh fare made from fine locally sourced ingredients. Located inside the new JW Marriott hotel, it offers menus full of Mediterranean flavors at lunch or dinner, along with a carefully chosen wine list. Dinner entree prices range from \$11 to \$34. Visit www.osteriapronto.com.

CASUAL DINING

Since 1986, **Bazbeaux Pizza** has been an Indianapolis favorite. One of three locations is downtown at 333 Massachusetts Ave., two minutes from the Convention Center. Bazbeaux is a multi-year winner of the *Indianapolis Monthly* magazine People's Choice Award for pizza. It offers innovative pizzas with fresh ingredients and a choice of 52 toppings.

All pizzas are made with a blend of provolone, mozzarella and Pecorino romano cheeses and homemade dough and tomato sauce. You can

choose wheat or white crust, thin or thicker. Toppings, besides the basics, include Andouille sausage, Mexican sausage, barbecue or Cajun chicken, albacore tuna, crab, shrimp, snow pea pods, roasted red peppers, sun-dried tomatoes, and black bean dip. Salads and sandwiches are also available. Visit www.bazbeaux.com.

ARTS/ENTERTAINMENT

To give the kids a thrill during Expo days, it's worth a 10-minute drive to the **Children's Museum of Indianapolis**, at 3000 N. Meridian St. Billed as the world's largest children's museum, this five-story playground is built for kids of all ages, with nearly 500,000 square feet, more than 120,000 artifacts, 12 permanent exhibits, and many temporary exhibits. Some 1.3 million people visited last year.

Highlights include roaring dinosaurs, science experiments, an antique carousel, and the five-story Fireworks of Glass. The museum aims to create learning experiences with engaging exhibits and interpretive activities. Visit www.childrensmuseum.org. ■

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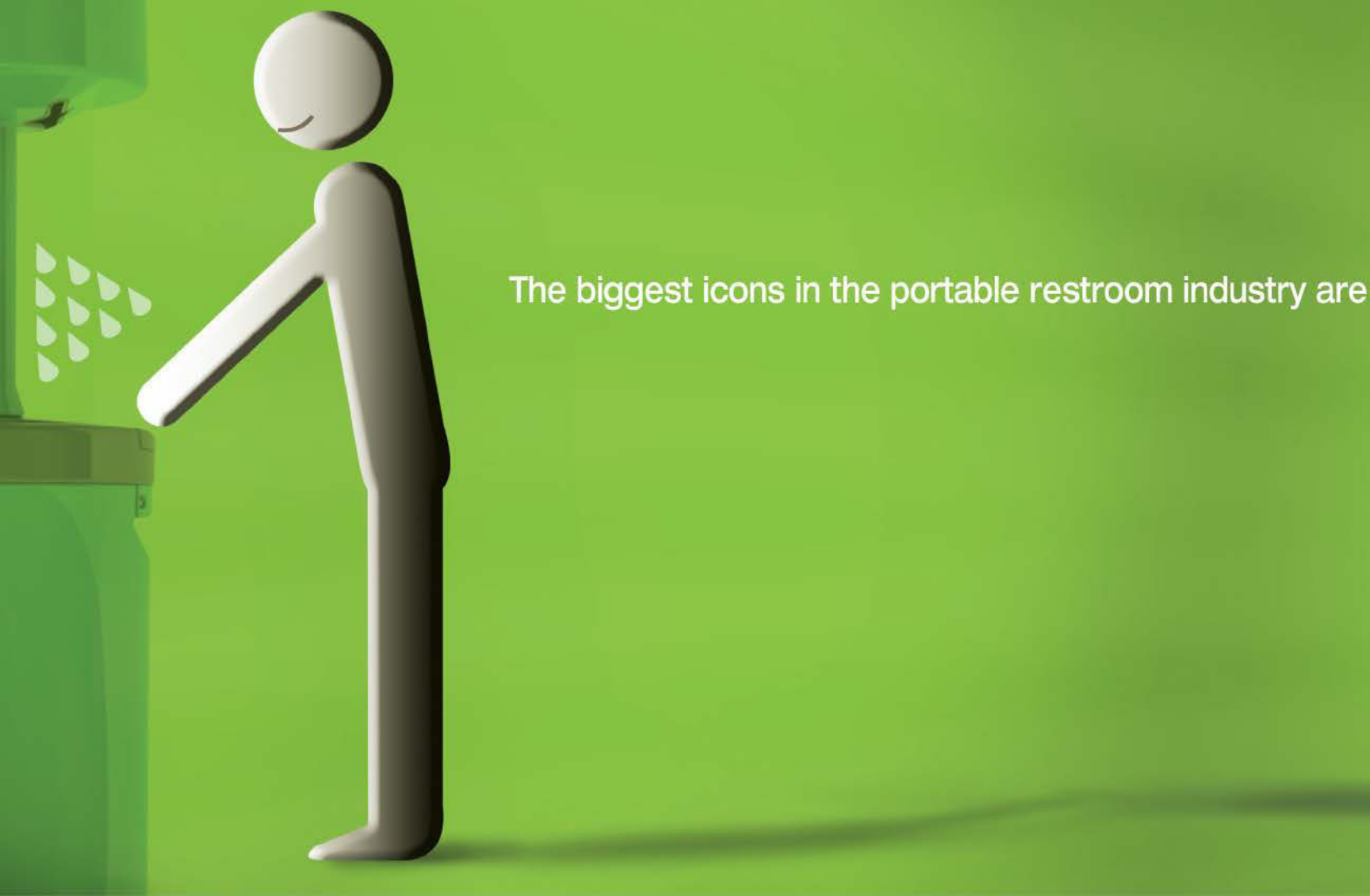
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Education Day

Monday, February 27th

SSCSC

Southern Sections Collection Systems Committee

- 8 a.m.** Rust into Gold
- 9:30 a.m.** Maintaining Collection System Easements
- 11 a.m.** Sanitary Sewer Overflows: What To Do When It Is Flowing Down the Street
- 1:30 p.m.** Finding Success and Growth in the Pipeline Cleaning Business
- 3 p.m.** Evaluating and Optimizing the Efficiency of a Combination Truck
- 4:30 p.m.** CCTV Inspection Essentials

NOWRA

National Onsite Wastewater Recycling Association

- 8 a.m.** Aerobic or Anaerobic - Which One Is Better?
- 9:30 a.m.** Mound Systems – Not Just for Wisconsin!
- 11 a.m.** Dead Bacteria - How Overuse of Cleaners and Household Products KILL
- 1:30 p.m.** Onsite Electrical
- 3 p.m.** Managing Commercial Wastewater Treatments
- 4:30 p.m.** Choosing the Right Float to Control Your Pump

NAWT

National Association of Wastewater Transporters

- 8 a.m.** What I Need to Know About Trucking Safety
- 9:30 a.m.** Setting the Dose, Establishing the Pump Delivery Rate & Relative Control Sensor Adjustment
- 11 a.m.** Certification and Septic System Inspections
- 1:30 p.m.** Is There Value in Processing My Own Sludge?
- 3 p.m.** Maintenance Frequency Standards and Requirements
- 4:30 p.m.** Working with Small Communities: System Management

NEHA

National Environmental Health Association

- 8 a.m.** Promoting Competence: What's in It for Me?
- 9:30 a.m.** Septic Tank Science
- 11 a.m.** Advanced Treatment - What Does That Mean?
- 1:30 p.m.** Successfully Dosing Pipe Networks
- 3 p.m.** Pump Replacement
- 4:30 p.m.** The State of the Industry: The Forecast, The Strategy, The Tools

NASSCO

National Association of Sewer Service Companies

- 8 a.m.** Sewer Ops and CMOM - Leveraging the CMOM Process for Operational Benefit
- 9:30 a.m.** Larry Keist - Developments in Water Main Linings
- 11 a.m.** Culvert Rehabilitation: Have It Your Way
- 1:30 p.m.** Manhole Lining: The Secret to a Successful Installation
- 3 p.m.** Inspection of Pipelines Under Full Flow Conditions
- 4:30 p.m.** Sewer and Industrial Equipment Rental - What are the Options?

BUSINESS TRACK

General Business - Scott Hunter

- 8 a.m.** Keeping Employees and Customers Happy - Part 1
- 9:30 a.m.** Keeping Employees and Customers Happy - Part 2
- 11 a.m.** Keeping Employees and Customers Happy - Part 3
- 3 p.m.** How to be Successful and Profitable in Any Economy - Part 1
- 4:30 p.m.** How to be Successful and Profitable in Any Economy - Part 2

WJTA

WaterJet Technology Association

- 8 a.m.** Accessorizing Your Vacuum Unit
- 9:30 a.m.** Good Craftsmen Have Heavy Toolboxes
- 11 a.m.** Waterjet Technology: Applications and Equipment

PSAI

Portable Sanitation Association International

- 1:30 p.m.** Cost Analysis: Delivery, Removal, Moves and Tip-Overs - Part 1
- 3 p.m.** Cost Analysis: Delivery, Removal, Moves and Tip-Overs - Part 2

WASTEWATER EDUCATION

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- 8 a.m.** Social Media: Friend or Foe?
- 9:30 a.m.** Taking it to the Web, Infinity and Beyond!



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Indianapolis 2012

Tuesday Sessions

February 28, 2012

MUNICIPAL TRACK

- 8 a.m.** Inspecting and Locating Laterals
Edward A. "Digger" Diggs - CUES, Inc.
- 9:30 a.m.** Get Quality Results From Your Inspection Management Program!
Rod Thornhill, Cori Criss - Infrastructure Technologies
- 11 a.m.** Using Chemical Grouts to Protect Mainlines, Laterals, Manholes and Lift Stations
Daniel Magill - Avanti International

SEWER AND DRAIN TRACK

- 8 a.m.** Contractors Need to Improve Jetting Sales
Nick Woodhead, Ken Bryson - US Jetting
- 9:30 a.m.** Lift Station Backup Pumping
Majid Tavakoli - Thompson Pump
- 11 a.m.** Optical Advancements Improve Range and Clarity of Pipeline Zoom Inspection
Richard Lindner - EnviroSight

BUSINESS TRACK

- 8 a.m.** Market Like the Green Bay Packers
Jerard Nighorn - Lenzyme, Inc.
- 9:30 a.m.** Training is the Key to Unclogging a Messy Business
William Raymond - Nexstar Network
- 11 a.m.** How to Make Profits That Drop Straight to the Bottom Line
Jenny Alday - One Biotechnology

PORTABLE RESTROOM TRACK

- 8 a.m.** How Your Portable Toilet Company Can Save Money By Saying "No"
Joel Smith - Clear Computing
- 9:30 a.m.** New Emission Standards for Service Trucks
John Olson - Satellite Industries
- 11 a.m.** New Portable Restroom Products
David Roncadori - J&J Chemical Co.

LIQUID WASTE TRACK

- 8 a.m.** What You Should Know About ATUs and How to Evaluate and Service Them
Doug Dent - Ecological Labs
- 9:30 a.m.** From the Kitchen to the Grease Trap to the Landfill
Dennis Brunetti - FloTrend
- 11 a.m.** The Evolution of Effluent Filters
Theo Terry - Bear Onsite

Wednesday Sessions

February 29, 2012

PIPE RELINING TRACK

- 8 a.m.** Advances in Monitoring Technology Help Ensure Proper Liner Cure
Jake Wells - Pipeline Renewal Technologies
- 9:30 a.m.** UV Cured Fiberglass Pressure Liner
Richard Montemarano - LightStream
- 11 a.m.** New Braunfels Utilities Performs Manhole-to-Manhole Lining in-House
Travis Bohm - Perma-Liner Industries

INSTALLER TRACK

- 8 a.m.** Installation and Operation of Float Switches
Brett Wilfong - SJE-Rhombus
- 9:30 a.m.** STEPPing Up
Dennis Hallahan P.E. - Infiltrator Systems

BUSINESS TRACK

- 8 a.m.** Septic, Sewer & Portable Business Valuation Basics
Jeff Bruss - COLE Publishing
- 9:30 a.m.** Inexpensive Marketing, Promotion & Advertising Ideas for Septic, Sewer & Portable Companies
Jeff Bruss - COLE Publishing
- 11 a.m.** Making the Most of Mobile Marketing
Jeff Bruss - COLE Publishing

GAS, OIL AND MINING TRACK

- 8 a.m.** Vacuum Equipment in the Marcellus Shale Region
Mark Nixon - MORO USA
- 9:30 a.m.** How to Vacuum More Efficiently with a Positive Displacement Blower
Jeff Peterson - Hibon, Inc., a division of Ingersoll Rand
- 11 a.m.** Why Choose Hydroexcavation? Opportunities in the Oil and Gas Exploration Industry
Neil McLean - Hydro Excavation Consulting Unlimited

INDUSTRY SAFETY TRACK

- 8 a.m.** Cross Bores, Deadly but Preventable - Your Actions Can Save Your Life
Mark Bruce - Can Clay
- 9:30 a.m.** Is the Air in Your Manhole or Confined Space Safe to Breathe?
Ed Fitzgerald - Jack Doherty Companies
- 11 a.m.** OSHA: Introduction to Soil Analysis
Gary Hooks



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THE PRO: Plummer's Disposal

THE JOB: Enbridge Oil Spill

LOCATION: Marshall, Mich.



WHEN AN ENVIRONMENTAL DISASTER THREATENS MICHIGAN'S PRISTINE WILDERNESS AREAS, PLUMMER'S DISPOSAL PROVIDES PORTABLE SANITATION FOR THE HUGE CLEANUP CREW

By Betty Dageforde

A member of the Plummer's Disposal crew delivers restrooms to a remote work site. The company spent many months providing restrooms for an oil spill cleanup. (Photos courtesy of Plummer's Disposal)

THE TEAM

Nick Plummer works with a staff of 11 at his company, Plummer's Disposal, in Wyoming, Mich., just outside Grand Rapids. The company provides portable restrooms and restroom trailers as well as trash and roll-off service for special events, construction sites and agricultural fields within a 50-mile radius. Joe Shepard was the lead service tech on the Enbridge project, working with technicians Steve Albaugh and Matt Mosqueda. Sam Biggio and Plummer drove to the site, regularly delivering units, bringing in supplies and handling issues that cropped up. Plummer managed logistics.

COMPANY HISTORY

In 1957, Plummer's father, Warren, started a septic business, Plummer's Septic Tank,

adding a variety of services over the years. The portable restroom division was eventually sold and the rest of the company split up between two sons: Richard, who took over septic, and Todd, environmental. In 2005, youngest son Nick was ready to go out on his own with a roll-off container service and by 2006 reintroduced portable restrooms in response to customer requests.

THE MAIN EVENT

On Monday, July 26, 2010, a pipeline operated by Enbridge Energy Partners LLP ruptured near Marshall, Mich. Eventually nearly one million gallons of crude oil spewed into Talmadge Creek, flowing into the Kalamazoo River and dozens of smaller streams. The spill got dangerously close to Lake Michigan but was contained two days later.

Cleanup has been ongoing in this remote area, involving thousands of Enbridge employees, local volunteers, industry experts and the U.S. Environmental Protection Agency.

MAKING CONNECTIONS

When Nick Plummer heard about the oil spill, he sprang into action. "I loaded a trailer full of restrooms, and drove down there on the second day," he says. Plummer showed up unannounced, made his way through the crowd, found out who was in charge and introduced himself. "They said they had a current provider they were working with. It was maybe a week later they called us back and asked us to step in."

BY THE NUMBERS

When Plummer got the call, he immediately

delivered 75 orange PolyJohn Enterprises Corp. PJN3s. The challenge quickly became coming up with units fast enough. He got help from PolyJohn building units and drop-shipping them to the site. He also bought 86 units from Kurpinski Sanitation Services in Jackson, Mich. By the end of August, the company had deployed 297 restrooms, 65 Bravo sinks from PolyJohn and a few sinks and eight 250-gallon holding tanks from PolyPortables Inc.

LET'S ROLL

Units were spread out in numerous locations over a 25 mile area. There were a few banks of 10, but the majority were in groups of two to four, or even singles. They were placed by roadways, back in the woods, along river banks. Others were dropped off by boat and brought in for servicing. Computer software kept track of everything.

Deliveries were done using a 2006 Chevy C5500 flatbed that carries 10 units, as well as 8-unit and 14-unit company-built transport trailers, and a 53-foot semi-trailer that held 26 units.

Plummer's Septic Tank and Plummer's Environmental also were involved, providing equipment and hauling contaminated water and

"I COULDN'T BE PROUDER OF OUR CREW, HOW THEY HANDLED THEMSELVES, THE DEDICATION THEY GAVE TO THE JOB AND TO OUR COMPANY ... OF COURSE WE DIDN'T WANT TO SEE THIS HAPPEN, BUT WE LOVED THE CHALLENGE AND WERE EXCITED TO BE PART OF IT."

Nick Plummer

soil to their treatment plant. Together the three brothers rented a nearby five-acre lot to store their equipment, along with a 20,000-square-foot building to work from.

Most of the cleanup was accomplished by Christmas and the number of units was cut back to about 70. During 2011, the company expects to keep approximately 30 units and six to eight sinks on site.

KEEPIN' IT CLEAN

Each unit was cleaned at least once daily. The company performed 300 services a day, seven days a week, slowing down to 100 a day by Christmas. Albaugh lived in the area, but the others stayed in a hotel. "They couldn't even drive the hour-and-a-half back to our shop

because they were working 16-, 18-hour days, sleeping at the hotel, and before the sun rose, go at it the next day," Plummer says. Units were located using GPS equipment integrated with the tracking software.

Service vehicles were from Imperial Industries Inc. - a 2007 International with an aluminum tank (1,000 gallons waste/300 gallons freshwater/300 gallons premixed deodorant) and National Vacuum Equipment Inc. pump, and a 2006 Ford F-550 with an aluminum tank (775 gallons waste/400 gallons freshwater) powered by a Masport Inc. pump. To keep up with the volume, Plummer had to find another vacuum truck in a hurry, as all other company vehicles were in service. Imperial provided a new truck, a 2011 Dodge 5500 outfitted with an aluminum



The Plummer's Disposal crew includes (left to right) Matt Mosqueda, Joe Shepard, Sam Biggio, Nick Plummer, Jake Brinker and Jordan Shepard.

Service vehicles used in the cleanup job were built by Imperial Industries Inc. Here is part of the fleet parked at the company headquarters.



tank (775 gallons waste/400 gallons freshwater) and a Masport pump. For tighter areas, they used Imperial aluminum slide-in units (300 gallons waste/150 gallons freshwater) on Chevy and Ford flatbeds.

Waste was transferred to a 6,500-gallon tanker, and eventually transported to Plummer's Septic Tank treatment facility in the town of Wyoming.

SAFETY AND SECURITY

Access to the site was strictly controlled, adding significantly to service times. At each cleanup area, the driver signed in with the security guard, then slowly made his way through crowds and equipment. After servicing he'd have to find a supervisor in a crowd of a couple

hundred people to get a signature before moving to the next site.

Prior to working on the project, company personnel went through a customized training programming regarding conduct, clothing and security. Required gear was hard hats, safety glasses, steel-toed boots, gloves, long-sleeved fire-retardant suits and safety vests - which made for some brutal days with the high humidity and 90-degree temperatures.

PITCHING IN

Plummer's maintained a perfect safety record in complying with all requirements. Employees and numerous family members stepped up during what was already the company's busy season, sacrificing summer vacations, working overtime in difficult conditions and living in hotels.

"I couldn't be prouder of our crew, how they handled themselves, the dedication they gave to the job and to our company," Plummer says. The reward for the hard work was a sense of



A worker loads a flatbed delivery vehicle before heading out on a route.

satisfaction. "Of course we didn't want to see this happen, but we loved the challenge and were excited to be part of it." ■



A Plummer's technician refills a PolyJohn Bravo hand-wash station at a work site.

MORE INFO

Imperial Industries, Inc.
800/558-2945
www.imperialind.com
(See ad page 18)

Masport, Inc.
800/228-4510
www.masportpump.com

National Vacuum
Equipment, Inc.
800/253-5500
www.natvac.com

PolyJohn Enterprises
800/292-1305
www.polyjohn.com
(See ad page 43)

PolyPortables, Inc.,
800/241-7951
www.polyportables.com
(See ad page 13)



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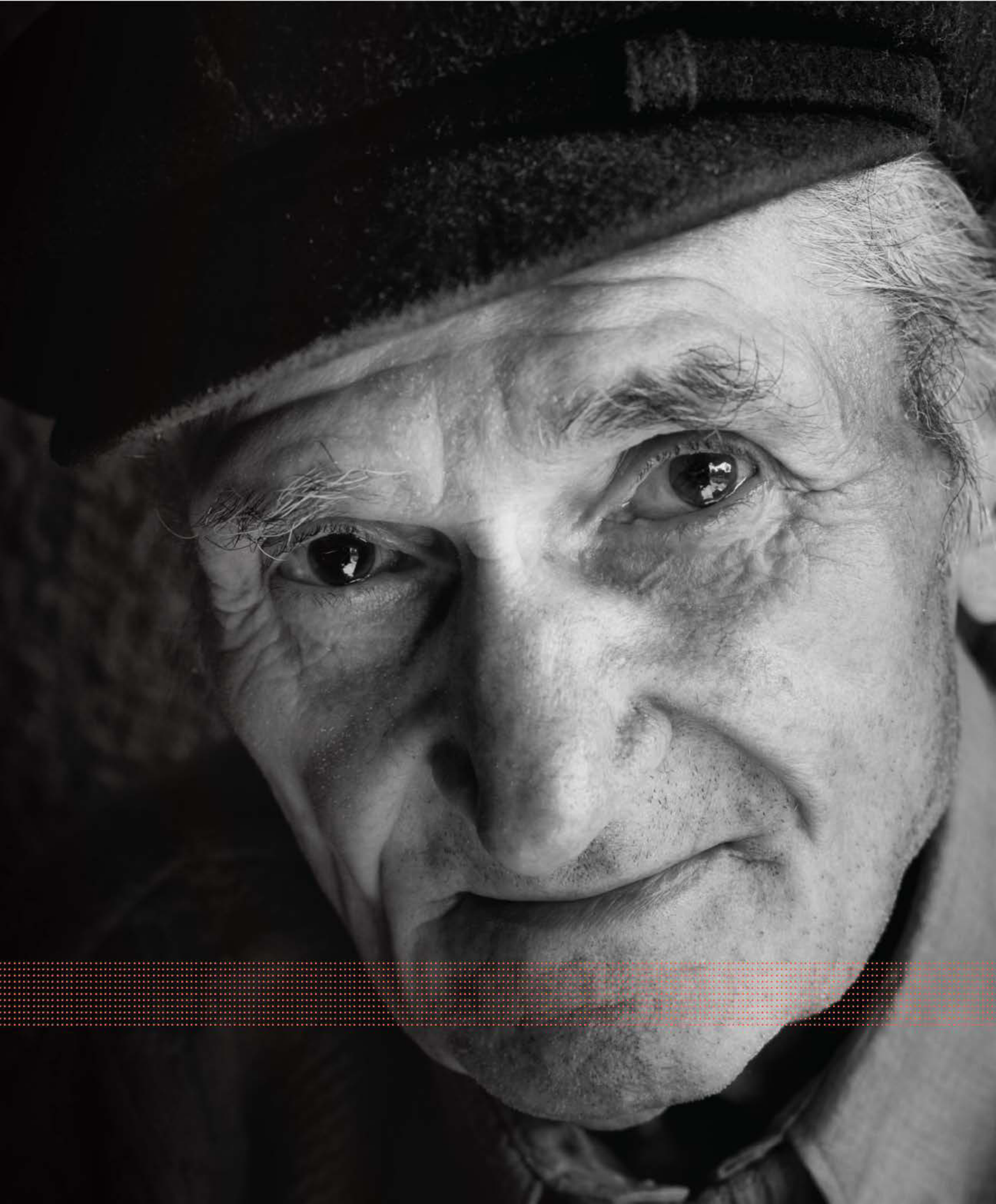
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2012 PUMPER & CLEANER EXPO PRODUCT PREVIEW



A Full House

It's going to be wall-to-wall tools and equipment to build your business at the 2012 Pumper & Cleaner Environmental Expo

By Ed Wodalski

Ask any regular attendee of the Pumper & Cleaner Environmental Expo International what keeps bringing them back for more. They'll tell you a main attraction is seeing all the latest products for the industry in one gigantic location.

With hundreds of vendors in an all-new venue in downtown Indianapolis, it'll be a challenge to see it all. This year the exhibit hall will be open from 9 a.m. to 5 p.m. Tuesday and Wednesday, Feb. 28 and 29, and from 9 a.m. to 2 p.m. Thursday, March 1.

To make sure you don't miss a thing at the Indiana Convention Center, there's an interactive floor plan on the Exposition website (www.pumpershow.com) to help plan your visit. Whether you're a first-time visitor or long-time guest, we're certain the 32nd annual Expo will have all you need to build efficiency and profitability for your business.

Here's a look at some of the products and services you won't want to miss.



Restrooms

1 Advanced Containment Systems Inc.

The Advantage Series Comfort Station restroom trailer from Advanced Containment Systems Inc. features waterproof, easy-to-maintain interiors with ADA-compliant design options. Available in 10- to 32-foot models, trailers have a 250- to 1,300-gallon waste tank and 50- to 300-gallon freshwater tank. Features include welded steps, platforms and handrails, water-saving toilets and stainless steel toilet partitions. Options include winterized holding tank and diaper-changing stations. 800/927-2271; www.acsi-us.com; Expo booth 5018.

2 Armal

The SCENTBOX portable restroom from Armal features fragrance-scented panels in Strawberry Field, Apple Blossom, Pinewood Trail, Rose Sensation and Vanilla Balm. Weighing 185 pounds, the unit has a 60-gallon waste tank and measures 90 inches tall, 43 inches wide and 47.2 inches deep. Features include heavy-duty spring coil door, urinal and drain cover and lodging for the urinal block and three-roll tissue holder. 866/873-7796; www.armal.biz; Expo booth 7017.

3 Comforts of Home Services Inc.

The 8-foot, two-station restroom trailer from Comforts of Home Services Inc. features heat and air conditioning. The exterior has a one-piece aluminum roof and trim. The trailer has a steel frame, wall and roof beams. Accessories include a solar package for remote power. The trailer has a 300-gallon waste tank with a variety of freshwater tank sizes. 847/574-7600; www.cohsi.com; Expo booths 11074, 11078, 12074.

4 Five Peaks Technology

The Matterhorn II ADA-compliant portable restroom from Five Peaks Technology features twin sidewalls constructed of Cor-X polypropylene to resist warping. Features include large exterior grab handles and pneumatic door closer with safety chain. The unit has a 74-gallon drop tank, extended bench, ground-level floor access, dual coat hooks and mirror and three-roll tissue holder. 866/293-1502; www.fivepeaks.net; Expo booth 1098.

5 JAG Mobile Solutions

The three-station lowering ADA restroom trailer from JAG Mobile Solutions features men's, women's and unisex ADA-compliant stations. Available in a choice of interior packages, including the Cottage Series, Versa, Fantastic, Commercial and Industrial, options include 200-gallon freshwater tank, winter package, custom exterior colors, hands-free faucets, TVs and baby-changing station. 800/815-2557; www.jagmobilesolutions.com; Expo booth 9001.



6 Piccadilly Concepts

The Piccadilly portable restroom from Piccadilly Concepts features blow-molded walls, graphics display area, Illumarof lighting, heavy-duty corner extrusions and rotomolded base. The unit is available as a flush system with internal plumbing components enclosed in the skid to prevent damage from forklifts and snagging. 630/779-2696; www.piccadillyconcepts.com; Expo booth 10011.

7 PolyJohn International

The P.A.C.E. portable restroom from PolyJohn International features a round cabana for convenient shipping. Restrooms are packaged in off-the-shelf kits in small quantities for easy handling, warehousing and delivery by regular truck or van. Other features include air-flow ventilation and optional foot-pump for recirculating flush, interior sink or optional urinal and one-piece base with T-bar locking system. 800/292-1305; www.polyjohn.co.uk; Expo booth 1056.

8 PolyPortables Inc.

The Boudoir special event restroom from PolyPortables Inc. is built to the same dimensions as the wheelchair-accessible Enhanced Access Unit, and includes flushing tank, 22-gallon hand-wash station and a large wall-mounted mirror. Other features include motion-activated lighting, antibacterial seat cleaner and multiple coat hooks. Options include baby-changing station and trash can. 800/241-7951; www.polyportables.com; Expo booth 3046.

9 Rich Specialty Trailers

The CT8206 six-station restroom trailer from Rich Specialty Trailers has one stall, two urinals, two sinks and vanity on the men's side and three stalls and two sinks on the women's side. The floor plan can be modified to accommodate any number of stalls, urinals and sinks while keeping the same basic layout. The trailer features dent-resistant 34-inch-wide polymer urinal and stall dividers. 260/593-2279; www.richrestrooms.com; Expo booths 11037, 11048, 12046.

10 Satellite Industries Inc.

The Global restroom from Satellite Industries Inc. features the open-grid Dirt Buster base that allows debris to fall through the floor and air to circulate into the restroom. An interlocking door hinge with dual-arm torsion spring prevents sagging and vandalism of the door closure. The restroom has a pyramid-shaped 62-gallon tank. 800/328-3332; www.satelliteindustries.com; Expo booth 8026.

11 Wells Cargo

The UltraLav luxury mobile restroom trailer from Wells Cargo is available in many configurations, including one station, two stations, three stations, four stations, five stations, ten stations, ADA, showers (standard and safety/eye wash units) and the signature series. The units can be custom-built. 877/301-3837; www.ultralav.com; Expo booths 11096, 11100, 12094.

Service Vehicles/Tanks

12 Best Enterprises Inc.

The 3,600-gallon stainless steel tank on a 2012 International 58,000 GVW chassis from Best Enterprises Inc. features 5-inch sight glasses, 3-inch outlets, 6-inch dump, heated collars, storage bins and SeeLevel gauge. Other features include a passenger side ladder, dual stainless steel manways, strobe and LED lights, Masport 400 WV vacuum pump, remote-controlled jetter system with nozzles and hose reel with 275 feet of hose enclosed in an insulated box. 501/988-1905; www.bestenterprises.net; Expo booths 4027, 4030, 4033.

13 CanAm Equipment Solutions Inc.

The 2012, 4,800-gallon DOT407 aluminum vacuum truck from CanAm Equipment Solutions Inc. features a tri-drive chassis and Robuschi DV-85 blower pump. It also has a full-opening rear door, winterization package and heated toolboxes. 403/454-2720; www.canamequipment.com; Expo booth 10134.

14 Crescent Tank Mfg.

The patented all-in-one rectangular vacuum tank from Crescent Tank Mfg. has a low-profile design for a lower center of gravity with bed for hauling portable restrooms and other equipment. The vacuum tank can be configured for any combination of waste and water or recovery oil with volumes of 100 to 2,000 gallons. 585/657-4104; www.crescent-tank.com; Expo booths 1120, 1122.



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15 Imperial Industries Inc.

The 4,000-gallon aluminum waste tank mounted on a 2012 Series 7500 International chassis from Imperial Industries Inc. features a one-third bottom belly pad, 3/8-inch thick extruded skids, 3- and 4-inch intakes, 6-inch discharge, 48-inch aluminum toolbox and Masport HXL400WV liquid-cooled vacuum pump. The truck features a Fuller 10-speed transmission, 350-hp MaxxForce engine, locking differential and aluminum fuel tank. 800/558-2945; www.imperialind.com; Expo booth 6013.

16 Kentucky Tank Inc.

The Pro Pumper 250 tank from Kentucky Tank Inc. measures 16 by 46 by 93.5 inches and has a 250-gallon capacity. Units are interlocking and stackable for shipping and storage. Features include forklift skids and handles, and a 10-inch pump-out lid with tether. Available in 16 colors, tanks can be heated. 888/459-8265; www.kentuckytank.com; Expo booth 3027.

17 Lely Manufacturing Inc.

The 3,000-gallon steel tank vacuum truck from Lely Manufacturing Inc. features Wittig RFW water-cooled pump with 3-inch suction and 4-inch dump valves with dual topside manways, rear sight glasses, diamond-plate hose trays with spray-on bedliner, aluminum storage boxes on both sides and aluminum and chrome accents. The tank is mounted on a 2011 Peterbilt with 350-hp Cummins engine and 6-speed automatic Allison transmission. 800/334-2763; www.lelyus.com; Expo booths 3024, 3025.

18 Mid-State Tank Co. Inc.

The 1,550-gallon, two-compartment stainless steel portable restroom tank from Mid-State Tank Co. Inc. mounts on a 2011 Ford F-750 with a Masport SXL4V pump package. Features include stainless steel Hannay hose reel with 60 feet of hose. The unit has a 20-inch top manway with primary, hose supports, storage cabinets, restroom carrier, work lights and backup alarm. 217/728-8383; www.midstatetank.com; Expo booths 11120, 11126, 12120.

19 Vacutrux Limited

The Explorer Transporter from Vacutrux Limited has easy-to-adjust carrier slots that secure most sizes of restroom skids. Models range from 8 to 48 feet to carry up to 24 portable restrooms. All models have independent suspension axles that eliminate side-to-side chock transfer. They are available with a front wind deflector. Hot-dip galvanizing is available. 866/457-5425; www.explorertrailers.com; Expo booth 11101.

20 Wee Engineer Inc.

Spring mounts from Wee Engineer Inc. mount to most tanks, decrease fatigue on the tank frame and prevent cracks. They are made from commercial grade, oil-tempered chrome silicon spring wire. Once coiled, it is stress-relieved at 700 degrees F for 30 minutes. 877/296-2555; www.wee-engineer.com; Expo booths 2116, 2117, 2119.

Accessories

21 Allied Forward Motion LLC

The Mini-Metro Mover from Allied Forward Motion LLC has a load capacity of 525 pounds. The portable, collapsible restroom mover fits on a truck, weighs 56 pounds and has four pneumatic tires, formed steel construction and black acrylic E-coat finish. 920/493-2987; www.minimetromover.com; Expo booth 1041.

22 Del Vel Chem Co.

Simply Soft toilet tissue from Del Vel Chem Co. offers an economical alternative to standard tissue with the small core roll lasting 2 1/2 to 5 times longer and the double roll lasting 1 1/2 to 3 times longer than a standard roll. Each roll is individually wrapped and packaged in a plastic sleeve. 800/699-9903; www.delvel.com; Expo booth 12002.

23 Dr. Shrink Inc.

Solar-powered MoonLite portable lights from Dr. Shrink Inc. make portable restrooms more accessible after dark and act as a passive venting system. The light features a 0.5-watt LED that automatically turns on at dusk and off at dawn and lasts 60,000 to 100,000 hours. 800/968-5147; www.dr-shrink.com; Expo booth 2120.



24 Party Time Inc.

The TTC System disposable trash container from Party Time Inc. includes a multi-function lid, 55-gallon liner bag and custom company or event stick-on label. It can be used for trash or recycling at a variety of events. 888/229-0103; www.supplyourparty.com; Expo booth 1163.

Deodorizers

25 Chemcorp Industries Inc.

Johnny's Choice Toss-Ins dry portable restroom deodorizer by Chemcorp Industries Inc. is portion-packed in water-soluble film pouches. The concentrated blue deodorizer is non-staining and available in a variety of fragrances and two sizes. 888/729-6478; www.odortreatment.com; Expo booth 5045.

26 Chempace Corp.

PowrX, non-formaldehyde toilet treatment from Chempace Corp. combines the performance and longevity of Con 2 Plus with the odor control properties of Bionic to form a super strength concentrate for odor control in the most extreme conditions for up to seven days. The non-staining, blue-dye restroom treatment is biodegradable. 800/423-5350; www.chempace.com; Expo booth 4081.

27 J & J Chemical Co.

ProPaxx portion control packet non-formaldehyde deodorizer from J & J Chemical Co. controls odors in portable restrooms, buses, boats, trains, RVs, vault toilets, holding tanks, recirculating and other toilets. The blue, non-staining formula breaks down solids and helps clean the tank. Packets are available in two sizes. 800/345-3303; www.jjchem.com; Expo booth 2044.

28 Nilodor Inc.

Deep Blue Super X portable restroom concentrated deodorizer from Nilodor Inc. is made to neutralize odors and leave a pleasant fragrance. One ounce of the water-soluble, non-formaldehyde deodorizer can keep restrooms smelling fresh for up to seven days. 800/443-4321; www.getdeepblue.com; Expo booth 1178.

29 Porta Pro Chemical Co.

Non-toxic, non-allergenic deodorizing liquids and packets from Porta Pro Chemical Co. are free from phosphates, formaldehyde, Dichlorobenzene, enzymes and heavy metals. The Premium formula bonds odors in solution rather than modifying them. All deodorizers are environmentally safe and biodegradable. 888/673-5846; www.countrysupply.com; Expo booth 1124.

30 Servant Products

St. George's foam shield from Servant Products improves the condition of portable restrooms. It stops backsplash, suppresses odors, keeps insects out, improves aesthetics and is biodegradable. 877/644-3626; www.stgfoam.com; Expo booth 507.

31 Walex Products

Exodor Bio-Pak from Walex Products is a natural enzyme holding tank deodorizer and waste digester. The dissolvable packets start working immediately to control odors, breaking down waste and paper. Bio-Pak is environmentally friendly and biodegradable. 800/338-3155; www.walex.com; Expo booth 7013.

Management Systems

32 EZTrakR Systems Inc.

PulseStar and iButton technology from EZTrakR Systems Inc. provides positive service validation, eliminating the need for service stickers. The bundled software system records services, tracks employee productivity and route service stops, provides an automated timecard and updates inventory. The system also provides one-touch billing and QuickBooks integration. The iButton records pickup and delivery information. 866/529-1938; www.eztrakr.com; Expo booth 5064.

33 Ritam Technologies LP

Summit Service Tools from Ritam Technologies LP provide service reminders, maintenance agreements, dispatching and appointment scheduling. Mobile apps enable customers to request service or check for appointment time from their phones. 800/662-8471; www.ritam.com; Expo booth 12000.



34 RouteOptix Inc.

Customer management and vehicle routing/mapping software from RouteOptix Inc. features integrated utilization of Microsoft MapPoint for interactive visual interface while optimizing routes or dispatching calls. Features include customer information, asset tracking, reporting, customized forms, G/L integration, billing and accounts receivable. 866/926-7849; www.routeoptix.com; Expo booth 3133.

Pumps/Cleaning Systems

35 A.R. North America Inc.

The RTJ70 mid-size, high-pressure, triplex, positive-displacement plunger pump from A.R. North America Inc. delivers 18.5 gpm and 4,000 psi. Features include concentric solids ceramic plungers and NBR (Burna-N) seals and O-rings. 763/398-2008; www.arnorthamerica.com; Expo booth 10027.

36 Biff's Inc.

The Pathfinder Original Disinfecting System from Biff's Inc. mounts on the service vehicle and cleans and disinfects portable restrooms without the use of brushes, buckets and wipe-down towels. The unit consists of a metered power-wash pump system that combines water and disinfectant. 800/642-3246; www.biffsinc.com; Expo booth 1164.

37 Fruitland Tool & Manufacturing

The Model ELIM A-SM Eliminator pump package from Fruitland Tool & Manufacturing includes RCF500 LUF vacuum pump, mounting bracket, gearbox, coupler, 99-percent efficient oil-catch muffler, pressure and vacuum relief valves and secondary shutoff designed. 905/662-6552; www.fruitland-mfg.com; Expo booth 8117.

38 Masport Inc.

The VK650 fan-cooled vacuum/pressure pump from Masport Inc. has automatic oiling, end thrust protection, valve to switch between vacuum and pressure mode and integrated oil tank. Features include 23 inches Hg continuous operation and 27 inches Hg of intermittent operation, heavy-duty bearings, Viton oil seals, flushing port and vane inspection port. 800/228-4510; www.masportpump.com; Expo booth 6001.

39 Moro USA Inc.

The PM110W water-cooled vacuum pump from Moro USA Inc. has Kevlar vanes, visual inspection ports and a cantered rotor to produce greater vacuum and pressure. Viton oil seals and low-speed rotation provide longer pump life. The pump has direct-feed oil-injected lubrication and sealed or oil-injected bearings that eliminate grease points. The unit has 29-psi positive pressure capability and a liquid cooling system with forced circulation. 800/383-6304; www.morousa.com; Expo booth 6020.

40 National Vacuum Equipment Inc.

The 4310 positive-displacement, high-vacuum blower from National Vacuum Equipment Inc. delivers 931 cfm and offers continuous duty at full vacuum. The maintenance-free, environmentally friendly blower with Pro Pak offers quiet operation without compromising performance. 800/253-5500; www.natvac.com; Expo booth 216.

41 Nuhn Industries Ltd.

Magnum 400 and Magnum 600 rotary vane vacuum pumps from Nuhn Industries Ltd. allow for maximum air displacement with minimal restriction. The Magnum 600 delivers 600 cfm with maximum vacuum of 28 inches Hg. 519/393-5104; www.nuhn.ca; Expo booth 204.

42 PumpTec

The PCT1500 12-volt pump system from PumpTec features 800-psi working pressure for knocking down grime without a scrub brush. The pump delivers 1.5-gpm flow and is fitted with a gun-activated pressure switch and includes a derringer spray gun. 866/857-7078; www.pumptec.com; Expo booth 1191.

Services

43 American Express

The OPEN business card from American Express provides access to products, tools and services to run your business. Card holders can manage spending online, earn rewards on business purchases and tap into resources and other information. 800/528-4800; www.americanexpress.com/open; Expo booth 4101.

44 Argo Group US

The SeptiCover insurance program from Argo Group US provides coverage for pumping and portable sanitation companies. Available coverage includes auto, general liability, property, crime (employee theft), equipment and workers' compensation. 210/321-2127; www.septicover.com; Expo booth 3017.

45 Heffernan Insurance Brokers

Heffernan Insurance Brokers is a full-service independent company providing liability, property, auto and workmen's compensation coverage for the liquid waste industry. Policies may cover truck pollution, jobsite equipment and employment practices liability. 800/208-6912; www.heffins.com; Expo booth 12080.

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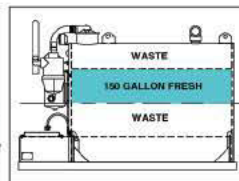
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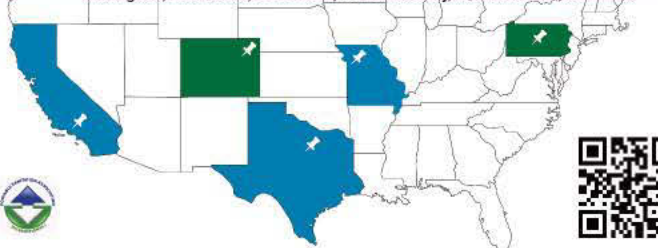
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Bob Carlson is owner of Glendale Welding in Glendale, Ariz. His company has been building and repairing portable sanitation trucks for 40 years. Send questions for Carlson to truckcorner@promonthly.com.



Running on Empty?

WITH A SIGHT GLASS INSTALLED AT THE LOWEST POINT ON YOUR TANK, YOU CAN MAKE SURE ALL CONTENTS ARE EVACUATED, OR REMOVE THE GLASS TO FLUSH OUT FRUSTRATING CLOGS

By Bob Carlson

QUESTION: I recently purchased a used vacuum truck. One thing I noticed is it has three sight bubbles on the rear head. One of those glasses sits right dead center at the bottom of the head. Am I missing something, or does that sight glass have a purpose? Why would I ever want to know if I have 1 or 2 inches of material in my tank? Did somebody put it in the wrong place?

Nick Wendeborn
Little Rock, Ark.

ANSWER: For the most part, you are right. The bottom-level sight glass is not going to serve any real purpose as you fill your tank on the job. But as I've thought about it, there are some good reasons to install a sight glass near the bottom of the tank.

First, the position of the sight glass indicates that your dump valve comes out the bottom of the tank. This allows for the tank to be fully emptied. Many

tanks have the dump valve on the rear head where your sight glass is located, and if it isn't flush with the bottom of the tank, the tank will not completely empty. Sometimes this can be a liability as the waste builds up over time.

Your sight glass on the rear head does allow you to see if the tank is empty. You can talk with a lot of pumpers and you'll find many who thought their tank was empty, only to find they couldn't finish a job because there's no more room in the tank. So the sight glass really doesn't serve the purpose of watching as you fill the tank, but it serves an excellent purpose when you are dumping.

THE TRUTH IS YOUR SIGHT GLASS LOCATED DOWN AT THE BOTTOM OF THE REAR HEAD CAN SERVE AS A NICE INSURANCE POLICY FOR MAKING SURE YOU GET MAXIMUM USE OF YOUR TANK. IT ENSURES THAT EACH TIME OUT THE GATE, THE TANK STARTS OUT EMPTY.

Just because your dump valve is located out the bottom of the tank, there could still be reasons your tank wouldn't empty properly. Something could block the outlet, or the materials could be too heavy or chunky to move during unloading. Consequently, materials back up and rather than unloading, the process is stalled. Time is lost. Money is lost. Worse yet, the tank is not empty.

One other benefit to your sight glass configuration should be mentioned. If they are 5-inch diameter glass bowls, they are most likely removable. If you see the tank is not empty, you have an easy way to remove debris. Wherever you see waste getting clogged, simply remove the glass bowl above that area and stick a hose in.

Now, because you have that bottom sight glass, you will be able to see the removal of the remaining waste. Hence, the guesswork is gone and your tank is ready for the next job.

Over the years, we never paid much attention to putting a sight glass down at the bottom. Because, like you, we thought it made little sense. If your dump valve is a fitting coming out of the manway on the rear head, you always run the risk - when the tank is plugged - of opening up the rear manway and getting a super-sized surprise.

Over the years we have generally installed three sight glasses on the rear head. One near the top, one near the middle and one about a foot up from the bottom. In most of those tanks, the outlet was coming straight out the rear head. Even when the rear dump came out the bottom, we still had that bottom sight glass a foot up on the head.

The truth is your sight glass located down at the bottom of the rear head can serve as a nice insurance policy for making sure you get maximum use of your tank. It ensures that each time out the gate, the tank starts out empty. ■

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INDUSTRY NEWS

JAG's Fantastic Series Voted Nation's 4th Best Restroom

A JAG Mobile Solutions 28-foot Fantastic Series mobile restroom owned by Don's Johns of Chantilly, Va., placed fourth in the 10 Best Restrooms in America contest sponsored by Cintas. The 2010, 10-station restroom features granite countertops, black marble pattern walls, custom wood cabinetry, wood wainscoting, crown molding, recessed lights and TVs both inside and outside. The unit was set up for the 2009 presidential inauguration and at golf tournaments. First place went to the Field Museum in Chicago. The Renaissance Arlington Capital View Hotel was second and the Scottsdale Center for the performing Arts was third. Fifth place went to the Snowbasin Ski Resort in Huntsville, Utah.

PolyJohn Celebrates 20 Years of Service in Texas

The PolyJohn Central Region Service Center in Mansfield, Texas, is celebrating 20 years of serving customers in Texas and neighboring states. The first service facility, a 3,000-square-foot warehouse in Arlington, opened in 1991. The company purchased its current 20,000-square-foot facility in 2002.



Northern Disposal Owners Win Entrepreneur Award

Katy and David McGregor, owners of Northern Disposal & Sanitation in Katrine, Ontario, Canada, received the 2011 Young Entrepreneur Award as part of the Northern Ontario Business Awards. The company was featured in a Feb. 2011, "On Location" article in *PRO* on servicing the Subaru Ironman Muskoka 70.3 competition. ■

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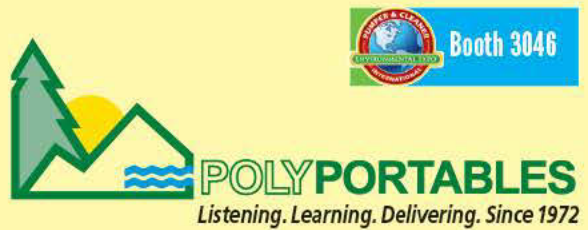
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