

PRO

PORTABLE RESTROOM OPERATOR

February 2013
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Taking a Bow

The crew at Buck's Sanitary provides service that sings for Oregon Music Festival

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February 25 - 28, 2013, Indiana Convention Center

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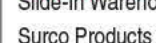













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Published monthly by

COLE Publishing

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

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CIRCULATION: 2012 circulation averaged 9,623 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 nicolel@colepublishing.com.



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Making Mom Happy

WE HAVE TO WORK HARD TO PLEASE THE SHARPEST CRITICS FACING THE PORTABLE RESTROOM INDUSTRY

By Jim Kneiszel

A few months ago, I came across a blog post from a mother with three children who wrote about her young son's fascination with portable restrooms. She found it interesting that everywhere he goes, he's attracted to the colorful plastic cubes and wants to know all about them. She even muses that her son, Buzz, might have a future working in the portable sanitation industry.

But Tina, the mom who wrote about the experience for the blog *Little Tots/Big Ideas*, has a negative opinion of all portable restrooms. She says in the blog that she "avoids them like the plague."

"Perhaps Buzz is fascinated by the mystique of portable toilets. He has never been inside one. I avoid them at all costs, and do the same for my children," Tina writes. You can see the full blog post here: www.littletotsbigideas.blogspot.com/2012/11/portable-toilets.html.

Unfortunately, Tina isn't alone. I've found that many people express a general disappointment in the cleanliness of portable restrooms. And often it's moms who have the most negative perception of restrooms. If you ask them to elaborate on their attitude, they might tell you about a specific bad experience that's been burned into their minds. Or maybe their opinion is based on a patchwork of their own experiences and stories shared by other moms they know.

You can't turn this negative into a positive by yourself. PROs everywhere will have to concentrate on satisfying mothers with fresh and clean service.

MAKE AN IMPRESSION

In many cases, these notions are deeply rooted and it will take a lot of work to turn them around to the point where they won't balk at ushering their children into a restroom. And you can't turn this negative into a positive by yourself. PROs everywhere will have to concentrate on satisfying mothers with fresh and clean service. One service stumble can set back the effort and put off moms like Tina for another few years.

We need to always strive to keep the sharpest critics happy with their restroom service if we hope to build on a professional reputation for the industry. That means working to make mom happy. And here are a few ways you can start today:

Keep an attendant on location.

Evidence of inadequate service is the most common reason moms turn away from portable restrooms for their families. The image of an overfull tank, a neglected mess, or the lack of paper products leave moms with lingering concerns about using a portable restroom. Certainly so does the unpleasant odor of a unit that has had its deodorizer overpowered by overuse. For those reasons, a restroom attendant can offer a reassuring presence and send the message to moms that you care about keeping restrooms fresh and clean. Have the attendant wear a uniform and check on each of your restrooms frequently during special event service. Keep the attendant supplied with cleaners and deodorant, and make sure they

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can communicate with your service technicians when a unit needs some attention. Have the attendant zip-tie restrooms that need cleaning to keep unsuspecting moms from using one that's not up to your high standards.

Always provide a sanitizer or sink.

A mom's complaint about portable restrooms might not be so much the cleanliness of the unit itself, but the lack of hand-wash facilities. What will a mom always tell a kid coming out of a bathroom? "Don't forget to wash your hands!" The first time Mom says that and the child has nowhere to turn to clean his or her hands, that might be the last time she'll let them use a portable restroom. A hand-wash station placed in front of a bank of restrooms, well stocked with soap and paper toweling, can make a big difference in the public's perception of sanitary conditions. So can a hand sanitizer, whether it's placed in or outside of the unit. Hand-wash facilities become more of a prerequisite for any restroom placement every year.

Make flush units standard at events.

At the heart of a mom's apprehension about using portable restrooms could be the traditional drop tank. While seeing through the seat and inside the holding tank might not be a deal-breaker on the construction site, it can be a real turn-off for families visiting the county fair. People are used to flush toilets and the drop tank in and of itself can lower the quality of the user experience to that of an outhouse for some users. You might not want to convert your entire event inventory to more costly flushable units, but consider starting with a few units to be earmarked for family events and small backyard parties.

Shed some light in the restroom unit.

A brightly lit restroom cabin can allay mom's fears about cleanliness. You can easily add a motion-sensing or tap light to each unit, which will shine down along the walls and into nooks and crannies to show off how well you maintain your inventory. Another confidence-builder for moms would be to go with restrooms in a lighter color to reflect more light inside the unit and make them more inviting. Of course when you add lighting, you must keep up with the careful cleaning. Any dirt you leave behind will be easier to see.

Designate a family unit.

For family events, such as a harvest festival in the fall or a carnival in the summer, set aside a larger handicap or ADA-accessible unit for family use. If you serve enough family events to warrant it, add a fold-down baby-changing table and a diaper caddy. To make the unit stand out from the crowd, decorate the exterior with a kid's touch, with colorful painted hand prints or appropriate vinyl graphics that tell Mom this restroom is especially for the little ones.

SEE YOU AT THE EXPO

It's time once again for the Pumper & Cleaner Environmental Expo International, which will be held Feb. 25-28 at the Indiana Convention Center in Indianapolis. In fact, this issue of PRO is being distributed at the Expo, so you may be reading this from the exhibit floor at Indy.

If you're still contemplating attending the Expo this year, what are you waiting for? Make your plans to see all the portable sanitation industry has to offer. If you're reading this from the Expo, please look me up and introduce yourself.

The Expo is my best chance to visit with PROs and find out what issues concern them most from year to year. Learning what makes your business tick helps me improve the magazine. And even more, meeting you always gives me a sense of how great this community of contractors is.

To contact me at the Expo, simply track down someone from COLE Publishing and ask them to find me. COLE Publishing editors will be staffing a booth and working on the exhibit floor every day during the Expo. ■

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Writer Judy Kneiszel has operated her own small business for 15 years and is familiar with the many rewards and challenges of business ownership. Write to her with questions, comments or topic suggestions at thewordhouse@ameritech.net.



Build a Better Team

WHEN EMPLOYEES WORK TOGETHER, THE COMPANY GROWS STRONGER. A TEAM-BUILDING ACTIVITY CAN BE AN EFFECTIVE WAY TO BOOST PERFORMANCE.

By Judy Kneiszel

In football, the quarterback often gets credit for a win and takes the blame for a loss. But fans know games aren't won or lost by the quarterback alone. The whole team contributes.

It's the same in business. Success or failure is laid at the feet of the owner or CEO, when, in reality, it's a team effort. Your name might be on the trucks, the building, the letterhead and the paychecks, but your team is out representing you every day. If you have a strong team, each member contributes to the company's success.

BONDING IS THE GOAL

In a company where teamwork is valued, planning and problem-solving are done cooperatively. Team building can improve communica-

tion between employees and departments, creating an atmosphere where individuals are motivated to participate in that planning and problem-solving.

Team building, in a nutshell, is about bonding. It pushes employees to get to know each other better, trust each other more, and work together for the good of the company. A strong team is usually made up of people who have bonded over something, because people who know each other personally are more understanding of each other. If a friend is struggling with a task, a person will usually jump in to help. If it's a co-worker whose name they don't know, a person is more likely to keep their head down or walk away.

Team building requires taking time out of the regular routine to participate in activities designed to boost morale and encourage cohesion among co-workers. But don't roll your eyes and shake your head. It doesn't have to involve fire walking, dramatic skits or rock climbing.

Legendary Notre Dame football coach Lou Holtz knew how to build a team, and is attributed with saying, "Ability is what you are capable of doing. Motivation determines what you do. Attitude determines how well you do it." The goal of team building is to improve attitudes and inspire motivation so people perform up to their ability for the good of the team.

Team building, in a nutshell, is about bonding. It pushes employees to get to know each other better, trust each other more, and work together for the good of the company.

MAKE THE TIME

A team-building event is not just a meeting where you talk and employees listen. On the other hand, it's more than a company party. It's somewhere in between. Here are some tips on organizing a successful team-building event:

Plan ahead. Pick a date and time for the event when it will disrupt day-to-day activity the least. Your mid-winter slow season would be ideal. Don't make people come in special on a weekend or day off for the event, or they'll have a bad attitude about it from the start. Instead, have everyone knock off early on what's typically your slowest day of the week.

Decide whether to hold the event on site or off site. Sometimes a change of environment stimulates thinking and enhances productivity.

Promote it early. Don't just spring the idea on people the day of the event. Do a little pre-event marketing to intrigue people. Warn them if they

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need to dress any differently than normal for the event or if they need to clear their schedules of regular work for a few hours.

Make sure to choose an activity everyone can participate in. Don't plan something like paintball or laser tag battles if you have workers who are physically unable to participate.

Keep it simple at first. If this is your first attempt at team building, just play a few getting-to-know-you games, and serve snacks and beverages. A quick online search will yield dozens of these icebreaker games for groups of all sizes aimed at loosening people up and helping them get to know each other better.

Know what you want to achieve. An effective team-building activity is one in which people have to work or play together, often with people they do not ordinarily interact with. Skills required usually include communication, negotiation, leadership and motivation. Scavenger hunt-type games work well, as do trivia contests when people are divided into teams that have to work together.

Get feedback. Ask participants to fill out a brief questionnaire after the team-building activity is over. Ask them if they had fun. Did the activity resolve any workplace issues? Did people get to know each other better? Would they recommend future team-building activities? What would they do differently next time?

Be observant. Over the days and weeks following the team-building activity, try to determine if people are interacting differently. Do they seem

to be working together more effectively? If, over time, people do not see any change or improvement as a result of team-building events, they may consider them a waste of time, so make note of any progress you see.

TAKE TEAM BUILDING INTO OVERTIME

Don't be discouraged if you don't see a lot of change after your first team-building event. A great team isn't built in a day. Make your team-building efforts ongoing.

First, be an example of a good team player. If you really want to have a strong team, you can't control every aspect of your company. So don't try to do everything yourself. Hand the ball off once in awhile. On the other hand, don't demand others to do things you would never do yourself. Seeing the boss get his hands dirty occasionally also helps foster an attitude of teamwork.

When possible, continue to build relationships and encourage bonding by assigning unlikely partners to work on special projects together. This will help them understand each other's jobs and personalities. Assign a team of people to plan a company luncheon together or have teams compete in raising funds for a local charity.

Also, recognize teamwork when you see it and celebrate "wins" companywide, acknowledging the contribution everyone makes to the successes. Remember, the quarterback isn't solely responsible for his team's losses, but he doesn't win games alone either. ■

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ON LOCATION

THE JOB: Oregon Jamboree

LOCATION: Sweet Home, Ore.

THE PRO: Buck's Sanitary Service

Taking a Bow

At the Oregon Jamboree music festival, the crew at Buck's Sanitary Service provides service that sings

BY BETTY DAGEFORDE

THE TEAM

Lisa and Scott Weld, owners of Buck's Sanitary Service in Eugene, Ore., have a staff of 10 — an office worker, yard worker, part-time mechanic and seven drivers. Lisa works in the office answering phones and managing the creative and marketing side while Scott fills in on everything from management to running routes to maintenance. Five people worked on the Oregon Jamboree along with the Welds and their three children, Maren, 9; Milah, 13; and Sten, 17; who are accustomed to helping out at events.

"The very day we found out we'd have to move our shop, somebody came through the door and said, 'Do you want to buy Buck's back?' It was really a door closing, door opening, all in the same day."

SCOTT WELD

COMPANY HISTORY

In April 2012, Lisa and Scott Weld bought Buck's — for the second time. Their first crack at it was in 1995 when Scott's father heard the 20-year-old business was having problems. The family made an offer to the founder and operated it for four years as an add-on to their trash and septic service business. In 1999, when Weld's father retired, they sold it to a national solid waste company. Weld went to work for that company, then 10 years later tried his hand again at self-employment in the trash business. A few challenges cropped up, but they turned out to be fortuitous, says Lisa Weld.

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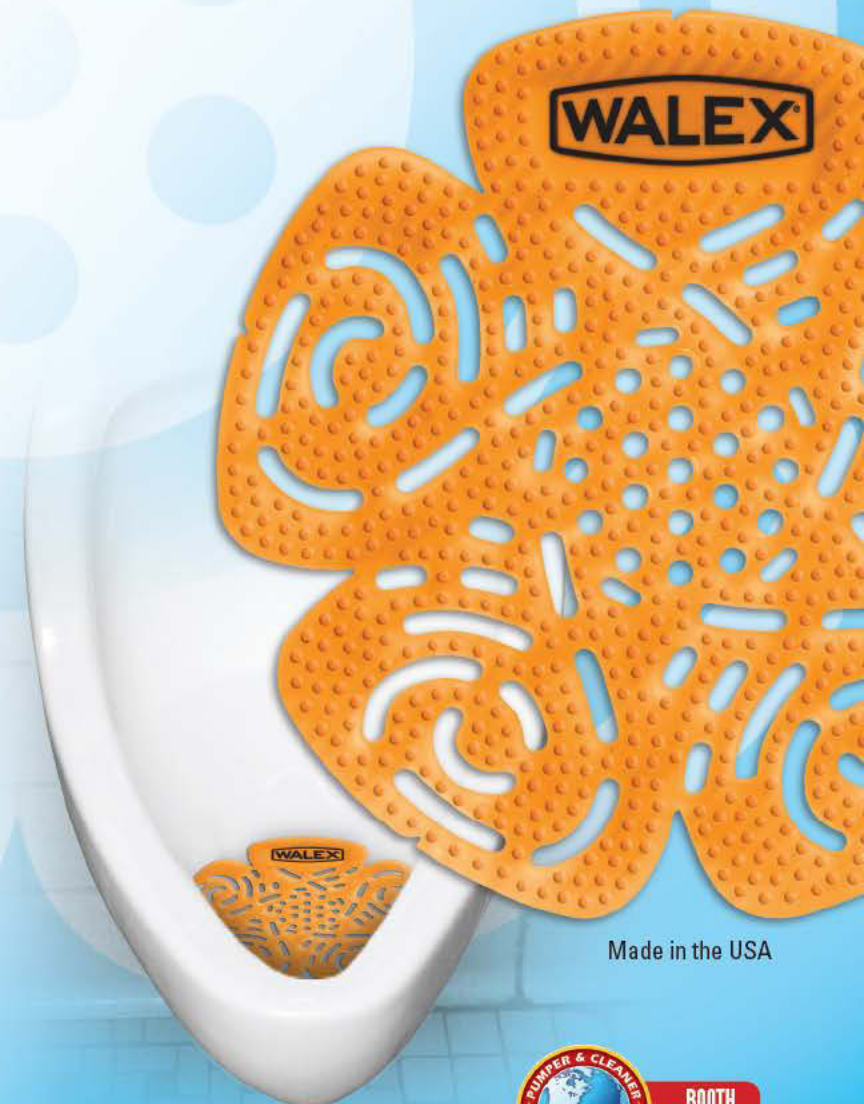
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“It’s easier to send a driver to pick up toilets if they’re all in one spot. I probably spent a little bit extra labor, but at least you don’t have to send somebody with a map to go to this campground, get these six, go to another campground, get these eight.”

SCOTT WELD

<<< The Buck’s team includes, from left, Milah Weld, Susie Sieg, Josh Wooley, Sten Weld, Scott Weld and Eric Brownrigg.

“The very day we found out we’d have to move our shop, somebody came through the door and said, ‘Do you want to buy Buck’s back?’ It was really a door closing, door opening, all in the same day.” They quickly jumped at the chance.

Today their business is exclusively portable restrooms, serving the 100-mile-wide Willamette Valley. They’ve got about 1,500 Satellite Industries units — gray Tufways and Maxims (and a few white ones for weddings, and green units for their University of Oregon tailgating; “quack shacks,” they call them after the Oregon Ducks mascot), several ADA-compliant Freedoms and wheelchair-accessible Liberties — an Ameri-Can Engineering Crowd Pleaser restroom trailer, and two smaller Comfort Station trailers from Advanced Containment Systems, Inc. About 50 percent of their work is special events, including, in 2012, the U.S. Olympic track-and-field trials.

MAKING CONNECTIONS

The Welds live in Sweet Home so they’ve always had the hometown advantage for the Jamboree and Buck’s has done it since its beginning in 1996. They feel confident they’ll retain the work as long as they provide good service and a reasonable price.

THE MAIN EVENT

In the early ‘90s, when Sweet Home came up with an idea to help fund civic projects, this little town asked a big star to perform at their first

country music festival. Surprisingly, Wynonna Judd said yes and the festival has attracted top talent ever since. In 2012, the 9,000 residents welcomed 40,000 visitors August 3-5, most of whom camped out. Judd was back to help celebrate the Jamboree’s 20th anniversary, along with Rascal Flatts, Dierks Bentley, the Charlie Daniels Band, and enough performers for 22 shows on two stages. Other attractions included beer and wine gardens, merchandise booths and a kids’ zone. The event is held in a no-facilities, 20-acre park-like setting near the edge of the picturesque town.

BY THE NUMBERS

The company brought in 265 units (20 Maxims, 10 Freedoms, 20 Liberties, one Standing Room Only urinal unit, and the balance Tufways), three restroom trailers, and 73 hand-wash stations (half Satellite Industries Waves from the company’s inventory, the rest PolyPortables, Inc. Tag Alongs rented from a colleague).

Some 115 units, including five handicap-accessible, were set up at the main venue — a few at bus stops, the hospitality center, and parking lots, but the bulk in large banks, along with six to eight hand-wash stations, were placed at the four corners of the facility. The crew placed the ACSI trailers near the stage for the performers and the Ameri-Can Engineering trailer in the food court/beer garden, along with the urinal unit.

Thirty units and six hand-wash stations were arranged in two banks at a smaller, adjacent venue. The rest of the inventory was taken to 23 campgrounds. Thirteen units were rented to individual campsites.

(continued)

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LET'S ROLL

Eight times, Sunday through Wednesday, a caravan of three trailers made the hour-long drive up Interstate 5 from the company's yard to the Jamboree site to deliver units. Two of their 15-year-old company-built trailers held 16 units each and a third trailer carried 20 (also company-built, using an Explorer receiver from McKee Technologies, Inc.). The company used service vehicles to pull the trailers.

Weld tried a new approach for the removal process. Sunday night and continuing Monday, the team pumped and moved all units to a single staging area, which he felt simplified the job. "It's easier to send a driver to pick up toilets if they're all in one spot," he explains. "I probably spent a little bit extra labor, but at least you don't have to send somebody with a map to go to this campground, get these six, go to another campground, get these eight. Then you start leaving sinks behind and the (handicap unit) doesn't fit. It's just a logistics nightmare trying to get the loads to work out." During the week, they grabbed units as schedules permitted.

KEEPIN' IT CLEAN

Jamboree organizers required someone be on site and available by radio at all times so Weld, his son and another member of the team stayed in a motor home at one of the campgrounds.

Venue units were serviced each night from 11 p.m. to 2 a.m. At 6:30 a.m. they started in on the campground units, finishing around 9:30 a.m. During the day, they pumped out 20 RVs and 19 holding tanks — 10 at the two shower facilities and the balance for the food vendors.

Five service vehicles were used: A 2010 Peterbilt 335 and a 2008 International 4300, both built out by Progress Vactruck with 1,500-gallon waste/500-gallon freshwater aluminum tanks; a 2001 Isuzu FTR from Workmate/FMI Truck Sales & Service with an 850-gallon waste/350-gallon freshwater steel tank; and two 2000 International 4700s built out by Lely Manufacturing Inc. with 750-gallon waste/350-gallon freshwater steel tanks. All have Masport pumps.

Waste was transported to the company's yard each night and transferred to a 20,000-gallon tank. From there, another pumping contractor picked up the waste and disposed of it by land application.

SAME BUT DIFFERENT

In one sense, Weld was an old pro at this event, so it was "pretty much business as usual," he says. On the other hand, the size and scope had changed significantly over the years — their first year, they brought in 60 units for one venue and four campgrounds. "That was the most difficult thing for me," he says. "So I had to get my act together." He quickly got his arms around it. "You've got to just scratch your head and kick it in gear and go. We didn't stop moving all weekend." ■



▲▲▲ Satellite Industries Tufway restrooms are lined up and ready to go before the Oregon Jamboree, complete with lighting strung in the front of the units.



▲▲▲ Milah Weld helps out her father's crew, keeping restrooms and hand-wash stations stocked with soap and paper products at the Oregon Jamboree, including these Wave sinks from Satellite Industries.

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Craig Morgan brings his humble approach to chart-topping country music to the stage at the Expo's Industry Appreciation Party
BY TED J. RULSEH

JUST AN 'Ole Boy'

Country star Craig Morgan rolls into Indianapolis and the Pumper & Cleaner Environmental Expo a year removed from his latest CD, "This Ole Boy," which peaked at No. 5 on the *Billboard* Top Country Albums chart.

"When you go out and buy an album, and I've done it myself, you sometimes feel, 'Well the songs on the radio were great but the rest was just OK,'" says Morgan, a member of the Grand Ole Opry since 2008. "When they play this record, I want them to say, 'Man, I like the songs on the radio but I love this other song even better!' That's what's rewarding about an album."

Reviewers seem to think Morgan's latest meets that standard. A review on the Taste of Country website says, "'This Ole Boy' is an easy listen. Morgan includes 12 wholesome, folksy country songs, most sung with a crooked grin but no lack of sincerity. You find yourself charmed by his good-natured, every-man character on songs like 'More Trucks Than Cars,' 'Being Alive and Living' and 'Better Stories.'"

Great American Country says the album is "full of easygoing charm. Songs like the sexy 'Love Loves A Long Night' and 'Fish Weren't Bitin' fill

out a solid collection that feels like a warm conversation. Craig's music and voice have always been engaging and accessible, and it's no different here."

A successful decade

Expo attendees will sample tracks from that album when Morgan performs on Tuesday, Feb. 26, at the annual Industry Appreciation Party at the JW Marriott Hotel, connected to the Indiana Convention Center. They'll also hear some of his 14 Top Ten hits, which include "Redneck Yacht Club," "Almost Home" (Music Row song of the year in 2003), and "That's What I Love About Sunday" (Billboard's most played country song of 2005 with five weeks in the No. 1 spot).

Morgan's songwriting and recording career goes back 13 years. He made his first appearance on the Grand Ole Opry stage on April 21, 2000, and was invited to become an Opry member during a special concert for troops at Fort Bragg in Fayetteville, N.C., on Sept. 18, 2008. The setting was fitting, since Morgan himself was stationed at Fort Bragg for two of his 10 years of active duty tenure in the U.S. Army's 82nd Airborne Division.

His Grand Ole Opry profile ascribes his appeal to honesty, work ethic and humility. "We grew up tough – dirt road, single-wide trailer," he says. He never saw himself in a music career, even though his father was a bass player in Nashville. He spent time as an emergency medical technician, a contractor, a sheriff's deputy, and an assistant dairy manager at a Walmart store, in addition to his nearly two decades of military service, which include nine years in the Army Reserve.

He remains a big supporter of service members, travelling even to dangerous places to entertain. "I was one of the first artists to go into Afghanistan," says Morgan, who received the 2006 USO Merit Award. "Right after the invasion, they were still sweeping up glass in Kandahar in the airport. I get to give those men and women a little piece of home. It really does make a difference."

Hard at work

Success in the music business doesn't seem to have changed him. "After most gigs, he is right there with his band and road crew loading up the truck," according to his Opry profile. Morgan adds, "Something in my genes and my blood requires that I work – right or wrong, it makes me feel like a man."

His Opry appearances number more than 130, and he plays some 200 sold-out concerts per year. He has toured with the likes of Carrie Underwood, Keith Urban, LeAnn Rimes, Brad Paisley and Trace Adkins. He is also a competitive dirt bike racer in the Mid-South Hare Scramble Series.

In June 2010, he launched the "Craig Morgan: All Access Outdoors" TV program on the Outdoor Channel. It follows his lifestyle at home, touring and outdoors: hunting, aerial bow fishing, bungee jumping and skydiving. In its first season, it became the network's top-rated Saturday morning hunting show.

"People ask me how I stay grounded. Man, I go home and I still mow my own grass, I clean my own pool. I have kids that I play with and love the same as everybody else. I will always be that same guy."

CRAIG MORGAN

Staying grounded

Amid all the activity, family comes first with Morgan. "I love the music. I love singing and writing songs and producing records," he says. "But ultimately, I do what I have to do to take care of my family. People ask me how I stay grounded. Man, I go home and I still mow my own grass. I clean my own pool. I have kids that I play with and love the same as everybody else. I will always be that same guy."

"Whether I was working at Walmart or as a police officer, I enjoyed what I did. And I could go right back to that today. I'm going to make whatever I do interesting and fun. I've always tried to look at this like, 'It's a job, and I'm blessed to have it.'"

Reflecting on his latest album, he observes, "No matter what level of an artist you are, you choose songs based on who you are at that time and how you feel. I'm at a point in my life where I'm extremely comfortable, extremely confident. I feel good about my family, my children, my friends, my career. I think the songs that I picked, looking back now, kind of reflect that." ■

Q How does your long experience in the military inform your approach to life? And does that inform your songwriting in any way?

Morgan: My time serving in the Army helped shape who I am today. It reinforced the values I learned at home – discipline, hard work, loyalty and sacrifice. I like to write from experience, and so I recently wrote a song called "What Matters Most," about our military men and women and the spouses and families they leave behind to serve our country. We recorded it and then donated it to Folds Of Honor to help raise money to support the families of fallen soldiers.

Q What would you say is your signature song, and why?

Morgan: We've had a lot of hits, but to name one signature song is tough. I'd say, though, that everything we cut for my newest record, "This Ole Boy," is me to a T, especially "Being Alive And Living," and our newest single, "More Trucks Than Cars."

Q Are there any lessons you feel small-business owners like Pumper & Cleaner Expo attendees could learn from your experiences working your way into the music business?

Morgan: There are two big things I've learned as an artist and entrepreneur in the music business and outdoor world. First, surround yourself with talented people. I like to joke and give everyone a hard time, but all my guys on the road with me and everyone back at home in Nashville keeping the machine running are top-notch. And second, never give up. You have to want it more than the next person and you have to be willing to work really hard to build your business, whether as an artist or in any career field.

Q What is the single most important thing you would like the Pumper & Cleaner Expo audience to know about you before your performance?

Morgan: I'm a hardworking guy just like everyone out there. I like to dream big and live big, whether it's through my music, in the outdoors, or at home with my family.

Q What should the Pumper & Cleaner Expo crowd expect from a Craig Morgan concert?

Morgan: Expect to be on your feet the whole time! I approach my shows like I approach my life – with a LOT of energy.



«« Technician Keith Barksdale services a Satellite Industries restroom with a service truck outfitted by Abernethy Welding. (Photo by Dwight Chandler)

The White Glove Test

For North Carolina's TES Group, cleanliness is a key to success. From squeaky-clean equipment to well-groomed service technicians, the crew takes pride in a job well done. **BY KEN WYSOCKY**

Emphasizing employee professionalism and clean service vehicles, amassing a huge inventory of equipment, and developing a complementary event rental business, Edwin and Terry Scott have built TES Group to thrive even in challenging economic times.

Doing business as Piedmont Portables and TCS Event Rentals, based in Burlington, N.C., the Scotts take pride in providing quality service and equipment that exceeds customer expectations. The approach is working; although the company lost \$1 million in sales revenue in 2008, it recouped that loss and continued to build revenue in the ensuing years.

Edwin Scott credits the two D's — differentiation and diversification — as key factors in the companies' success.

"If you ever saw our facilities, we do not look like a restroom company or an event company," says Edwin Scott. "Anyone who knows me would tell you I have pretty high standards ... and if you can meet my standards, then you've met our customers' standards."

"Our trucks look like they did the day we bought them," he continues. "Our restrooms are neither dilapidated nor odorous. Why not? Because they're the tools that allow all of us to earn our living. You can come into our rental warehouse and pick up any piece of equipment and it's in great condition. Our tables are repaired and resanded frequently, in accordance with our consistently high standards."

The TES Group Inc. (Piedmont Portables/TCS Event Rentals), Burlington, N.C.

Owners: Edwin and Terry Scott

Founded: 1985

Employees: 35 (up to 100 seasonally)

Specialties: Portable sanitation; table, chair and tent rentals

Service area: Central North Carolina for restrooms; eastern United States for event-related rentals

Website: www.piedmontportables.com



(continued)



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◆◆◆ The Piedmont Portables team includes (left to right) Pamela Cobb, Bill Walker, Tommy Ford, Keith Barksdale, Beth Thomas, Tyrone Totten, Anthony Rogers, Betsy Cartner, Keith Ray, Edwin Scott, Terry Scott and Gail Kinley. (Photo by Matt Maggio)

TCS Event Rentals — which specializes in renting portable sanitation equipment, tables, chairs, tents, bleachers, barricades and the like — generates about 75 percent of the umbrella company’s annual revenue. (About 40 percent of TCS’ business comes from outside North Carolina.) Piedmont Portables, which focuses on commercial- and construction-related restroom rentals, generates the other 25 percent of overall revenue, Scott says.

“Our restrooms are neither dilapidated nor odorous. Why not? Because they’re the tools that allow all of us to earn our living. You can come into our rental warehouse and pick up any piece of equipment and it’s in great condition.”

EDWIN SCOTT

Large Inventory

The company owns a significant number of portable restrooms made by Satellite Industries, including Satellite Maxim 3000 units used for special events, and Satellite handicap-accessible units. It also owns ADA-compliant units made by PolyJohn Enterprises. Other equipment includes an eight-compartment shower trailer made by JAG Mobile Solutions and several restroom trailers made by JAG, Advanced Containment Systems (ACSI) and Wells Cargo.

To service restrooms, the company owns seven vacuum trucks, all with steel tanks: four 2005 International 4300s with 1,100-gallon waste/400-gallon freshwater tanks, built out by Abernethy Welding & Repair; a 1996 Chevrolet 7500 with an 1,100-gallon waste/400-gallon freshwater tank, also built by Abernethy; a 2008 Chevrolet 5500 with a 600-gallon waste/300-gallon freshwater tank built by Keith Huber, Inc.; and a 2010 Chevrolet 5500 with a 300-gallon slide-in tank made by Dyna-Vac Equipment Co.

(continued)

The Edge on Disposal

Unlike many portable restroom operators — who deal with inconvenient waste-disposal situations and/or ever-rising disposal costs — the TES Group Inc. in Burlington, N.C., has a significant advantage, thanks to an on-site waste-disposal system that ties into the city’s municipal sewer lines.

The arrangement allows the group’s two companies — Piedmont Portables, which supplies restrooms for construction and commercial sites, and TCS Event Rentals, which offers a full line of event equipment, including portable restrooms, tables, chairs, staging and tents — to reduce operating costs and improve productivity, says Edwin Scott, who owns the business with his wife, Terry.

Here’s how it works: Vacuum trucks pump waste into an underground, 800-gallon tank. From there, waste flows by gravity through a series of stainless steel screens that trap debris. Then workers flush the tank with water, which sends waste that passed through the screens into a mainline in the city’s sewer system, located about 200 feet from the tank.

Workers must periodically rake debris from the screens. The city requires an annual inspection of the disposal system before it renews an annual license, Scott says. The company pays the city a per-gallon fee to dispose of the waste; Scott declined to specify the rate, but notes it has been very beneficial to TES Group.

“On-site waste dumping allows us to work 24/7,” he explains. “Earlier, we had to go to a sewage plant. It wasn’t far away, but it was inconvenient, especially since it’s closed on weekends, and we do a lot of weekend events.

“It probably saves us tens of thousands of dollars a year in terms of time saved, reduced labor and gas costs, and other expenses,” he continues. “From a time standpoint alone, it probably saves us an hour to an hour and a half a day for each driver.”



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“On-site waste dumping allows us to work 24/7 ... It probably saves us tens of thousands of dollars a year in terms of time saved, reduced labor and gas costs, and other expenses. From a time standpoint alone, it probably saves us an hour to an hour and a half a day for each driver.”

EDWIN SCOTT

<<< Technicians Keith Barksdale (left) and Anthony Rogers dump a load at a Piedmont Portables-based waste-disposal system that ties into the city’s municipal sewer lines. (Photo by Matt Maggio)

For deliveries, the company relies on three semi tractors from Mack, Volvo and International; three International 26-foot box trucks; two Chevrolet 5500 flatbeds; one Isuzu 16-foot box truck; and 29 semi trailers from Great Dane, Hyundai, Fruehauf, Trailmobile, Monan Trailer and Strick. During peak spring and fall seasons, the company may lease three to four more semi tractors and 25 to 30 box trucks.

Other equipment include about 90,000 chairs, made primarily by Scholar Craft Products; 10,000 tables; 15,000 square feet of staging; and about 30 tents, made primarily by TopTec Event Tents and Anchor Industries.

Quality and quantity

The large inventory of restrooms, chairs, tables and the like play an integral role not only in serving customers, but generating rentals to other restroom operators and special-event companies. “There aren’t many companies that have 90,000 chairs,” Scott points out. “Our

customers know we always have the quantities they need. And they know they’re going to get quality equipment.”

Whether it’s trucks or restrooms, Scott likes to stick with one manufacturer as much as possible to minimize repair-parts inventory. And restrooms are color-coded — green with yellow tops for construction, green with white tops for special events — to make it easier to organize and identify units and enhance the company’s branding efforts.

“It’s a peculiarity I have,” he says of the different restroom-roof colors. “It’s very logical and makes it easier and more efficient to pick them out for jobs.”

Also, there’s no company identification on any event restrooms, aside from a small decal on the interiors. This may seem counterintuitive to effective promoting of the service, but Scott has his reasons.

“People don’t want to see that at an event and the people subbing from us don’t want it, either,” he explains. “I think that’s why people use us ... our name isn’t plastered all over our equipment.”

Vehicle maintenance

Scott is a stickler for well-maintained vehicles. Drivers are required to fill out a one-page checklist every day that covers the condition of components such as tires, transmission, lights and brakes. This not only gives drivers a feeling of ownership for their vehicles, it also provides proof that vehicles are well maintained, which could come into play if an accident occurs, he says.

“It doesn’t mean you can’t get sued, but you sure can prove a vehicle was maintained to above-reasonable standards,” Scott says. In addition, he uses a third-party contractor to perform vehicle inspections, which occur every 6,000 miles.

“It’s a liability issue,” he says. They keep detailed records of what was done and when. “Should any regulatory issue arise that requires a maintenance review, we can print out any data needed for any of our vehicles,” he explains.

In addition, drivers are required to wash trucks daily when they finish their routes.

“I think it boosts their pride,” Scott says. “Our guys wear uniforms, they look sharp when they go out, and they have the respect of our customers. No



▲▲▲ Keith Barksdale (left) and Edwin Scott talk in Piedmont Portables’ warehouse. (Photo by Matt Maggio)

Betsy Cartner (left) and Beth Thomas work in the Piedmont Portables office. (Photo by Dwight Chandler) >>>

one wants to see someone pull up in a nasty, dirty truck ... that's why our industry gets picked on."

Drivers are also held to high standards. They and all other employees are subjected to random drug tests — even the Scotts.

"We had issues at one time, but we don't have them any more," Scott says of the reason for drug testing. "If they get a speeding ticket, drivers get drug tested as soon as they come in. We have little to no speeding tickets any more."

Broad customer base

Scott says the companies' diverse services and customer bases can help soften the blow of economic downturns. Special-event rental revenue has held steady through leaner times, thanks to almost three-dozen local and regional universities and colleges. These customers helped cushion a decline in construction rentals.

"We've been very blessed that all our eggs aren't in one basket," Scott says. "Could we have that perfect storm (where diversity doesn't help as much)? Absolutely. But over the years, we've been able to reduce debt and increase income ... and a lot of that has to do with diversity, plus a lot of hard work from our greatest asset — our employees."

Scott says that open communication about everything from the company's financial condition to business goals helps keep employees motivated and reduces turnover. He says the only things he won't disclose are another employee's salary or things that are of a confidential nature.

"Other than that, we're an open book here - there are no secrets," he says. "It's an advantage because then there's no surprises for employees ... and they go the extra mile to do things if they know more about the business."

For example, Scott says after drivers finish a big job, they know to ask the customer where the next project might be coming up. They double as a sales force and bring in good information every day.

"And it works because they're clean-cut guys who handle themselves well and dress properly," Scott adds. "If a customer wants something extra done, they just do it. You can't put a value on that."

About more than money

In the end, Scott says he loves the business because he enjoys the challenges of getting jobs completed and exceeding customer expectations.

"It's not all about the money, though getting paid is part of it, too," he says. "It's more about, 'Can we do this?' I like to see people smile and say, 'You did a good job.'"

"We recently supplied items for a fundraiser at Duke University, and I happened to attend that night," he continues. "I like to do that because it gives you a feel for what's going on. These events are not simple to pull off, so when you attend one and hear people bragging on your work, it makes you feel good about a job well done. There's a lot of satisfaction in seeing it all come together." ■



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Wrap it Up!

AN EYE-CATCHING AND VERSATILE BOX TRUCK IS A GIFT THAT KEEPS ON GIVING FOR CALIFORNIA'S DIAMOND ENVIRONMENTAL SERVICES

By Jim Kneiszel

THE RIG: 2010 Kenworth T3 daycab and chassis with a 24-foot aluminum box used for delivery of portable sanitation equipment

COMPANY: San Diego-based Diamond Environmental Services (www.diamondprovides.com) ordered 32 new Kenworth trucks in 2010, almost identical vehicles except for the wheelbase length. The trucks were then outfitted as box, flatbed, septic service and portable restroom service vehicles. Two vacuum rigs were built out by Southern California Tank and Fabricating with either a blower by Tuthill Vacuum & Blower Systems or a Masport pump, and two of the delivery trucks got new boxes, while the rest of the fleet received working equipment swapped from older rigs. Southern California Tank is the predominant builder of the company's vacuum trucks.

"We were used to running older equipment and fixing it up, but we were to a point where there was not enough used equipment on the market and decided to buy new," says Diamond's president, Eric de Jong. Another impetus for the fleet upgrade was new pollution regulations from the California Air Resources Board that made the older equipment non-compliant.

BEHIND THE WHEEL: Pablo Flores is dedicated to truck No. 539, and he delivers and picks up portable restrooms and hand-wash stations from Satellite Industries, PolyPortables, Inc. and NuConcepts Monday through Friday. Each of Diamond's trucks is assigned to a specific driver who is responsible for keeping the vehicle clean, well maintained and stocked with appropriate supplies.

"Most people want chrome, but I'm not a chrome guy. It just gets dirty, smears and smudges, and white is white. It gives you a cleaner impression ... I just wanted something simple and clean."

ERIC DE JONG

SPECS: The 26,000-pound GVW truck is powered by an 8.3-liter Cummins diesel engine producing 240 hp. Power is transferred to the road through an Allison 3060 auto transmission. The box is 24 feet long and 102 inches wide, and has an aluminum skin over a steel frame and a wooden floor.

Equipment load assist is provided by a 4,000-pound, 6-foot by 102-inch Maxon liftgate. The truck is outfitted with a 50-gallon fresh-water tank with a Burks DC-10 wash-down pump put together by Diamond.

"With the Allison auto transmissions, it's just easier driving through town where you can focus on what's around you. It's more user-friendly," de Jong says. "If they're on stick shift, we have to train the drivers to work with clutches and transmissions and braking issues. The modern automatics govern down and you don't have to work the brakes as often."

SHOWING MY COLORS: All of Diamond's trucks are now painted a stock Kenworth blue, a shade of navy blue, with a black frame and white-painted wheels. White-painted bumpers were special-

(continued)



▲▲ This 2010 Kenworth box truck is used for equipment deliveries by Diamond Environmental Services in San Diego. (Photo courtesy of Diamond Environmental Services)

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ordered as well. "Most people want chrome, but I'm not a chrome guy," de Jong says. "It just gets dirty, smears and smudges, and white is white. It gives you a cleaner impression. The navy blue is the same color as our uniform pants. I didn't want a white truck and I didn't want a blue that's the same color as the restrooms. I just wanted something simple and clean."

The company wanted to avoid showy two-tone paint schemes, favoring a look that is timeless. For de Jong, the dark blue with simple graphics is timeless and he can stick with that look over many years. Where he got a little fancier was with the more elaborate graphics on the side of the delivery trucks, produced by local company National Signs.

His concept was to show a line of people waiting to use a restroom, hitting on a diverse clientele, from young kids to older adults, people of every color, and even a dog waiting with his master. The eye-catching look is finished with a bold company logo and all contact information, the Diamond website most prominently displayed. And for even fuller utilization of technology, he included a 12-inch-square QR code, which passing motorists can scan with their mobile phones and pull up the company website effortlessly.

"I have it (the QR code) on everything, from business cards, to flyers, to the trucks, and toilet decals. It doesn't cost you anything. It's a new technology that the younger clientele like to deal with," he says. "You can pull up to a stoplight and read it with your phone."

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ERIC DE JONG

WORKIN' FOR A LIVIN': Driver Flores performs pickups and deliveries up to 10 hours daily and sometimes on Saturdays. It's an urban route in San Diego serving construction sites, municipal locations and events.

A box truck is preferred by de Jong over a flatbed for a variety of reasons. First, anything can be loaded onto the truck without having to tie the equipment down. Secondly, the enclosed box protects equipment from bugs, rain and snow. And thirdly, the box makes a big rolling billboard so Diamond broadcasts its message all over the city.

"There's no littering of paper or risk of units falling off. If I pick up a unit with graffiti from a job, people don't have to see it," de Jong says. "It's more versatile than a flatbed, even though you can't offload from the sides. You see a nice clean truck running down the road all the time."

ROLLING THE ODOMETER: 45,000 miles per year

WHAT I LIKE MOST ABOUT MY TRUCK: The way the truck is specced and the attractive graphics, de Jong says. "The overall look is clean and it gets a lot of good comments. The trucks turned out good and we'll probably buy more."

CREATURE COMFORTS: There's no bling on these rigs, just the basics for local transport, including AM/FM radio, electric windows, comfortable high-back seats, air-ride suspension, air-ride seat and air-ride cab.

WHY KENWORTH? The company considered several options, including International, Hino, Chevy, Ford, and decided the best two choices were Kenworth and Peterbilt. "After getting quotes and reviewing specs from everyone else, we felt they had the best vehicles for the value. They weren't the lowest price, either," de Jong says. "They had very similar specs; they used the same body and chassis and the only difference was the cab configuration and the name on the dash. But Kenworth came up with a better price than Peterbilt." They were also confident in service availability with Kenworth.

PAMPERING MY RIG: Drivers maintain their trucks for the long haul. Daily pre- and post-trip vehicle inspection report worksheets are mandatory, including everything from tires and exhaust to electrical and brakes. Issues are addressed in the evening at a dedicated company maintenance shop. Drivers are also charged with washing off the dust every night at the company's three-bay wash center, and an outside company gives a full wash to each truck weekly during the busy season, twice a month or monthly in the winter.

"We want to leave a good impression," de Jong says. "The toilets are always dirty, according to the public, so we want to roll up looking sharp."

MY BACKUP SERVICE VEHICLE: The company kept older 2002 to 2004 International flatbed trucks to serve as spares for the newer delivery trucks.

WHEN I'M NOT IN THE CAB: Rarely behind the wheel of one of the work trucks anymore, de Jong still works long hours and escapes the phone calls and relieves stress on several annual hunting trips. He travels to New Mexico, Idaho and even Canada in search of everything from antelope to elk and moose. He also keeps busy with his family, including wife Silva and children Ella, Robert and Niels. Southern California provides lots of recreation opportunities. "The mountains are close by and you can surf in the morning and ski in the afternoon if you really want to do it," he says. ■

Park it over here!

Do you have a truck that's a real head-turner on the highway? This feature is your opportunity to share it with readers of PRO. Take a digital photo of your PRO Ride, posing the owner(s) with the truck. Any Portable Sanitation industry truck is acceptable.

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

Email your submission to editor@promonthly.com. We look forward to seeing your PRO Ride!

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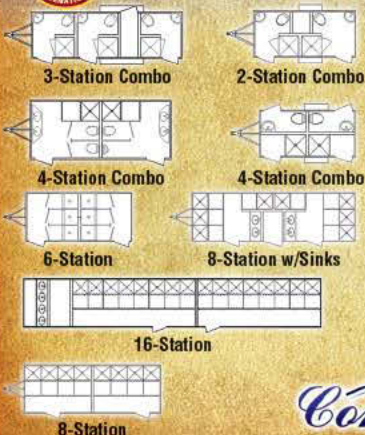
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<<< Visitors enjoy tasting the craft beers at Sun King Brewing Co. in downtown Indianapolis.

Tip a Frosty Mug

WHETHER ON FOOT OR ON A GUIDED TOUR, EXPO VISITORS CAN WHET THEIR WHISTLES AT SEVERAL INDY CRAFT BREWERIES
BY SHARON VERBETEN

In a state home to more than 50 breweries, no frosty mug will go unfilled. Many of those breweries — more than a dozen — are housed in the greater Indianapolis area.

“Craft beer in Indianapolis has been a part of our city’s culture for over 20 years,” says Clayton Robinson, owner of Sun King Brewing Co. “Over the last four years, there has been an explosion of breweries and interest in craft beer. Indiana led the 2012 Great American Beer Festival with the greatest percentage of medals to entries, so there is plenty of world-class beer to discover and enjoy.”

Sun King is among the largest breweries in the state, making handcrafted seasonal and specialty beers. Its house beers include Sunlight Cream Ale, Wee Mac Scottish Ale and Osiris Pale Ale. Its brews were among those honored at the Great American Beer Festival, as well as the Indiana Brewers Cup and World Beer Cup competitions. While tours and tastings are only offered at the end of each week, the brewery is open for retail sales all week. 135 N. College Ave.; 317/602-3702; www.sunkingbrewing.com.

With so much malt and hops abounding, one city attraction aims to take locals and tourists to visit some of these beer venues. The bright green Indy

Brew Bus, which can host 14 riders, offers a three-hour tour (\$30 per person) of three to four local breweries. Samples of house, seasonal and specialty beers are provided at each stop. And a personal sampling scorecard lets you and your friends (ages 21 or older, of course) rate your favorites.

“My husband and I started the business because a number of craft breweries were starting up in Indianapolis and there was not an easy, safe way to visit them all. We allow people the opportunity to taste great local beer and something that is uniquely Indianapolis,” says Megan Bulla, who owns the tour bus with her husband, Andy.

“My husband and I started the business because a number of craft breweries were starting up in Indianapolis and there was not an easy, safe way to visit them all. We allow people the opportunity to taste great local beer and something that is uniquely Indianapolis.”

MEGAN BULLA

(continued)



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In addition to Sun King, three other breweries are part of the tour, with about 45-minute stops at each. While the Brew Bus has limited tours during the Pumper & Cleaner Expo (more info at www.indybrewbus.com), all but the Bier Brewery and Taproom are located either a long walk or a short cab ride from the Indiana Convention Center.

- **Flat 12 Bierworks** is a craft production brewery in the historic Holy Cross neighborhood. Sample their beers with most interesting names (Mustache Ride Red, Lacto-Matic Milk Stout, Upside Down Blonde and Liquid Fiction). 414 N. Dorman St.; 317/635-2337; <http://flat12.me>.
- **Fountain Square Brewing Co.** is located in the Historic Fountain Square neighborhood; it started in 2011, born of the perfect storm of chemistry, microbiology, automation and a good old-fashioned love of the brew. Among their brews are Hop for Teacher, Backyard Porter, Preacher's Daughter Amber Ale and Workingman's Pilsner. 1301 Barth Ave.; 317/493-1410; www.fountainsquarebrewery.com.
- **Bier Brewery and Taproom** won the Indiana State Fair Champion Brewery Award in 2011 and 2012. One of the brewery's slogans is "come taste our awesomeness." Brews change frequently, and, like most microbreweries, the names don't disappoint, including Dirty Farmgal, Oranjunkle, Sanitarium, Wee Fatty and Billy Baroo. 5133 E. 65th St.; 317/253-2437; www.bierbrewery.com. ■



▲▲▲ The bright green Indy Brew Bus is one way to visit several local microbreweries in one three-hour tour. Visit, taste and take in the ambience of what the city's brewing world is like—with a group of like-minded, beer-loving friends.



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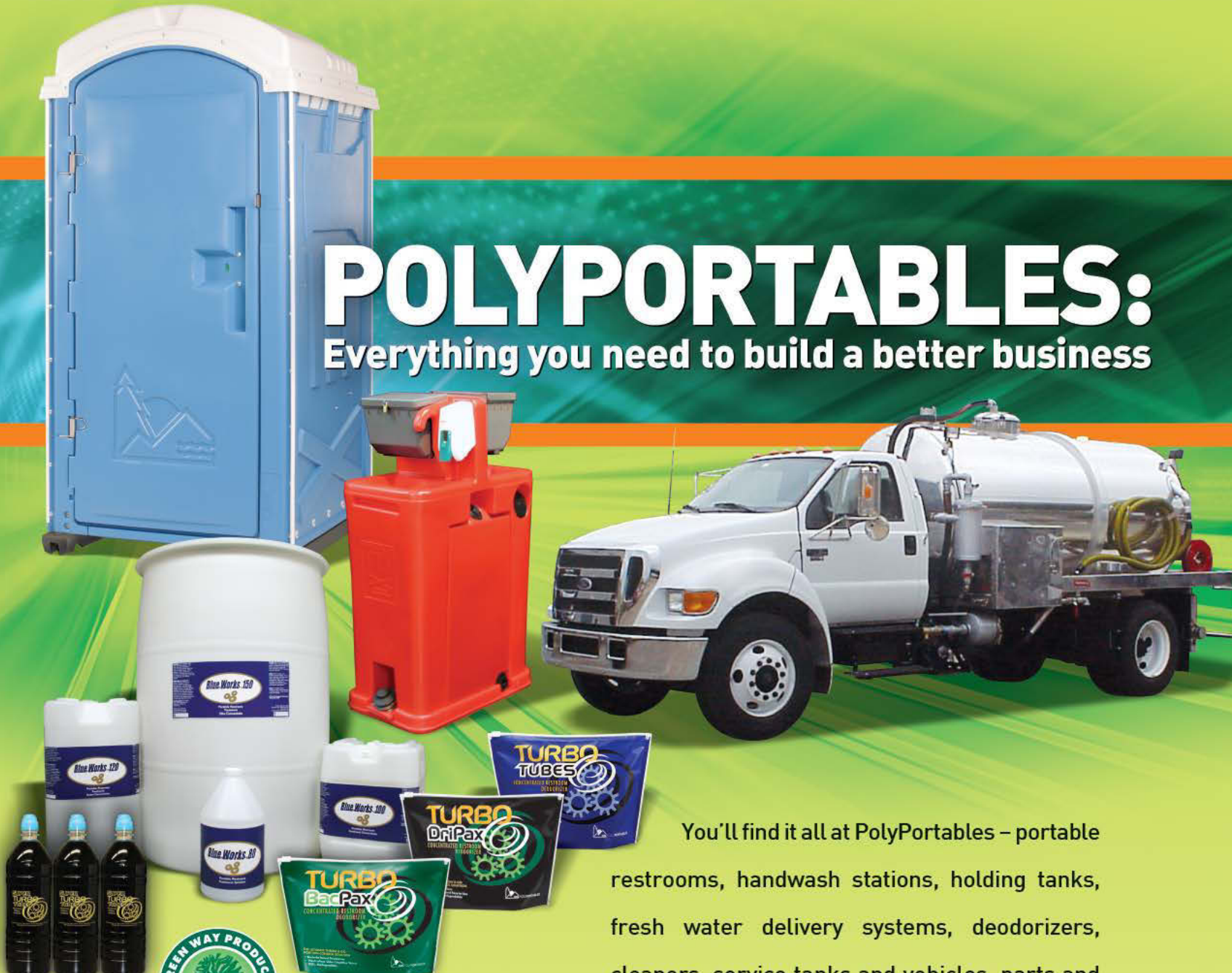
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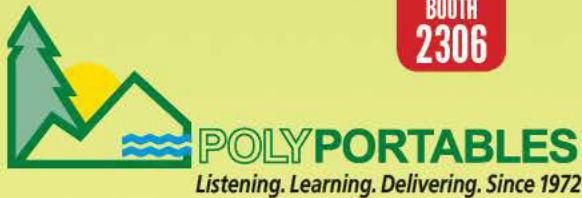
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Bob Carlson is author of Pumper 101: The Complete Guide to Owning and Operating a Vacuum Truck and has spent many years building and repairing trucks for the portable sanitation industry. Send questions for Carlson to truckcorner@promonthly.com.



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A STRAIGHT-SIDE OVAL TANK WOULD LOOK COOL, BUT IT'S MORE PRACTICAL TO STICK WITH THE TRIED-AND-TRUE VACUUM TANK DESIGN

By Bob Carlson

QUESTION: I've seen a lot of vacuum trucks over the years and they are pretty much the same. Round tank, trays, etc. I've been on a lot of job sites that also had water trucks that were shaped more into an oval or even an oval with straight sides. These water trucks are sharper looking in my opinion. How do I get one of these manufacturers to build me a tank similar to a water truck?

Vince Jamison
Albuquerque, N.M.

ANSWER: In the brief history of vacuum tanks, you'll find tanks were based on round cylinders, just as you described. This is because vacuum is a powerful force that evenly and constantly pulls on the inside of these tanks. I have seen tanks that have totally collapsed under the force of vacuum. I usually say the top of the tank has now kissed the bottom of the tank. If the tank itself is not round, vacuum will find the weakest points and cause it to collapse.

The rectangular tank has only been developed recently. Many portable sanitation contractors wanted a tank that could also serve as a truck bed, so the rectangular vacuum tank was born. First question: Why doesn't it collapse?

A lot of engineering and solid bracing is required in building a rectangular vacuum tank. Manufacturers keep their engineering secrets to themselves since they paid for and calculated what type of bracing is required inside the tank. If you take an ordinary rectangular tank (six sides) and add vacuum, it will collapse in minutes. At some point in the vacuum process, the flat sides of the tank will be sucked in.

This is also why you don't see round vacuum tanks with flat heads (the ends of the tank). The round cylinder can handle the force of vacuum, but the flat heads will be sucked in. I've seen round tanks after they've suffered

minor damage in a traffic crash. The tank collapsed in its next work session because a weak point, a dent in the shell (the cylinder), did not have the tensile strength to resist the vacuum. It is often said that a chain is only as good as its weakest link. The same is true of vacuum tanks. If there is a weak spot in the tank, the force of vacuum will suck it in and collapse it.

I've seen round tanks after they've suffered minor damage in a traffic crash. The tank collapsed in its next work session because a weak point, a dent in the shell (the cylinder), did not have the tensile strength to resist the vacuum.

YOU COULD DO THE MATH

So why not the water truck shape, the straight-side oval? You're right, these tanks have an impressive appearance. A standard water truck tank like this absolutely won't work for the reasons cited above. But we used to say that rectangular vacuum tanks were impossible. So what needs to happen? If you can find someone, a capable design and/or structural engineer, then the straight-side oval could be built.

Such a tank would require the proper bracing throughout. The mathematical calculations behind this bracing could be developed by an engineer with a computer program for such things, but most likely, this tank will be too heavy for its purpose. Even the heads, front and back would need a large amount of bracing.

The straight-side oval water tank is relatively simple to build. Roll the shell, put in some baffles to limit the amount of water slosh, install the tank heads and throw on some skids for mounting. Most water truck tanks are made from 3/16-inch plate and some are even made from 10-gauge material (slightly over 1/8-inch thick). Manufacturers have to build them to withstand the pounding of rough, job site roads and the shifting of the water back and forth as the truck stops and starts.

On the other hand, vacuum truck manufacturers have a different dilemma. To get started on a job, the force of vacuum is quickly introduced inside the tank. Most vacuum tanks are made from 1/4-inch plate because it has the tensile strength to withstand vacuum force. The concept is to not let the tank collapse, but to open a valve and the power of vacuum will suck in whatever that hose is put in.

So it's possible to have a straight-side oval tank serve as a vacuum tank, but it's not practical. The tank weight would likely be incredible, the costs would likely be too high, and the design raises the question of where do you hide your hoses and accessories. ■

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Jeff Wigley is president of the Portable Sanitation Association International and co-owner of Pit Stop Sanitation Services, Inc., in Atlanta. Contact him at 770/439-2888 or by email at wjwigley@bellsouth.net.



PSAI Takes Lead in GAP Compliance

By Jeff Wigley

Good Agricultural Practices (GAP) is a growing area of importance as outbreaks of salmonella and other contaminants continue to invade the world's food supply. The last several years have seen citrus crops, strawberries, blueberries, mushrooms, peanuts and leafy green vegetables being pulled from the grocery shelves as a result of contamination. Contamination can occur as a result of soil, water, hygiene or other issues in processing facilities.

Proposed GAP standards for portable sanitation will be the topic of a panel discussion coordinated by the Portable Sanitation Association International at the Pumper & Cleaner Environmental Expo International in Indianapolis later this month.

As a continuation of a major initiative that began early in 2012, the PSAI is diligently working to address this major health issue in the area of field sanitation. PolyPortables, Inc., PolyJohn Enterprises, and Satellite Industries Inc. have contributed time and support to the PSAI for this endeavor. In addition, local portable restroom operators have been solicited for feedback and suggestions. Presently, there are no specific federal or state guidelines for portable sanitation requirements, and local regulations vary.

The November 2012 PSAI Convention in San Diego continued the effort to educate both members and the general public on this vital health concern. During presentations and follow-up discussions, members shared their understanding of how GAP is not only regional with regards to best practices, but specific to crop. The overall sentiment was to ensure field workers have adequate hand-wash facilities and sanitary field restrooms available to exceed expected minimums.

The PSAI developed these criteria for creating nationwide, and eventually worldwide, GAP standards to protect public health:

- Portable restrooms should be in good repair, which would include having screens in place to protect from insects and other vermin. Durable and rigid constructed units should have adequate tanks that prevent splashing (in transit or while in use) while holding enough liquid to cover waste products.

- The cleanliness of the restroom should be paramount with general cleanliness as well as built of materials that are easily cleanable and non-absorbent.
- Portable restrooms should have self-closing doors, be lockable from the inside, and be constructed to ensure privacy.
- Toilet paper must be provided in a suitable holder at all times.
- Effective odor control deodorizer must be used in waste holding tanks.
- Hand-washing access must be adjacent to every solitary or group of portable restrooms.
- Spillage or leakage must be cleaned up immediately. This is especially important with regards to pumping activity and holding tanks as well as restrooms recently transported.
- Contents of portable restrooms must be disposed of by pumping into a sanitary sewer or by a liquid waste hauler transporting the liquid waste for proper disposal. The disposal of waste from the restrooms and/or hand-washing facilities must not cause unsanitary conditions, nuisance or contamination.
- Hand-washing facilities should be self-contained or should drain into a separate and dedicated waste tank, ensuring no risk of cross contamination. They should also be properly stocked with soap and single-use towels with a trash receptacle provided.
- Hand-washing stations should have a minimum of 15 gallons of water per spigot.
- Providers/operators should have and provide customers with a spill containment cleanup plan and have materials available to execute such a plan.
- All services need to be recorded on a service sticker inside each portable restroom.
- Bilingual signs need to be posted stating "Workers must wash hands before returning to work."
- All restrooms should comply with ANSI Z4.1, Z4.3 and Z4.4 standards and all services to portable restrooms must meet or exceed PSAI Certification Standards.

All of this information will be described in detail at the PSAI's panel discussion about GAP during the Feb. 25 Education Day at the Pumper & Cleaner Expo. Robert Davis of PolyPortables and Steve Washburn of PolyJohn have devoted considerable effort to develop these standards and both will be on the panel. According to Tim Petersen, PSAI secretary and chairman of the GAP Task Force, "GAP is an issue that will continue to grow in importance in the future and the PSAI wants to establish the foundation for portable sanitation guidelines now." The PSAI is committed to this cause and additional education and discussion is needed. Please attend and be a part of this important discussion in Indianapolis.

Special thanks to Davis for his contributions not only to this article, but also to his untiring effort to this initiative on behalf of the PSAI. ■

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The Pumper & Cleaner Environmental Expo International does something to attendees and exhibitors ... it makes them hungry! Fortunately, there are numerous lunch and dinner options in Indianapolis within walking distance of the Indiana Convention Center and downtown hotels.

So check out the varied menus of these popular nearby eateries — featuring ethnic and popular local fare — then enter an address in your smartphone GPS and point your walking shoes down the street.

(Take note that price ranges are a per person estimate not including tax, tip or beverage.)

The Eagle's Nest at Hyatt Regency

1 S. Capitol Ave.
317/632-1234
www.indianapolis.hyatt.com

The Eagle's Nest, perched high atop the Hyatt Regency, slowly revolves, giving diners stunning views of the skyline. The menu, which changes seasonally, provides elegant and creative takes on classic American continental cuisine.

Hours: 5-10 p.m. daily

Price range: \$40-\$80

Menu sampling: Dry-aged, peppercorn-crusted, bone-in New York strip steak; pan-seared halibut with Parmesan potato gratin; lobster corn chowder; strawberry crème brulee.

Giorgio's Pizza

9 E. Market St.
317/687-9869
www.giorgiosindy.com

If you're in a hurry, you can grab pizza by the slice. If you've got more time, settle in for a whole pie in thin or thick crust style, some pasta or a calzone. And if you're too tired to go out, Giorgio's delivers for free with a \$10 minimum order.

Hours: Monday through Thursday: 9 a.m. to 9 p.m.; Friday: 9 a.m. to 10 p.m.; Saturday: 11 a.m. to 10 p.m.

Price range: Slices range from \$3-\$4; whole pies from \$10.95 for a 14" thin crust cheese to \$22.95 for a stuffed 16" large. Pasta dishes are \$6.45.

Menu sampling: Meatball Parmigianino hot sub; baked lasagna; pepperoni-filled bread sticks; Giorgio's chef salad with black olives and extra cheese; Sicilian cannoli.

Slippery Noodle Inn

372 S. Meridian St.
317/631-6974
www.slippery noodle.com

Established in 1850, the Slippery Noodle is the oldest bar in Indiana, and has been called one of the nation's top blues bars by *Rolling Stone* magazine. The Noodle serves up a full menu as well as live blues seven days a week.

Hours: Full menu available till 11 p.m. nightly; late night menu offered. Opens daily at 11 a.m.

Price range: \$8-\$20

Menu sampling: Shooter of shrimp; BBQ chicken quesadillas; whiskey pepper cheeseburger; filet mignon; Southern-style pork barbeque; chicken and broccoli Alfredo; toasted turkey sub.

Scotty's Brewhouse Downtown

1 Virginia Ave.
317/571-0808
www.scottysbrewhouse.com

Scotty's is perfect if you're dining with a group that can't make up its collective mind about where to go. This huge casual restaurant and bar has an enormous menu, more than 70 beers and countless sports-playing TVs. For those with special dietary needs, there's a gluten-free menu and a low-calorie menu. For those less-restricted folks, there's the "big ass brewhouse burger," which comes with a T-shirt for \$36.

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Menu sampling: Dill chips (fried pickles); Brewhouse Buffalo wings; "Macho Nachos"; spicy sirloin steak sandwich; barbeque ribs; the "Shewman Special" half-pound burger with peanut butter, jalapenos, cheddar cheese and bacon; homemade soup of the day; mile-high grilled cheese; sweet chicken club wrap; homemade German chocolate cake.

Shapiro's Delicatessen

808 S. Meridian St.
317/631-4041
www.shapiros.com

Named one of the Top 10 delis in the country by *USA Today*, Shapiro's is a must for corned beef fans. Quick cafeteria-style service means more time to savor your sandwich, contemplate dessert from their full-service bakery or simply get back to the Expo!

Hours: 6:30 a.m. to 8 p.m. daily

Price range: \$5-\$14

Menu sampling: Sandwiches including Reuben, pastrami, and smoked turkey; matzo ball soup; cabbage borscht; Shapiro's bagels; stuffed cabbage; short ribs; stuffed peppers; potato pancakes; sour cream egg noodles; hot German potato salad.

Shula's Steak House at the Westin

50 S. Capitol Ave.
317/231-3900

www.donshula.com/shulas-steak-house-indianapolis

Shula's combines steak and football in elegant, fine dining style. The restaurant is themed after the 1972 Miami Dolphins' "Perfect Season." The menus are even hand painted on an official NFL game football.

Hours: Open daily, 11:30 a.m. to 2 p.m. and 5 to 10:30 p.m.

Price range: \$60-\$80

Menu sampling: French onion soup; jumbo lump crabcakes; prime rib; 22-ounce ribeye; roasted corn with bacon and shallots; truffle fries; molten lava chocolate cake.

Maxine's Chicken & Waffles

132 N. East St.
317/423-3300

www.maxineschicken.com

Home cooking is always on the menu at Maxine's, where their slogan is "A taste of love in every bite." This is a menu full of made-from-scratch comfort food.

Hours: Tuesday: 10:30 a.m. to 2:30 p.m.; Wednesday through Friday: 10:30 a.m. to 8:30 p.m.; Saturday: 9 a.m. to 8:30 p.m.; Sunday: 9 a.m. to 6 p.m.

Price range: \$5-\$15

Menu sampling: Jumbo fried chicken wings and waffle topped with peach butter; omelets with house potatoes; smothered chicken; catfish or tilapia with grits; half-pound burgers; fried green tomatoes; candied yams; black-eyed peas; seasonal cobbler.

Fast Burrito Mexican Grill

111 Monument Circle
317/917-8090

www.fastburritomexicangrill.com

If you need lunch in a hurry, but want something a bit healthier than a fast food burger, Fast Burrito offers fresh cuisine prepared using authentic Mexican recipes. Four salsas from mild to extra hot will add just the right kick.

Hours: 7:30 a.m. to 3 p.m. daily

Price range: Under \$10

Menu sampling: Burrito with choice of fillings; burrito bowl; grilled quesadilla; tacos; nachos; salad with chipotle ranch dressing. Fillings include marinated chicken, skirt steak, barbacoa (marinated beef brisket), ground sirloin, or sautéed peppers and onions.

Loughmiller's Pub & Eatery

301 W. Washington St.
317/638-7380

www.loughmillerspub.com

A patriotic décor welcomes diners to this casual, independently owned pub serving up an array of burgers, sandwiches and other traditional American favorites. Choose one of their 35 beers to wash down the hearty pub grub.

Hours: 11 a.m. to midnight every day

Price range: \$8-\$15

Menu sampling: Bacon and cheese fries; Southwest nachos; homemade chili; Indiana Cobb salad; Loughmiller's Little Cuban sandwich; pulled pork sandwich; English beef sandwich with cheddar and horseradish.

McCormick & Schmick Seafood Restaurant

110 N. Illinois St.
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Price range: \$15-\$25

Menu sampling: Lump crab tower; buttermilk-fried oysters; lobster bisque; Romano chicken chop salad; horseradish-crusted steelhead; fish & chips; shrimp and Andouille mac and cheese; filet mignon; Kobe burger; pan-roasted wild mushrooms; tiramisu torte. ■

PSAI Recognizes Industry Professionals

At its annual convention and trade show earlier this month in San Diego, the Portable Sanitation Association International presented the Service Technician of the Year Award and the M.Z. Andy Gump Award.

"These are highly prestigious awards with a long history of excellence," says PSAI president Jeff Wigley.

Service Technician of the Year Award winner Dave Garcia works for On Site Sanitation in St. Paul, Minn. Company owner Karen Holm recommended Garcia for the award. "We are truly blessed to have many exceptional employees at On Site but Dave Garcia raises that bar just a little bit higher each and every day," she says.

The application process for the Service Technician of the Year Award includes a letter of recommendation from the company owner as well as letters from customers. Applications go through a committee that votes to determine the winner and runner-up.

First presented in 1993, the M.Z. Andy Gump Lifetime Achievement Award is given to distinguished leaders of the industry. It is presented and sponsored by the Gump family, in honor of company founder Andy Gump. Barry Gump and Nancy Gump now run Andy Gump, Inc.

M.Z. Andy Gump Award winner Gregg DeLong has been in the portable sanitation industry for 50 years, and has worked as a sales manager at PolyJohn Enterprises since 1987. The Gump family praises DeLong's work for the industry. "DeLong always conducts business and personal relationships with fairness and integrity," says Barry. "He is constantly striving to improve our industry image in the business and public sectors, and continues to introduce innovative approaches to portable sanitation needs.

"He is untiring in leading colleagues in the advancement of the portable sanitation industry, while always exhibiting vision in responding to the economic and environmental challenges facing our industry."

In addition to the awards, PSAI celebrated its 40-year anniversary by presenting three honorary memberships to industry pioneers. "Our board of directors just came up with that category for people still involved with the association," says Wigley. "Technically to be a member before the bylaw change, you had to own your own portable restroom company, which these guys did for eons."

Honorary member recipients include Flay Anthony, Lothar Vermillion and Ned Carpenter. All three are previous winners of the Andy Gump Award.

The awards and honorable memberships are earned rather than given. PSAI recognizes portable sanitation professionals for their hard work. "For service technicians, it's a difficult, sometimes thankless job," says Wigley. "The award is something for people to strive for." ■

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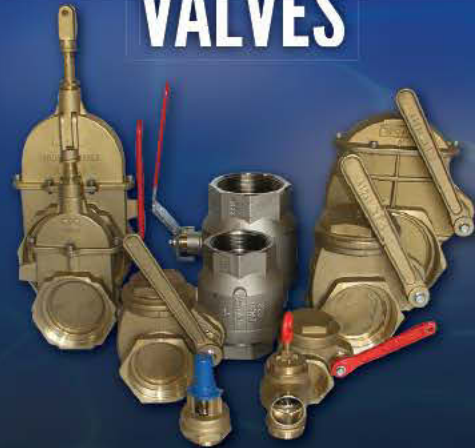
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Hino approved for California hybrid incentive

The 2013MY Class 5 195h diesel electric cabover from Hino Trucks was approved by the California Air Resources Board as eligible for the California Hybrid and Zero-Emission Truck and Bus Voucher Incentive Project (HVIP). The program is designed to accelerate the deployment of hybrid and zero-emission medium- and heavy-duty vehicles and vehicle technologies.

Masport moves offices, manufacturing facility

Masport moved its offices and manufacturing operation to 6801 Cornhusker Highway, Lincoln, Neb. The larger location enables the company to improve technology and customer service. Phone and fax numbers are unchanged.

Lely's Morris passes away



Joseph Marion "Joe" Morris, 55, of Kenly, N.C., passed away Nov. 17. He was employed at Lely Manufacturing as shop foreman/general manager and was a member of the Coon Hunting Association. He is survived by his wife, Carolyn. ■

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EDUCATION DAY SEMINARS

MONDAY
FEBRUARY 25TH

NAWT

National Association of Wastewater Technicians

- 8 a.m. Introduction to Pressure Distribution
- 9:30 a.m. Designing Systems, Boundaries and Barriers from a Soils Perspective
- 11 a.m. Pump Choices and Settings: Decisions for Proper Operation
- 1:30 p.m. Operation and Maintenance of Pressure Distribution Laterals
- 3 p.m. Installing with Management in Mind: How to Get the Most out of Your System
- 4:30 p.m. Design and Maintenance of Grease Interceptors

NEHA

National Environmental Health Association

- 8 a.m. What Makes a Professional in Onsite Wastewater Systems?
- 9:30 a.m. Part One: The Science and Engineering of Onsite Wastewater Treatment
- 11 a.m. Part Two: The Science and Engineering of Onsite Wastewater Treatment
- 1:30 p.m. Education and Training: Professionalization of the Practitioners
- 3 p.m. Management Models: Management and Becoming a Management Entity
- 4:30 p.m. The Future of the Onsite Wastewater Industry: How to Make it Work for You!

SSCSC

Southern Section Collection Systems Committee

- 8 a.m. Seven Powerful Tools for CCTV Inspection Perfection
- 9:30 a.m. Easements – A Collection System Maintenance Nightmare
- 11 a.m. Nozzle Science – The Next Generation of Tier 3 Nozzles and Beyond
- 1:30 p.m. Pass or Fail – Is Your Company Going To Make It? How to Ensure Success
- 3 p.m. Social Media and Web-Based Promotion: Is it Right for Your Business?
- 4:30 p.m. Pipeline Relining and Rehabilitation Solutions

NASSCO

National Association of Sewer Service Companies

- 8 a.m. Ultraviolet Manhole Rehabilitation
- 9:30 a.m. Convey Your Stormwater and Plug Your Holes!
- 11 a.m. Jet Up! Sewer and Storm Water Cleaning
- 1:30 p.m. Rethinking Collection Maintenance with Sewer Line Rapid Assessment Tool or SL-RAT
- 3 p.m. Case Study of Cleaning Large Diameter Sanitary Sewers and Siphons
- 4:30 p.m. Pipeline Assessment Certification Program (PACP) 2013 Update Workshop

NOWRA

National Onsite Wastewater Recycling Association

- 8 a.m. Time Dosing ... Why? How? And How Much?
- 9:30 a.m. Loading Rates – How Much Can the Soil Take?
- 11 a.m. Troubleshooting Pumps, Floats and Panels
- 1:30 p.m. The Dirty Dozen – Toxins That Kill Septics
- 3 p.m. How Installers Can Use the Poor Economy to Increase Profits
- 4:30 p.m. Are Seepage Pits Really Bad?

- 8 a.m. Designing Drip Dispersal Systems
- 9:30 a.m. Soil Erosion Control During and After Septic System Installation
- 11 a.m. Decentralized Wastewater Collection System Maintenance

NOWRA Room 2

SCOTT HUNTER

Business Coach

- 8 a.m. - 5:30 p.m. | 2013 - Your Best Year Ever

WJTA/IMCA

WaterJet Technology Association

- 8 a.m. Safety and Efficiency – You Don't Have to Choose!
- 9:30 a.m. Selecting the Best Jetting Tip Doesn't Have to Be Scary
- 11 a.m. Hydroexcavation – The Non-Destructive Solution

PHIL STEIN

Vacuum System Information

- 1:30 p.m. | Understanding the Power: Physics of Vacuum and How it Works

NEXSTAR

Independent Residential Service Contractors Association

- 1:30 p.m. | The Art and Science of Business Management
- 3 p.m. | The Business of Contracting

PSAI

Portable Sanitation Association International

- 4:30 p.m. | GAP: Good Agricultural Practices



DETAILED SESSION INFORMATION AVAILABLE AT:
WWW.PUMPERSHOW.COM

Education schedule subject to change without notice.



FEBRUARY 25-28, 2013

INDIANA CONVENTION CENTER • INDIANAPOLIS, IN

TUESDAY TRACKS

FEBRUARY 26TH, 2013

TRANSPORTATION AND LAND APPLICATION

- 8 a.m. Driver Compliance and Certification: How to Meet DOT Requirements
- 9:30 a.m. Staying in Compliance with 503 Regulations for Land Application
- 11 a.m. Land Application: Case Study of a Long-Term Operation

INDUSTRY SAFETY

- 8 a.m. One Piece Nozzles Enhance Performance and Safety
- 9:30 a.m. Confined Space Entry Permit and Equipment Review
- 11 a.m. Utility Line Locating

SSCSC

- 8 a.m. Making Emergency Response Your Business
- 9:30 a.m. How to Protect and Maintain Sewer Hose From Mini Jetters to Combination Units
- 11 a.m. How to be Successful in the Cleaning/CCTV Business

GENERAL BUSINESS

- 8 a.m. New Untapped Techniques to Capture Today's Customers
 - 9:30 a.m. 10 Steps to Marketing Success
 - 11 a.m. Cloud Computing for Small Business and the Field Service Industry
- 8 a.m. Don't Win the Price Game
 - 9:30 a.m. Make the Phone Ring with Low-Cost Marketing
 - 11 a.m. Local Marketing on the World Wide Web

Business Room 2

SEWER COLLECTION & REHABILITATION

- 8 a.m. Chemical Grouts and Grouting Methods
- 9:30 a.m. Watch Your Assets – Remote Monitoring Can Save You Big Bucks
- 11 a.m. Lateral Connection Rehabilitation: Biggest Bang for the Rehabilitation Buck

SPANISH/ESPAÑOL

- 8 a.m. Floods in Mexico City
- 9:30 a.m. Best Practices for Working in Confined Spaces
- 11 a.m. How to Overcome the Difficulties of Doing Business in South America

WEDNESDAY TRACKS

FEBRUARY 27TH, 2013

SEWER COLLECTION & REHABILITATION

- 8 a.m. Cash for Compliance: The New Boom in Home Sewer Replacement
- 9:30 a.m. Trenchless Point Repairs, a Low Cost Permanent Solution
- 11 a.m. Penn State University Performs Manhole-to-Manhole Lining In-House

GAS, OIL & MINING

- 8 a.m. How to Decide What Dewatering Option is Best for You
- 9:30 a.m. Blower 101: The Basic Operation of the Positive Displacement Blower
- 11 a.m. Principles and Equipment of Hydro-Pneumatic Vacuum Excavation

GENERAL BUSINESS

- 8 a.m. Save Money – Move Your Business to the Cloud
- 9:30 a.m. Morally Bankrupt
- 11 a.m. Measuring Success Matters: Your Ads, Your Agents, Your Technicians

MUNICIPAL

- 8 a.m. Benefits of Digital Side Scanning Inspection Camera Systems
- 9:30 a.m. Application for Sewer and Storm Nozzles
- 11 a.m. Grinder Pumps & Application

PORTABLE LIQUID WASTE

- 8 a.m. A View from the Receiving End: Regulatory Challenges in FOG Programs
- 11 a.m. Now You Smell Me, Now You Don't: Deodorants

NEW TECHNOLOGY

- 8 a.m. Improving Safety and Technology with Wireless Technology
- 9:30 a.m. New Technology for Locating Sewer Line Leaks
- 11 a.m. Solve Decentralized System Malfunction Issues and Site Challenges

ADVANCED INSTALLER COURSE

- 8 a.m. - 5 p.m. Presenters: Jim Anderson and Dave Gustafson
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BUSINESSES

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Contact John at 724-785-5892 PBM



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SEPTIC TRUCKS

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