

PROTM

PORTABLE RESTROOM OPERATOR



Indianapolis
FEBRUARY 24-27 2014

Pages 20, 28 & 38

December 2013
www.promonthly.com

CLEAN & QUICK

Texas PRO Lou Paulsen builds
Can-Doo Budget Rentals on
careful service, profitable rates
and a catchy TV jingle

Page 12

Outstanding in the Field

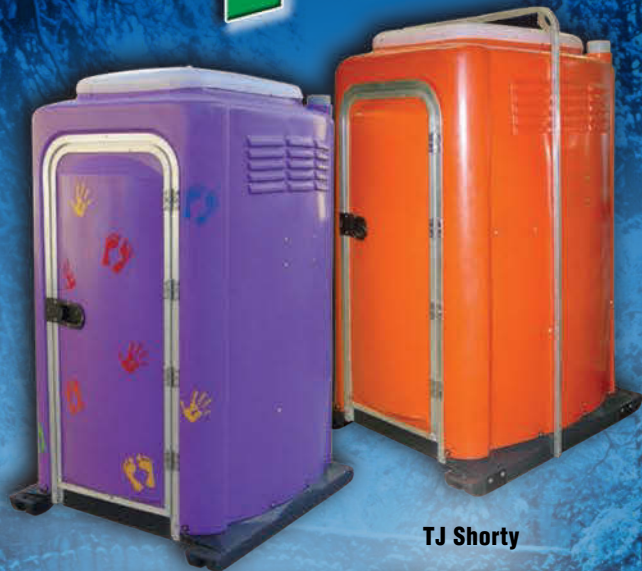
Nelson Sanitation & Rental hits the farm to
aid busy corn-detasseling workers **Page 22**



HAPPY HOLIDAYS FROM

TUFF-JON

In Business Since 1959



TJ Shorty



Tuff-Jon III



Tuff-Jon



- Tank sizes 60, 105, 225, 300 and 440 gallons.
- Standard holes are 2 - 3" holes with plugs
- Can customize holes to match your specs



90 Gallon Free-Standing Sink
(45 gallons fresh water)



Containment Tray



New Style Paper Dispenser
TJ Junior Single Free Standing Sink
(16 gallons fresh water)



Interior View of TJ-III



60 Gallon Rinse Tank



TJ Handy Stand
Waterless Gel Touch Dispensers

— OPTIONAL ACCESSORIES —

- Lifting Bracket Assembly
- Sky Heater
- Sinks Available For Both Styles of Tuff-Jon

The TSF Company Inc. | 2930 S St. Phillips Rd. | Evansville, IN 47712

Toll Free: **1-800-843-9286** | **812-985-2630** | Fax: **812-985-3671**

E-mail: **tsftuffjon@sbcglobal.net** | Web Site: **www.tuff-jon.com**



PORTABLE TOILETS | HOLDING TANKS | HAND WASH UNITS | ACCESSORIES

• SYSTEMS •



Condé ProVac

The Condé ProVac Industrial Pumpout Station is an intelligent pumping solution for locations not suitable for large vacuum truck hoses.



Masport HXL4V

11HP Compact Belt Driven System Well suited for 1000-1500 Gallon Tanks.



Condé SDS6 HD Powerpak

115CFM 28" HG Compact Belt Drive Package with Diamond Plate Base and Belt guard to ensure your system looks as good as your rig.



Fruitland RCF250 Eliminator Package

On Frame Mount Skid, with right angle gearbox drive, complete with secondary scrubber. Force fan air cooled design ensures this heavy duty pump will keep it's cool under extreme conditions

Like us on Facebook



**ARMSTRONG
EQUIPMENT
INC.**

800-699-7557

11200 Greenstone Ave. • Santa Fe Springs, CA 90670
562-944-0404 • Fax: 562-944-3636
www.vacpump.com

ADVERTISERS

in this issue

December 2013

COMPANY	PAGE	COMPANY	PAGE	COMPANY	PAGE	COMPANY	PAGE	COMPANY	PAGE
A		F		L		P		S	
Amthor International	25	Five Peaks	19	Liberty Financial Group, Inc...55		Pik Rite, Inc.	29	Satellite Industries	9
Armstrong Equipment, Inc.....	3	Fruitland Manufacturing.....	7	Liquid Waste Industries, Inc....	8	PolyJohn Enterprises	59	Slide-In Warehouse.....	37
C		G		M		PolyPortables, Inc.....	23	T	
CEI – Chandler Equipment, Inc.	13	Green Way Products by PolyPortables, Inc.	60	Marketplace	57	PSAI.....	27	T.S.F. Company, Inc.	2
Century Paper & Chemicals ..36		J		R		ScreenTech (MAGING) Roeda Signs & ScreenTech Imaging	8	W	
Classifieds	57	J & J Chemical Co.....	15	Kros International USA		TANKS Ronco Plastics	25	Walex Products.....	5
Comforts of Home Services, Inc. 21		J. C. Gury Company, Inc.	58	McKee Technologies Inc./ Explorer Trailers				Water Cannon, Inc.	11
E		Johnny Mover Trailer Sales ..	56	Surco Products				Whithner Screen Graphics	55
EZTrakR Systems Inc.	25	K		Mid-State Tank Co., Inc.	37	S			
		KeeVac Industries, Inc.	17	N		Safe-T-Fresh.....	35		
		Kentucky Tank, Inc.	17	National Tissue Company.....	21				

www.promonthly.com


Published monthly by



COLE Publishing Inc.

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

© Copyright 2013 COLE Publishing Inc.

No part may be reproduced without permission of the publisher.

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 subscribe please visit promonthly.com or send company name, mailing address, phone number and check or money order (U.S. funds payable to COLE Publishing Inc.) to the address above. MasterCard, VISA and Discover are also accepted. Supply credit card information with your subscription order.

Our subscriber list is occasionally made available to carefully selected companies whose products or services may be of interest to you. Your privacy is important to us. If you prefer not to be a part of these lists, please contact Nicole at nicolel@colepublishing.com.

CLASSIFIED ADVERTISING: Submit ads online at www.promonthly.com/order/classifieds. Minimum rate of \$25 for 20 words; \$1 per each additional word. Include a photo for an additional \$125. All classified advertising must be paid in advance. **DEADLINE:** Classified ads must be received by the 10th of the month for insertion in the next month's edition. **PHONE-IN ADS ARE NOT ACCEPTED.** Fax to 715-546-3786 only if charging to MasterCard, VISA, Discover or Amex. Include all credit card information and your phone number (with area code). Mail with check payable to COLE Publishing Inc. to the address above. **CLASSIFIED ADVERTISING APPEARS NATIONWIDE AND ON THE INTERNET.** Not responsible for errors beyond first insertion.



Jim Flory

DISPLAY ADVERTISING: Call Jim Flory at 800-994-7990. Publisher reserves the right to reject advertising, which in its opinion is misleading, unfair or incompatible with the character of the publication.

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.



2014 PUMPER & CLEANER ENVIRONMENTAL EXPO INTERNATIONAL

Education Day: February 24, 2014

Exhibits Open: February 25 - 27, 2014

Indiana Convention Center, Indianapolis

www.pumpershow.com

6 From the Editor: Running the Distance

Here are some tips to hit the pavement and sell your services to running-event organizers. - **Jim Kneiszel**

8 @PROmonthly.com

Check out exclusive online content

10 Back at the Office: Be a "Best Place to Work"

Does your company have what it takes to be on a great workplaces list? - **Judy Kneiszel**

12 COVER STORY



PROfile: Clean & Quick

Texas PRO Lou Paulsen builds his Can-Doo Budget Rentals on careful customer service, charging to turn a profit and a catchy TV jingle. - **Ken Wysocky**

ON THE COVER: Lou Paulsen relies on high cleanliness standards and new technology to build his Can-Doo Budget Rentals in Abilene, Texas. He is shown with a vacuum truck built by Lane's Vacuum Tank Inc. (Photo by Paul White)

20 Pumper & Cleaner Expo: Time Well Spent

Marking my 10th Pumper & Cleaner Expo, here are nuggets of advice I'd give first-time visitors to the biggest and best environmental services trade show. - **Jim Kneiszel**

22 On Location: Outstanding in the Field

Minnesota's Nelson Sanitation & Rental provides a vital service to the agriculture community during the long seed corn-detasseling season. - **Dee Goerge**

28 Pumper & Cleaner Expo: Visit Indy Neighborhoods

Six historic districts showcase active art and music scenes for visitors to the Pumper & Cleaner Environmental Expo. - **Sharon Verbeten**

34 Truck Corner: Test Your Vac Truck Knowledge

How well do you know your daily driver service rig? Take Bob's annual truck corner quiz and find out. - **Bob Carlson**

36 Expo Spotlight

A self-lowering restroom trailer high on Expo must-see list. - **Craig Mandli**

38 Accredited Education & Training - 2014 Pumper & Cleaner Expo

54 Product Focus

Holding Tanks and Transport Trailers - **Craig Mandli**

58 Product News

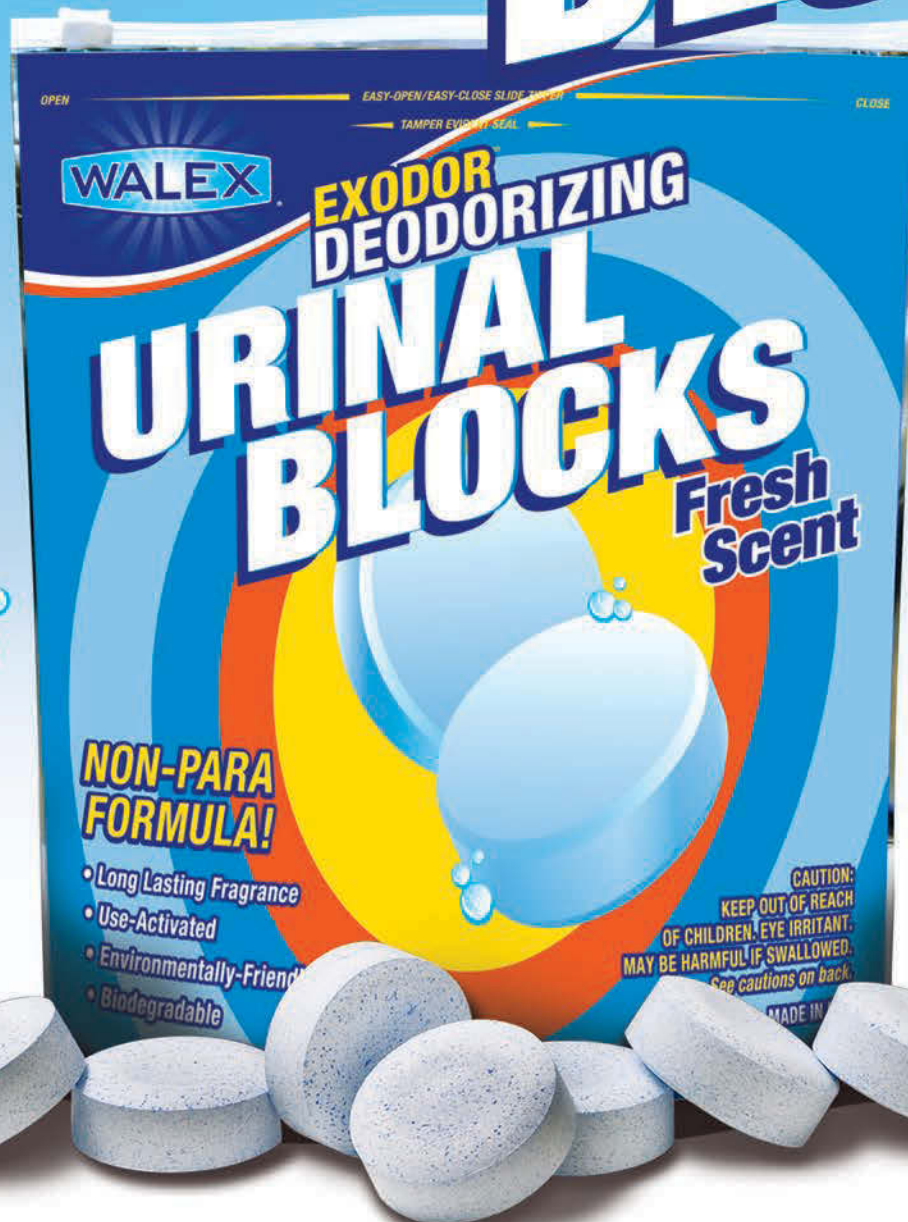
58 Industry News

COMING NEXT MONTH — January 2014

- **Expo Exhibitors:** New products roundup
- **PROfile:** North Dakota rental store turns to portable sanitation
- **On Location:** Colorado PRO has luck of the Irish

NEW!

URINAL BLOCKS



NON-PARA FORMULA!

Powerful Performance!

- Long lasting fragrance
- Use-activated
- Environmentally friendly
- Biodegradable
- Fully dissolvable formula

**COMPLIANT
in all
50 states**



BOOTH
3213

WALEX

800.338.3155 | 910.371.2242
INFO@WALEX.COM | WWW.WALEX.COM

Contact us: PRO strives to serve the portable restroom industry with interesting and helpful stories. We welcome your comments, questions and column suggestions and promise a prompt reply to all reader contacts. Call 800/257-7222; fax 715/546-3786; email PRO editor Jim Kneiszel at editor@promonthly.com.



Running the Distance

HERE ARE SOME TIPS TO HIT THE PAVEMENT AND SELL YOUR SERVICES TO RUNNING-EVENT ORGANIZERS

By Jim Kneiszel

The next time a running-event customer balks at renting enough restrooms to serve the crush of humanity looking for a prerace bathroom break, Ron Crosier has a good argument for you to use.

"When someone misses the start gun because they're in the toilet, they're going to be looking for another race next year," says Crosier, a runner himself and a fitness enthusiast, as well as a portable restroom operator in West Virginia.

"It's huge the way they're taking off," he says of running events. "All of a sudden it seems like there's a run every weekend within driving distance of your house."

Crosier's comment says two things to portable restroom contractors going after race event business. First, you should start looking around now to find the new events to pitch for your business. And secondly, when you gain a new race customer, you need to drive home the point that portable sanitation is a critical part of the event's ongoing success.

It's clear that if event organizers don't provide adequate facilities, runners will lace up their shoes and jog elsewhere.

I know Crosier and his company, Crosier's Sanitary Service Inc., of Lansing, W. Va., from previous feature stories on his company. But I had no idea about his passion for running ... until I saw his name turn up in a recent issue of *Runners World*, the *Portable Restroom Operator* of the road racing set. Crosier was interviewed for a story about race event portable sanitation, and the magazine reached him through the Portable Sanitation Association International, where he serves as president.

It just so happens that the PSAI is currently reviewing its standards for numbers of restrooms provided at special events, and Crosier is keenly interested in developing more realistic numbers to promote to event organizers to address their specialized needs. And who better to speak on the subject than Crosier - who runs 15 to 25 miles per week and has taken part in a marathon and several half-marathons, as well as duathlons (running and bicycling) and triathlons (running, bicycling and swimming), and is a traffic engineer by education?

The traffic engineering background came into play when Crosier attended a race and started putting a stopwatch to restroom users. He scoped out banks of 10 restrooms at the race and started to count how long users were spending in the units. He quickly identified a pattern that the average restroom use took 1 minute and 15 seconds, and he didn't observe

a time difference between male and female users. He also determined that most of the runners wanted to visit a restroom at some point 45 minutes before the start of the race.

The observations confirmed what he thought all along: races require an inordinately high number of restrooms, and they would seldom, if ever, be filled to capacity. And because of the heavy use over a short period, there is no way around the need for a lot of units.

His studies and years of running led to Crosier scratching out a basic formula for determining the right number of restrooms for a race. Mind you, he and the PSAI are still studying the topic, and I'm sure they'd welcome your input as well. I'm not a mathematician, but the explanation goes something like this:

Figure that 80 percent of runners want to use the restroom in the 45 minutes leading up to the start of the race. Based on Crosier's average user time of 1 minute, 15 seconds, it looks like each restroom will serve roughly 35 runners in the 45 minutes leading up to the start time. So if 500 runners show up, and 80 percent, or 400 of the runners, need to use the facilities, you'll need about a dozen restrooms to get them in and out on time. Now extrapolate that for a much larger event and you soon need three figures of restrooms lined up.

With long lines at some races, runners find it much easier to go behind the bushes to relieve themselves. Crosier saw it while running the Chicago Marathon.

"In Lincoln Park, everybody is shooting over into the trees, the guys and the girls," he says. "It's a constant stream and nobody pays attention to it."

You can imagine that most race directors would prefer that doesn't happen. So they need to be convinced that it's good for public relations - and public health concerns - if they order more and better restroom facilities. I discussed some ideas with Crosier on how to improve your pitch to race clients for the coming year. Here are a few things to consider:

START THE RACE AND HOLD THE FINISH PARTY AT THE SAME SPOT

If the customer orders enough restrooms at the starting line, they likely won't be filled up after the runners take off. So why not use them for an after event? Crosier said he was at a race where the finish was five blocks from the starting line, and consequently the restrooms at the start were underused and the public bathrooms at the finish were overused. It seems common sense to prod the race team to choose a layout that promotes optimal restroom usage.

THINK ABOUT USER QUEUING WHEN YOU SET UP UNITS

Crosier observes that a single line of users waiting for a bank of restrooms promotes better traffic flow. When a line forms for each unit, slower users



Ron Crosier, of Crosier's Sanitary Service Inc.

cause longer waits for some of the lines. A single line moves faster and more efficiently. Promote ways to have users naturally queue in a single line.

ADD HAND SANITIZERS IN THE UNITS

Crosier believes hand sanitizers in all units should be a minimum requirement in the first place. You want to promote cleanliness at special events, and an in-unit hand sanitizer seems like the quickest way to accomplish that goal. Impatient runners are already waiting in one line to use the restroom. Don't make them come out of the unit and wait in another line to use a freestanding sink. Time is of the essence as they try to get to the starting line or stop along the route.

CAN YOU PROMOTE URINAL UNIT USAGE?

Crosier bought a Kros Event Urinal when they were introduced to the U.S. market at the Pumper & Cleaner Environmental Expo International several years ago. He liked the concept of a four-sided urinal the size of a typical restroom. There are similar trough products available that can serve multiples of men quickly, freeing up other units to be used by women. But the urinal products haven't caught on in the U.S., Crosier says, even though he believes they would be a good fit for running races. Maybe offering screening or tents to obscure the view of urinal units would make them more appealing to race organizers. They would certainly speed up the lines.


STAYING IN SHAPE

Apart from his research to better serve race customers, kudos go to Crosier for his personal fitness efforts. He says he recognized a need in his 40s to get in shape after following a more sedentary lifestyle, and now at 50, it sounds like he's in the best shape of his life. His change is a good reminder that we should all eat better and exercise regularly for a longer, healthier life with our families. Good job, Ron! ■

*Wishing you
special treasures
and simple
pleasures.*





SEASON'S GREETINGS FROM
YOUR FRIENDS AT COLE PUBLISHING



BOOTH
6007

Pump Envy

The Color of PERFORMANCE




**Ready2Rig
Eliminator 250**



Fruitland® "blue" is recognized around the world as the color of premier commercial heavy-duty pumps and has become synonymous with reliability, efficiency and performance. It has become the reliable standard for many companies in a myriad of industries all around the world.

Fruitland® offers several design features to lower operating costs and installation is as easy as 1,2,3. Tailor your individual portable sanitation needs with an Eliminator package and enjoy effortless installation combined with the power and durability of Fruitland®. True Blue. The color of Fruitland® Pumps and the color of performance.



FRUITLAND®
Manufacturing Est. 1957
VACUUM PUMPS
Reliability Redefined

Toll Free: 1-800-663-9003
905-662-6552

www.fruitlandmanufacturing.com
324 Leaside Avenue, Stoney Creek, Ontario, L8E 2N7

Happy ScreenTech Holidays
IMAGING
a division of Roeda Signs, Inc.

Wishing You a Prosperous 2014!

Your Industry Leader For
CUSTOM & STOCK DECALS!



1000's of Stock Decals

- Service Records
- Custom Decal Designs
- Die-Cut Shaped Decals
- Lack of Service Tags
- Fence Signs
- Signs & Safety Products

BOOTH 2022

Contact Us Today! 800-829-3021

WWW.SANITATIONGRAPHICS.COM

Portable Restroom Delivery TRAILERS

Heavy Duty Steel with Double Axle, Electric Brakes, Flush Mounted Lights and Built-in Ratchet Straps



- no sides -

6 Hauler	\$2600.00	(12ft)
8 Hauler	\$3300.00	(16ft)
10 Hauler	\$3850.00	(20ft)
12 Hauler	\$4300.00	(24ft)
14 Hauler	\$4600.00	(28ft)
16 Hauler	\$5400.00	(32ft)
18 Hauler	\$6200.00	(36ft)
20 Hauler	\$6800.00	(40ft)

Custom Lengths Also Available!

877-445-5511

www.RestroomDeliveryTrailers.com

@PROmonthly.com

Visit the site daily for new, exclusive content. Read our blogs, find resources and get the most out of PRO magazine.




Appearance Matters

PRO Eye-Candy

Take a look at some of the most colorful, most unusual portable restrooms in the industry. From cherry-red phone booth designs to camouflage stumps, this selection begs the question: Does appearance matter to your customers?

www.promonthly.com/featured



Going Up?

Disposal Cost Dilemmas

Whether you dispose of waste at a treatment facility or handle it yourself, the costs can be immense. Learn about the delicate balance between increasing customer rates and paying for rising disposal costs.

www.promonthly.com/featured

5 Online Secrets

What the Web?

Still confused about online marketing? Find advice on Web hosting, online marketing, site design and more from marketing professionals. Your small business website will thank you.

www.promonthly.com/featured



Basic Coverage

Got Insurance?

If insurance has you confused, you're not alone. Finding the proper policies can be daunting for a small business owner because the options are seemingly endless. Get the scoop on everything from umbrella policies to equipment floaters in this online insurance primer.

www.promonthly.com/featured

emails and alerts

Visit PROmonthly.com and sign up for newsletters and alerts. You'll get exclusive content delivered right to your inbox, and you'll stay in the loop on topics important to you!

connect with us!

Find us on Facebook at www.facebook.com/PROmonthly or Twitter at twitter.com/PROmonthly

*They finally made a portable
restroom I will use.*



MAXIM 3000

with optional sink and shelf

Learn more.

*Call your Area Manager
or visit us on-line at
www.satelliteindustries.com*



800-328-3332



Be a “Best Place to Work”

DOES YOUR COMPANY HAVE WHAT IT TAKES TO BE ON A GREAT WORKPLACES LIST?

By Judy Kneiszel

In communities all over the country, newspapers and other media outlets conduct surveys each year, compile the results and release lists of the best places to work in their coverage area. National magazines also publish lists of great companies to work for.

As you wrap up another calendar year of business, take time to reflect on what it means to be a great place to work. If your employees were surveyed, how do you think your company would rank?

The good news is, it doesn't matter what type of business you are in. A company that essentially sells happiness ... say, a toy factory ... could be a miserable place to work. Likewise, people assembling something as dull as toothpicks could be thrilled to go to work each day. It has little to do with the product or service being sold and everything to do with attitude and atmosphere.

I've spent time wading through “Best Places to Work,” and “Greatest Workplace” lists from around the country and companies topping the lists seem to have a lot in common. Here are a few traits they share:

GOOD WORKPLACES FACILITATE BALANCE

People are happiest when their work and home lives are in balance. Companies that consistently top lists of best places to work offer flex time, job sharing, telecommuting and other solutions to workers who have small children, elderly parents or personal issues to take care of. Giving employees the tools to help them manage the challenges they face at home helps them focus better on work. Peace of mind increases job satisfaction. Forcing someone to miss her 6-year-old's debut as George Washington in the school play could cause long-term resentment against an employer.

A GOOD WORKPLACE KEEPS EMPLOYEES ENGAGED

In a good workplace, management doesn't just rule from on high. When workers are challenged and asked for input they feel more valued. This doesn't mean managing by majority rule. Rather, it means solving problems by gathering information from the people closest to the problems who have to live with the consequences of your decisions.

A GOOD WORKPLACE OFFERS OPPORTUNITY

Workers who see proof that their company continuously challenges employees, promotes from within and offers additional training report being happier. A great workplace doesn't have any dead-end jobs.

A GOOD WORKPLACE FOSTERS GOOD COMMUNICATION

While employees shouldn't expect to be privy to every financial detail or personal information about management and co-workers, a good workplace has few closed-door meetings. Information is shared freely and everyone

from top to bottom understands the company's values and mission. Clear communication builds trust, and people who trust their employers enjoy their jobs more.

A GOOD WORKPLACE RECOGNIZES PERFORMANCE

Complimenting the work of others goes a long way toward creating a happy workplace. People just stand up a little straighter after they've been given a pat on the back. Whether it's a monetary bonus or an employee of the month plaque, recognition builds loyalty. Happy workers take pride in what they do, and recognition builds pride.

A GOOD WORKPLACE IS FAIR

High pay doesn't usually make the list of characteristics that qualify a company as a great workplace. That's because money alone doesn't make an employee enthusiastic about coming to work in the morning. That said, a worker will never be happy if he or she isn't paid a fair wage no matter how many of the other “great workplace” criteria are met. And yes, people do compare paychecks with each other in the same company and with peers outside the company.

A GOOD WORKPLACE IS FUN

Great workplaces seem to have a lighter atmosphere because workers and management recognize the value of humor, fun and relaxation. Getting together outside of work or taking time to share a story around the water cooler or lunch table help make the place people spend almost a third of their life more pleasant. People who laugh and smile at work have less stress and are more creative, productive and open to idea sharing.

A GOOD WORKPLACE IS A GOOD CITIZEN

People are happier at work when those outside of their company recognize its name for good things it has done in the community. Companies that support charitable causes and encourage employees to do likewise often earn a reputation as a good place to work.

A GOOD WORKPLACE IS CONSISTANT

In times of high unemployment people often feel obligated to take any job they are offered and do anything to keep it, so business owners don't worry as much about their company's reputation as a workplace. This is a mistake because employees will always be more productive if they are happy at work. And as the economy improves and unemployment drops it's even more valuable to be known as a great workplace, because great workplaces attract great employees, and keep them. ■



Pressure Washers, Replacement Engines, Pumps, Parts & Accessories



WaterCannon.com

30
YEARS OF
SERVICE

1.800.333.WASH (9274)



Industry Trained Staff

available from 8:30 a.m. to 9:00 p.m. weekdays E.S.T.

Orlando | Phoenix | Minneapolis | Hattiesburg | Melbourne | Toronto | Bogota
International: 1-321-800-5763 ext.115

CLEAN & QUICK

Texas PRO Lou Paulsen builds his Can-Doo Budget Rentals on careful customer service, charging to turn a profit and a catchy TV jingle

BY KEN WYSOCKY

Embracing productivity-enhancing technology such as GPS units and route-scheduling software, and modern marketing methods like radio and television advertising have enabled Lou Paulsen to build a thriving portable sanitation mainstay in Abilene, Texas.

But the real secret to 30-plus years of success for Can-Doo Budget Rentals Inc. stems from something much simpler. As Paulsen puts it, everything boils down to just three words: service, service and service.

"We've been service-oriented since day one," says the plainspoken Texan, who founded his company in 1981. "The first thing I tell a new employee is that if a restroom isn't clean enough
(continued)

Can-Doo Budget Rentals, Inc. Abilene, Texas

Owners: Lou Paulsen, majority owner

Founded: 1981

Employees: 14

Specialty: Portable sanitation

Service area: 100-mile radius around Abilene

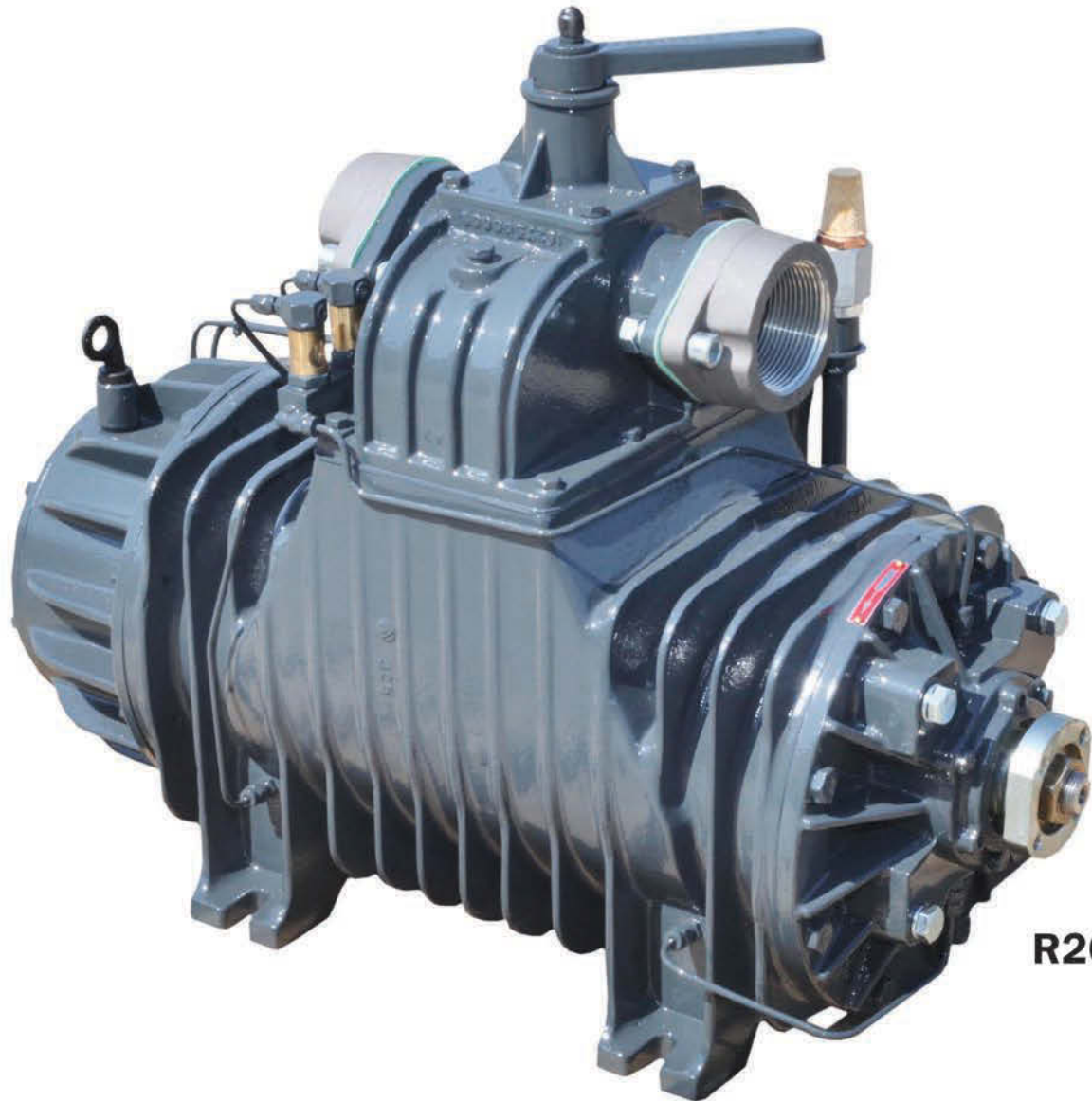
Affiliations: Portable Sanitation Association International

Website: www.candooportablerestrooms.com



Lou Paulsen relies on high cleanliness standards and new technology to build his Can-Doo Budget Rentals in Abilene, Texas. He is shown with a vacuum truck built by Lane's Vacuum Tank Inc. (Photos by Paul White)

IT'S A **Jurop**



R260

Jurop's innovative engineering is presented in many of our pump and blower models. This state of the art technology is also available in the RV twin-fan models. Jurop's twin-fan, air-cooled, or liquid cooled designed pumps produce higher heat displacement, reduce overall temperature and decrease noise, all while increasing overall performance. Our engineered C.E.I. - Jurop pump packages provide trouble-free installation, saving you valuable time, while providing superior vacuum and pressure.



800.342.0887
WWW.CHANDLEREQUIPMENT.COM
TANK COMPONENTS • VALVES • VACUUM PUMPS



for his mother, wife, daughter or girlfriend to use, it's not clean. And if he doesn't want to clean restrooms to that standard, he can hit the road."

To Paulsen, providing great service also requires further groundwork, such as having thorough discussions with customers to accurately determine how many units they need. That's not always easy, because customers inevitably want to use as few units as possible to save money. He learned that the hard way while renting restrooms for his first special event: a Knights of Columbus brat fry.

The group insisted that four restrooms would be adequate, a number that ended up woefully inadequate when 750 or 800 people showed up. "They called and said the restrooms were overflowing," Paulsen recalls. "So I spent the rest of that afternoon with a pump truck, servicing the restrooms. That was my initiation into the special-event business."



Above: Can-Doo employee Zack Bradshaw uses a rivet gun to affix the company's nameplate to a new PolyJohn PJN3 restroom.

Right: Technician Rod Jones uses a grinder to repair a part from a vacuum truck in the Can-Doo shop.



READY FOR ANYTHING

Quick response is another prerequisite for top service, which is why someone from Can-Doo is always on call, ready to answer the phone 24/7. That pays dividends in situations like the time a waterline broke at a local Walmart store, rendering the restrooms unusable. Within an hour, Can-Doo delivered 16 restrooms, which allowed the store to remain open.

Well-trained employees also are critical to providing great customer service. Paulsen says he trains employees in all aspects of the business, from knowing how to figure out the number of units required for various jobs to driving safety.

"The first thing we teach them about driving is that a vacuum truck is a work horse, not a race horse," he emphasizes. "We don't allow them to drive more than 60 miles per hour. It's hard to get it through their heads that you can't drive a vacuum truck 75 miles an hour and expect it to last.

Technician Rod Jones lowers the steps on one of the company's restroom trailers from Ameri-Can Engineering.



"If you have to drive 50 miles out and 50 miles back to service a restroom, you have to know what it's costing you to do that. It's a common failing in this industry ... a lot of operators may be good mechanics or what not, but they simply don't know how to get their costs right."

LOU PAULSEN

"We also don't allow our drivers to smoke and drive at the same time, or use a cellphone unless they pull off the road," he adds, pointing out that years ago, one of his drivers had a wreck while talking on a cellphone.

Paulsen is also a believer in getting workers certified by the Portable Sanitation Association International. As a member of the PSAI board of directors for six years, he also encourages portable restroom operators to join the professional group.

"I got interested and became a member about 20 years ago, after I attended a [Pumper & Cleaner Environmental Expo International] and visited a PSAI booth," he says. "There's no college or learning institution for the portable restroom business, but PSAI puts it all together. It's worth it just for the knowledge you learn from other operators - you can't put a dollar-and-cents value on what that's worth. The annual fee is the best money you'll ever spend in this business."

(continued)

Merry Christmas!

J&J

Providing Millions & Millions of Services Worldwide!

Since 1967



And A Happy New Year!

1-800-345-3303 • www.jjchem.com • order@jjchem.com



www.facebook.com/JJChemicalCo • www.youtube.com/JJChemCo/



BOOTH
2226

SWITCHING GEARS

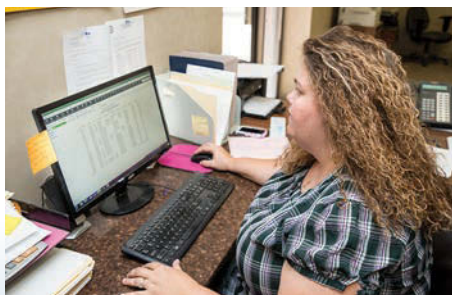
Before he entered the portable sanitation business, Paulsen owned and operated a marina in Peoria, Ill. After deciding to make a career change and doing market research, he moved to Abilene and started out with 20 restrooms, a pickup truck with a 200-gallon waste/50-gallon freshwater slide-in tank and one employee: himself.

Today, Can-Doo employs 14 people in Abilene and a branch facility 90 miles southwest in San Angelo, Texas, and owns about 1,000 restrooms (including about 20 handicapped-accessible and four ADA units) made by PolyJohn Enterprises, Satellite Industries and PolyPortables. Its business volume is about 65 percent monthly rentals (construction sites, remote oil-drilling rigs and military bases) and 35 percent special-event rentals.

The company's roster of equipment has grown dramatically, too. Paulsen's truck fleet includes a 2008 Dodge 4x4 with a 650-gallon waste/350-gallon freshwater steel tank; a pair of 2007 GMC 5500 models with a 650-gallon waste/300-gallon freshwater steel tank; a 2012 Dodge with a 750-gallon waste/400-gallon freshwater aluminum tank; and a 2013 Ford with a 750-gallon waste/400-gallon freshwater aluminum tank. All five trucks were built out by Lane's Vacuum Tank Inc.

(continued)

Marcy Greenwood works the office at Can-Doo. The company uses technology to improve efficiency in its day-to-day operations.



He's a TV pitchman

When Lou Paulsen ran a marina in Peoria, Ill., he used television commercials to promote the business. Decades later, he's finding that the same medium – which is unconventional for portable restroom operators – still generates great results.

Paulsen says he's been running 60-, 30- and 15-second spots on two local television stations in Abilene for about the last five years. The cost? About \$20,000 annually.

"It's just another way of getting your story across and everyone watches TV," he says. "It's a great way to explain your benefits – let people know we have clean units."

Paulsen says he doesn't use any special or sophisticated metrics to determine the commercials' effectiveness. But he says he's seen a "definite increase in sales" since Can-Doo started running the spots. "I'm pretty confident we get a good return on our investment," he notes.

It's important to change things up and not run the same commercials over and over again, Paulsen says. As such, Can-Doo commercials feature different products, such as single restroom units and restroom trailers, for example. For the latter, it's beneficial to visually highlight the luxury interior features.

"I started with one restroom trailer a number of years back and didn't do a good job of advertising it," he explains. "But after we started advertising it on TV, we had to go out and buy a second trailer, then a third and so forth. You've got to tell people what you have to offer."

"I just had a mother and daughter come in to look at luxury trailers for a wedding, because they saw one of our commercials," he adds. "It happens all the time, and I can tell you that foot traffic is not normal at a restroom rental operation!"

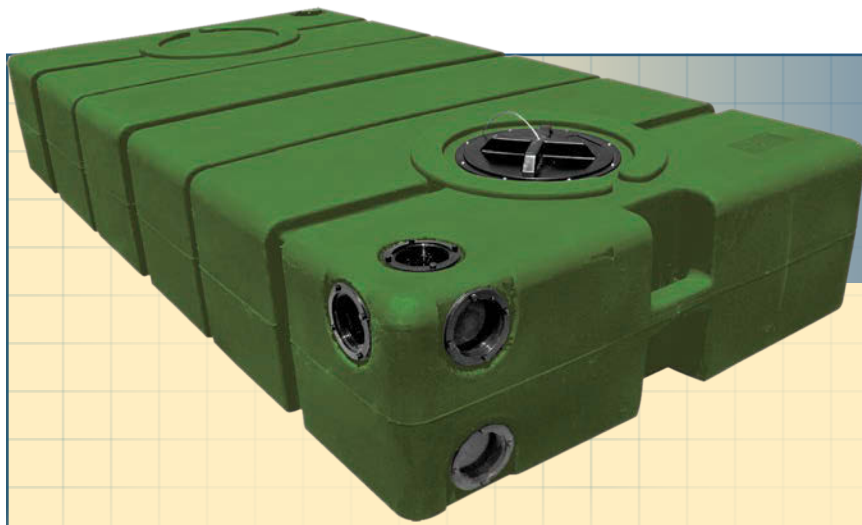
Of course, any good television ad campaign requires a catchy slogan, and Paulsen's is a doozy: "You have to have one when you don't need one if you expect to have one when you do. And it's better to have one and not need one, than to need one and not have one."

(Visit www.candooportablerestrooms.com to hear Paulsen recite it.)

"It's pretty famous in these parts," he says. "People recite it to me when they see me – or at least part of it. Or they ask me to say it."



The Can-Doo Budget Rentals team includes, left to right, Randy Koza, Zack Bradshaw, Rod Jones, Lou Paulsen, Maria Keels and Marcy Greenwood.



Pro Pumper 250 Waste Holding Tank

16
Colors



- 16" x 46" x 93.5" with 250 gallon capacity
- Interlocking/stackable for easy shipping and in-lot handling
- In-mold fork lift skids – NO pallet required!
- In-mold handle makes positioning and pumping easy
- One 10" pump out lid with steel tether included
- 7 threaded inlet fittings
- Patent pending

**kentucky
tank**

Click
or Call

kentuckytank.com/pro 1.888.459.8265

The Best Place for Tanks

Happy Holidays from Uncle Sam!



IRS Section 179: TAX DEDUCTION!

Write Off Your Full Purchase Price In 2013! Don't Wait Until Time Runs Out! Order Your New Truck Now.
Offer Expires 12/31/13
(Consult your tax professional)

Like us on
Facebook



Denver, CO • Bellefonte, PA • Kansas City, MO



Year-End Clearance on ALL STOCK UNITS!

On The Lot Selection! (see list below) Take Delivery Now ...
Write Off Your Full Purchase Price!

RESTROOM TRUCKS

2013 Ford F550, 1200 900/300
2014 Ford F550, 1200 900/300

2014 International, 2000 1500/500

MIX & MATCH ... Great Selection of Tanks and Chassis IN STOCK for Custom Builds

SEPTIC PUMPERS

2013 Peterbilt 2500 Alum
2012 Ford 2500 Steel
2013 International 2500 Steel
2013 Hino 2500 Alum
2013 Peterbilt 3600 Alum



2012 International 3600 Steel
2013 Freightliner 3600 Steel Front Hoist rear open Door
2013 International 4800 Alum

Authorized Factory
Master Distributor

progress vactruck

866.789.9440

www.keevac.com

T1213



Technician Rod Jones loads a restroom after servicing it at a construction site.

In addition, the company owns two trucks built out by Crescent Tank Manufacturing, a 2007 Isuzu flatbed with a 500-gallon waste/200-gallon freshwater aluminum tank and a 2007 Isuzu flatbed with a 650-gallon waste/350-gallon freshwater steel tank. It also relies on three trucks outfitted by TLH Welding: a 2005 International 4300 with a 900-gallon waste/400-gallon freshwater aluminum tank; a 2008 Chevy 3500 with a 650-gallon waste/300-gallon freshwater aluminum tank; and a 2001 Isuzu NPR with an 800-gallon waste/400-gallon aluminum freshwater tank.

In addition, Can-Doo also has seven restroom trailers, most from Ameri-Can Engineering; three shower trailers, two fabricated in-house; and four flatbed trailers made by Lane's Vacuum Tank Inc.

TURN A PROFIT

"It was hard to get started," Paulsen recalls. "For the first year and a half, I worked nights at a factory, assembling computers. I spent a lot of time just knocking on doors and relying on word-of-mouth referrals. It took about two years before I was well established. But one thing I know for sure: The harder I worked, the luckier I got."

Paulsen says he benefited from joining both the local chamber of commerce and a local homebuilder's association, which helped him get to know area contractors who otherwise weren't generally available during his early door-knocking marketing efforts. "It was hard to meet them by going door to door," he notes. "But at meetings, I got to rub elbows with them once a month."

Paulsen also benefits financially by billing people in four-week increments instead of monthly. The way he sees it, renting restrooms is essentially a weekly business, so why not charge by the week and receive 13 payments a year instead of 12? "It just made sense to me to get an extra payment per year," he says. "And most contractors rent equipment from supply houses by the week, so they were already used to that kind of billing cycle."

Charging prices that account for all overhead expenses and still provide a sufficient profit margin is also instrumental to Can-Doo's growth. Paulsen says he's never the lowest-priced provider, and notes that providing top-notch customer service allows him to charge more than low-ball operators and still retain business accounts.

"You can't give anything away," he says. "If you have to drive 50 miles out and 50 miles back to service a restroom, you have to know what it's costing you to do that. It's a common failing in this industry ... a lot of operators may be good mechanics or whatnot, but they simply don't know how to get their costs right."

ROUTE DENSITY A KEY

A new market for Can-Doo - restroom rentals at remote oil-rig operations spawned by the fracking boom - illustrates the point. In an

extreme instance, Can-Doo has to deliver and service units that are up to 160 miles away. Because road conditions are rough, Paulsen relies on four-wheel-drive trucks to clean these restrooms.

Oil-patch customers are very price sensitive, Paulsen says, so it's sometimes more cost-effective to place two restrooms at a drilling pad instead of one, which reduces service calls from weekly to every other week. With a \$2-a-mile trip charge, the less-frequent service calls also keep customers' expenses down.

"We also look closely at what we can do to make it cost-effective, so we don't have to charge an arm and a leg for fuel," he adds.

"The first thing I tell a new employee is that if a restroom isn't clean enough for his mother, wife, daughter or girlfriend to use, it's not clean. And if he doesn't want to clean restrooms to that standard, he can hit the road."

LOU PAULSEN

To boost route density and improve efficiency, Paulsen uses software from RouteOptix Inc. that prints out a schedule for the driver, eliminating time-wasting and profit-killing crisscrossing of routes. The software analyzes daily service runs and develops the most efficient routes.

Along with that, Paulsen uses a fleet GPS program made by Teletrac Inc. It not only constantly shows where every Can-Doo truck is located, but also tells how fast a truck is driving, if it's idling and many other factors. Paulsen says that the system has not prompted any resentment from route drivers. In the

long run, they understand the system promotes efficiency, which is good for the company overall. It's especially useful when an emergency run pops up and a dispatcher can send the truck that's most conveniently located to handle the call, Paulsen says.

BIGGER NOT ALWAYS BETTER

Paulsen does not anticipate dramatic growth in the years ahead. At one time about 20 years ago, Can-Doo had branch facilities in Fort Worth, Corpus Christi and San Antonio, along with the Abilene and San Angelo divisions. But getting bigger isn't always better, he says, noting that the larger the company got, the harder it was to keep track of personnel and operations and maintain a high level of service.

"When you're 250 miles away, it's pretty hard to keep a finger on things," he says. "You need to have the right people and the right controls."

Having sold off the other operations, "Now I'm just content to concentrate on what I have," he concludes. ■

MORE INFO

Ameri-Can Engineering
574/892-5151
www.ameri-can.com

Crescent Tank Mfg.
585/657-4104
www.crescent-tank.com

Lane's Vacuum Tank, Inc.
800/592-3308

PolyJohn Enterprises
800/292-1305
www.polyjohn.com
(See ad page 59)

PolyPortables, LLC
800/241-7951
www.polyportables.com
(See ad page 23)

RouteOptix, Inc.
866/926-7849
www.routeoptix.com

Satellite Industries
800/328-3332
www.satelliteindustries.com
(See ad page 9)

Teletrac Inc.
714/890-7635
www.teletrac.com

GET NOTICED.

In a crowd of generic portable restrooms Five Peaks stands out.

Tough AND attractive? **YOU BET** and at a great price. All of our portable restrooms include standard features such as hand sanitizer dispenser, oversized stainless steel mirror, corner shelves, utility hook, hover handle, three-roll paper holder, gender sign and exterior door hasp. Call Five Peaks today for details.



ASPEN
Portable Restroom



To place an order or for more information please contact us:

Five Peaks ☎ 231.830.8099 📞 866.293.1502 📠 231.739.2131

🌐 **fivepeaks.net** | info@fivepeaks.net | Follow us on facebook  facebook.com/fivepeaks



Time Well Spent

Marking my 10th Pumper & Cleaner Expo, here are nuggets of advice I'd give first-time visitors to the biggest and best environmental services trade show **By Jim Kneiszel**

When I pull the car into downtown Indianapolis in February, it will mark the beginning of my 10th Pumper & Cleaner Environmental Expo International. It doesn't seem so long ago that I was on my first trip to the Expo in Nashville in 2005. I couldn't believe the enthusiasm I saw from the moment I stepped off the airplane.

"Vee love za pumpas," a woman with a thick German accent said, greeting me in the airport. From that airport worker to the hotel hospitality staff, and from the exhibitors to regular Expo attendees – there's a thrill and excitement every time the show rolls around. It's been the same in Nashville, Louisville, and now my new personal favorite Expo venue in Indy.

After walking the exhibit hall for three days and while I'm making the car ride home to Wisconsin, my mind sometimes wanders to the advice I would give first-time Expo attendees to make their trip to the industry's biggest show more enjoyable. What tips could I impart that would help them get the most out of the trade show experience?

This year, I decided to jot down some of my ideas for first-timers and experienced Expo attendees alike and present them before the big event. I hope at least one of these nuggets from an Expo veteran will be helpful come Feb. 24-27 at the Indiana Convention Center:

GET COMFORTABLE

Hitting the Expo is more about endurance than speed. With four days (Education Day and three exhibit days), you have time to slow down and take it all in. But you should be prepared to feel refreshed and ready to go every morning. My first tip is to wear comfortable shoes and have two pairs so you can alternate by days. I buy one new pair of quality shoes every winter and break them in for Expo duty. You don't want tired, sore feet to take away from your experience. Also remember to drink plenty of water and bring along lip balm. The dry indoor air at a trade show can be dehydrating. Ample snacks and refreshments are available at the Expo. It's also good to step outside for some fresh air a few times a day. And though there's so much to do and see with your industry friends after show hours, be sure to get plenty of sleep. When you get up in the morning, have a good breakfast, as your mother always told you.

HAVE A SYSTEM TO COVER THE EXHIBIT HALL

The vast exhibit floor can be an imposing sight when you enter the Indiana Convention Center. One look at the show floor map can also have a paralyzing effect on the first time visitor. A systematic approach to working the exhibit hall will ensure you don't miss a vendor you really wanted to see and keep you from passing unnecessarily through the same area multiple times. I recommend grabbing a map at the registration area and studying it before charging into the hall. Make a mark at all the booths that are "must-



sees," including your existing vendors, all those that carry a product you're interested in purchasing, or new technologies you're interested in considering for your business. Then divide the exhibitor map by the number of days you have at the Expo. If you'll be there all three days, draw a grid of three areas to cover. Alternately, you can color code the booth markings to make sure you hit the most important companies in the time you have allotted. The key is to organize your visit to accomplish all of your priorities.

When you're planning your time at the Expo, it can be helpful to take a systematic approach to working the exhibit floor. It will help you get to all the vendors you really want to see and keep you from passing unnecessarily through the same area multiple times.
(Photo by Luke Laggis)

DON'T MISS OUT ON EDUCATION OPPORTUNITIES

Some visitors come just to see the exhibits, and with good reason. You won't see this extreme collection of environmental services equipment anywhere else. But if you ignore the education opportunities the Expo has to offer, you're leaving some professional value on the table. Education Day, on the first day of the Expo, features dozens of classes with some of the industry's best teachers and presenters. The seminars can often be used to satisfy ongoing training requirements from your state. Or you can attend a variety of marketing sessions that will help you promote and grow your business. Also, you may walk into a class that introduces you to the next service your business can provide to customers. Take time to read the seminar descriptions in the Expo guide and plan your day. And remember, a host of seminars and demonstrations continue the days after Education Day.

SEE WHAT YOUR REGULAR VENDORS HAVE TO OFFER

You might say, "I already know my existing vendors and what they carry. So I should spend my time visiting new exhibits." That's true to a degree. But relationship building has always been and will continue to be a big key to success for small businesses. You need face time with the rep that supplies your equipment and inventory of consumable items to make

Thank You for a Great Year

SHOWER TRAILERS

BOOTHS 5325, 5326, 5329

Happy Holidays!

See Us At 




Standard Options

- Includes LPG Heat On Demand Water Heaters
- Private Showers
- Changing Area with Optional Bench
- Water Resistant Interior
- Steel Studs & Roof Rafters
- Exhaust Fans
- Roof Top Air-Conditioners/Heaters/Heat Pumps

3-Station Combo

2-Station Combo

4-Station Combo

4-Station Combo

6-Station

8-Station w/Sinks

16-Station

8-Station

Comforts of Home
Services, Inc.

info@cohsi.com ■ 630.906.8002 ■ www.cohsi.com




NO MATTER THE APPLICATION THE RIGHT PRODUCT IS ESSENTIAL

**National Tissue Company and Merfin
together, we've got you completely covered.**

With National Tissue Company and Merfin, you will benefit from superior customer service, dependable on-time delivery, and expert-level recommendations to help you minimize product consumption.

Contact us today at 800-962-9588



Tissue • Towels • Napkins • Wipers • Specialty • Full Line of Dispensing Systems

National Tissue Company
MERFIN®

www.nationaltissue.com

sure you are always top of mind with them in times of need. Also, an annual sit-down with your suppliers can push you to ask questions, inquire about bulk discounts and look for suggestions about how you can run the business more efficiently. The Expo is a great time to make suggestions for updates to vendors' products, learn about new innovations and hear about new applications for products you use as a matter of routine.

BUY IT OFF THE FLOOR

Do you drive to the Expo? If you typically fly, can you think of an advantage to driving to Indy this time around? The Expo floor is filled with the latest and best products some 500 exhibitors have to offer, and the manufacturers often want to sell displayed equipment so they don't have to transport it back home. That means you'll find good deals on exhibited equipment. I've talked to contractors who come to the Expo every year intending to purchase a new piece of equipment and either haul or drive it back home. They know exhibitors spec out show equipment with quality in mind and look for a discount on great new equipment. If you're out for customization, buying equipment off the show floor might not be the best approach for you. But if you see something you really like, you might be able to hook it up to your hitch and go after the event is over.

FIND A FRIEND AT THE ROUNDTABLE DISCUSSIONS

Many longtime visitors to the Expo have tapped into a little-known networking secret that has paid major dividends. They've met a contractor from another part of the country who operates the same kind of business, and now have a trusted friend to strategize with. I'm sure you would often

Hitting the Expo is more about endurance than speed.
With four days (Education Day and three exhibit days), you have time to slow down and take it all in. But you should be prepared to feel refreshed and ready to go every morning.

like a friend in the industry to act as a sounding board for your ideas. But the last person you want to turn to is your direct competitor on the other side of town. That's where the Expo's roundtable discussions offer untold value. The breakfast roundtable event on Feb. 27 groups contractors by topic and type of company, creating a perfect opportunity for you to meet others facing similar business challenges. I've heard from many attendees who've forged lifelong friendships from these networking opportunities. These contractors keep in touch throughout the years and across the country, then meet up every year to enjoy the Expo experience together.

A FINAL WORD

I hope these tips help you build a memorable and successful visit to the Pumper & Cleaner Expo. Do you want to talk some more? If so, you'll find me at the editor's booth near the registration area during the 2014 Expo. See you there! ■

THE JOB: Detasseling sweet corn

LOCATION: Central Minnesota cornfields

THE PRO: Nelson Sanitation & Rental, Inc.

WEBSITE: www.nelsonstoiletrental.com

Minnesota's Nelson Sanitation & Rental provides a vital service to the agriculture community during the long seed corn-detasseling season

BY DEE GOERGE

Outstanding in the Field

THE TEAM

Derrick Nelson, owner of Nelson Sanitation & Rental Inc., has six full-time employees, including an office manager, to help run his business in Rice, Minn. Portable restroom rentals account for the majority of the company's work with additional income from septic services and portable storage unit rentals.

Seasonally, workers run a few septic pumping and portable restroom routes every day. Nelson also runs a couple of routes a week. As he drives, he watches for opportunities for new clients, such as a seed corn company in need of portable restrooms for workers detasseling corn.

COMPANY HISTORY

Nelson's father, Jerome, started the business in 1979 after his job on the railroad ended. He bought a 1959 International truck and outfitted it with a new tank and a gas-powered trash pump, based on the advice of a friend who ran a septic pumping business in another town. The elder Nelson added portable sanitation in 1994. Derrick, the youngest of three sons, started working in the business when he was 16.

(continued)

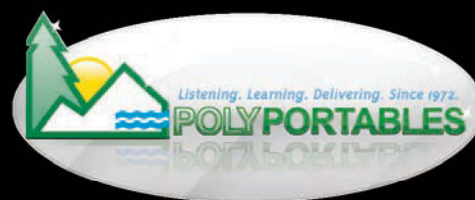
Derrick Nelson, owner of Nelson Sanitation & Rental Inc., helps in the effort to grow Minnesota's corn crop. (Photos by Kathleen Purdy)

BEING AT YOUR SERVICE IS THE DIFFERENCE



PEACE OF MIND COMES WHEN YOU KNOW POLYPORTABLES HAS YOUR BACK!

At your service since 1972. Our knowledgeable support staff with over 80 years of combined industry experience are dedicated and committed to do whatever we can to insure you receive value, what you need and when you need it. Whether your next job requires portable toilets, hand wash stations, deodorizers, cleaners, water treatments, hand sanitizers, trucks, jobsite equipment or something special, we are here to serve your needs. We may be in over 50 countries but as near as a call away.



PORTABLE TOILETS • HANDWASH STATIONS • DEODORIZERS • CLEANERS • TRUCKS

99 Crafton Drive, Dahlonge, GA 30533 USA • Phone (800) 241-7951 or (706) 864-3776 • Fax (706) 864-8111 • www.polyportables.com

All Green Way Products' deodorizers, cleaners and air fresheners are high-performance products developed and manufactured in our facilities in Dahlonge, Georgia specifically for portable restroom operators. They are all environmentally safe.



Working with his father, the business grew mostly by word of mouth. Jerome handled the septic side of the business. Derrick helped pump tanks in the fall, and took care of the portable restrooms. Jerome retired in 2011, but continues to help out wherever he is needed. In 2010, Derrick added to his inventory by buying out the portable restroom division (100 units) from a local rental company. A year later he invested in new portable storage containers. By 2012, he hired a manager to help with sales and take care of office work.

MAKING CONNECTIONS

Though the majority of rental business is based in urban areas of St. Cloud, Minn., and the metro area north of Minneapolis-St. Paul, Nelson Sanitation & Rental Inc., is in the middle of productive farmland.

Farmers grow sweet corn, tomatoes and watermelons and need restrooms for workers who pick the crops. Nelson provides a few restrooms seasonally for them. On a larger scale, the area has farmers contracted to raise field corn for seed. Nelson was taking care of his contract for restrooms with one small seed company, when he saw portable restrooms from an out-of-area business on more than 5,000 acres of fields of corn grown for a large seed company. He contacted the company, gave them a price and has had the contract since 2009.

THE MAIN EVENT

Detasseling is necessary to grow corn for seed. To create a hybrid seed corn, one row of “male” plants is planted between every four rows of “female” plants. To get the desired traits from the male plants, the tassels (the tops of the plants that produce pollen) must be removed from all the female plants before corn ears start to silk. The pollen from the male tassels needs to pollinate the silk of the female plants.

Early in the season, Nelson's Satellite Tufway restrooms are set up in preparation for the detasseling crews.



“The seed company likes to work with local companies. They also like that our trucks are four-wheel drive.”

DERRICK NELSON

In years past, the work was often done by hand by teenagers who walked down the rows and snapped the tassels off the female plants. These days, many seed companies first use a machine to detassel the corn, then hire workers — usually migratory workers — who follow up to pull off tassels that were missed. They move from field to field, covering thousands of acres.

“The seed company likes to work with local companies,” says Nelson, noting that it was a contributing factor in getting the bid for dozens of portable restrooms set up in fields to make up a 30- to 40-mile route. “They also like that our trucks are four-wheel drive.”

That’s important as the fields are usually irrigated and Nelson’s trucks don’t get stuck.


BY THE NUMBERS

Nelson bought out the portable restroom division of a local rental company, which included Satellite Tufway and PolyJohn Enterprises

(continued)



Derrick Nelson (left), has a tailgate meeting with his detasseling service crew, consisting of Holden Snyder, Kenneth and Brian Sonora and Ander Person.




NEW APP
for iPhone
and Android!

**MADE IN
USA**
GRETNA, VA



BOOTHS
4327-4329-4330-4333-4335

Brian Amthor and Butch Amthor with
Amthor Matador Runabout Portable Restroom



AMTHOR[®]
International

**Tank Truck Manufacturer
and Design Leader**

434.656.6233
contact Hank Vanderveen:
845.494.0104
AmthorInternational.com

**UNITS IN STOCK,
READY FOR
IMMEDIATE DELIVERY**

- ✓ 1250 GALLON ON FORD F-550
- ✓ 1250 GALLON ON INTERNATIONAL TERRASTAR
- ✓ 2000 GALLON ON HINO 268
- ✓ BARE TANKS AND CHASSIS ON THE GROUND
- ✓ HAVE US CUSTOM-BUILD YOUR UNIT CALL US TODAY

TANKS

Holding And Fresh Water

Visit our websites
www.ronco-plastics.net
400 Sizes Available
Wholesale Pricing Available
714-259-1385



EZTRAKR[®]
Exclusive Portable Sanitation Software

One Touch:

Billing Service Schedules

Order Entry Reports

- ♦ Visual mapping and routing
- ♦ Automated timecard and inventory control

- ♦ QuickBooks integration
- ♦ Employee productivity reports
- ♦ FREE ONLINE DEMOS!!!

Canadian Version Now Available.
Only EZTRAKR offers positive service validation

Phone: 866-529-1938 Email: info@eztrakr.com Web: www.eztrakr.com



BOOTH
3005



Left: Derrick Nelson is on the job, using an Isuzu vacuum truck built out by Imperial Industries.

Below: Temporary worker Holden Snyder pounds posts in the ground to secure restrooms to prevent wind blow-overs and tip-overs.

portable restrooms. The green color blends well in the cornfield setting, so he uses all of them, plus standard tan units from his inventory of 900 Satellite Tufway restrooms. All have hand sanitizers.

His service truck fleet includes three 2008 Ford F-550 trucks with Satellite 650-gallon waste/300-gallon freshwater steel tanks and a 2003 Isuzu truck with a 650-gallon slide-in steel tank from Imperial Industries. All the trucks have Masport pumps.

He has several locally fabricated trailers to transport restrooms, and typically uses a couple of them that hold 20 restrooms.

“In the beginning the corn is short. But when it gets tall, you have to know the roads into the fields.”

DERRICK NELSON



LET'S ROLL

Setup occurs in mid-June over two days. Nelson's workers in two delivery trucks follow seed company crews from field to field. The seed company workers mow the restroom placement area, Nelson's crew unloads the restrooms, and the seed company crew chains them down to metal stakes to secure them through windstorms and prevent tipovers.

“We use the same restrooms every year. We drilled holes in them for bolts for this job,” Nelson says.

Though cleaning the restrooms is a challenge, the bigger challenge is often finding them.

“In the beginning the corn is short,” Nelson says. “But when it gets tall, you have to know the roads into the fields.” Though all of his trucks have laptops with GPS routing and Clear Computing software, the maps don't include field access points.

KEEPIN' IT CLEAN

In the past, Nelson's crew serviced the restrooms once a week, but a seed company employee monitored the units in 2012 as some require more frequent servicing and others less, depending on where workers are sent. Detasseling season typically is finished by the end of July.

Nelson has one person make a service run twice a week. The technician usually runs the route from 4:30 a.m. to 2 p.m. to beat the hottest part of the day, and dumps the load at the local treatment plant on the way back to the shop.

Because workers walk through irrigated fields, plenty of mud gets tracked into the portable restrooms. Nelson's technicians use scrub brushes and Flojet wash systems to hose them down every time they service them.

Another challenge is Mother Nature. The 4WD trucks prevent workers from getting stuck in saturated fields. But big winds knock over a few of the restrooms every season – despite the extra measures. That's when being local and able to respond quickly to keep the customer satisfied pays off, Nelson says.

WE'RE ALL IN

Though servicing the restrooms requires significant travel, Nelson is happy to have the cornfield contracts bringing in income for at least six weeks every summer. While it coincides with the busy summer event season, his business has enough restrooms to accommodate everyone. He's grateful to have the steady business. “It's a big contract, and it keeps a lot of the restrooms busy,” Nelson says. ■

MORE INFO

Clear Computing, Inc.
888/332-5327
www.clearcomputing.com

Imperial Industries, Inc.
800/558-2945
www.imperialind.com

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

PolyJohn Enterprises
800/292-1305
www.polyjohn.com
(See ad page 59)

Satellite Industries
800/328-3332
www.satelliteindustries.com
(See ad page 9)



Portable Sanitation Association International **2014** PSAI Convention & Trade Show

Gaylord Opryland Resort & Convention Center

Visit www.PSAI.org for more information about an exclusive convention and trade show that is focused on the portable sanitation industry.

Join us for networking, great speakers and events in good old Nashville. See you there!

Join us in Nashville **March 19-23, 2014**
for the 2014 PSAI Convention & Trade Show.

Platinum and Gold PSAI Supplier Members enjoy a complementary booth space, ads in the industry and convention catalogs, and numerous other resources and advertising benefits designed to help portable restroom suppliers reach operators around the world.

More information: www.PSAI.org or call the PSAI office at 800-822-3020.

Visit Indy Neighborhoods

Six historic districts showcase active art and music scenes for visitors to the Pumper & Cleaner Environmental Expo

By Sharon Verbeten

Founded and platted in 1821, Indianapolis (population 876,804) is known for being located at the “Crossroads of America.” And its varied tourist attractions are just part of what make Indy a unique and thriving city.

According to Lisa Wallace, communications manager, conventions and meetings for Visit Indy, “Visitor favorites include the green space, canal and attractions conveniently located in White River State Park steps away from hotels. Two newer attractions include the Dallara IndyCar Factory and our Cultural Trail, an innovative project connecting visitors on bike or foot with hotels, restaurants and eclectic neighborhoods throughout the city. The Indianapolis Museum of Art is also popular with prominent works of art inside and 152 acres of gardens and grounds outside that house the original [Robert Indiana] LOVE sculpture.”

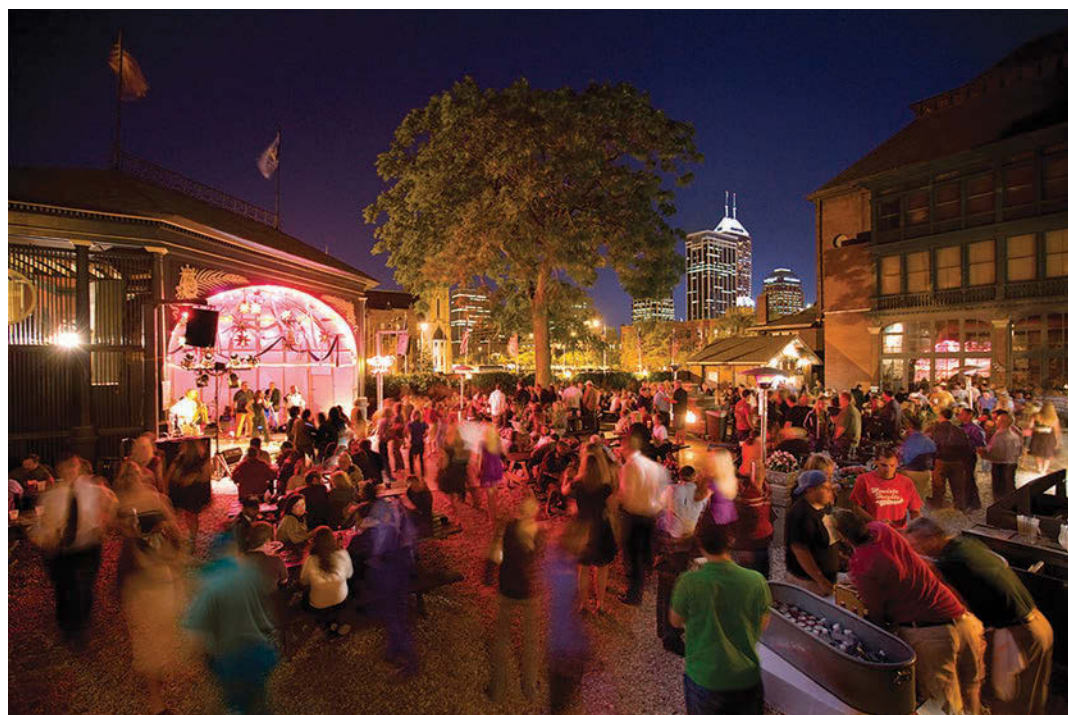
Those are just some of the attractions located in the city’s six distinct cultural districts. These include Broad Ripple Village, The Canal and White River State Park, Fountain Square, Indiana Avenue, Mass Ave. and the Wholesale District.

Right: Broad Ripple Village is located just north of downtown. The village has eclectic boutique shopping, art galleries, locally owned restaurants and a lively bar scene, as well as The Indianapolis Art Center. (Photos courtesy of Visit Indy, www.visitindy.com)

Nestled in these districts are public art, galleries, museums, shops and recreation. Four of the six districts are conveniently located downtown, the site of the Pumper & Cleaner Environmental Expo.

SEE IT ALL

Broad Ripple Village is set against the backdrop of public art, graffiti murals and green spaces. It’s the ideal venue for those adventuresome souls who enjoy art, creative spaces and ethnic foods. Shopping options include works by local artisans, as well as vintage furniture and collectibles. The Indianapolis Art Center and the ARTSPARK outdoor laboratory are located in Broad Ripple.



Above: Fountain Square is just south of the city. It is home to artists, galleries, boutique shops, restaurants and bars, and the Fountain Square Theatre Building, which has the only two authentic duckpin bowling lanes in the Midwest – Action Bowl and Atomic Bowl.

Left: A Mass Ave. outdoor patio beer garden one of the great meeting places in this eclectic neighborhood.

PORTABLE TOILET
SERVICE UNITS
SLIDE IN UNITS
HOISTED UNITS
ROLL OFF UNITS
CUSTOM UNITS



SCAN FOR
FREE
TANK
MAINTENANCE
GUIDE!

Call toll free at
1-800-326-9763
or visit
pikrite.com/guide
to get your
free guide today!

pikrite

Manufacturing & Sales - 60 Pik Rite Lane - Lewisburg, PA 17837

1-800-326-9763



BOOTHS
4217, 4220



AVAILABLE IN
STEEL & ALUMINUM
Built by Pik Rite Since 1999!

www.pikrite.com

“New attractions include the Dallara IndyCar Factory and our Cultural Trail, an innovative project connecting visitors on bike or foot with hotels, restaurants and eclectic neighborhoods.”

LISA WALLACE

The Canal and White River State Park are more for history and outdoor lovers. Limestone walkways and American Indian art are part of the experience in this district.

Scattered throughout the Canal and 250-acre White River State Park are some of the city's most inspiring museums and attractions.

The Canal Walk - on the “waterfront” - provides an urban respite for fitness enthusiasts and serenity seekers. Also in this district is the Indianapolis Zoo, the Eiteljorg Museum of American Indians and Western Art, the Glick Indiana History Center, the Indiana State Museum and the NCAA Hall of Champions.

Fountain Square is a historic community spotlighted by a town square and central fountain, evoking images of a European city. It is a literary and artistic haven and home to more offbeat activities like duckpin bowling and swing dancing. More than 75 artists call the Wheeler Arts Community or Murphy Art Center home.

Indiana Avenue anchors the district that spans the Central Canal and White River. Here history, jazz, restored neighborhoods and spirituality embrace the city's rich African-American heritage. Several venues are on the National Register of Historic Places.

Mass Ave. is the city's arts and theater district, including five performing arts theaters. Shops feature local artists' works, and an array of original outdoor art greets visitors.

Wholesale District brings an urban excitement to the city with marquees, tuxedoed doormen and a mall to delight shoppers - the two-block, four-story Circle Centre mall. This is the heart of the business district, home to historic buildings, massive skyscrapers and the Indianapolis Symphony Orchestra and Indiana Repertory Theatre.

The Bankers Life Fieldhouse is home to the National Basketball Association Indiana Pacers and Women's NBA Indiana Fever. Lucas Oil Stadium hosts the National Football League's Indianapolis Colts. ■

For more information:

Broad Ripple Village

6311 Westfield Blvd.; 317/251-2782
www.discoverbroadripplevillage.com

Canal Walk and White River State Park

801 W. Washington St.; 317/233-2434
www.discovercanal.com

Fountain Square

Fountain Square Merchants Association
www.discoverfountainsquare.com

Indiana Avenue

Madame Walker Theatre Center,
617 Indiana Ave.; 317/236-2099
www.discoverindianaavenue.com

Mass Ave.

430 Massachusetts Ave.;
317/637-8996 ext. 202
www.discovermassave.com

Wholesale District

111 Monument Circle; 317/237-2202
www.discoverwholedistrict.com



WWW.PUMPERSHOW.COM • 866-933-2653

FEBRUARY 24-27, 2014

» **INDIANA CONVENTION CENTER • INDIANAPOLIS, INDIANA U.S.A.**

WE'VE SAVED YOU A SPOT!

When you step onto the Pumper & Cleaner Expo show floor, you're entering the hub of your industry. It's where the magic happens. It's where you trade ideas, make connections and learn about the newest technologies and best money-saving strategies. So make your reservation today! Get in on the excitement, come enjoy the show and find out why the 2014 Pumper & Cleaner Expo is where it's at!

THESE INDUSTRIES WILL BE REPRESENTED AT THE 2014 EXPO

- SEPTIC PUMPING
- TV INSPECTION
- COMPUTER SOFTWARE
- ONSITE INSTALLATION
- PIPELINE REHAB/CIPP
- INDUSTRIAL VACUUMING
- PORTABLE SANITATION
- WATERBLASTING
- HYDROEXCAVATION
- DEWATERING
- HIGH-PRESSURE CLEANING
- UNDERGROUND TRENCHLESS PIPE REPAIR
- GREASE HANDLING
- SAFETY EQUIPMENT
- UTILITY LOCATION
- SEWER CLEANING
- CONFINED SPACE
- WATER TREATMENT
- LATERALS & MAINLINES
- LIFT STATION MAINTENANCE

» **REGISTER BY JANUARY 24 TO RECEIVE THE EARLY BIRD RATE OF \$50 PER PERSON!**

\$70 PER PERSON AT THE DOOR. CHILDREN 12 AND UNDER ADMITTED FREE.

**REGISTER ONLINE AT WWW.PUMPERSHOW.COM
OR BY CALLING 866-933-2653**





EDUCATION DAY

MONDAY FEBRUARY 24, 2014

NASSCO NATIONAL ASSOCIATION OF SEWER SERVICE COMPANIES

- 8 a.m. Lessons Learned During Sewer Rehab on Public and Private Property
- 9:30 a.m. Pipe Bursting a Mature and Diverse Trenchless Technology
- 11 a.m. Resurgence of Chemical Grout Industry: Niche Business Opportunities
- 1:30 p.m. Chemical & Biological Control of F.O.G. in a 2,500-Mile Collection System
- 3 p.m. Lateral Rehabilitation, What's Available
- 4:30 p.m. Fiber Optic Temperature Sensing Technology for CIPP Cure Quality Control

NEHA NATIONAL ENVIRONMENTAL HEALTH ASSOCIATION

- 8 a.m. DEER in the Headlights
- 9:30 a.m. Basic Chemistry of Onsite Wastewater Treatment Systems
- 11 a.m. Making the Most of Experience: Training and Credentials for Wastewater Pros
- 1:30 p.m. Winners Communicate
- 3 p.m. Best Available New Technology
- 4:30 p.m. Best Available New Technology: How to Get Your Regulators on Board

NPCA NATIONAL PRECAST CONCRETE ASSOCIATION

- 3 p.m. 7 Things About Design, Installation & Maintenance of Precast Concrete Tanks
- 4:30 p.m. Grease Interceptors: A Slick Solution to a Greasy Problem

WJTA-IMCA WATERJET TECHNOLOGY ASSOCIATION INDUSTRIAL & MUNICIPAL CLEANING ASSOC.

- 8 a.m. Preparing for your First High Pressure Waterjetting Job
- 9:30 a.m. Vacuum Truck Operation and Safety
- 11 a.m. Hydroexcavation: Getting the Best Bang for Your Buck

SAFETY SESSION JOHN CONLEY

- 8 a.m. Preventing Tank Truck Rollovers

PSAI PORTABLE SANITATION ASSOCIATION INTERNATIONAL

- 9:30 a.m. State of Global Sanitation
- 11 a.m. Industry Image
- 1:30 p.m. Visions of the PSAI and the Education Initiative
- 3 p.m. What's New with OSHA Safety Requirements
- 4:30 p.m. An Introduction to Entering the Federal Government Contracting Arena

SALES & CUSTOMER SERVICE FRANK TACIAK

- 8 a.m. Be Always Profitable: Setting up the Sale
- 9:30 a.m. Be Always Profitable: Your Best Sales Presentation
- 11 a.m. Be Always Profitable: Servicing Your Sale
- 1:30 p.m. Be Always Profitable: Our Attitude to Success

NAWT NATIONAL ASSOCIATION OF WASTEWATER TECHNICIANS

- 8 a.m. CSA 2010 Implementation/Impact on Carriers/Drivers
- 9:30 a.m. DataQ's: When and How to Challenge
- 11 a.m. US DOT Update/Recent, Upcoming and Proposed Regulations
- 1:30 p.m. What is a Good Septic System Inspection?
- 3 p.m. The History of the PSMA Hydraulic Load Process
- 4:30 p.m. Improving Arizona's Inspection Program to Meet Modern Challenge

NOWRA NATIONAL ONSITE WASTEWATER RECYCLING ASSOCIATION

» SITE EVALUATION AND DESIGN OF ONSITE WASTEWATER TREATMENT SYSTEMS

- 8 a.m. Why Do We Care About Soils?
- 9:30 a.m. Design for Dummies
- 11 a.m. How to Do a Good Site Evaluation
- 1:30 p.m. Designing for Tough Sites
- 3 p.m. Wastewater and Soils: Clean It Up AND Get It To Go Away
- 4:30 p.m. Good Installation for Long-Term User Satisfaction

» FROM INSTALLATION TO MARKETING YOUR BUSINESS AND EVERYTHING IN BETWEEN

- 8 a.m. Look Out for Gophers! Taking Care of Mound Systems
- 9:30 a.m. ATU's - How to Make them Work
- 11 a.m. Rest Stops: A Case Study of Challenging Wastewater
- 1:30 p.m. Troubleshooting Onsite Systems
- 3 p.m. Installation Mistakes: How to Avoid and Fix Them
- 4:30 p.m. Marketing & Customer Service for Small Business Owners

SSCSC SOUTHERN SECTION COLLECTION SYSTEMS COMMITTEE

- 8 a.m. Personal Safety
- 9:30 a.m. Understanding the Nuances of a Quality CCTV Inspection Program
- 11 a.m. In the Trenches with Trenchless Pipeline Repair and Renewal
- 1:30 p.m. Nozzle Application: What, Why, Where, When and How?
- 3 p.m. Stop It! A Closer Look at Plugging
- 4:30 p.m. Getting the Most out of Your Combination Unit

BUSINESS TRAINING & MARKETING SUZAN CHIN

- 1:30 p.m. Marketing on a Shoestring
- 3 p.m. Getting Some...Brand Recognition
- 4:30 p.m. The Online Marketing Toolbox

VIEW FULL SESSION DETAILS AT:

WWW.PUMPERSHOW.COM



FEBRUARY 24-27, 2014

» INDIANA CONVENTION CENTER • INDIANAPOLIS, INDIANA U.S.A.

TUESDAY SESSIONS

February 25, 2014

SSCSC TRACK

- 8 a.m. Don't Fear the Shapefile
- 9:30 a.m. What's Important for Your Company; Is it Size, or Profit or Both?
- 11 a.m. 1 + 1 = 14: Cleaning and Inspection Equipment Working as on Entity

NAWT LAND APPLICATION TRACK

- 8 a.m. Be Ready to Land Apply
- 9:30 a.m. Soils and Cropping Systems
- 11 a.m. Land Application Rates and Nutrient Management

SAFETY COMPLIANCE TRACK

- 8 a.m. OSHA Confined Space and Fall Protection Untangled
- 9:30 a.m. Air Monitoring Application for the Liquid Waste Industry
- 11 a.m. T.B.D.

MUNICIPAL TRACK

- 8 a.m. Sealing - Take Control of Inflow & Infiltration in Manhole Sealing Systems
- 9:30 a.m. DC Water is Utilizing CIPP to Rehabilitate the Nation's Capital
- 11 a.m. Nozzle Explanation and Selections

INSTALLER TRACK

- 8 a.m. Septic Tank Bells and Whistles
- 9:30 a.m. Aeration Units for On-Site Septic Systems
- 11 a.m. Understanding ATU's, their Service Requirement, and Maintenance

GENERAL TRACK

- 8 a.m. Portable - The Best of Both Worlds - Liquids vs. Portion Control Deodorizers
- 9:30 a.m. Vacuum Loaders - Taking the Mystery out of Vacuum Truck Operation
- 11 a.m. DOT Compliance - The Value of DOT Certification for Vacuum Trucks

CUSTOMER SERVICE & EMPLOYEE DEVELOPMENT

- 8 a.m. Gen Y + Gen X + Baby Boomers = #@S%???
- 9:30 a.m. Get and Keep the Best Co-Workers
- 11 a.m. Win, Win, Win in Residential Service Contracting

WEDNESDAY SESSIONS

February 26, 2014

BUSINESS TRACK

- 8 a.m. Improving Profitability through Tracking
- 9:30 a.m. How Paperless Operations Save Time and Money
- 11 a.m. Book More Calls - Wow More Customers

PORTABLE TRACK

- 8 a.m. Deodorizers and Making the Right Choices
- 9:30 a.m. Oh Shift! 6 Future Trends You Must Gear Up For to Compete and Succeed
- 11 a.m. Portable Restroom Service Units

MUNICIPAL TRACK

- 8 a.m. Sewer Cleaning 101
- 9:30 a.m. Underground Coatings - Restore Deteriorated Infrastructure
- 11 a.m. How Small Contractors Can Make Big Money Doing Manhole Rehabilitation

LIQUID WASTE TRACK

- 8 a.m. Right Sizing Your Pump System
- 9:30 a.m. Make More Money by Using a Biological Product with Your Services
- 11 a.m. Septic Drainfield Restoration

ADVERTISING & MARKETING TRACK

- 8 a.m. Advertising and Marketing for Service Companies
- 9:30 a.m. Getting Sales Personnel to Properly Price and Present
- 11 a.m. 7 Incredibly Effective Ways to Improve Your Sales



ONSITE INSTALLER COURSE

- 8 a.m. - 5 p.m. All Day Installer Course
Jim Anderson and Dave Gustafson
Sponsored by COLE Publishing and Onsite Installer Magazine



LIVE ENTERTAINMENT

Network with your peers over a 25¢ tap beer and enjoy a private concert just for Expo attendees! The Industry Appreciation Party is the must-attend Expo event!



» Brice, currently on tour with Brad Paisley, has celebrated three back-to-back No. 1 songs from his 'Hard 2 Love' album and his hit 'Parking Lot Party' stormed to the top of the Country radio charts. You can expect a great time as Lee Brice brings his energetic show to the Industry Appreciation Party!



**LEE
BRICE**
Live

INDUSTRY APPRECIATION PARTY

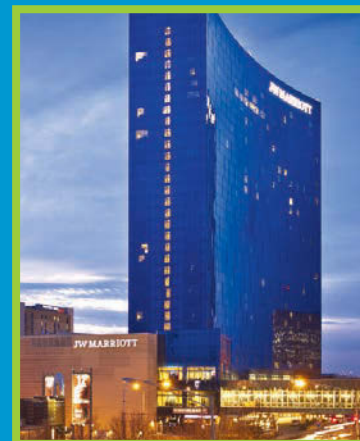
5 P.M. - WEDNESDAY FEB. 26

**GRAND BALLROOM
JW MARRIOTT HOTEL**

Admission included
when you pre-register!



» Attendees enjoy
Craig Morgan at
the 2013 Industry
Appreciation Party.



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.



Test Your Vac Truck Knowledge

**HOW WELL DO YOU KNOW YOUR DAILY DRIVER SERVICE RIG?
TAKE BOB'S ANNUAL TRUCK CORNER QUIZ AND FIND OUT**

By Bob Carlson

Your vacuum trucks are put away for the winter and you're catching up on maintenance and repairs, and looking to land new customers in the new year. December also means it's time for our annual Truck Corner quiz.

Look over the 11 questions below, choose your answers and send them to me at fizzyox@mac.com or fax them to me at 254/598-2921. I'll check the results and put the names of folks who answered all of the questions correctly in a hat and draw a grand prize winner. The winner will receive a copy of my book, *Pumper 101 - The Complete Guide to Owning and Operating a Vacuum Truck*, as well as two CDs of music by the Pumper Gang. And, of course, the winner and anyone who got all the right answers will win bragging rights in the Portable Restroom Operator community.

The deadline to submit your entry is Dec. 31. I will name the winner in a future issue of PRO. Good luck!

2013 TRUCK CORNER QUIZ

1. True or False. Maintaining your vacuum truck in Minnesota should be the same in July as in January. Once the truck starts, everything operates the same.

2. True or False. The pressure/vacuum gauge regulates the amount of pressure or vacuum in your vacuum truck system.

3. True or False. The best place to locate a pressure/vacuum gauge is on the rear head of the vacuum tank where it can best be seen.

4. True or False. Vacuum trucks will operate about the same in Phoenix and Los Angeles.

5. True or False. The difference between blowers and vacuum pumps is simple. The blower, when turned on, creates a vacuum by moving a lot of air in and then out of the tank, similar to a vacuum cleaner. A vacuum pump removes the air inside a vacuum tank and does not allow it out until the operator opens the suction valve. This vacuum becomes the force that tries to neutralize the air inside the tank with the air outside the tank.

6. Time to work. It's early in the morning. You hop into your truck and head down the road to pump your first group of restrooms. Arriving at the work site, what is the best procedure to get the job done?

- a. Get out of the truck. Turn on the vacuum/pressure gauge. Neutralize the pump. At that point, grab the hose and go to work.
- b. Turn on the PTO, which operates the vacuum pump. Get out of the truck. Check the pressure/vacuum gauge to make sure the vacuum is building normally. If so, take the hose and go to work.

- c. Turn on the PTO. Get out of the truck and switch the four-way valve to the Pressure position. Then, go to work.
- d. Turn on the PTO. Tighten the four-way valve to the proper position. Set the vacuum gauge to 30 inches of mercury and then go to work.

7. The gearbox on a vacuum truck

- a. Regulates the transmission and keeps the truck in the proper gear as it drives down the road.
- b. Is connected to the PTO to regulate rotation of the vacuum pump.
- c. Is only required when a separate engine-driven pump is utilized.
- d. Is not needed when a PTO is installed and rotating at least as 2,400 rpm.

8. The basic vacuum truck system starts when the PTO is switched on and then

- a. The air is pulled from inside the vacuum tank, then through the secondary, then through the primary, and then through the pump, exhausting through the four-way valve.
- b. The air is pulled from inside the vacuum tank, through the primary, then to the gearbox, and finally exhausted at the pump.
- c. The air is pulled from the vacuum tank, through the primary, then through the secondary, then through the pump and out the oil catch muffler.
- d. The air is pulled from the vacuum tank, through the oil catch muffler, on to the primary and then exhausted through the secondary.

9. The secondary moisture trap should be emptied

- a. Every day
- b. Once a week
- c. Once a month
- d. Every six months

10. The lifespan of a carbon steel vacuum tank is

- a. 3 years
- b. 7 years
- c. Dependent on care and maintenance that it's given
- d. 50 years

11. The lifespan of a stainless steel tank is

- a. 4 years
- b. Unlimited
- c. 8 years
- d. 9 years ■

Tried. Tested. Trusted.

During the coldest months of the year turn to STF or Fresh Form liquid deodorizers and reduce your costs without reducing your level of service.

Safe-T-Fresh winter blend liquids will provide outstanding odor control and long-lasting deep blue masking at a price that will warm your heart.

877-764-7297

safetfresh.com

facebook.com/safetfresh



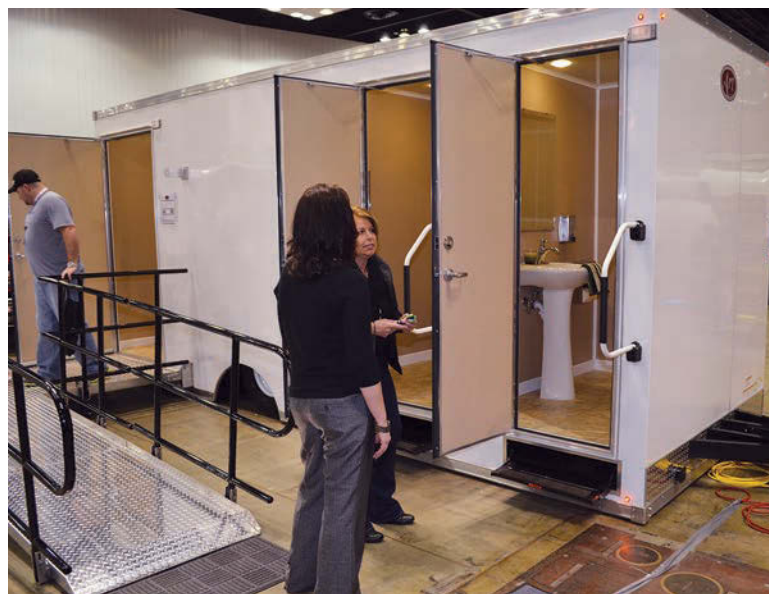
A self-lowering restroom trailer was high on the Expo must-see list

By Craig Mandli

The ADA 8000 disability-compliant three-station restroom trailer displayed by ART Co. (A Restroom Trailer Company) at the 2013 Pumper & Cleaner Environmental Expo is not the first self-lowering restroom trailer on the market, but several of the unit's features made it a popular stop for attendees.

The ADA 8000 features a hydraulic lowering system that allows for the use of a more efficient traditional toilet instead of a macerator (grinder) unit. The trailer also comes mounted on a solid axle system that allows it to lower smoothly, according to ART Co.'s manager, Tyson Platz.

"We experimented with different types of lowering systems, and determined that the solid-axle system worked the best for what we were trying to do," says Platz. "We had dozens of engineers crawling into and under the unit at the Expo to see how our solid-axle lowering system operates. We know ours isn't the first self-lowering unit on the market, but we like to think we came up with some great improvements to the original idea."



The unit, available in multiple interior finishes, features a 400-gallon epoxy-lined steel waste tank, integral trailer skirting, a heavy-duty 2 5/16-inch trailer hitch, a heavy-duty hydraulic tongue jack, ducted heat and air conditioning, and a folding ADA ramp. Platz says that the design was the company's response to a nationwide need for disability-compliant facilities for special events, as many states now require handicap-accessible units at large public gatherings.

Visitors to the 2013 Pumper & Cleaner Expo check out the ADA 8000 restroom trailer from ART Co.

"We've had a lot of inquiries from customers in the past on ADA units, so there is obviously a need out there, and it's a market that's continuing to develop," says Platz. "I think the market for this particular unit is ultimately going to be festivals that need something like this to meet state regulations. It's a versatile unit that is a good fit at fairs or concerts, or at events looking for more luxurious accommodations, even though we don't consider it a 'luxury' product. It can go to a public event and take some abuse."

Options on the ADA 8000 include hands-free faucets, push-button flush toilets, heat and winterization packages, simulated hardwood vinyl flooring, AM/FM MP3 stereo and onboard freshwater tanks. Platz says the unit is assembled in-house at the company's Constantine, Mich., facility.

"We use all high-quality components to put these together, including real maple fixtures that will last for years," he says. "This was really our first attempt at creating a trailer that self-lowers right to the ground, and we've been pretty happy with the result."

ART Co. plans to bring a new-and-improved version of the ADA 8000 with more features to the 2014 Expo. Platz says the company has been to four Expos, and wouldn't consider skipping what he calls the "must-attend" event in the portable sanitation industry.

"We always get orders for our products, but the Expo allows us to take a look at what everyone else is doing, too," he says. "Just having the chance to get in front of potential customers and talk about our products, especially newer ones like the ADA 8000, is huge. You can't be in the business we're in and not go to the Expo." 269/435-4278; www.arestroomtrailer.com. ■

Looking for Affordable Paper?

Producing quality paper since 1986.



Specializing in the Portable Toilet Industry.

- Small Core • 96 Roll
- 1500 Sheet • Hand Towels
- ▶ 100% Recycled Paper
- ▶ Competitive Pricing
- ▶ Septic Safe
- ▶ Quantity Discounts
- ▶ Can ship 1 Case or Truck Load

Manufacturers of most of our own products. Other products available. Please give us a call.



Century
Paper & Chemicals

Made In The USA

Fax: 570-836-5897

Email: rick@centurypaper.com

Web Site: centurypaper.com

1-866-767-2737





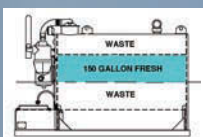
Happy Holidays



THE SLIDE IN WAREHOUSE

450 Gallon Aluminum Slide-In
300 Gallon Waste / 150 Gallon Fresh

Electric Start 5.5 HP Honda
Conde Super 6 vacuum pump w/ 4-way
valve 30' x 2" Tiger Tail inlet hose w/stinger,
washdown system w/50' hose, 3" discharge,
12V battery & work light.



New Design! 'TANK IN A TANK'
Offers improved weight distribution!



Available in 300, 450 & 600 Gallon Capacities
Call For Our Price & Availability!



Atlanta, GA • Bellefonte, PA • Dallas, TX
Denver, CO • Los Angeles, CA • Mauston, WI



435 Gallon Rear Engine

435 Gallon "SpaceSaver"

Not all models available at all locations.

Authorized Factory Master Distributor
progress vactruck



www.slideinwarehouse.com

Call Us Today Toll-Free: 888-445-4892

SIW1013

MID-STATE TANK ARTHUR CUSTOM TANK

A.S.M.E. Certified / D.O.T. Approved
UL-142 Listed

Tanks for your Business



Mid-State Tank Co., Inc.
P.O. Box 317
Sullivan, IL 61951
Telephone: 800-722-8384
Fax: 217-728-8384



BOOTHS
6312, 6313, 6317

Manufactures of dependable stainless steel and
aluminum pressure / vacuum tanks and trailers
for the septic, industrial and portable trucks.

www.midstatetank.com

Contact:

Gene for a quote or check on stock tanks

Arthur Custom Tank is a subsidiary of Mid-State Tank

ACCREDITED

EDUCATION & TRAINING



2014 PUMPER & CLEANER EXPO

Accrediting states are subject to change. Please visit pumpershow.com for the most up-to-date and accurate information regarding continuing education credits.

Alabama
California
Florida
Georgia
Indiana
Iowa
Kentucky

Massachusetts
Michigan
Minnesota
Missouri
Nebraska
Ohio
Oregon

Pennsylvania
Tennessee
Texas
Wisconsin

FEBRUARY 24, 2014

	SESSION	DESCRIPTION	RECOMMENDED
	Preventing Tank Truck Rollovers 8:00 AM - 9:00 AM Room: 136-138 Speaker: John Conley	One of the most important tools in the liquid waste industry is the tanker truck, and the most important person is the one who drives it. While the tank truck industry, including the liquid waste sector, has a very good safety record, it does face a special challenge in eliminating tanker rollovers. According to a study conducted for the Federal Motor Carrier Safety Administration, straight tanker trucks account for over 25 percent of all cargo tank rollovers. That same study found that over 75 percent of rollovers are the result of a driver action. Most rollovers are preventable. John Conley, Past President of National Tank Truck Carriers, will discuss efforts by industry and government to eliminate tanker rollovers and other trucking safety and operations issues.	    
PSAI	Visions of the PSAI and the Education Initiative 9:30 AM - 10:30 AM Room: 136-138 Speakers: Jeff Wigley, Owner, Pit Stop Todd Hilde, President and CEO, Satellite Industries	The Education Initiative exists within the PSAI to advance the use of portable sanitation around the world through education regarding its benefits to humanity. Todd Hilde, President of Satellite Industries, will present an overall vision for this important effort. It is an excellent opportunity to gain a new perspective on the portable sanitation industry, and learn how you can participate in spreading this important message. In addition, Jeff Wigley, the Immediate Past President of the PSAI, will provide operators with an overview of the activities, advancements and changes within the association over the past two years.	
PSAI	Industry Image 11:00 AM - 12:00 PM Room: 136-138 Speakers: Nancy Gump, Owner, Andy Gump, Inc. Sarah Nasby, Vice President, S & B Porta-Bowl Restrooms	There is a growing effort among operators and the PSAI to change the public's perception of portable restrooms, because a negative public image does reduce rental fees and ultimately profits. This effort is well underway, as operators and suppliers belonging to the PSAI have joined together to actively promote a healthy, positive image of the industry through the use of press releases, professional marketing materials, partnering with other associations and working to establish an official Portable Sanitation Day to combat the negative press usually associated with this industry. Come learn what the Education Initiative is all about, and how it can help you increase your reputation and profitability.	
PSAI	State of Global Sanitation 1:30 PM - 2:30 PM Room: 136-138 Speakers: Rajeev Kher, Founder, 3S Shramik Steve Brinton, VP of Sales, Satellite Industries	It is clear that portable sanitation protects billions of people around the world from sickness and deadly diseases. However, there are many areas of the world where portable sanitation is underused or non-existent, and billions of people suffer on a daily basis. Thankfully, there are operators in these regions who are making a difference. Come hear their stories, and be inspired as you learn how valuable your business is to the community you live in.	 
PSAI	What's New with OSHA Safety Requirements 3:00 PM - 4:00 PM Room: 136-138 Speaker: Anthony Kuritz, Compliance Officer, OSHA	Anthony Kuritz is an Industrial Hygiene Consultant working for the Bureau of Safety Education and Training within the Indiana Department of Labor as an INSafe Training Instructor. In this session he will provide important information on OSHA's new GHS requirements for all businesses, truck and driver safety guidelines and other regulations pertaining to workplace safety. There will be time for questions and answers at the end of the presentation.	    



	SESSION	DESCRIPTION	RECOMMENDED
PSAI	An Introduction to Entering the Federal Government Contracting Arena 4:30 PM - 5:30 PM Room: 136-138 Speaker: Terri Baldwin Flanigan, Consultant, Phoenix Site Solutions	You've made the decision to enter the world of government contracting. Now what? First, we will help you understand the contract and its requirements to determine if the contract is right for you. Second, we will walk you through the process of putting a bid together. Finally, we will provide you with a list of beneficial websites pertaining to government contracts.	
NOWRA	Why Do We Care About Soils? 8:00 AM - 9:00 AM Room: 240-242 Speaker: Randy Miles, Soil Scientist, University of MO	Soil is a valuable component of decentralized wastewater systems, as it provides the ability to disperse large volumes of effluent, and serves as a treatment component to assure public health and environmental quality while fostering recycling and reuse of water and nutrients. A discussion of critical soil properties such as color, texture, and structure, and their direct or indicator role in treating, dispersing and recycling will be presented. This session will explore why specific technologies and associated designs may need to be employed in unique soil-site scenarios.	
NOWRA	Design for Dummies 9:30 AM - 10:30 AM Room: 240-242 Speaker: John R. Buchanan, Ph.D., P.E., Assoc. Professor, University of TN	Onsite wastewater system design must be based on the volume and characteristics of the wastewater, and the hydraulic properties of the soil. This session will focus on evaluating the wastewater source to determine the area of soil required for final treatment and dispersal. Specific discussion issues include wastewater strength, daily volume, long-term acceptance rate, and boundary conditions.	
NOWRA	How to do a Good Site Evaluation 11:00 AM - 12:00 PM Room: 240-242 Speaker: Randy Miles, Soil Scientist, University of MO	Site evaluation is the most critical input into the design and installation of an onsite wastewater system. The site evaluator must provide a prediction of the hydrological flow characteristics within the soil landscape. This session will focus on evaluation of the internal soil properties relative to their occurrence in the landscape. Discussion will include the iterative process that the site evaluator should have with the installer and homeowner.	
NOWRA	Designing for Tough Sites 1:30 PM - 2:30 PM Room: 240-242 Speaker: John R. Buchanan, Ph.D., P.E., Assoc. Professor, University of TN	Onsite wastewater systems must be designed to match the conditions of the soil and site. Frequently sites are limited by wet soils and shallow restrictive layers. This session will discuss the decision process to determine the appropriate system configuration for various site and soil conditions. Further, this session will explore various site modifications to improve the site acceptability.	
NOWRA	Wastewater and Soils: Clean It Up AND Get It To Go Away 3:00 PM - 4:00 PM Room: 240-242	The primary goal in dispersing effluent in the soil treatment component is to encourage unsaturated flow. Unsaturated flow provides the ability for greater contact with soil particle surfaces while allowing oxygen in the larger soil pores, thus greater treatment than under saturated flow conditions. Specific discussion will include dispersal technologies, soil properties, and water management strategies and devices.	
NOWRA	Good Installation for Long-Term User Satisfaction 4:30 PM - 5:00 PM Room: 240-242 Speaker: John R. Buchanan, Ph.D., P.E., Assoc. Professor, University of TN	The primary goal when installing an onsite wastewater system is to protect public and environmental health. However, installers should also consider ease of maintenance and landscaping as the system is installed. The system is more likely to be maintained if the components are readily accessible. Appropriate landscaping can divert surface water away from system components. This session will focus on these important issues that can make the installation a long-term success.	
NOWRA	Look Out for Gophers! Taking Care of Mound Systems 8:00 AM - 9:00 AM Room: 243-245 Speaker: Sara Heger, Engineer, University of MN	This presentation will cover providing maintenance for mound systems. It will cover the tasks related to septic tanks, pump tanks, pumps, pressure distribution, inspection pipes, the soil treatment system itself and landscaping, including those troublesome gophers.	



	SESSION	DESCRIPTION	RECOMMENDED
NOWRA	ATUs - How to Make Them Work 9:30 AM - 10:30 AM Room: 243-245 Speaker: Tom Fritts, Vice President, Residential Sewage Treatment Co.	Aerobic treatment units were first introduced in the mid 1950s, and have become a reliable technology when properly maintained. There are no longer just a handful of ATU manufacturers out there, and they all need qualified service providers to maintain the many different systems being sold today. We will review the basics of servicing these systems and some of the responsibilities that come with the NSF Standard 40 certification.	
	Rest Stops: A Case Study of Challenging Wastewater 11:00 AM - 12:00 PM Room: 243-245 Speaker: Sara Heger, Engineer, University of MN	The University of Minnesota's Onsite Sewage Treatment Program is working with the Minnesota Department of Transportation to evaluate the 51 septic systems serving the rest stops and truck garages across Minnesota at MnDOT facilities. Many of these systems are more than 30 years old, and the lack of information makes managing these systems, prioritizing replacement and designing replacement systems very difficult. It is generally understood that these systems are subject to challenging site conditions and wastewater characteristics. This presentation will cover protocol for investigation and the field data.	
	Troubleshooting Onsite Systems 1:30 PM - 2:30 PM Room: 243-245 Speaker: Tom Fritts, Vice President, Residential Sewage Treatment Co.	Understanding the "treatment train" and learning how to "run the rope" are skills you should have to be a proficient troubleshooter. Troubleshooting is more than just the importance of knowing how the system works. Many troubleshooting skills are no different than those used by your family physician or Mission Control. Having a good understanding of the system and following known procedures will allow your troubleshooting visit to be efficient and effective.	
NOWRA	Installation Mistakes: How to Avoid and Fix Them 3:00 PM - 4:00 PM Room: 243-245 Speaker: Sara Heger, Engineer, University of MN	Installing systems right from the beginning will save you time and money. Key aspects of proper installation will be discussed, including protecting the natural soil conditions, proper bedding of piping, tanks and treatment units and working on difficult sites. But what do you do when it is already been messed up? Potential remedies will be covered.	
	Marketing & Customer Service for Small Business Owners 4:30 PM - 5:30 PM Room: 243-245 Speaker: Tom Fritts, Vice President, Residential Sewage Treatment Co.	Designing, installing, pumping and servicing ... is that enough? NO! Our businesses are not run by executives in penthouse offices ... we are the executives ... we are the entrepreneurs. Learning easy ways to market your company and effective customer service can take your profits to the next level. You may be surprised how many tools you already have that you are just not using.	
SSCSC	Personal Safety 8:00 AM - 9:00 AM Room: 231-233 Speaker: John Chadwell, Western Regional Manager, EHS International	This is a fascinating, high-energy class that's applicable to challenges encountered in today's workplace. It will provide an overview of industry safety issues such as workplace violence and personal safety, as well as the tools necessary to deal with the challenges of working with the public and with fellow employees. Throughout attendees will be presented with concepts on how to develop a survival mindset that could help improve their overall safety through personal awareness training. Attendees will leave with a better understanding of personal safety at the workplace or worksite, and valuable lessons that can be applied to their lives outside of work.	       
	Understanding the Nuances of a Quality CCTV Inspection Program 9:30 AM - 10:30 AM Room: 231-233 Speaker: Jim Aanderud, Owner/President, Innerline Engineering	The success or failure of any pipeline inspection program comes down to two important factors – the quality of the videos and the quantity of footage inspected. Falling short in either one can prove fatal for the contractor and the public agency alike. This class will clearly define the makeup of a quality pipeline inspection, and discuss the steps that must be taken to produce a superior video. We will also look at specific and proven ways in which we can increase production and profitability. This class will help define a successful CCTV inspection program.	 



	SESSION	DESCRIPTION	RECOMMENDED
SSCSC	In the Trenches with Trenchless Pipeline Repair and Renewal 11:00 AM - 12:00 PM Room: 231-233 Speaker: Mark Hill , P.E., Civil Engineer, Michael Baker Corp.	Trenchless pipeline repair and renewal is a growing industry with new innovative processes being offered. This class takes a look at the benefits and drawbacks of some of the most common and some of the innovative pipeline repair and renewal technologies currently on the market. We will look at the specific site conditions that are a challenge for trenchless rehabilitation, what has been successful, and what has fallen short.	Cleaner 
SSCSC	Nozzle Application: What, Why, Where, When and How? 1:30 PM - 2:30 PM Room: 231-233 Speaker: Duane Johnson , Vice President, Affordable Pipeline Services	Too often cleaning truck operators believe that only one or two nozzles are sufficient to complete any project. Just because they have had great results with one nozzle in certain cleaning applications, they unfortunately continue to use the same nozzle in every other cleaning condition. This class will look at a variety of cleaning situations and discuss the various options available for cleaning. We will focus on specific pipeline conditions, and then discuss the precise type of nozzle needed to efficiently clean in each of these situations. Our goal will be for each attendee to learn a new approach to pipeline cleaning, and to begin thinking outside of the box when it comes to encountering new and challenging cleaning situations. Our ultimate goal is to increase effectiveness and productivity for each operator by always using the correct nozzle in any given cleaning condition.	Cleaner 
SSCSC	Stop It! 3:00 PM - 4:00 PM Room: 231-233 Speaker: Denis Pollak	The ins and outs of plugging and line stopping of sanitary sewers can be very challenging, and a sizable risk to say the least. There are many ways of controlling flow with the use of inflatable and mechanical pipe plugs. The standard of care and safety when plugging is sometimes overlooked or misunderstood. In this class we will take a close look at plugging, and discuss their advantages and practical uses. We will also look at alternative methods of controlling flow, such as line stopping, pipe freezing and bypassing. Plugging can be a very effective tool in a variety of applications. For example, by controlling the flow, lines that would otherwise be inaccessible can be accessed and inspected by conventional CCTV inspection equipment. We will look at how plugging can be a valuable tool for CCTV, cleaning and rehabilitation projects.	Cleaner 
SSCSC	Getting the Most out of your Combination Unit 4:30 PM - 5:30 PM Room: 231-233 Speaker: Rick Lewis	During today's economic times, agencies and contractors are keeping their combination units much longer. In order to extend the life of these units, there are critical steps that must be taken in order to guarantee that they continue to function at the optimum level. In this class we will define the key components of a combination unit and provide the necessary tools to maintain the truck and maximize its efficiency. We will discuss procedures and tricks of the trade that are needed in order to maintain its proficiency while ensuring its safety.	Cleaner  Pumper 
WJTA-IMCA	Preparing for Your First High Pressure Waterjetting Job 8:00 AM - 9:00 AM Room: 133-135 Speaker: Gary Toothe	Waterblaster? Check. High-pressure hose? Check. Let's do some waterblasting. Hold on there, partner. There is a lot more to successful waterblasting than just loading up the truck. Let's start with, "What are you trying to do?" Now be careful, this may be a question with more than one answer! In this session we will explore what needs to happen before the wheels ever start rolling for that first (or any) waterblasting job.	Cleaner  
WJTA-IMCA	Vacuum Truck Operation and Safety 9:30 AM - 10:30 AM Room: 133-135 Speaker: Gary Toothe	One of the bigger myths in the industrial cleaning industry is that there is nothing to operating a liquid vacuum truck. Nothing could be further from the truth. What you don't know about proper vacuum truck operation and safety could cost you a job, a truck, or a life. In this session we will explore the basics of liquid vacuum truck operation and safety on materials from water up to flammable liquids, and what your people need to know before they fire that unit up.	Cleaner  Pumper 



Hydroexcavation: Getting the Best Bang for Your Buck

11:00 AM - 12:00 PM

Room: 133-135

Speaker: Neil McLean

Learn how to dial your hydroexcavation truck in to make your company look professional to your customers while increasing production, performance and safety. This program will discuss options like multiple wands and the right nozzle design to increase your performance. You will also learn how to use proper water management for the best production outcome.

GAS
OIL
MINING
CONTRACTOR

Pumper

Cleaner

MUNICIPAL
SEWER
WATER

Marketing on a Shoestring

1:30 PM - 2:30 PM

Room: 133-135

Speaker: Suzan Chin, Founder and Chief Marketing Officer, Creative Raven

What you are experiencing in your business today is not because of what you are doing at this moment in time, but rather a direct result of what you did or failed to do six to nine months ago. This session will review five important marketing activities that can be accomplished on a modest budget in a relatively short period of time: 1. The World's Smallest Brochure: How to make your business card one of your most powerful marketing and advertising tools 2. Networking: Tips and tricks for tapping into your personal and professional networks and creating a powerful 15 or 30 second "elevator pitch" for networking events and meeting key strategic influencers and gatekeepers 3. Website Auditing: Performing an in-depth review of your online presence, developing a plan for making your website a better marketing or sales tool for your business 4. E-Newsletters: Using the power of e-based communication to nurture prospects into customers and keep existing customers wanting more 5. Press Power: Getting positive publicity and your name in the headlines and leveraging positive press exposure. Participants will leave with instructions, resources and samples on how to implement these budget-friendly marketing activities quickly and easily for their business.

Pumper

Cleaner

ON-SITE
installer

MUNICIPAL
SEWER
WATER

PRO

GAS
OIL
MINING
CONTRACTOR

Getting Some.....

3:00 PM - 4:00 PM

Room: 133-135

Speaker: Suzan Chin, Founder and Chief Marketing Officer, Creative Raven

Brand recognition and positive publicity ... how do those big companies do it? This session will provide an interactive view of branding, its core components, what goes into creating a great brand and marketplace recognition. We will review why consistency is key, how color and presentation can set a company apart, as well as "personal branding." For many small to medium-sized businesses, personal branding is crucial to developing customer loyalty and powerful word-of-mouth referral business. Participants will learn: What goes into creating a great logo and memorable visual branding identity; Key components of establishing a brand and market perception; Essentials for developing your "personal brand" and engaging your customer. Publicity also plays a vital role in establishing a brand and keeping a company in the forefront of the target customer's mind. Often more powerful than paid advertising, it is a frequently overlooked and underused form of marketing, and this session will demonstrate how participants can tap into this inexpensive form of marketing that has incredible return on investment. Take aways include: Basics of developing a great news release; Insider tips for writing your own feature news articles; and idea generators for publicity and positive PR.

Pumper

Cleaner

ON-SITE
installer

MUNICIPAL
SEWER
WATER

PRO

GAS
OIL
MINING
CONTRACTOR

The Online Marketing Toolbox

4:30 PM - 5:30 PM

Room: 133-135

Speaker: Suzan Chin, Founder and Chief Marketing Officer, Creative Raven

Be present and present ... navigating and exploiting the world of online marketing. Like it or not, online media is now a part of our daily lives. Smart phones, tablets, laptops, WIFI – we are a society that is "wired-in" so business owners need to take advantage of all this new and ever-evolving platform for communication. Today's online marketing toolbox needs to include many components: an engaging website with great content, social media, SEO and blogging. But how as a busy business owner do you develop these and ride the digital marketing wave? This session will review: The nuts and bolts of developing a responsive website; What business owners need to plan for and be ready to implement; Creating compelling content; How, when and why to use social media and the basic skills needed for getting involved. As SEO rules and algorithms have changed dramatically, we will share what can impact a site's rankings and the use of blogging to boost traffic, visibility and higher placement in search results including: How to set up a blog; Creating an editorial calendar; Ongoing maintenance tips; Connecting it to social media efforts. At the end of the session, participants will have a greater understanding of how all the different forms of digital communication work together, what tools are best suited for helping them achieve their goals and how to start incorporating e-based communication methods into their overall marketing strategy.

Pumper

Cleaner

ON-SITE
installer

MUNICIPAL
SEWER
WATER

PRO

GAS
OIL
MINING
CONTRACTOR



	SESSION	DESCRIPTION	RECOMMENDED
NAWT	CSA 2010 Implementation/ Impact on Carriers/Drivers 8:00 AM - 9:00 AM Room: 234-236 Speaker: Buddy Mauger , Compliance and Training Specialist	This training will discuss the implementation of CAS 2010 and what it will mean for companies and drivers. We will cover what you will need to stay out of trouble with the new requirements of CSA 2010. We will show you how to check your CSA 2010 "BASIC" scores to see where any problems may be. We will also create a DOT Portal Access and review data via the U.S. DOT Portal.	Pumper 
NAWT	DataQ's: When and How to Challenge 9:30 AM - 10:30 AM Room: 234-236 Speaker: Buddy Mauger , Compliance and Training Specialist	In this session we will take a look at the U.S. DOT's DataQ Challenge Protocol, and how and what to look for when reviewing roadside inspections. The training will cover the following; DataQ's how to log on and create a user profile, submitting a challenge to an inspection, how to review your data to find changes and what to do to challenge an error, and how to request reports via DataQ.	Pumper Cleaner 
NAWT	US DOT Update/Recent, Upcoming and Proposed Regulations 11:00 AM - 12:00 PM Room: 234-236 Speaker: Buddy Mauger , Compliance and Training Specialist	This training will cover recent changes, updates and proposed regulations. It will cover hours of service regulations (changes and court challenges), electronic logs (scheduled 2015), entry-level driver training requirements (scheduled 2014), National Registry of Medical Examiners (May 2014) and Skill Performance Standards (July 2014).	Pumper Cleaner 
NAWT	What is a Good Septic System Inspection? 1:30 PM - 2:30 PM Room: 234-236	This seminar will discuss the basics of a septic system inspection, including why it is important to locate and open all components of the system. It will provide information on locating techniques, evaluation of drainfields, and interacting with homeowners or other clients about scope of services and results.	Pumper 
NAWT	The History of the PSMA Hydraulic Load Process 3:00 PM - 4:00 PM Room: 234-236 Speaker: Ray Erb , Consultant, Thomas Erb & Sons, Inc.	The development of the Pennsylvania Hydraulic Load Test will be presented. This will include the background on why the test was developed, and what problems were hoped to be solved by conducting the test during a septic system inspection. The current procedures will be discussed, with an introduction to some of the problems with the test and potential solutions.	Pumper 
NAWT	Improving Arizona's Inspection Program to Meet Modern Challenges 4:30 PM - 5:30 PM Room: 234-236 Speakers: Dawn Long Kitt Farrell – Poe , Ph.D, Professor, University of AZ	The Arizona Transfer of Ownership Inspection Program began in 2001. In the past 13 years, it has become evident that improved inspection procedures are needed for determining the physical and operational condition of seepage pits and for properties that have been vacated for extended periods of time. Arizona is looking at the NAWT Hydraulic Loading Test as a standard operating procedure to address these issues.	 Pumper
NEHA	DEER in the Headlights 8:00 AM - 9:00 AM Room: 237-239 Speaker: Doug Lassiter , Executive Director, North Carolina Septic Tank Association	Downsized Effective Efficient Regulation (DEER) should be on everyone's minds. Most states and jurisdictions developed their regulations concerning onsite permitting and septage over decades of efforts, creating a piecemeal document that is cumbersome and confusing to the normal person. Many times it's a prescriptive standard and because of its mass, is slow to react and embrace the accelerated rate of technologies in our field. This discussion may step on some toes, but the industry is changing and we must change with it. DEER is essentially creating less bulk, more adaptability in the regulations bringing better returns in the commerce of residential and commercial building. This presentation will help you make positive change in how regulations affect you — the onsite wastewater professional.	 Pumper



	SESSION	DESCRIPTION	RECOMMENDED
NEHA	Basic Chemistry of Onsite Wastewater Treatment Systems 9:30 AM - 10:30 AM Room: 237-239 Speaker: A. Robert Rubin, Emeritus Professor, North Carolina State University	For onsite wastewater professionals, understanding the chemistry of wastewater is essential to understanding the technology needed for each situation. This presentation will provide a basic overview of the chemical reactions that take place in onsite wastewater systems, and how those reactions are influenced by outside factors. Alkalinity, water hardness, and the effects of temperature and time will all be discussed. By the end of this session, attendees will have a basic understanding of the chemical reactions that take place in onsite systems, and their relationship to technology that is used. Additionally, this will provide background material to support management requirements, an element of any successful system.	Pumper onsite installer
NEHA	Making the Most of Your Experience: Training and Credentials for the Onsite Wastewater Professional 11:00 AM - 12:00 PM Room: 237-239 Speaker: Anthony Smithson, Consultant	Historically, training in the onsite wastewater industry has been on-the-job and code-specific, or a notch better for those lucky enough to have training center in their state. National organizations like NAWT and NOWRA are working to change that by bringing training developed by the respected members of the Consortiums of Institutes for Decentralized Wastewater Treatment to areas that have been underserved in getting a more comprehensive view at onsite technologies and strategies. To further advance the profession, the NEHA certified installer of onsite wastewater systems credential examination will be offered with the training as applicable. This presentation will focus on how training and credentialing can develop stronger onsite programs, and on the positive impacts that training and credentialing can have on all levels of the onsite wastewater industry.	onsite installer
NEHA	Winners Communicate! 1:30 PM - 2:30 PM Room: 237-239 Speaker: Doug Lassiter, Executive Director, North Carolina Septic Tank Association	As onsite wastewater systems evolve and get more complicated, communication is needed – especially when the management of systems is required. This is a discussion on the essential nature of constantly improving communication lines within a business, whether it's with regulators, customers, employees, or the public. The leaders in any field of industry, in the community, or in government are always the persons that can communicate with their target audience. This presentation gives some common traits of successful people, how they improve their talents, and how they are rewarded for their efforts. Sometimes, it's not the shiny, new truck that people remember. It's the memory that the person took the time to communicate, and that's what separates them from their competition.	onsite installer
NEHA	Best Available New Technology 3:00 PM - 4:00 PM Room: 237-239 Speaker: A. Robert Rubin, Emeritus Professor, North Carolina State University	Amazing new technology for onsite wastewater systems is being developed all the time. But how do you know what works for what situation? This presentation will provide information on new technologies that incorporate disinfection, nutrient removal and water re-use. Included will be how these systems work, and what environments are best suited for their use as well as advantages and pitfalls of new technologies. The presentation will wrap up with a discussion of the management responsibilities that go hand-in-hand with new technology. Please note: it is recommended that you attend the Basic Chemistry presentation prior to this presentation to make the most of the material presented.	onsite installer
NEHA	Best Available New Technology: How to Get Your Regulator On Board 4:30 PM - 5:30 PM Room: 237-239 Speaker: Anthony Smithson, Consultant	Every year new technologies are developed for the onsite wastewater industry. But fitting the new technology into old regulations takes a bit of work. This presentation will focus on taking new technology and ways to make it work within constrictive regulatory frameworks. Understanding how the regulatory process works and how new technologies are approved make the whole process a bit easier. Included will be a discussion of how regulations can be designed to foster new technology and improve practices across the industry.	onsite installer

NASSCO

Lessons Learned During Sewer Rehabilitation on Public and Private Property

8:00 AM - 9:00 AM

Room: 130-132

Speakers:

Robert Kelly, P.E., Director of Engineering,
City of Westlake

Scott Belz, URS Corporation

In 2001, the City of Westlake implemented an Inflow and Infiltration (I & I) program to eliminate excessive storm water from entering their sanitary sewer system during rain events. They hired URS Corporation of Cleveland, Ohio, to conduct the I & I testing portion of the program. Each area used similar rehabilitation techniques; however, through the course of each project, certain lessons were identified from the testing, to the bidding and finally during the construction phase. Various rehabilitation techniques, materials and methods have been conducted in each area. The city modified their program in the subsequent phases based on the lessons learned in each previous phase. Even though different rehabilitation methods have been used, all reduced I & I. The areas and year of completion are Salem-Radcliffe Subdivision (2001), Berkeley Estates (2004) and Canterbury Area (2007), and Melrose Area (2011). Through this program, the city has successfully eliminated I & I from each area tested, reduced basement flooding and improved overall storm drainage.



Cleaner



NASSCO

Pipe Bursting a Mature and Diverse Trenchless Technology

9:30 AM - 10:30 AM

Room: 130-132

Speakers:

Matt Timberlake, Vice President,
Ted Berry Company Inc.

Matt Werth

Pipe bursting is a mature and widely used trenchless method for renewal of deteriorated and undersized gas, water, sewer, utility conduits and other pipelines throughout the world. Pipe bursting is an economic pipe replacement alternative that reduces social disturbance to business and residents when it is compared to the open cut technique or pipeline rehabilitation techniques. This presentation will describe current pipe bursting practices used successfully throughout the world, and will assist those involved in pipeline replacement and/or rehabilitation projects to evaluate the capabilities of pipe bursting and its practical application. Information shared will be consistent with the IPBA guidelines for pipe bursting, which is widely recognized as the most current and factual pipe-bursting document available.



Cleaner

NASSCO

Resurgence of Chemical Grout Industry: Niche Business Opportunities

11:00 AM - 12:00 PM

Room: 130-132

Speakers:

Donald Rigby, Director of Marketing, Avanti International

Richard Schantz, P.E., Consulting

This presentation will include an overview of small business opportunities doing specialty grouting in the utility and construction industry. It also covers the various major market segments, overall soil, pipe trench and structure considerations, types of grouts available, how to develop your know-how and building a sound business reputation.



Cleaner

NASSCO

Chemical & Biological Control of F.O.G. in a 2,500-Mile Collection System

1:30 PM - 2:30 PM

Room: 130-132

Speakers:

Brian Conroy, Duke's

Jim Elliott, Vice President of Sales, In-Pipe

Rich Schici, In-Pipe

This session will review a treatment plant-friendly method of grease elimination from a sewer collection system. The technique causes the grease to be liquefied, allowing it to be flushed downstream without re-coagulating. This technique will be illustrated for the control of fats, oils and grease in a 2,500-mile collection system.



Cleaner



NASSCO

Lateral Rehabilitation, What's Available?

3:00 PM - 4:00 PM

Room: 130-132

Speaker:

Jacob Trapani

In this session we will offer a complete overview of all lateral and main/lateral connection rehabilitation technologies available today. In an effort to seek a viable, cost-effective solution to one of the most significant contributors to our failing sewer infrastructure, technology providers have developed several methods to structurally repair and/or seal lateral pipes and their connection to the main sewer. Individual lateral pipes often have multiple bends, diameter changes, shifted joints, cracks, deposits, and roots, which create considerable challenges to repair or seal. The lateral pipe connection to the sewer main also poses problems due to leaks, cracks and poor alignment. Accessibility of lateral pipe is another issue, since one end is located in the sewer main and the other in a building. In some cases, a clean-out exists either in or outside of the building. It is critical that the methods developed cope with the existing conditions to provide an effective product and installation method that can be installed efficiently.



Cleaner



	SESSION	DESCRIPTION	RECOMMENDED
<div> <div>NASSCO</div> <div>Sales and Customer Service</div> <div>  </div> </div>	Fiber Optic Temperature Sensing Technology for CIPP Cure Quality Control 4:30 PM - 5:30 PM Room: 130-132 Speaker: Don Barnhart, Product Manager, Janssen Technology	For cured-in-place pipe installation, fiber optic technology offers a quantum leap in temperature resolution over conventional practice to assist contractors in revealing and overcoming heat sinks inhibiting cure and for better control of the cooldown process as well. With temperature knowledge every inch along the liner, contractors also avoid costly labor and fuel costs associated with over-cooking the liner.	
	Be Always Profitable: Setting up the Sale 8:00 AM - 9:00 AM Room: 140-142 Speaker: Frank Taciak	This session teaches participants methods and guidelines for a successful sales call. Sales, whether we want them to or not, drive business. They either make our profit, or kill our success. Making a profit always starts before the job begins because "if it wasn't planned at the beginning it won't be found at the end." Participants will learn: How Sales = Profit; Implementing effective sales techniques and concepts; How to set up sales for business potential. Figuring what your costs are so that you charge for it. How to stop worrying about the competition. Setting up sales for maximum success. Participants will leave this session with key strategies to set up their sales process for maximum success.	    
	Be Always Profitable – Your Best Sales Presentation 9:30 AM - 10:30 AM Room: 140-142 Speaker: Frank Taciak	This session provides an overview of the actual sales process. Participants will learn a step-by-step method of presenting their business and creating a win-win outcome for both contractor and customer. Participants will learn: Where the sales presentation starts; How to handle calls, emails, and communication; Methods for setting up the appointment; Guidelines for meeting with customers; Effectively using selling options; How to close the sale. Participants will take home methods, ideas, and concepts that they can immediately use in making their sales process more successful.	    
	Be Always Profitable – Servicing Your Sale 11:00 AM - 12:00 PM Room: 140-142 Speaker: Frank Taciak	This session teaches participants how to both manage job fulfillment in their sales process, as well as create positive customer attitudes about their work. Customer service is key in effective business and making sure customers are happy is no longer an option in our marketplace. Participants will learn: Guidelines for setting up the work schedule; Basics of structuring man power on the job; Rules for managing contact with the customer; Strategies for guaranteeing payment. Participants will leave with a thorough understanding of customer service skills and how to best use these in all aspects of their work.	    
	Be Always Profitable – Our Attitude to Success 1:30 PM - 2:30 PM Room: 140-142 Speaker: Frank Taciak	Can YOU have a successful life and business? This session answers that question, and gives participants the tools they need to make their life ... WORK! Never before have there been as many tools and strategies available to make a business successful, but are we implementing them? Participants will learn: How to implement an effective plan; How to turn a successful business into a successful life; Learn to envision what winners look like. At the end of this session, participants will leave with the knowledge, skills, and motivation they need to achieve success in their life's work.	    
	7 Things you Should Know About Design, Installation and Maintenance of Precast Concrete Septic Tanks 3:00 PM - 4:00 PM Room: 140-142 Speaker: Claude Goguen P.E.	As population in the U.S. continues to migrate away from cities and into rural areas, and as municipalities struggle with limited infrastructure budgets, there has been a larger demand for high-quality, efficient and durable onsite wastewater systems. In order for those systems to successfully treat residential wastewater, all the components must work efficiently to allow for the chemical and biological reactions to occur. This includes the proper design and performance of the structures that house and convey the wastewater as it's being treated. Precast concrete manufacturers are tasked with providing reliable structures that will be subjected to a variety of loads and extreme exposure conditions. At the same time, they must be easily installed, watertight, and able to house the evolving	
(continued)			

NPCA

(continued)

7 Things you Should Know About Design, Installation and Maintenance of Precast Concrete Septic Tanks

treatment technologies that serve to reduce nutrient loading into the soil and groundwater. This course will explore the stresses that precast concrete tanks are subjected to in service, and how they are designed to counter those stresses. The course will also include discussion on watertightness, proper installation practices and testing. The attendee will be able to describe stresses on an underground wastewater treatment tank in service, identify the main keys to a watertight precast concrete septic tank, and give three examples of poor tank installation practices that could jeopardize the effectiveness of the septic system.



NPCA

Grease Interceptors: A Slick Solution to a Greasy Problem

4:30 PM - 5:30 PM

Room: 140-142

Speaker:

Cyndi Glascock, Design Consultant,
Gainey's Concrete Products

As communities across America are struggling to maintain aging sewers, it is more important than ever to manage harmful discharges that may compromise the effectiveness of the system. Precast concrete grease interceptors play a major role in pretreating grease-laden waste streams and protecting the sewer systems. They must be designed to provide easy access for maintenance and be sized to hold large quantities of grease to reduce pumping/cleanout costs. This course will cover elements of proper design of grease interceptors, including sizing and placement of baffling tees and filters. That design must also take into account anticipated loading conditions. The course will also include best practices in selecting the location for the grease interceptor as well as proper installation. Attendees will be able to: Size large outdoor precast grease interceptors; Differentiate between hydrodynamic and gravity-fed grease interceptors and their sizing charts; Define the key factors to designing grease interceptors for site loading requirements; Identify the considerations required for properly installing a grease interceptor.







FEBRUARY 25, 2014

SSCSC

Don't Fear the Shapefile

8:00 AM - 9:00 AM

Room: 231-233

Speaker:

Mark Hill, P.E., Civil Engineer, Michael Baker Corp.

More and more agencies and companies have implemented GIS mapping and want to provide that data to their contractors performing work. This class will address what to do with the data, what it looks like, how to import it into common CCTV inspection software, and how to link data to it for a submittal.





SSCSC

What's Important for Your Company; Is it Size, or Profit or Both?

9:30 AM - 10:30 AM

Room: 231-233

Speaker:

Duane Johnson, Vice President,
Affordable Pipeline Services

It is often said that most small businesses fail to have a plan and most often tend to operate reactively. As they get busier, they add more employees and more equipment in order to meet the added workload. Without a plan, this approach can have devastating effects on a company by destroying their financial solvency. It's important to understand the true meaning of growth and the real costs associated with it. This class will look at some of the important questions that must be asked and analyzed before embarking in any future growth. Participants will help bring into focus the proper approach for making correct business decisions. As an owner and manager of two distinct businesses (a drain cleaning company and a pipeline cleaning and inspection company), Johnson will take on a unique approach as he discusses some of the challenges that come from growth and the need to stay focused on profitability. Remember that bigger is not always better, sometimes it is just bigger.








SSCSC

1 + 1 = 14: Cleaning and Inspection Equipment Working as one Entity

11:00 AM - 12:00 PM

Room: 231-233

Speaker:

Jim Aanderud, Owner/President,
Innerline Engineering

Whether it's cleaning and video projects or specialized cleaning applications, the way in which combination units and CCTV inspection vehicles work together will determine ongoing success. In this class participants will look at the relationship between these two pieces of equipment, and discuss the importance of the working relationship between their crews. They will focus on the importance of planning, communication, organization and execution, then will look closely at the keys to success in cleaning and video projects, and the methods for maximizing production and profitability. They will also look at the proper use of CCTV cameras during high-end cleaning and cutting applications and discuss their importance for safety and cleaning effectiveness.





	SESSION	DESCRIPTION	RECOMMENDED
NAWT	Be Ready to Land Apply 8:00 AM - 9:00 AM Room: 234-236 Speaker: Bill Toffey , Owner, Effluential Synergies LLC	The purpose of this session is to start at the beginning when a decision is made to land apply septage. Local community and site conditions will be discussed; along with what equipment is needed to properly land apply under different conditions, agreements with landowners, scheduling application times, and what it takes to meet the Federal 503 regulations on pathogen control, including lime stabilization and reporting requirements.	
	Soils and Cropping Systems 9:30 AM - 10:30 AM Room: 234-236 Speakers: Bruce Fox , Partner, Allstate Septic Systems LLP Dave Gustafson , UW MN	This session will concentrate on the land-application site from the perspective of the soil and slope conditions and how they impact application rates. Erosion and runoff control measures and oil separation requirements will be discussed. The identification of sensitive areas that need to be addressed, along with setback requirements from sensitive areas, buildings, and roads will be highlighted.	
NAWT	Land Application Rates and Nutrient Management 11:00 AM - 12:00 PM Room: 234-236 Speakers: Bruce Fox , Partner, Allstate Septic Systems LLP Jim Anderson , Education Coordinator, NAWT	This session will look at both daily and yearly application rates. Establishing a nutrient management plan will be discussed. How to stay within the nitrogen application rate requirements while balancing crop nutrient needs will be discussed. Crop selection will be discussed from both an application rate perspective as well as crop usage for animal feed.	
	Gen Y + Gen X + Baby Boomers = #@\$%??? 8:00 AM - 9:00 AM Room: 237-239 Speaker: Jerard Nighorn , Lenzyme	Solve this equation ... this seminar will be packed with generation laughter. Attendees will learn how to solve hiring problems, keep customers, collect receivables and communicate across generations. The answer to this equation will help all business owners solve problems they may not even know are happening, and create a new way of looking at customers, workers, co-workers and generations in whole. Knowing the answer or knowledge will sure help to increase your overall business profits and take you and your business to the next level.	
Customer Service & Employee Development	Get and Keep the Best Coworkers 9:30 AM - 10:30 AM Room: 237-239 Speaker: David Heimer , Chief Operating Officer, Service Roundtable	You can't grow your business if you can't find, hire and keep the right people. Why is it that some companies can't find qualified personnel, while other companies always have a flood of applicants and get to pick and choose? Why are some companies always fighting turnover battles, while other companies routinely keep their best employee for 20-30 years? Heimer will show attendees how to build a recruiting pipeline, attract the kind of employees they want, and keep them for years. He will share real-life positive and negative experiences from service business owners, and the lessons learned. You CAN find and keep the coworkers you want; you just need to learn how.	
	Win, Win, Win in Residential Service Contracting 11:00 AM - 12:00 PM Room: 237-239 Speaker: Bill Raymond , Co-Owner, Frank and Lindy Plumbing Heating and Cooling	Learn how to create a well-balanced company that wows its customers, nurtures employees and achieves their financial goals. So often one or more of the three are missing. This workshop will focus on fundamentals from each area, bringing a better understanding of business planning, customer expectations and employee development and retention.	

OSHA Confined Space and Fall Protection Untangled

8:00 AM - 9:00 AM

Room: 240-242**Speaker:** Chris Cira, Partner, MTech

This session presents a different and unique high-level overview of confined space, air monitoring and fall protection regulations. We will untangle the multitude of regulations regarding these topics and bring it down to a practical and understandable approach and most important an approach that can actually be implemented in the field. We will also touch on the differences related to general industry, construction, agriculture and maritime regulations, and which one impacts you in the field.

**Air Monitoring Application for the Liquid Waste Industry**

9:30 AM - 10:30 AM

Room: 240-242**Speaker:** Ed Fitzgerald, Jack Doherty Companies

This program will outline the application and use of air monitoring equipment for confined space and area monitors as it applies to the liquid waste industry. It will be in layman's terms, and will include a review of terminology such as PPM, LEL, TWA and % X Volume. All alarm points, as they apply to the industry, will be compared to day-to-day exposures that we all experience so that the employee will understand that they are protected and will not feel any effects when the alarm sounds.

**Vacuum Loaders**

9:30 AM - 10:30 AM

Room: 243-245**Speaker:** William Akins, Manger, Vac-Con Services Inc.

This program will outline the different applications of various vacuum trucks (combination machines, hydroexcavators, and industrial machines). It will also outline use cases for determining necessary equipment. This program will then give a detailed overview of industrial vacuum trucks, their components, and capabilities. It is intended to be interactive with active Q&A throughout.

**The Value of DOT Certification for Vacuum Trucks**

11:00 AM - 12:00 PM

Room: 243-245**Speaker:** Anne Brantley, Director of Product Development, Wastequip Cusco

In this session attendees will discuss the purpose of DOT certification to strengthen a truck's tank and bumper to prevent spillage of hazardous materials during rollover accidents or rear-end collisions. Trends indicate that DOT certification is being required for more types of materials – not just hazardous material. DOT certification can increase the price of vacuum truck by as much as 20 percent, so when should fleet owners make that extra investment? What are the requirements for truck DOT certification, and how can you choose a reputable manufacturer to ensure your fleet is in compliance with evolving regulations?

**Take Control of Inflow & Infiltration in Manholes**

8:00 AM - 9:00 AM

Room: 130-132**Speaker:** William Goff, Sealing Systems

Many people are aware of the challenges inflow and infiltration bring to any utility. However, they may not be fully aware of how easy it is to identify the problems, and what methods are recommended to fix them. This presentation will give attendee a closer look at infiltration identification, and methods and products to use for correction and remediation of infiltration and rehabilitation. It will also address proactive efforts and products to reduce or deny infiltration and thus eliminate the need for rehabilitation. Prevention is always less costly than remediation.

**DC Water is Utilizing CIPP to Rehabilitate the Nation's Capital**

9:30 AM - 10:30 AM

Room: 130-132**Speaker:** Muminu Badmus, Projects Manger, Perma-Liner Industries, LLC.

DC Water provides critical water and sewer services to the nation's capital; the infrastructure that supports these services is old and deteriorating. The median age of the 1,800 miles of sewer pipe is 86 years old, with some in-service trunk mains installed before the Civil War. One of DC Water's strategic initiatives is to evaluate different technologies to improve service delivery while lowering asset life cycle costs. The lateral program seemed a likely candidate to evaluate trenchless solutions, since over 20 percent of the project costs were related to restoration. DC Water staff were interested in a trenchless solution, specifically a cured in place pipe (CIPP) solution, as a possible alternative to the traditional open-trench method.



Nozzle Explanation and Selections

11:00 AM - 12:00 PM

Room: 130-132**Speaker:****Scott Paquet**, President/CEO, NozzTeq Inc.

In this session participants will discuss the different types of nozzles available on the market today, including how you make your selection and what to look for in a nozzle. Paquet will examine hose-line loss and what this means when setting a nozzle up properly. Participants will look at the design of nozzles and why some are more effective than others. This will give the end user an education in determining what nozzles to purchase and in the selection of nozzles. A supplied hose-line loss chart will explain why the end of the hose pressure is the most important. Participants will also cover how to test nozzles with a cost-effective test kit. This will also include complete instructions to make the proper selection and an understanding that one nozzle does not do it all.

Cleaner**Septic Tank Bells and Whistles**

8:00 AM - 9:00 AM

Room: 133-135**Speaker:****Bob Smith**, Engineer, Orenco Systems, Inc.

There are a number of different accessories for installation with a residential septic tank. The broad categories include equipment for ease of access, equipment for improvement of effluent quality, equipment for ease of operation and maintenance and equipment for improving dispersal distribution. This presentation will go over these four classes of septic tank accessories and how they can benefit the function and maintenance of an onsite system.

ONSITE installer**Aeration Units for Onsite Septic Systems**

9:30 AM - 10:30 AM

Room: 133-135**Speaker: David Flagg**, President/CEO
Septic Services, Inc.

This session will touch on the history of aeration, and the difference between aerobic and anaerobic digestion. It will move along to the many types of tanks, aerators and features and benefits of each design, along with diffuser types, filtering, electrical requirements, and safety and maintenance of the system, effects on the adsorption field, including both pictures and video. Aeration is not a new process, as its use began at the turn of the century in municipalities, and began to be used on residential sites as far back as the 1940s. However, because of the high cost and less concern for the environment, the process did not become popular until many years later. In a septic tank, anaerobic bacteria digest the sewage and require little to no oxygen to break down the waste material. In an aeration tank, aerobic bacteria require lots of oxygen to survive to break down and digest the sewage, so consider anaerobic bacteria at the speed of Wile E. Coyote and aerobic bacteria like the Roadrunner. By aerating a tank, it allows you to process more sewage in a smaller space, producing a cleaner effluent to the adsorption system. The benefits in the adsorption field will also be discussed.

ONSITE installer**Understanding ATUs, their Service Requirement, and Maintenance**

11:00 AM - 12:00 PM

Room: 133-135**Speaker: Doug Dent**, Ecological Labs

The presentation provides detailed information on how to service ATU systems, how to evaluate problems from influent to effluent, and the equipment needed to assure correct identification of system problems from as simple as; when to pump an ATU, the need to check pH levels from time to time, dealing with odor issues, to understanding the good guys in biology to the bad guys, this referring to sludge bulking caused by filamentous microorganisms. The presentation reviews ATU design and comparison to standard onsite septic systems, with adequate attention to the importance of the ATU's relationship with biology presented in an easy to understand technical format that will satisfy both new and seasoned operators, and service personal. The program covers the ATU biological process, factors that effect ATU performance, and methods and tools necessary to identify, correct, and resolve many ATU problems. The session includes hand-out materials and information to meet the session's goal of achieving a level of knowledge and understanding that will allow proper service of ATU systems by those that attend the session.

ONSITE installer**The Best of Both Worlds**

8:00 AM - 9:00 AM

Room: 243-245**Speaker: David Roncadori**, J & J Chemical Co.

In this session participants will discuss liquids vs. portion control deodorizers. Liquids can be non-formaldehyde, formaldehyde or biological. The discussion will include how liquid deodorizers can be applied; direct charge, dilute, or premix – controlling the use of liquid deodorizer utilizing a blend system; and what strength is best for you. Portion control includes tablets or packets. Discussed will be choosing the right portion control method for your needs; one-size-doesn't-fit-all requirements; how seasons and environment can influence your choice of product; and the pros and cons of liquid and portion control, including storage, transport, spillage, cost, and limitations.

PRO
PORTABLE RESTROOM OPERATOR

FEBRUARY 26, 2014

INSTALLER

**COLE Publishing's
Onsite Installer Course**

8:00 AM - 5:00 PM

Room: 234-236**Speakers:****Dave Gustafson**, UW MN**Jim Anderson**, Education Coordinator, NAWT

This 8-hour course will train participants on the basics of installing onsite wastewater treatment systems. It will include discussion on installing sewage tanks, trenches, pumps and pump stations, above-ground systems, and media filters.



PORT. SANITATION

**Deodorizers and Making
the Right Choices**

8:00 AM - 9:00 AM

Room: 237-239**Speaker:****Dale Wallace**, GM, Green Way Products
division of PolyPortables, LLC

This seminar will cover a number of questions and decisions to be made that will help guide new and or established operators on how to properly service and maintain their investment, "The Portable Toilet." The decisions you make will impact the success of your business. Why do we do what we do? What governs your choices when you decide how and how much to service your customer? This discussion addresses: Why this business? How do you grow your business? How do you make the most of your business? How do I take care of a toilet? What about urine scale and bio films? What should you use as a deodorizer with so many choices out there? And should you detail your toilets, and if so, how?



PORT. SANITATION

**Oh Shift! Six Future Trends You
Must Gear Up For to Compete
and Succeed**

9:30 AM - 10:30 AM

Room: 237-239**Speaker:****Beverly Lewis**, President, Beverly Lewis Group

Several global trends on the horizon will have a major impact on your sanitation business. This session will discuss six epic shifts that will change the face of portable sanitation. The seminar will raise awareness and create long-range visibility for these trends, and discuss specific strategies to turn these changes to your advantage. Topics include technology, workforce demographics, communication, consolidation and sustainability.



PORT. SANITATION

Portable Restroom Service Units

11:00 AM - 12:00 PM

Room: 237-239**Speaker:** **Randy Tischendorf**, Sales,
Imperial Industries, Inc.

This seminar will cover the proper selection of chassis in correspondence with weight distribution and the Bridge Law. It will supply the attendee with both the maximum capacities allowable on a given chassis, taking into consideration if a trailer is being pulled. The seminar will cover the estimated overall weight of tanks manufactured in aluminum, steel and stainless steel and the proper chassis selection for each basic tank capacity. Also discussed will be the various styles of tanks used in the portable restroom industry, and their uses.


Business Training
and Marketing**Improving Profitability
through Tracking**

8:00 AM - 9:00 AM

Room: 240-242**Speaker:** **Clint Smith**, CallSource

In a sea of competing companies, what makes your company stand out from the rest? Callers are looking for precisely this answer, and how you communicate this will separate you from your competition. Learn how to get the best "bang for your buck" on the thousands you spend to get the phone to ring. While call volume is a key component, you're still ultimately as good as you book. Timing, tone, and confidence all play large roles in earning the caller's trust. In order to get more techs to more doors, you must first improve your current situation. Knowing how to find these improvement areas is crucial since you cannot improve what you don't measure.




	SESSION	DESCRIPTION	RECOMMENDED
Business Training and Marketing	Advertising and Marketing for Service Companies 8:00 AM - 9:00 AM Room: 243-245 Speaker: Jeff Bruss, President, COLE Publishing	Often overlooked by service companies, a strong marketing and advertising program will keep your business in front of both customers and the competition. Topics covered include phone book advertising, social media, Internet, newspapers and more. Learn how to develop your brand and the most economical and intelligent places to put it.	    
	How Anywhere, Anytime Paperless Operations Save Time and Money 9:30 AM - 10:30 AM Room: 240-242 Speaker: Joel Smith, Business Consultant	This presentation will go over a typical business cycle for portables and liquid waste services (brown, yellow, black oil, septic, graywater) from first customer contact through verification of service. It includes how changes can save from 15 to 45 percent; invoices, route sheets, receivables, customer contact, marketing, and order taking; implementations for the field; how to get the greatest benefits; how to handle exception customers; and services to differentiate your company from the competition.	      
Business Training and Marketing	Achieving Financial Balance in Your Business 9:30 AM - 10:30 AM Room: 243-245 Speaker: Russ Decker, CEO, Trade-Serve	This session will teach attendees how to properly price sewer, septic and plumbing services, and how to market using discounts without losing your profits. It will include how to easily plan for retirement, depreciation, taxes and retained earning while having sufficient money for the owners' draws. Achieve financial balance between your production employees, customers and the shareholder(s), and get access to software that will help you. This session will be hands-on practice with take-home handouts that you will be able to use in your business immediately.	    
	Book More Calls – Wow More Customers 11:00 AM - 12:00 PM Room: 240-242 Speaker: Brigham Dickinson, Founder, Power Selling Pros	In this class, owners will learn to master a set of principles that will help them and their call-handling team book more calls and wow more customers over the phone. What better way is there to keep your dispatch board full than to book the calls that are already coming in to your office? With this class, you'll learn how your call-handling team can become more passionate in their interaction with your customers; they'll not only book more calls, but also become fundamentally great at taking care of customers. For business owners looking to book more calls and wow more customers, your attendance at this class is a must.	   
Business Training and Marketing	7 Incredibly Effective Ways to Improve Your Sales 11:00 AM - 12:00 PM Room: 243-245 Speaker: Ara Mahdessian, CEO, ServiceTitan	In this session attendees will take a look at the simple yet incredibly effective methods that the most successful contractors use to improve their sales. They will discuss how they motivate technicians, ensure satisfaction, generate more repeat business and other secrets that you can quickly and easily implement when you return to your office.	    
	Sewer Cleaning 101 8:00 AM - 9:00 AM Room: 130-132 Speaker: Ken Billingham, KEG Technologies	This session discusses the understanding of how the crew, equipment and nozzles are integral to the successful completion of the task at hand. Topics discussed include pressure drop, cleaning procedures, and nozzle selection, and how they are related to each other. Learn how to effectively clean sewer and storm lines using minimal fuel, water and time. This class will be of interest to owners, managers and operators alike.	 

MUNICIPAL

SEALING: Underground Coatings – Restore Deteriorated Infrastructure

9:30 AM - 10:30 AM

Room: 130-132**Speaker:** Stewart Nance,
Sales & Marketing Manager, Interfit USA

Infiltration into sewer systems is insidious, pervasive and monumentally expensive. Collection systems develop increasingly worse infiltration over time due to defective and deteriorating components. Cementitious and epoxy liners, and the combination of both, have proven effective in permanently and economically restoring and protecting deteriorated structures, and thus eliminating infiltration.



MUNICIPAL

Rehabilitation: How Small Contractors Can Make Big Money Doing Manhole Rehabilitation

11:00 AM - 12:00 PM

Room: 130-132**Speaker:** Bill Shook, President and Founder,
AP/M Permaform

There are more than 20 million manholes in America, and more than half are over 50 years old and in need of serious repair. This session discusses the variety of techniques that are presently available to seal, reinforce and protect old block, brick/mortar and corroded precast manholes to better than new condition without digging. For a small investment, contractors can net big returns. Case studies will be shared.



PUMPER

Right Sizing Your Pump System

8:00 AM - 9:00 AM

Room: 133-135**Speaker:** Jason Reading, Sales Manager,
National Vacuum Equipment

Attendees will discuss the process for evaluating an application and determining what would be the correct system for use. It will provide attendees with a takeaway that includes a list of "Rules of Thumb," pitfalls to avoid and confirmation of steps that the end user will find helpful to ensure they have the right system for their job.



PUMPER

Make More Money by Using a Biological Product with your Services

9:30 AM - 10:30 AM

Room: 133-135**Speaker:** Mireya Eavey, One Biotechnology

Using a biological product adds beneficial bacteria needed for a healthy tank. The product will continue to flow through the drainfield and breakdown the biomat. Subjected to bleaches, detergents, and other chemicals, naturally occurring bacteria struggle to survive and keep up with the influx of waste in residential and commercial septic systems. Adding a biological product formulated to work in the harsh conditions that requires no pH neutralizing and is performance ready, will decrease the amount of times a system has to be pumped, while giving a customer lasting results.



PUMPER

Septic Drainfield Restoration

11:00 AM - 12:00 PM

Room: 133-135**Speaker:** Mark Reynolds, CEO/President,
RCS II and Municipal Sales, Inc.

According to the US EPA 90 percent of all septic failures occur in the drainfield. It's important to understand the system your working with, and to take the time to see if your building department has an as built drawing of the system. What are the reasons systems fail? This session will discuss the steps to solve these issues.



Stay up to date on all things Expo with
www.pumpershow.com

PUMPER & CLEANER ENVIRONMENTAL EXPO**EDUCATION DAY: FEB. 24, 2014 EXHIBITS OPEN: FEB. 25-27, 2014****INDIANA CONVENTION CENTER - INDIANAPOLIS**

Holding Tanks and Transport Trailers

By Craig Mandli

Transporting portable restrooms is easier and safer with the use of specialized trailers and hand trucks. Additionally, holding tanks offer a temporary solution when auxiliary wastewater or freshwater need to be stored. Here are some trailers, holding tanks, hand trucks and other accessories to consider.

TRANSPORT TRAILERS

PORTABLE RESTROOM TRANSPORT TRAILER

The portable restroom transportation trailer from **Johnny Mover Trailer Sales** features a skid locking system that secures multiple restroom units using an iron bar locked into place with a chain binding system. Models are available to handle from six to 20 portable restrooms, and all feature front deflectors to protect units from road spray and debris, brakes, paint options, lighting and leaf-spring suspension, with optional powder coating and chrome wheels. **800/498-3000; www.cesspoolcleaners.com/johnny.html.**



EASY-LOADING TRANSPORT TRAILER

Restroom delivery trailers from **Liquid Waste Industries** are made from heavy-duty steel and feature double torsion axles, electric brakes and flush-mounted lights. Available with or without 4-foot

side rails, trailers have built-in winch straps on all corners and a T-beam down the middle to secure one side of the skid. Hooks are evenly spaced along the sides to weave through and over skids. Trailers are 23 1/2 inches high for easy loading and unloading. Custom upgrades include gates, leaf spring axles, fold-down ramps, LED lights and choice of hitches. **877/445-5511; www.lwiinc.com.**



ADJUSTABLE TRANSPORT TRAILER

Explorer Toilet Transporters from **McKee Technologies - Explorer Trailers** feature easy-to-adjust carrier slats that box in virtually any size restroom skid, so multiple-sized skids can be configured securely in the same load. Models range in size from 8 to 48 feet, accommodating up to 24 units. All include fully independent suspension axles that virtually eliminate side-to-side shock transfer. They are available with front wind deflectors to protect units from road spray, stones and wind loading. Complete hot-dip galvanizing is available for corrosion protection. **866/457-5425; www.explorertrailers.com.**



REMOTE-SITE RESTROOM TRAILER



The **CUSITEC 3000 S** portable restroom transport trailer from **Sanitarios y Quimicos de Mexico** was designed for remote areas where a service truck is too costly or not available on a daily basis. It features a two-compartment self-contained bottom tank, with 126 gallons for wastewater and 65 gallons for freshwater for services and clean up. The trailer is ideal for use in oilfields, pipelines, railroad maintenance areas, agricultural fields and for special events. It can be used up to 3,000 times before servicing, and features an easy-discharge valve and 42-gallon water tank for the hand-wash unit. **915/239-8919; www.syqonline.com.**

HOLDING TANKS

POLYETHYLENE HOLDING TANK

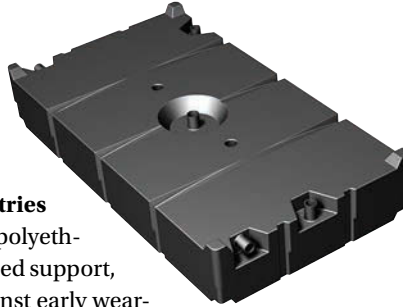
Rotationally molded polyethylene holding tanks from **PolyPortables** are often used under on-site office trailers, but have also been used for temporary waste storage in other locations. The 250-gallon low-profile tank is 18 by 48 by 72 inches, and weighs 100 pounds. Four clean-out ports are typically installed on each tank, with two on the top in opposing corners and one on each end, but a custom tank with as few as two ports is available. A uni-seal grommet and threaded PVC connector are inserted in each port. A 300-gallon tank with one 10-inch manhole, two 3-inch spin weld ports and two universal clean-outs is also available. Tanks can easily be daisy-chained together to increase capacity. **800/241-7951; www.polyportables.com.**



HOLDING TANKS

INTERNALLY STRENGTHENED HOLDING TANK

Holding tanks from **Satellite Industries** are made of strong, impact-resistant polyethylene, have two internal pillars for added support, and thickened corners to protect against early wear-through. Fittings are molded for greater strength, and all ports and connectors are recessed to guard against breakage. Tanks have end-to-end standard rubber fittings to increase storage waste when needed, and are designed to be stackable. They have a capacity of 350 gallons, weigh 130 pounds and feature six ports (four top and two end) that are the same as 3-inch Schedule 40 pipe. **800/883-1123; www.satelliteindustries.com.**



300-GALLON HOLDING TANK

The 300-gallon holding tank from **T.S.F. Company** is a low-profile 16 inches in height, designed to easily slide beneath an RV or a field office safely and out of sight. The placement of two 3-inch holes is standard, one in the corner for clean out and easy access from the side of the trailer, and another provided for the plumbing. Varied-size holes or spin-welds can be installed anywhere in the tank for any application. They have been certified

in the states that require certifications, require them by the truckload for temporary waste storage due to devastation, or are required to have above-ground tanks in campgrounds. **800/843-9286; www.tuff-jon.com.**

PORTABLE RESTROOM MOVERS

PORTABLE RESTROOM MOVER

The **Mini-Metro Mover** from **Allied Forward Motion** 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.**



TRANSPORT DOLLY

The **Armal** transport dolly is ideal for moving any Wave standard portable restroom from one location to another. It is made of lightweight aluminum, and compact, making it easy for one operator to maneuver a portable restroom quickly. It is

made for rigorous daily use, and speeds up the process of picking up and/or dropping off portable toilets in a safe and efficient manner. **770/491-6410; www.armal.biz.**

Decals & Signs

Let's freshen up your units!

Whithner
Screen Graphics

- Competitive Pricing
- Knowledgeable & Courteous Staff
- Quick Turn Around

Contact us today!

410.391.8781



Service Records, Custom Shapes, Truck Magnets, Vinyl Cut Graphics, Fence Signs



www.whithnerscreengraphics.com



Flexible and Affordable Financing Options

Financing for New and Used Equipment

Trucks • Tanks • Trailers • Toilets • Cameras • Jetters
Computer Hardware & Software



7 Church Road, Hatfield, PA 19440
Phone: 800.422.1844
Fax: 888.883.9380
Visit our website: www.libertyfg.com

Call Michael DeGroat (ext 12)

Commercial Equipment Financing Call 800-422-1844

PORTABLE RESTROOM MOVERS

RESTROOM HAND TRUCK

The **Super Mongo Mover** hand truck from **Deal Assoc.** moves both standard and ADA handicap restrooms. Its aluminum and steel frame is lightweight and strong, and is available with up to eight wheels for use on soft ground. The operator stands on the rear axle so all their body weight works to help tip the restroom, while the long handle provides leverage, making it easier to tip back heavy restrooms with minimal strain. It can be carried on the back bumper of a vacuum truck or trailer, or strapped to a restroom for transport. **866/599-3325; www.dealassoc.com.**



DECALS

VINYL GRAPHICS

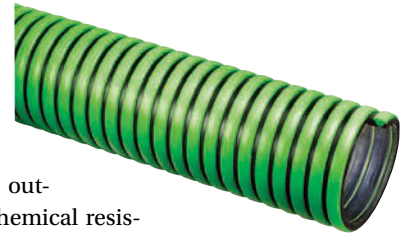
ScreenTech Imaging offers digital printed full-color graphics that include decals, banners, signs, vehicle wraps and trade show displays available in any shape or size. Digital printing is economical, fast and effective, and offers more choices to reach customers. The company offers large photo realistic banners for the side of a building, or full-color pumper tank wrap decals. The digital print process has been expanded by providing large digital banner printers, fast flatbed digital presses and fast digital i-cutters and routers. **800/829-3021; www.screentech.com.**



HOSE

SUCTION HOSE

Tigerflex Tiger Green from **Kuriyama of America** is a black, flexible, lightweight EPDM rubber suction hose with a bright green polyethylene helix construction for outdoor wet or dry applications. It is chemical resistant, flexible and durable. Abrasion-resistant green helix is designed to slide easily over rough surfaces and around objects, making it easier to handle. **847/755-0360; www.kuriyama.com.**



LIGHTING

SOLAR PORTABLE RESTROOM LIGHT

Power for **LunarGlo** solar LED lighting comes from a large solar cell, which is coupled to a lithium-ion battery through a complex circuit board that controls the functions of the light. The sun turns the unit off and on automatically. There are no moving parts to break or fail. The four LED lights provide adequate lighting at a comfortable level. The unit is designed to operate in a wide variety of atmospheric conditions, is waterproof and UV protected. **574/294-2624; www.lunarglo.com. ■**





This System Eliminates the need to strap down each individual unit!

The Best Trailer For All Of Your Portable Toilet Transport Needs

800-498-3000
www.cesspoolcleaners.com
troyd@cesspoolcleaners.net

The Johnny Mover
715-723-4450
Stardusk Truck & Equipment
2513 County Hwy 00
Chippewa Falls, WI 54729
We Have A Johnny-Mover That Fits All Of Your Needs! Smallest To The Largest!

Socially Accepted






facebook.com/PROmonthly
twitter.com/PROmonthly
plus.google.com
youtube.com/PROmonthly

Extra! Extra!

Want More Stories?

Get extra news,
extra information,
extra features with

Online Exclusives

Exclusive online
content for *PRO*

www.promonthly.com/online_exclusives

COMPUTER SOFTWARE

FreeServiceReminderSoftware.com,
FreeServiceDispatchSoftware.com,
FreeRouteManagementSoftware.com.
(T12)

PORTABLE RESTROOMS

300-400 PolyJohn & Hampel Shed construction-grade units. 90% ready for immediate use. \$50 each firm. You choose, you transport. John @ 804-752-2599. egx@comcast.net (T02)

PORTABLE RESTROOM TRAILERS



Several restroom trailers for sale. Manufactured by Rich Restrooms. Heat and air. Each has a 100-gallon freshwater tank, 300-gallon waste tank, and 2 stalls.\$12,000

Contact Steve:
607-857-1312 PA

T01

2010 Comforts of Home 2-Room: 350 waste/120 fresh. Diamond plate front with spare tire and winter package. Great condition! \$13,500. Also 2 fresh water flush PolyJohn units for sale. 810-265-9026. gretchen.hole@yahoo.com (T12)

PORTABLE RESTROOM TRUCKS

2008 Ford F-550: 136,000 miles, 6.4 PowerStroke, auto, PTO drive Masport vac/pressure pump. 600/300 aluminum tank. Does not run. Excellent body and tank. \$7,500. 724-757-7528 (T12)



2005 Isuzu NPR HD: 164,456 miles. BUT, brand new engine, auto. transmission and rear end. 0 miles on all 3 items. 300/100 aluminum tank w/Kohler pup motor and Jurop vac/pressure pump. Toilet carrier.\$15,000 OBO

724-757-7528 PA

T12

CALL 1-800-994-7990 to advertise in PRO Marketplace



2006 Ford F-450: 2WD, 229,964 miles, 6.0 Diesel Powerstroke, BUT 65,000 miles on new engine. 600/200 aluminum tank. The flatbed is the tank. Lift gate. Hauls 8 units. PTO driven vacuum pump.\$20,000/OBO

724-757-7528 PA

T12



2002 International 4300: DT466 engine, 5-speed Allison auto, 302,717 miles. PTO-driven Masport vac/pressure pump, 600/300. 2-unit carrier. Runs great.\$20,000/OBO

724-757-7528 PA

T12



1998 International 4700: 148,110 miles, DT466 engine, 5-speed manual transmission. 1,500/400. PTO-driven Masport pump. Toilet carrier. Truck is set up for septic and porta johns. It will do both. EXCELLENT condition.....\$30,000/OBO

724-757-7528 PA

T12

PRODUCT NEWS

Galbreath 200 Series roll-off trailer

The A5-200 Series roll-off trailer from Galbreath, a Wastequip brand, has a container size capacity of 26 feet and can handle payloads from 33,000 to 39,000 pounds. The trailer is available in outside rail, extendable tail, inside/outside rail and deadlift configurations. Features include two telescoping cylinders that handle up to 60,000 pounds. Options include tarping systems, aluminum hubs, aluminum or poly fenders, work lights, inside cab controls, automatic grease systems and tool boxes. 877/468-9278; www.wastequip.com.



INDUSTRY NEWS

360 Products provides tank vent for restroom trailers

360 Products will provide JAG Mobile Solutions and Comforts of Home Services with holding tank fume extractors for installation in their luxury mobile restrooms, portable showers and specialty trailers. ■

CUSTOM SIGNS AND DECALS



All Of Our Custom Manufactured Products Are Quality Engineered For Long Term Outdoor Durability.

- Very Competitive Pricing
- Knowledgeable, Helpful And Courteous Customer Service Staff.
- Dependable Delivery.
- Digital Print And Vinyl Cut Lettering
- Generic Signs And Decals

And Much More!

**DURABLE, AFFORDABLE AND BUILT TO LAST
SINCE 1949**

J.C. Gury Company Inc.

530 East Jamie Ave, La Habra, CA 90631 Call (800) 903-3385 or (800) 556-5576
www.jcgury.com

Featured In An Article?

We provide reprint options



POSTERS
Starting At
\$35

Sizes: 24" x 30" & 36" x 45"

**LASER
REPRINTS**
Starting At
\$10



**ELECTRONIC
REPRINTS**
Starting At
\$25



Order through our website

www.promonthly.com



BRIGHT IDEAS *for your* BUSINESS

Hand washing equipment. Portable restrooms.
Holding tanks. And more. Backed by some of the
most experienced folks in the industry, PolyJohn is
ready to talk about ideas for growing your business.
Anytime. Anywhere.

PolyJohn.com 800.292.1305



PJ USA PJ CANADA PJ INTERNATIONAL PJ SOUTH AMERICA PJ MEXICO

PORTABLE RESTROOMS

HAND WASHING

CHEMICALS & DEODORIZERS

ACCESSORIES

SUPER TURBO TUBES

THIS ISN'T YOUR ORDINARY BLUE

**NOW TURBO TUBE'S
POWERFUL SOLUTION
IS EASIER TO DELIVER
WHILE SAVING YOU
MONEY...**

The NEW ULTRA concentrated Super Turbo Tube makes handling the toughest odors as **EASY** as 1-2-3.

In just seconds, the Super Turbo Tube's quick and easy to handle NO DRIP dispensing bottle delivers the **MOST CONCENTRATED** liquid deodorizer on the market.

Save Time... Save Space... SAVE MONEY!

**IT'S YOUR NEW
EXTREME BLUE...**

See for yourself. Try a free sample. Call Cindy or your PolyPortables division manager at **800-241-7951**.



PORTABLE TOILETS • HANDWASH STATIONS • DEODORIZERS • CLEANERS • TRUCKS

99 Crafton Drive, Dahlonega, GA 30533 USA • Phone (800) 241-7951 or (706) 864-3776 • Fax (706) 864-8111 • www.polyportables.com

All Green Way Products' deodorizers, cleaners and air fresheners are high-performance products developed and manufactured in our facilities in Dahlonega, Georgia specifically for portable restroom operators. They are all environmentally safe.

