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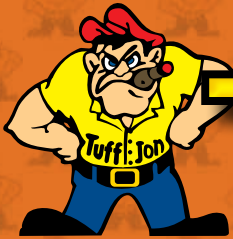
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RAIN, RAIN GO AWAY

When torrential downpours hit a popular lumberjack festival, Randy-Kan made the best of a bad situation **Page 26**

Tech & Tidy

Georgia's Pit Stop Sanitation focuses on new technology, a fit fleet and winning service **Page 16**



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2014 PUMPER & CLEANER ENVIRONMENTAL EXPO INTERNATIONAL

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Exhibits Open: February 25 - 27, 2014

Indiana Convention Center, Indianapolis

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ON THE COVER: Randy Bauer and Karrie Henricksen operate Randy-Kan Portable Restrooms in Kingston, Wash. The couple, shown in the company yard with a load of Satellite Industries Global restrooms on a Liquid Waste Industries (LWI) delivery trailer and a 2009 Ford F-550 service truck built out by Satellite, fought through rain to provide service to the local Old Mill Days celebration. (Photo by Mark Mulligan)

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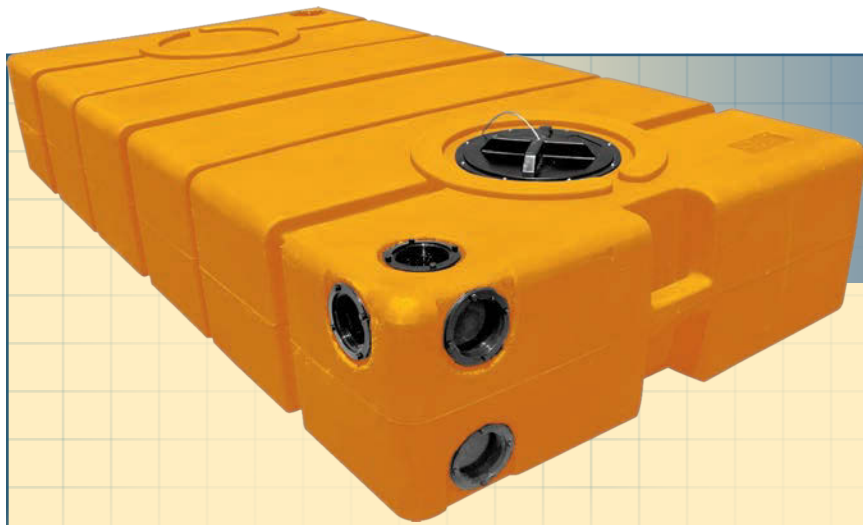
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Planting Our Roots

THE INDUSTRY IS GROWING AND EVOLVING, AND SO IS YOUR TRADE SHOW

By Bob Kendall

During late winter 1981, the first annual Liquid Waste Hauler's Equipment & Trade Show was held in Nashville, Tenn. The show was promoted to the 12,000-some readers of the recently launched *Midwest Pumper*. That very first show was a huge success - lauded by the couple hundred people who attended and a few dozen exhibitors.

The following year, the Liquid Waste Hauler's Equipment & Trade Show would see its first name change. The change was subtle: we only added one word - "International." Because, after all, we didn't want to shun our friends from Canada.

In 1984, COLE Publishing launched an additional title - *Cleaner* - aimed squarely at sewer and drain cleaning contractors. This meant the show had now become more than just a liquid waste event. It would take more than a decade, but in the mid-1990s the International Liquid Waste Hauler's Show again changed its name. This time, we would fully encompass everything we stood for - The Pumper & Cleaner Environmental Expo International. May no man, woman, child, country or profession ever be excluded again! So we thought.

The event would continue to grow, eventually hundreds of attendees became thousands, and dozens of exhibitors became hundreds. The Expo hopped through several cities - Nashville, Biloxi, New Orleans, Dallas, Fort Worth and Louisville. We even tried a few western destinations and visited Las Vegas, Palm Springs, Phoenix and Long Beach.

Now, after more than 20 years, it is time to make another name change. We're not just a show for "pumpers and cleaners" - we've grown and evolved into so much more, and so have you. The industry and profession has surpassed what many of us could have ever imagined way back in 1979, when *Pumper* was delivered to mailboxes across a few Midwestern states.

In 2015, the Pumper & Cleaner Environmental Expo International will become WWETT - the Water and Wastewater Equipment, Treatment & Transport show. A little better snapshot of what we have become and where we are heading. It's a show for an entire industry of hard-working people who maintain the flow in our sewer and water infrastructure, properly treat and dispose of wastewater, keep water safe, and our environment healthy.

We haven't forgotten our roots, we just planted them a little deeper - and thanks to you they'll always have water. See you at WWETT 2015. ■



Through the years the name, technology and locations have changed, but the event has always been an industry favorite.



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Learner's Permit

YOUR ADMISSION TO THE PUMPER & CLEANER EXPO IS A LICENSE TO FILL YOUR HEAD WITH BUSINESS-BUILDING INFORMATION TO SERVE YOU WELL THROUGHOUT THE COMING YEAR

By Jim Kneiszel

Organized training and education programs have taken on a more pivotal role in building professionalism in the portable sanitation industry in recent years. As awareness over safety and cleanliness has grown, local, state and federal governments have mandated more and more regulations over how your company serves customers and the general public.

Nobody's disputing that this is a positive development. The more we can learn and mature as an industry, the better we can provide the high level of sanitary services demanded by the general public. Portable restroom service has come a long way in a generation, and we're all better for it ... whether we're talking about workers on remote construction sites or every one of us attending a local festival. We all deserve clean, quality facilities and service when it comes to portable sanitation.

With this message in mind, I'm excited to see the continued evolution and expansion of Education Day, Feb. 24, at the Pumper & Cleaner Environmental Expo International. Hands down, nowhere will you receive the breadth and depth of training opportunities at one time and in one location than at the Pumper & Cleaner Expo.

PSAI PITCHES IN

As part of the huge slate of classes, the Portable Sanitation Association International will present a full track of seminars aimed at restroom service contractors. Following a year of challenge and change in its organization, the PSAI has emerged with a renewed enthusiasm and sense of purpose. Its enhanced involvement with Education Day reflects a desire to put learning and training opportunities front and center as an association mission. Here's a brief rundown of a few seminars on the PSAI track and why they reflect important industry trends:

Industry Image

In their talk, speakers Nancy Gump, owner of Andy Gump Inc., and Sarah Nasby, vice president of S & B Porta-Bowl Restrooms, will present ideas for portable restroom contractors to promote a positive image for the industry. They advocate for professional marketing materials and promotions to build good will and a message of cleanliness. The idea is to counter negative stereotypes about portable sanitation and build your reputation and profits.

What's New With OSHA Safety Requirements?

As a small-business owner, you may dread hearing that four-letter acronym. But speaker Anthony Kuritz, an industrial hygiene consultant with the Bureau of Safety Education and Training within the Indiana Department of Labor, will demystify the sometimes-complex initiatives of the U.S.

Occupational Safety and Health Administration. This is a great opportunity to take part in a valuable safety discussion and learn how to keep your company in compliance with the latest rules and regulations.

An Introduction to Entering the Federal Government Contracting Arena

Have you been intimidated by the idea of seeking the large and lucrative government contracts for portable sanitation that can take your company to the next level? You're not alone. Speaker Terri Baldwin Flanigan, a consultant with Phoenix Site Solutions, will help portable restroom operators navigate the world of government contracts to see if pursuing this type of business is right for your company. She will walk contractors through the bid process and give you the contacts necessary to get started.

OTHER SEMINARS TO CONSIDER

Many other seminars will interest portable sanitation providers as well. Among the presentations related to vacuum truck operation and small-business success are the following:

Preventing Tank Truck Rollovers

Transporting wastewater can be a dangerous duty, and rollover crashes caused by heavy, sloshing payloads can be devastating to a portable sanitation company. According to the Federal Motor Carrier Safety Administration, 75 percent of rollover crashes are the result of driver action, and most rollovers are preventable. John Conley, past president of the National Truck Tank Carriers, will explain how you can limit the risk of rollover crashes for your drivers and talk about a number of trucking safety issues.

Marketing & Customer Service For Small-business Owners

Delivering and serving restrooms in a timely and thorough fashion is not enough to ensure your business thrives. So says Tom Fritts, of Residential Sewage Treatment Co. Fritts will share ideas for easy marketing methods to jumpstart your profits and grow the small business you pour your heart and soul into. Fritts says PROs all have the skills and tools at their disposal to get started.

Personal Safety

Worker safety is key to the success of any business, but it's doubly important to a portable restroom operator with only a handful of workers to carry the load. Speaker John Chadwell, Western regional manager for EHS International, will share tips for improved workplace safety through personal awareness training.



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DOT Carrier/Driver sessions

U.S. Department of Transportation trucking regulations come into play frequently for companies that haul wastewater down the highways. Knowing the DOT's Compliance, Safety, Accountability (CSA) requirements is critical to your company continuing to run within regulations and operating safely. Buddy Mauger, a former police officer and motor carrier safety expert, will give three presentations on topics relating to the DOT, including implementation of CSA 2010, DataQ Challenge Protocol and recent updates and proposed regulations.

Be Always Profitable sessions

A PRO isn't necessarily a natural when it comes to making a sale and following it up with stellar customer service. That's where four seminars with contractor Frank Taciak, of C.E. Taciak & Sons, will prove valuable. Taciak shares techniques and tactics PROs can use to maximize sales, charge prices that ensure profitability and create a winning customer service experience. He breaks down all the elements of a successful sales effort and makes sure attendees leave with the skills and motivation for success.

BUT WAIT, THERE'S MORE

If you're picking up this issue on the first day of Expo Exhibits, Feb. 25, and you've missed all the opportunities on Education Day, don't fret. There are plenty more chances to learn during the three exhibition days. Your first move should be to grab an Expo program and search out the seminars on Tuesday and Wednesday, where speakers talk on a wide range of topics interesting to portable sanitation contractors, from technical seminars on land application, sizing vacuum pumps and working in confined spaces, to business-building talks on marketing and advertising, managing a multigenerational workforce and tracking profitability.

I would be remiss if I didn't add a plug for the roundtable discussions that kick off with a breakfast on Thursday morning. Join COLE Publishing editors and industry experts in the moderated talks beginning at 8 a.m. in the dining area of the Indiana Convention Center.

And I would be remiss if I didn't add a plug for the roundtable discussions that kick off with a breakfast on Thursday morning. Join COLE Publishing editors and industry experts in the moderated talks beginning at 8 a.m. in the dining area of the Indiana Convention Center. Each table will start with a different topic, and participants can move from table to table to meet new people and discuss a host of relevant issues in the wastewater industry.

The roundtables are a powerful networking tool for contractors. ... You may forge valuable friendships with colleagues from across the country, sharing service secrets and techniques that can pay big dividends for your business. I often hear that contractors have formed career-long friendships over breakfast and banter at the roundtable discussions. Come join us!

STOP AND SEE ME

I want to meet you at the Expo and learn more about your portable sanitation company. I will be staffing the COLE Publishing editors' booth near the Expo registration area, where I'd enjoy chatting with you about the challenges you face and the topics you'd like to see covered in this magazine. I meet many of the PROs you see featured in the pages of the magazine right here at the Expo. ... Who knows, your company might be our next cover story! See you in Indy. ■



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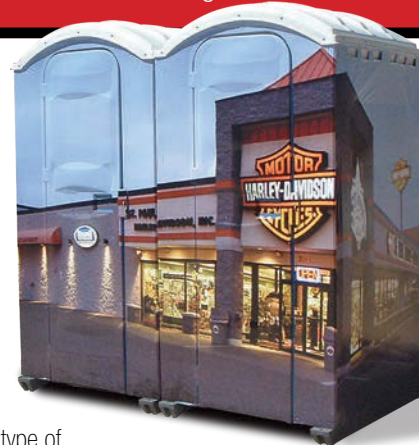
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Under Wraps

Portable Restroom Advertising 101

Advertising, whether in the form of wraps, panels or small interior plaques, can be an extra source of revenue for PROs. However, it can also come with some challenges. Get the 101 on restroom advertising, and find out what type of opportunities exist in the large- and small-event market.

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Portable Restrooms Value

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Month of Review

Resolutions for the New Year

The confetti has been swept away, and the party horns are silent. The new year is officially here. If you're still searching for some resolutions, take a look at these ideas that are sure to keep your business booming for years to come.

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Handling Invisible Illnesses

MANAGING CHRONIC CONDITIONS IN THE WORKPLACE CAN BE A CHALLENGE FOR THE ILL PERSON, CO-WORKERS AND A SMALL BUSINESS

By Judy Kneiszel

According to the Centers for Disease Control and Prevention (CDC), almost one out of every two American adults has a chronic illness. This number includes many retired individuals as well as a significant number of people who are too disabled to work. But that still leaves a great number of people in the workforce, silently suffering with what are, for the most part, invisible conditions.

If a worker suffered a sudden heart attack or was injured on the job, people would spring into action, doing whatever they could to help. If an employee reported that they'd just been diagnosed with terminal cancer, arrangements would be made for sick leave, and co-workers would again spring into action, collecting funds, sending cards, cooking meals for the worker's family, etc.

But what about the worker who suffers from arthritis, epilepsy, fibromyalgia, diabetes, multiple sclerosis, depression, lupus, migraines, asthma or any of countless other chronic conditions? Employees with chronic conditions like these affect a company's bottom line and morale.

Chronic illnesses produce symptoms like fatigue, physical pain and poor concentration. An employee dealing with these symptoms may take frequent days off, make mistakes on the job or work at a slower than normal pace. This may result in lower productivity or require other employees to step in and pick up the slack, which can cause resentment.

How much information should an employee with a chronic condition share with superiors and co-workers? What can employers ask? What can co-workers do? And what if you are the one with a chronic illness, how do you keep it from interfering with your job?

HOW MUCH SHOULD AN EMPLOYEE SHARE?

People with chronic illnesses are not required to tell their employers. And often they do not want to tell because they fear they will be treated differently. But that can be a mistake. For an employer to be sympathetic, he or she needs to know some details about the condition.

A meeting to discuss an employee's chronic health condition should be private so that any shared information remains confidential. In this meeting, the employee should explain exactly how the illness affects job performance and what accommodations are needed. For example, someone requiring weekly doctor visits may need to come in late or leave early.

This meeting will be more productive if the worker is prepared to suggest strategies for managing his or her health condition on the job. This takes pressure off the manager.

Having this conversation with a manager could result in small changes that make a big impact on the ill employee's ability to continue working at full capacity. For example, being allowed to have a small space heater could help an office worker with rheumatoid arthritis continue working

Having this conversation with a manager could result in small changes that make a big impact on the ill employee's ability to continue working at full capacity. ... Flexible hours or the opportunity to work from home when necessary may also help someone suffering from a chronic illness remain productive.

productively. Understanding that a person with type 1 diabetes needs to take regular breaks to check glucose levels could help keep that person on the job. Flexible hours or the opportunity to work from home when necessary may also help someone suffering from a chronic illness remain productive.

AN EMPLOYER'S RESPONSIBILITIES

In a job interview, an employer may ask health-related questions only to determine if a candidate can perform essential job functions. For example, it is permissible to ask questions about someone's ability to lift the amount of weight necessary to do the job. An employer can't directly ask whether a job candidate has a chronic illness.

In some situations, if an employee has a chronic illness that impacts productivity, the Americans with Disabilities Act (ADA) comes into play. The ADA applies to employers with 15 or more employees. It requires employers to make accommodations for people dealing with chronic conditions. A disability doesn't have to be visible to fall under the act's protection.

Reasonable accommodations for someone with a chronic condition might include special equipment, a flexible work schedule or hourly rest breaks.

The ADA requirements are based on the assumption that the employee can still perform the essential functions of the job. A company is not required to create a new position for an employee with a chronic illness.

TAKING TIME OFF

An employee with a chronic condition can use paid sick days when symptoms are especially severe. Some companies also offer short- and long-term disability leave plans that can be used once sick days are exhausted. When an employee takes a short-term or long-term disability leave, pay is usually reduced but benefits such as health insurance and 401(k) contributions are usually continued.



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The duration of a short-term disability leave is generally between a week and five months. It's important to be aware that once workers enter long-term disability, they can be laid off and would lose benefits.

The Family and Medical Leave Act also allows workers to take up to 12 weeks off in a year. The leave is unpaid, but usually health insurance coverage is maintained. The law applies to companies with 50 or more employees and workers are eligible after being employed for 12 months.

Those covered under the ADA can also request additional leave. An employer does not have to provide the additional time off, however, if it would cause an undue hardship.

CONFIDING IN CO-WORKERS

With some chronic conditions, it's vitally important to have at least one co-worker as an ally. For example, someone in the office should know what to do if an epileptic co-worker has a seizure. Or if a highly allergic person gets stung by a bee. Or if someone with type 1 diabetes shows signs of low blood sugar.

It can also be beneficial to be forthcoming about a condition so co-workers don't think the worst or start rumors. Excusing oneself frequently to privately check blood sugar readings could lead co-workers to suspect illegal drug usage. Working flexible hours or working from home to better manage a chronic condition could cause resentment. Refusing the sweets someone brings in while managing blood sugar could insult the generous baker.

Information about a chronic illness should be shared calmly so as not to cause panic or unnecessary concern. Odds are, the information will be met with support and understanding. ■



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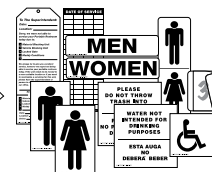
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EXPO EDITOR'S COLUMN

Everything is Connected

From your hotel to the classrooms and exhibit floor, focus on getting the most out of your time in Indy **By Luke Laggis**

It's Expo time. Soon the Indiana Convention Center will be filled with the newest and best tools and equipment the industry has to offer. Thousands of environmental services contractors will be in attendance, and you should be too.

This will be my third trip to the Pumper & Cleaner Environmental Expo International, and I'm excited to get back to Indianapolis and see so many industry professionals together in one place. Even a casual observer could learn a great deal over the four days of the Expo, and if you spend some time on the show floor and attend a few education courses, you'll get enough out of the show to keep breathing new life into your business all year long.

The thing about the Expo, and its venue in downtown Indianapolis, is that everything is connected and the opportunities to grow in your industry are everywhere, from the moment you leave your hotel room to the very end of the night. In the elevator on the way down to the lobby, at breakfast, on the walk to the convention center and all throughout the day, you'll have no problem striking up conversations with your peers wherever you go.

And don't forget to give in the give-and-take. Just as you can learn from your peers, there are plenty of other portable restroom operators out there who could benefit from your story and the insights you have to share. We can even help with that.

This year we're going to have a live video booth set up on the show floor so people can share their stories with all our readers and website viewers. We're looking for some good candidates in advance, people who'd like to answer a few questions and tell their stories to our audience. These three-minute videos will be posted at www.promonthly.com and participants will all receive a free "3-Minute Pumper" T-shirt for their time.

Above all, whether you're walking the show floor or sitting in a classroom, the Expo is about education. My advice: Pick a few topics you'd like to learn more about and focus on those as you plan your week in Indy. Whether it's grease trap service or industrial vacuum loading, seek out opportunities to learn everything you can about those subjects. There's no better place to get a thorough education.

Use the online planning tools at www.pumpershow.com to get familiar with the schedule of education seminars, event schedules and the vendors who will be exhibiting.

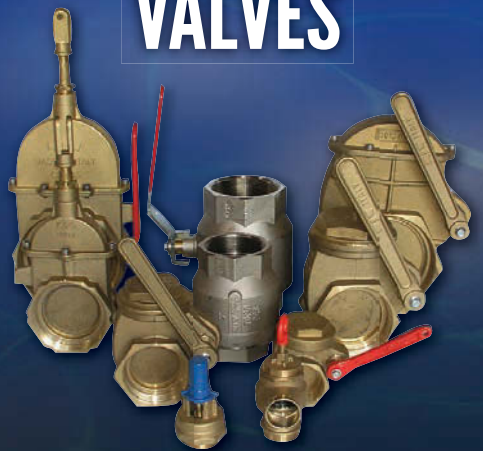
When the show floor opens Tuesday morning, take your first walk and note the tools and equipment you really want to see and learn more about. If the vendors are swamped with the initial blitz of contractors vying for their time, mark it on your map and stop back later.

Talk to manufacturers and find the tools that will help you grow and improve your business. That's what the Expo is all about.

Take the time to plan out your Expo visit so you can get the most out of your stay in Indy. You and your business will see the benefits all year long. ■

Luke Laggis is editor of Cleaner, Municipal Sewer & Water and Gas, Oil & Mining Contractor magazines for COLE Publishing.

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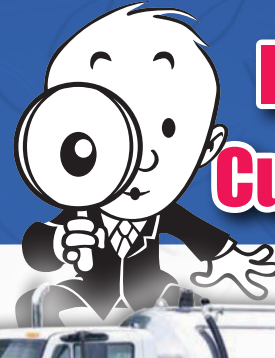
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TECH & TIDY

Technology upgrades, a fit fleet and a focus on splendid service spell long-term success for Atlanta's Pit Stop Sanitation Services

BY KEN WYSOCKY

It's not often that an entrepreneur can credit a summer Olympic games for kick-starting the fortunes of a new business. But that's exactly what happened to Jeff Wigley, who sprinted into the portable sanitation industry by forming Pit Stop Sanitation Services Inc. in Marietta, Ga., in Greater Atlanta in 1995 – about nine months before the city hosted the 1996 Olympics.

For Jeff, the move represented a career switch of Olympic proportions; he had just taken early retirement from a job as a business analyst for IBM and was looking for a new challenge. It put him and wife Terri in a risky position, too, because in order to handle restroom demand for the Olympics, they invested heavily in 250 restrooms and equipment – a large inventory for a fledgling company.

Overall, however, it worked out for the best. Today, Pit Stop thrives with 14 employees, more than 2,000 restrooms and a large fleet of service vehicles and restroom trailers. Aided by the acquisition of two competitors in 1999 and 2006, the company's current annual gross revenue exceeds \$1.5 million, with its business volume split about 50/50 between special events and monthly rentals.

(continued)

Jeff and Terri Wigley's portable sanitation company serves clients in a busy 40-mile radius of Atlanta. (Photos by Kaylinn Gilstrap)

Pit Stop Sanitation Service, Inc. Marietta, Georgia

Owners: Jeff and Terri Wigley

Founded: 1995

Employees: 14

Service area: 40-mile radius around Atlanta

Specialties: Portable sanitation

Website: www.pitstop-ga.com

Professional Affiliations: Portable Sanitation Association International, Georgia Onsite Wastewater Association, Southeastern Portable Sanitation Association and Georgia Festivals and Events Association



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Above: Employee Verlon Grady loads a PolyPortables Inc. handicap-accessible restroom after a festival ends. Units already loaded on the Isuzu service truck from Crescent Tank Mfg. are from Satellite Industries.

Right: Jay Strauss services a portable restroom after a festival concludes.



“We always tell people that we’re not the cheapest and not the most expensive provider. As the economy rebounds, we hope it takes price-cutting off the table around here.”

JEFF WIGLEY

“That actually worked out very well because we ended up with a fairly large customer base, as opposed to plopping down all 200 units at, say, the archery range,” he notes. “It provided us with a lot of business contacts.”

It’s not as though the couple had no post-Olympics plan in mind, however. In 1995, Jeff spent a week with another operator, Clyde Sansom, in Missouri, to “learn the ropes,” he says. The company also joined the Southeastern Portable Sanitation Association and PSAL, both of which he says provided an excellent base of operating knowledge.

It also helped that Atlanta was experiencing a building boom at the time, so construction rentals were plentiful. Still, Jeff says it took about three years – when the company owned about 600 restrooms – before the couple felt they were truly well established.

(continued)

Terri, who left a job with IBM to join Pit Stop full time in 1998, is now the majority owner, which gives the company minority-ownership status. Jeff is active in the industry; he’s the past president of the Portable Sanitation Association International.

GOING FOR THE GOLD

The couple says the Olympics played a huge role in boosting the company’s stature in its early days.

“We were really busy for about six weeks [the Olympics were immediately followed by the Paralympic Games],” Jeff says. “It was pretty intense. But since we were hired late in the game – most of the contracts had already been set – a lot of our units ended up at hospitality and VIP areas, rather than the various sports venues.

Trade groups give operators an edge

Terri and Jeff Wigley, co-owners of Pit Stop Sanitation Services Inc., can’t say enough about the benefits of joining professional organizations.

When Jeff formed Pit Stop 19 years ago, he became a member of the Portable Sanitation Association International; he now serves as the organization’s past president. And soon after Terri joined her husband in the business in 1998, she became a member of the Georgia Festival and Events Association (now called the Southeast Festival & Events Association, or SFEA), as well as various chambers of commerce and homebuilders’ associations.

Terri says the benefits of joining the SFEA are two-fold and mutual: It gives her a chance to educate special-event planners about the portable restroom industry and she gains valuable business contacts. She served on the group’s board of

directors years ago and now is on the board again, and also is secretary of the board of the Georgia Onsite Wastewater Association.

“It’s a very worthwhile investment,” she says. “A lot of people consider restrooms a necessary evil. But they need to understand that renting the proper number of restrooms has a direct impact on their image as well ... when an event doesn’t have enough restrooms, it makes the organizer and Pit Stop look bad. In addition, it’s a matter of public health.”

Professional organizations like PSAL help members gain valuable information about how to run a successful business. They also meet peers who willingly share beneficial information because they’re not direct competitors, says Jeff. And there’s room for the PSAL to grow; he estimates that only about 18 percent of the nation’s PROs belong to PSAL.

Jeff wants to reassure both current and prospective members that PSAL has overcome the internal turmoil created by felony charges of embezzlement filed against the group’s former executive director, William F. Carroll, and former association assistant, Cynthia Rudiger.

“We’re calling it the new PSAL,” Jeff says. “We have a new website [www.psal.org] and new membership fees that are based on tiered levels of services rendered by the association. We’re also very open and transparent now. We asked members what changes they wanted and followed their input.

“We’ve also put in place internal financial controls, including a mandatory annual audit,” he adds. “We’ve put all that bad news behind us ... we’ve basically reinvented the entire association based on member input. The old PSAL built a wall around itself, but we’ve done a lot to tear down that wall.”



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“At the same time, we definitely wanted to carve out a market for special events, because the rentals are more lucrative,” Jeff explains. “It’s more lucrative to rent out a unit for four weekends every month than to have it sit on a construction site all month long.”

EQUIPMENT CORNER

The company’s inventory of equipment expanded as it grew. Satellite Industries made most of the company’s 2,000 restrooms; the balance came from PolyPortables Inc., including about 75 handicapped-accessible and ADA-compliant units. The company also owns 75 300-gallon holding tanks made by T.S.F. Company Inc.; 40 hand-wash stations manufactured by TSF and PolyPortables; and four restroom trailers made by Ameri-Can Engineering, Comforts of Home Services Inc., JAG Mobile Solutions Inc. and NuConcepts.

Pit Stop runs a variety of service vehicles: A 2001 Isuzu NQR built out by FleetCare Isuzu with a 450-gallon waste/150-gallon freshwater stainless steel slide-in Best Enterprises Inc. tank; 2002 and 2004 Isuzu NPR flatbed trucks; a 2005 Isuzu NQR flatbed truck with a 300-gallon waste/100-gallon freshwater stainless steel slide-in Best Enterprises tank; a 2006 Isuzu NRR built by Satellite with a 900-gallon waste/350-gallon freshwater aluminum Progress tank; a 2006 Isuzu NQR flatbed with a 550-gallon waste/250-gallon freshwater stainless steel Crescent Tank Mfg. tank; a 2007 Isuzu NRR built



Pit Stop allows local artists to decorate its restrooms for special events, and spotlights these artists on the company website.

Artists brush up on restrooms

Terri Wigley, co-owner of Pit Stop Sanitation Services Inc., wanted to give something back to the community the company serves. So with the help of a friend who happened to be a customer and an art-festival organizer, she decided to let local artists use portable restrooms as canvases where artists can display and promote their talents.

Here’s how it works: Wigley seeks out local artists to hand-paint restrooms; the company currently has 13 such units. Whenever those units get rented, the artist receives a set amount of money as a royalty. Moreover, artists put their names on their work, and if customers want to obtain more information, they can visit the company’s website and download an informational brochure with contact information for each artist.

“This way, we engage our art community, with whom we partner on many art festivals, and we give something back to the artists,” Terri explains. “We started doing this in 2008 and it’s been very well-received. We often see people taking pictures of the units and even having their pictures taken with the units.”

“The restrooms look so nice that sometimes people at events aren’t sure if they can use them or not,” adds Jeff Wigley, Terri’s husband and company co-owner.

“We pay \$100 whether the tank is full or not, so it’s to our advantage to carry as much as possible. Additionally, we want our drivers to have enough capacity to complete a route without stopping to make a disposal run to empty the truck.”

TERRI WIGLEY

by FleetCare Isuzu with a 900-gallon waste/350-gallon freshwater Progress aluminum tank; a 2007 Isuzu NRR built by Satellite with a 1,100-gallon waste/400-gallon freshwater Progress aluminum tank; a 2008 Isuzu NRR from Satellite with a 1,100-gallon waste/400-gallon freshwater Progress aluminum tank; and a 2002 International 4300 with a 1,100-gallon waste/400-gallon freshwater steel tank built by Keith Huber Inc.

The company used to own larger trucks, but started buying Isuzus because they’re more maneuverable in the congested metro-Atlanta area, easy to maintain and get better gas mileage. The Wigleys lean toward lighter aluminum tanks, which are almost as big as the steel tanks the company owned before, but can be carried by the smaller, more maneuverable Isuzus.

“Tank size is important to us because the main disposal facility we use in Atlanta charges by the load, not by the gallonage,” Terri says. “We pay \$100 whether the tank is full or not, so it’s to our advantage to carry as much as possible. Additionally, we want our drivers to have enough capacity to complete a route without stopping to make a disposal run to empty the truck.”

TECH TALK

Pit Stop uses technology to increase productivity and efficiency. Terri says one of the company’s most valuable tools is customer-management and routing software from RouteOptix Inc. The software handles things such as billing and invoices, contact management (for business leads and follow-ups) and inventory management.

“It’s a very powerful tool,” Terri says, noting that the software also integrates with the company’s GPS system, another productivity enhancer. “It saves us so much time by making billing customers more efficient ... it does all the calculations for us – no more manual operations.”

The company just invested in GPS units made by Garmin and NexTraq fleet tracking equipment. Terri says it’s too early to evaluate the performance of the new tech additions, but says she’s “optimistic they’re going to be awesome.”

Before the recession hit, Pit Stop had about 40 competitors. Now there are about half that, still a significant number, and to differentiate Pit Stop from the crowd, Jeff says professionalism and offering top-notch customer service is critical.

To promote a sense of professionalism, drivers wear company-logoed T-shirts in summer and logoed button-down shirts, hats and fleece jackets in the winter. Terri’s philosophy regarding uniforms is simple: If a company is in the cleaning business, employees should look neat and clean.

“It also makes employees feel more professional, as well as makes them feel like they’re part of a team,” Jeff adds.

To Terri, providing great customer service requires concentrating on little things, such as guaranteeing service on the same day each week, which is a great convenience for customers; being available for service calls 24/7; and always having someone available to answer a phone so customers don’t get an answering machine. “It gives people a sense of reassurance if they know they can always reach someone if a situation arises at, say, a large festival,” she says.

Pit Stop also adds value for customers by buying restrooms with larger-capacity waste tanks. While most standard tanks hold 55 or 60 gallons, Pit

(continued)

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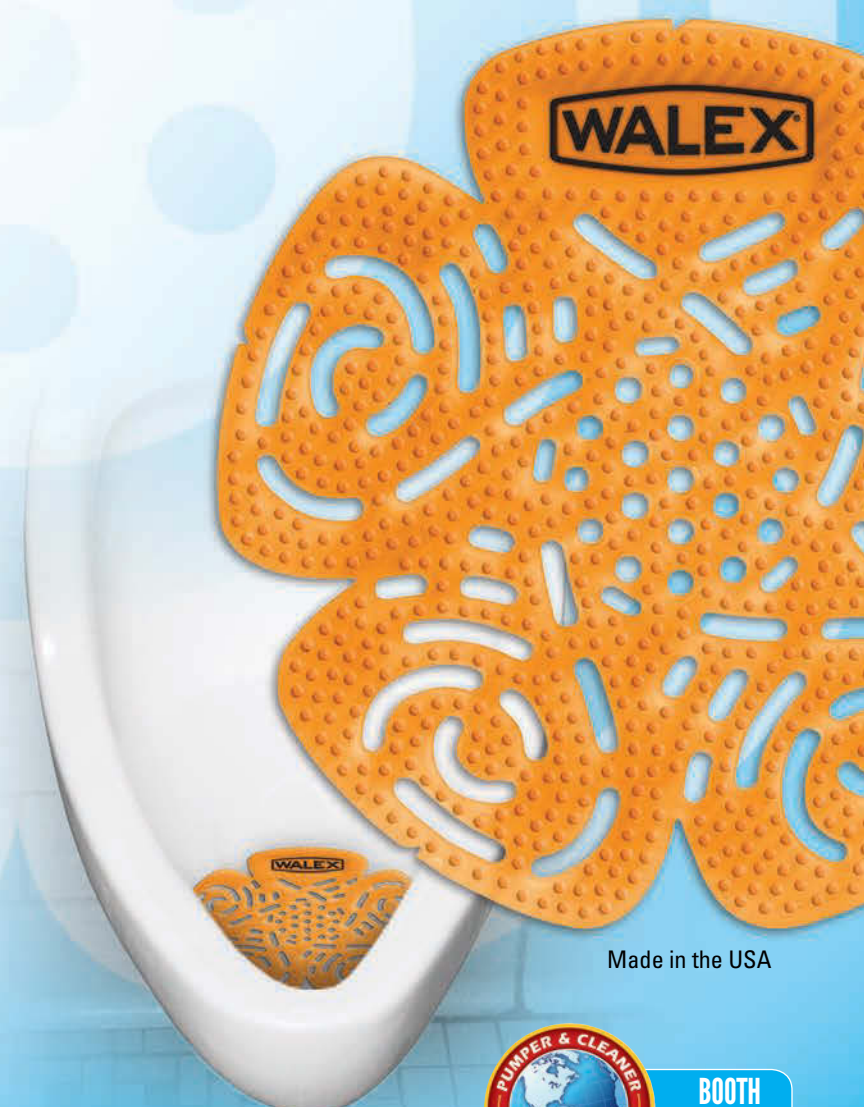
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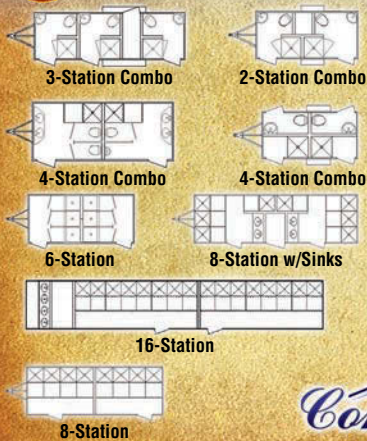
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The Pit Stop Sanitation Services Team includes, left to right, Terri Wigley, Jeff Wigley, Angie Turner, Brett Roques and Rosalind Ross. They're shown with a row of Satellite Industries restrooms in the company yard.

NO LOW-BALL PRICING

Providing great service also allows the company to charge rates that reflect the value they add for customers. Jeff says that when the recession hit, price-cutting was common. Pit Stop resisted, knowing that the road to ruin is paved with operators who charge low-ball rates that don't cover expenses.

"We always tell people that we're not the cheapest and not the most expensive provider," Jeff explains. "As the economy rebounds, we hope it takes price-cutting off the table around here."

The Wigleys remain optimistic about future growth as the economy continues to rebound, as evidenced by an uptick in construction business so far this year in the Atlanta area. One thing is for sure, though: The company no longer needs a boost from a summer Olympics to remain in the game. ■

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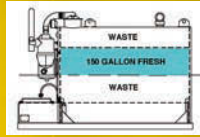
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Rain, Rain Go Away

Torrential downpours marred a popular lumberjack festival, but Randy-Kan adapted to help flooded organizers make the most of a bad situation **BY BETTY DAGEFORDE**

THE TEAM

The Kitsap Peninsula across Puget Sound from Seattle is the service territory for Randy-Kan Portable Restrooms. Randy Bauer and Karrie Henricksen operate the business from their home in Kingston, Wash., and their storage yard in Poulsbo, Wash. They have one full-time employee, Jake Schrader. And Randy's son, Chase, 15, often pitches in as well. Bauer works in the field, while Henricksen takes care of the office, does the marketing and works with the bookkeeper and accountant.

COMPANY HISTORY

At one time, Bauer owned a septic service business. But about 14 years ago he noticed a large out-of-town firm was buying up all the local portable restroom companies. "I thought, that's not right," he says. "There's got to be a local guy." That guy turned out to be him. He purchased 25 Global units (Satellite Industries) and an Erickson Tank & Pump slide-in unit and gradually eased out of the septic business. Today they've got about 300 Satellite and PolyPortables units.

THE JOB: Old Mill Days

LOCATION: Port Gamble, Wash.

THE PRO: Randy-Kan Portable Restrooms

(continued)

The Randy-Kan team at Old Mill Days included, left to right, Karrie Henricksen, Randy Bauer and Jake Schrader. Their 2004 GMC service truck from Abernethy Welding & Repair is shown in the background. (Photos by Mark Mulligan)



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About 40 percent of their work on the 400-square-mile peninsula is for special events. They do work for local festivals, biking and running competitions, weddings, the parks departments and nearby cities. In 2013 they served the county fair for the first time, one of their biggest and most successful events to date.

MAKING CONNECTIONS

The company has been servicing Old Mill Days since its inception eight years ago. Bauer says it was a chance meeting that got him the job. "I just happened to meet John Miller, the gentleman who runs it. He had seen some of our units at other events." By then Bauer had a seven-year history behind him and a reputation in the community. "Everybody says we have the cleanest restrooms they've ever been in. I love hearing that – that puts a smile on my face," he says.

THE MAIN EVENT

Old Mill Days is an annual festival celebrating Port Gamble's roots in the timber industry. In 2013 the event took place Sept. 27-29 – the same weekend as an unrelenting, record-breaking rainstorm, necessitating quite a few changes in the lineup of activities. The classic car show, the Saturday night band performance and most of the logging competitions (log roll, axe throw, pole climbing) were canceled. The kids' carnival ran Friday evening and Saturday morning for a few hours before giving up.

Above: With the Old Mill Days carnival in the background, technician Jake Schrader services Satellite Industries Global and Liberty units using the Ford F-550 vacuum truck, also built out by Satellite.

Right: Randy Bauer (right) watches while Jake Schrader slides a portable restroom into place on a Liquid Waste Industries (LWI) transport trailer headed to Old Mill Days.

"We were able to limit our service to help the promoter out a little bit. Even though we did it as a set price, we gave him a break because we knew he was not going to do very well for the weekend."

RANDY BAUER

But many vendors stuck it out and so did tough lumberjack-artists who went on with their planned chainsaw carvings – everything from delicate ice sculptures to massive works of art cut from logs. This is always one of the highlights of the event and a few thousand hearty souls donned their raincoats and enjoyed watching the action. Promoters generously waived the admission fee. "They just thought it wouldn't be fair," Bauer says.

BY THE NUMBERS

The company supplied 16 light gray Global units, two Liberty wheelchair-accessible units and an ADA-compliant unit. All the company's units have hand sanitizer – which they do not charge extra for. "It goes along



with our tagline. 'Be wise, sanitize!' We want people to know we're serious about their safety," Henricksen says.

In addition they brought in four PolyPortables Tag Along and two PolyJohn Enterprises Applause hand-wash stations and two complimentary PolyJohn MiniSan hand sanitizer stands. Units were placed in eight locations around the site.

LET'S ROLL

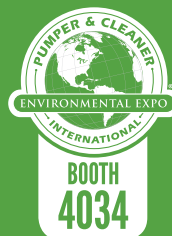
The company dropped units off Thursday using a Liquid Waste Industries (LWI) Inc. 10-unit transport trailer. They also made good use of the newest addition to their tool chest, a Deal Associates Super Mongo Mover which they'd gotten only the week before. It proved itself immediately because removing units was considerably more difficult than setup. By Monday field conditions were so bad Bauer was concerned his vehicles would get stuck.

(continued)

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Left: Karrie Henricksen and Randy Bauer share a laugh while Bauer fills a PolyJohn Enterprises Applause hand-wash station during the rain-soaked Old Mill Days.

Below: Randy-Kan commissioned a chainsaw artist to create this carved bear toilet paper holder to remind festival attendees of their long-standing connection to the event. Next to the bear is one of two PolyJohn Enterprises MiniSan hand sanitizer stands the company placed alongside restrooms.

So units were brought to the service vehicles using the Mongo Mover and the event promoter's ATV with an attached small trailer.

KEEPIN' IT CLEAN

Units were pumped and cleaned Saturday morning around 6 a.m. by Bauer and Schrader using a 2004 GMC 4500 outfitted with an Abernethy Welding & Repair Inc. 700-gallon waste/300-gallon freshwater steel tank and a Masport Inc. pump and a 2009 Ford F-550 outfitted by Satellite Industries with a 500-gallon waste/300-gallon freshwater steel tank and a Conde pump (Westmoor Ltd.).

A second servicing was scheduled for early Sunday morning but since usage was way down Bauer just hosed them down and restocked them. "We were able to limit our service to help the promoter out a little bit," he says. "Even though we did it as a set price, we gave him a break because we knew he was not going to do very well for the weekend." The real cleaning came after the event when it took a full day to remove the mud, grass and sawdust from the units.

The company uses eco-friendly products from PolyPortables. Henricksen is fanatical about using environmentally safe products. "Because we do schools and parks, I want to make sure that if someone tipped over a unit it wouldn't hurt an animal or a child or harm the environment," she says.

Henricksen also sees to it that the crew has proper work gear, including gloves, glasses and company shirts. Because of the rainy climate, a critical element of their uniform is Gage rain gear from Grundéns USA Ltd., a product Randy-Kan helped test-market. "Without it, their job would be heinous in the weather," she says.

The company has worked out a disposal arrangement with a nearby septic and grease trap pumper. They keep two 1,200-gallon holding tanks at his yard and he takes the waste to a treatment plant.

"It goes along with our tagline. 'Be wise, sanitize.' We want people to know we're serious about their safety."

KARRIE HENRICKSEN



COME RAIN OR SHINE

Organizers and vendors put a lot of work into planning Old Mill Days and were disappointed by the turn of events, but everyone made the best of it and hopes to be back next year. Bauer says Miller treats his vendors well and he wants to do the same in return. "You need to work with your promoters to be fair with them," he says. "That's my big deal - I want to be fair with everybody."

Although working conditions were tough, Bauer and Schrader did what they had

to do. "There were still a lot of people using the restrooms so we still had to work hard and do our thing," Bauer says. "Randy-Kan marched on." ■

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A Passion for the Stage

Fresh off winning the CMA 'Song of the Year' award, Lee Brice brings his hits to the Pumper & Cleaner Expo's Industry Appreciation Party Feb. 26 **By Craig Mandli**

The timing couldn't be better for country star Lee Brice to arrive in Indianapolis for the Pumper & Cleaner Environmental Expo International Industry Appreciation Party. Fresh off his Song of the Year award for "I Drive Your Truck" at the 2013 Country Music Association Awards in November, Brice is quickly becoming one of the brightest and most sought-after performers around.

"Winning the CMA award was definitely toward the top," says Brice, when describing where the prestigious honor ranks among his career highlights. "It is simply amazing!"

While this will be Brice's first trip to the Expo, it's entirely possible that, had things gone a bit differently a decade ago, he would be a regular attendee. Brice attended Clemson University on a football scholarship and majored in engineering, fully intending to become a civil engineer. In fact, while Brice grew up in a musical family and has always had a passion for performing, he wasn't focused on music right away. It wasn't until a forearm injury forced him to step away from his role as the long snapper on the Clemson football team that he decided to take a serious look at a music career.



nie Harrington, Jessi Alexander and Jimmy Yearly, the song could have been recorded by a number of major Nashville acts, but Brice was forward-thinking enough to know a powerful song when he heard it. Or rather, when he felt it.

"The first time I heard the song, it absolutely slayed me. It brought me to tears," says Brice. "It became personal to me the very first time that I heard it, and I had a feeling that people were really going to be moved by it. The writers took a broad subject on a specific event and made it accessible for anybody to listen to and connect with through lyrics, and everybody does."

The tune was inspired by a National Public Radio report on the sacrifice of Army Sgt. 1st Class Jared Monti, who died in Afghanistan while trying to save a fellow soldier. Jared's father, Paul, keeps the memory of his son alive by regularly driving Jared's Dodge Ram pickup. Brice's label threw a party to celebrate the song reaching No. 1 on the country charts last May, and Paul Monti was there to meet Brice and the writers whose work has made his son an inspiration to millions.

"It was a very moving experience to meet Paul. There is such a personal story attached to the song that you cannot forget Paul, and Jared's service to our country," says Brice. "It is such a positive song about being able to connect with that someone you've lost in your life. Already knowing the story, being able to meet the family was just even more powerful and added more inspiration for the song."

NASHVILLE HITMAKER

Brice latched on as a songwriter with Curb Music Publishing, cowriting some 150 songs his first year. Some of his writing credits include "Still" for Tim McGraw, "Not Every Man Lives" for Jason Aldean, "Crazy Days" and "What it Takes" for Adam Gregory, "More Than A Memory" for Garth Brooks, and "Crazy Girl," which became one of 2013's biggest hits for the Eli Young Band. Brice holds eight of the 13 writing credits on his newest album, "Hard 2 Love," and considers writing a big part of who he is as an artist.

"It's awesome! That is one thing that never gets old," says Brice of the feeling he gets hearing another popular artist perform one of his songs on the radio. "It is always cool to hear people take what you wrote and give life to it in their own way."

DRIVING YOUR TRUCK

While Brice writes much of his own music, a song he can't take the writing credit for, "I Drive Your Truck," took the CMA honor. Cowritten by Con-

Inside the Industry Appreciation Party

For more than 30 years, COLE Publishing has thrown an Industry Appreciation Party during the Pumper & Cleaner Environmental Expo International. This year's party, slated to begin at 5 p.m. on Wednesday, Feb. 26, at the JW Marriott Hotel Grand Ballroom, promises to be another high-energy celebration. We recently sat down with COLE Publishing founder Bob Kendall to discuss the history of the party, and find out what's in store this year.

Why do you throw a party every year?

Kendall: The whole idea is to recognize the attendees for the hard work they do throughout the year. Often what they do goes unrecognized. They are the focal point of the industry, and deserve to be celebrated.

You've had some big-name entertainers perform in the past. Who stood out to you?

Kendall: Just a few include the Oak Ridge Boys, Big & Rich, Montgomery Gentry, Neal McCoy, Dierks Bentley, Lonestar, Trace Adkins, Rodney Atkins. Craig Morgan did a great job last year. I love Sawyer Brown, and we've had them back several times. Jeff Foxworthy was a lot of fun, too.

How do you choose which artist you'd like to perform?

Kendall: We always look for country talent that's on the rise. We've had the privilege of working with one of Nashville's premier booking agents, Autumn Farrell of Prime Source Entertainment Group, for several years, and she's always gotten us great names.

Another highlight of the Party is, of course, the 25 cent tap beers. How did that come about?

Kendall: That's all part of the party. We've always offered choice refreshments to our attendees as a way to recognize and appreciate what they do.

This year's performer, Lee Brice, is one of the most sought-after performers in country music right now. How did you land him?

Kendall: Having Lee at the 2014 show is certainly great timing. We actually booked him months before his CMA award, and I have to admit I was pretty excited to see him take home that huge honor in November. That will certainly add to the excitement of the evening.

You've switched the night of the party to Wednesday this year, after holding it on Tuesday evening for several years. Why is that?

Kendall: Wednesday is always the most well-attended day of the Expo, and we wanted to accommodate as many Expo attendees as we could. The evening is a terrific way for attendees to network with both their peers and exhibitors in a more laid-back setting, preferably over a frosty cold one.

Why should attendees plan to attend the Industry Appreciation Party?

Kendall: First off, it's free with full registration. All they have to do is show their badge at the door. Second, the JW Marriot Grand Ballroom is a great setting. These are performers who are typically used to performing in front of sold-out arenas and stadiums, and our attendees can get right up next to them. It's a very intimate setting. That's what makes it the must-attend event for our industry.

FAMILY FIRST

While Brice continues his passion for his music, he is even more passionate for his family - his wife Sara and two young boys. A tireless writer and performer, Brice took December off to spend with his growing family.

"My family is everything to me," says Brice. "They inspire me to be my best, and I'm fortunate enough to get to do what I love and have a supportive wife and family behind me. I want to do well and continue doing well for them."

In his downtime, Brice enjoys hunting and watching football. "The usual guy stuff," he says. "I can also always be found writing, listening to and recording music. It's my passion and I enjoy it even in my spare time."

AND A GOOD SHOW

When Brice takes the stage Wednesday, Feb. 26, at the JW Marriott Grand Ballroom in Indianapolis, Expo attendees can expect a mix of his up-beat hits such as the catchy "Parking Lot Party," "Four On The Floor," "Hard To Love," and "Carolina Boys," along with heartfelt, emotional tunes like "Love Like Crazy," "Beautiful Every Time," "See About A Girl," "A Woman Like You," and, of course, "I Drive Your Truck."

"My thing is, I just have a ball doing what I do. I grew up watching a lot of shows. I saw Garth Brooks one time, and I just loved that he could come out and rock you in your face, and then all of a sudden just break down to a guitar and sing to you ... kind of like a roller coaster dynamic," says Brice. "That's what I like to do ... what I try to do anyway." ■

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Jeff Wigley is past president of the Portable Sanitation Association International.



Reflecting on Myrtle Beach in 2013 and looking forward to Nashville in 2014

By Jeff Wigley

As the “new PSAI” continues to increase membership, expand member services and represent the industry with a stronger voice, the PSAI Convention & Trade Show has taken on a new identity as well. From a dynamic and informative PSAI Booth to excellent speakers and roundtable discussions, attendance at a Portable Sanitation Association International Convention is a must in order to improve your business.

NEWS FROM MYRTLE BEACH

With the success of the 2012 convention in San Diego, the latest event in Myrtle Beach, S.C., had higher standards to surpass member expectations and needs. The Sheraton Myrtle Beach Convention Center Hotel was the host to an attentive and enthusiastic group of industry professionals. Among the highlights:

- A vast array of well-qualified and interesting speakers included Paul Butler on “Business Financial Intelligence,” Scott Waddle on “Failure is Not Final,” Bill Gibson on “Brand Marketing,” Lothar Vermillion on “International Differences in Portable Sanitation,” and Wes Tuttle on “Alternative Fuel Vehicles.”
- An exciting announcement of the first World Portable Sanitation Day to be celebrated Aug. 15 each year.
- New and innovative roundtable discussion topics such as GAP – Good Agricultural Practices, Quality Control in the Field, PSAI Tiered Membership Investment, and International Issues.
- A detailed explanation of the PSAI Education Initiative (EI) with the mission to improve the image of our industry and educate the public about the need and importance of portable sanitation on a worldwide basis.

A well-attended trade show showcased the “best of the best” industry supplier members. As new connections were made and old connections were celebrated, many positive comments were made from both operators and suppliers. In the final analysis, Myrtle Beach surpassed the well-attended convention in San Diego in 2012.

NASHVILLE, MARCH 19-23

Due to overwhelming support from our supplier members, the annual PSAI convention will now be held in the spring, and a great place to begin this tradition is at the site of an old traditional location – the Gaylord Opryland Resort and Convention Center in Nashville.

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- Speakers covering timely topics including “A Panel Discussion on Family Business,” led by Paul Butler, “The PSAI Education Initiative and What it Means to Your Company,” “Truck Depreciation,” and “International Workshop.”
- Roundtables and networking – with more opportunities to improve your business.
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More information: www.PSAI.org or call the PSAI office at 800-822-3020.

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



The Buck Stops Here

IF YOU DON'T WANT YOUR TRUCK TO JUMP AND CHUG AS THE BALL INSIDE THE PRIMARY CUTS OFF THE AIR SUPPLY, DON'T PUSH YOUR VACUUM TANK CAPACITY TO THE LIMIT

By Bob Carlson

QUESTION: I've noticed that when my truck is close to being full, the ball in the primary jumps up prematurely and closes off my supply line when I still have room for about 75 to 100 more gallons. Yesterday I pumped 780 gallons and my truck should be able to hold about 825 gallons. The truck jumps a bit because of the free air entering the tank, and this must make the ball jump inside the primary, closing it off. Are there tips or tricks around this without modifying my primary? I have a low-profile 12-inch manway/primary combo.

ANSWER: There are some things you can do, but let's back up and take a closer look at your process of pumping. First, remember the power of vacuum is incredibly strong. I have heard from many pumpers who use a common-sense rule. They call it the "10 percent rule."

It's simple. When you are 90 percent full, the potential for the primary closing off the system becomes very high. Pushing to your tank's capacity of 825 gallons is pressing your luck. You have approximately 5 percent volume left in the tank, and the ball in the primary is already getting very close to jumping up to save the pump.

Another way of looking at it is to consider the amount of air left in the tank. If you have a round tank that is 95 percent full, the primary ball is almost riding on the liquid. When you hit the air at the bottom of the tank you are pumping, the ball has no choice but to jump up. I have seen other pumpers utilize a primary with two round balls and a sight glass. But you mentioned not wanting to change out the primary.

If you have a round tank that is 95 percent full, the primary ball is almost riding on the liquid. When you hit the air at the bottom of the tank you are pumping, the ball has no choice but to jump up.

Think about it. Your primary ball is very close to sitting on the pumped waste. To do the math, on an 825-gallon tank, considering the diameter, the ball is simply too close to the top. Your options: Change out the primary, which really won't solve the problem. Maybe it will give you a few more gallons before the primary closes up. Or, get a new truck with a larger tank capacity. For now, it is likely you'll have to settle for the 780 gallons, or less, to be on the safe side.

You should get the pump you specify

QUESTION: When I ordered a vacuum truck recently, I told the builder I wanted a certain brand of vacuum pump. All of my trucks have that pump and I did not want another brand. It is so much easier to do maintenance when all the pumps are the same. I can keep all the necessary parts and I can always have the right type of oil on hand.

When I picked up the truck, I noticed a different pump; the builder's response was, "It's a better pump than the one you're using." I told him I wanted the pump changed out and replaced with the one I ordered. After some heated conversation, I finally said, "It's my brand of pump, or no sale." Reluctantly, he agreed. Why do manufacturers get so locked in on parts and pumps?

ANSWER: Some tank manufacturers get a bigger discount on certain brands of pumps if they buy a certain amount of pumps in a year's time. Like you, some manufacturers want to keep their inventory simple, so they use the same brand of pump on all their units. When you order a truck with a certain brand of pump, however, you should get exactly what you order.

Some manufacturers provide a spec sheet listing everything you are purchasing. It will include the specific pump and parts you will be getting on your truck. Once a buyer is satisfied with the spec sheet, he signs off on it, and upon delivery he can check to make sure he is getting everything, including brands, that he ordered. This eliminates the problem you had with your manufacturer.

It's usually easy to check the wear on your pump vanes

QUESTION: When I run my truck, the amount of vacuum seems to be less and less at each stop. Is there any way to check my vanes without removing the pump from the truck and making it a huge job removing, checking, replacing, etc?

ANSWER: Most pumps have a bolted plate that covers the interior of the pump. For these pumps, checking the vanes is relatively simple. When the truck is in your shop, simply remove the bolts and take away the cover. Now you can view the interior of the pump and check the vanes for wear. Over time, all vanes wear down. As a general rule, vanes should be checked at least once a year. ■

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Champion Pump Company, Inc.
Chandler Equipment Inc. (CEI)
Chelsea Products/Div. of Parker
Chempace Corporation
Chempure Products Corp.
Cherne Industries Inc.
CIPP Services, LLC
CIPP Technology and Equipment LLC
Claus Environmental/Zoeller Pump Co.
Clayton Industries
Clear Computing
Clearstream Wastewater Systems Inc.
Clearleaf Tool Co.
Cobra Technologies
COLE Publishing
COLE Publishing Editors
Comet USA, Inc.
Comforts of Home
Conseqtec Universal
Consolidated Treatment Systems, Inc.
Containment Solutions, Inc.
COXREELS
Crescent Tank Manufacturing
Crexex Specialty Products
Crust Busters/Schmitz Bros.
CUSITEC CUSTOM TANKS AND TRAILERS
De Neef Construction Chemicals
Del Vel Chemical Co.
Depth Ray
Ditch Witch
Dove Ventures Inc.
Downey Ridge Environmental Company
Dragon Products
Drainbo Products
Draincables Direct
Dultmeier Sales
Duracable Manufacturing
Dyna Flex Inc
DynaLiner LLC
Dynamic Filtration Limited
E Z Onsite
Earhtek Environmental, LLC
Easy Liner
EasyCAM
Ecological Laboratories Inc.
Electric Eel Mfg. Co. Inc.
Ejen Corporation
Envirologics
Environment One Corporation
Environmental Tank & Container (ETC)
Envirosight
Enviro-Tech of America, Inc.
Enviro-Tech of America, Inc.
Envirotub
Enz USA Inc.
Epps Products
E-Tank, Ltd./ E-Pump
EZTrakR
Famhost Family of Hosted Apps
Federal Signal Environmental Solutions
Fisher Research Laboratory

Five Peaks
Five Star Products, Inc.
FKC Co. Ltd.
Flint Industries
Flo Trend Systems Inc.
FlowMark
FM Manufacturing Inc.
Forbest Products Co.
Foremost Industries LP
Forest River, Inc.
FORMADRAIN Inc.
Fruiland Manufacturing
Gamajet, a part of the Alfa Laval Group
GarpVax Inc.
Gardner Denver Water Jetting Systems
Gardner Denver Wittig
GE Oil & Gas - Roots Blowers
GEA Farm Technologies, Inc. (Houle USA)
General Pipe Cleaners
General Pump
GeoFlow, Inc.
GfG Instrumentation, Inc.
Giant Industries Inc.
Global Vacuum Systems, Inc.
Go For Digger
Godwin, a Xylem Brand
Goldak Inc.
Gorlitz Sewer & Drain, Inc.
Gorman-Rupp Co.
GPS North America
Grease Guardian
Green Leaf Inc.
H2 Technical Rescue Equipment
Hackney / Isuzu Trucks
Hadronex
Hamilton Kent
Hammelman Corp.
HammerHead Trenchless Equipment
Hannay Reels Inc
Harben Inc.
Hathorn Corporation
HCP Pumps of America
Hedstrom Plastics
Helix Laboratories Inc.
Hibon, Inc./Div. of Ingersoll Rand
Hino Trucks
Hi-Vac Corporation
Hot Jet USA
Hurco Technologies Inc.
Hydra-Tech Pumps
I.S.T. Innovative Sewer Technologies LLC
Impact Technology
Imperial Industries Inc.
In The Round Dewatering
Infiltrator Systems Inc.
InfoSense, Inc.
Infrastructure Repair Systems, Inc.
Infrastructure Technologies
InfraTech
Innovative Equipment, LLC
InSight Mobile Data Inc.
Insight Vision
Integrated Vehicle Leasing / Financing
InterfitUSA
InvizIQ (Product of NOV Mono)
ITI Trailers & Truck Bodies Inc
J&J Chemical Co.
J. Hvidtved Larsen US
Jack Doherty Companies
JAG Mobile Solutions
Jameson LLC
Jason Industrial, Inc.

Jet Inc.
Jets Vacuum AS
Jetter Depot
Joe Johnson Equipment, Inc.
John Bean Jetters
Johnny's Choice by Chemcorp
Industries Inc.
KeeVac Industries Inc.
KEG Technologies, Inc.
Keith Huber Corp.
Kentucky Tank, Inc.
KM Specialty Pumps & Systems, Inc.
Kros International USA
Kroy Industries
Kuriyama of America, Inc.
La Place Equipment Co. Inc.
Lansas Products
LE, Inc.
Lely Manufacturing
Lenzyme Incorporated
Liberty Financial Group, Inc.
Liberty Pumps
Linco-Precision, LLC
Liquid Environmental Solutions
Liquid Waste Industries
Liquid Waste Technology LLC
Little Giant / Franklin Electric
LMK Technologies, LLC
LMT, Inc. I VAXTEEL
Lock America, Inc.
LodarUSA
Logan Clutch Corporation
Logiball Inc.
Longhorn Tank & Trailer
Madewell Products Corporation
Mailhot Industries
Mainline Backflow Products, Inc.
Masport Incorporated
Masterliner, Inc.
Material Motion, Inc.
MaxLiner USA
McKee Technologies
Meese Orbitron Dunne Company
Merrill Bros., Inc.
Mid-State Tank Co., Inc.
Miller Pipeline
Millner-Haufen Tool Company
Milwaukee Pump
Milwaukee Rubber Products Inc.
Moody Pumps, Inc.
Moeller Plastics
Moey Mfg. & Sales
Money In Motion
Moro USA
Mr. Rooster Corp.
MTC
MTech
Muncie Power Products
Murphy by Enovation Controls
MyLana Mfg. Company Inc.
NASSCO, Inc.
National Precast Concrete Association
National Truck Center
National Vacuum Equipment
Nature Calls
NAWT
Nexstar
NLB Corp.
Northeast Industrial Mfg
Norweco Inc.
NovaFlex Hose
NozzTeq, Inc.

NSF International
Nu Flow
Oakmont Capital Services
Oceanquip, LLC
Ohio Electric Control, Inc.
Omega Liquid Waste Solutions
OMI Industries
OMSI Transmissions, Inc.
One Biotechnology
Orenco Systems, Inc.
PA SpA
Parson Environmental Products Inc.
Patriot Pumps
Par's Pump & Blower
PC Scale Technologies
Pearpoint / SPX
Painemann Equipment
Pelican Worldwide
Penny Pockets
Pentair
People's United Equipment Finance Corp.
Perma-Liner Industries LLC.
Petersen Products
Petrofield Industries (Tornado Hydrovac)
Phoenix USA Inc.
Piccadilly Concepts
Picote Oy Ltd
Pik Rite Inc.
Pipe Lining Supply, Inc.
PipeHunter
Pipeline Analytics
Pipeline Renewal Technologies
PipeLogix Inc.
PipeTech Software
Piranha Hose Products
PLE-USA
Plug-It Products
Point-of-Rental Systems
Poly-Flow
PolyJohn Enterprises Corp.
Polylok/Zabel
PolyPortables, LLC
Porta Pro Chemical Company
Portable Sanitation Association Int.
PortaLogic - ElmMech, Inc.
POSM Software LLC
Power Selling Pro
Powertrack International Inc.
Pow-R Mole
Premier Oilfield Equipment Co.
Premier Tech Aqua
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Pressure Lift Corporation
Presvac Systems, Ltd.
Prime Resins, Inc.
Prime Solution, Inc.
PrimeLine Products
Pro Stitch Inc.
Progress Tank
Pronal-USA, Inc.
Protective Liner Systems
PSI Pressure Systems Corp
Puck Custom Enterprises
PumpAlarm.com
PUMPTec
Quadex / Interfit
Quik-Lining Systems, Inc.
RABCO Sales LLC
RapidView IBAK North America
Ratech Electronics, Ltd.
Rausch Electronics USA LLC
RC Industries Inc.

RecoverE
REED Manufacturing Company
Reelcraft Industries Inc.
Reline America Inc.
Resiplast
ReviewBuzz
Rich Specialty Trailers
RIDGID
RID-X® Septic System Treatment
Ring-O-Matic
Ritam Technologies, LLC
RITEC GmbH
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Robuschi & C.s.p.A.
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Roebic Laboratories, Inc.
RootX
Roth Global Plastics
ROTHENBERGER USA
RotoSolutions
RouteOptix Inc.
RS Technical Services Inc.
Rugged Liner, Inc.
Rush Refuse Systems
Sabre Manufacturing
SAERTECH multiCom LP
Safety Corporation of America
Safety Sewer Drain
Salcor, Inc.
Satellite Industries Inc.
Saverisen, Inc.
Savatech Corp.
Schieffer Co. International LLC
Schwing Bisset
Scorpion Protective Coatings
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Sealing Systems Inc.
Sekisui SPR Americas, LLC
Sensors & Software Inc.
Septic Drainer/Municipal Sales, Inc.
Septic Maxx
Septic Products Inc.
Septic Services Inc.
SepticPages.com
Septronics
Service Roundtable
Sewer Equipment Company of America
SewerPages.com
Shark Pressure Washers & Jetters
Sherwin Williams
ShuBee
SIM/TECH Filter Inc.
SJE-Rhombus
Slewmaster Inc.
Slide-In Warehouse
SludgeHammer Group Limited
Solar LED Innovations, LLC
Source 1 Environmental
Southland Tool Mfg. Inc.
Spartan Tool LLC
Specialty B Sales
STAC, Inc.
Stamp Works
Standard Cement Materials, Inc.
Standard Equipment
Statewide Supply, Inc (Bio Clean)
StoneAge, Inc.
Strategic Telecom Solutions
Sturgeon Tank & Equipment
Stutsman
Subsurface Instruments

Sunbelt Rentals
Sunrise Environmental
Super Products LLC
Superior Signal Company LLC
Supervac 2000
Surco Portable Sanitation Products
Surpreuser 4S Inc.
SVE Portable Roadway Systems, Inc.
T & T Tools, Inc.
Tank Track LLC
TCF Equipment Finance
Technology Services Company
Terydon Inc.
The Dale Company
The Soil Surgeon, Inc.
The Strong Company
Thieman Tailgates, Inc.
Thompson Pump
Topp Industries, Inc.
Trade-Serve
Trans Lease, Inc.
Tranway Systems Inc.
Trelleborg Pipe Seals
Trenchless Solutions Inc.
Trenchless Technology Magazine
TRIC Tools Inc.
Trillium Industrial Services
Trio-Vision USA
TRY TEK Machine Works, Inc.
TSF Co. Inc.
TT Technologies Inc.
Tuf-Tite Inc.
Turbo-Fog, Division of Kingscotem
U.E.M.S.I.
Udo USA
Under Pressure Systems, Inc.
US Fleet Tracking
US Jetting, LLC
USA BlueBook
USB-Sewer Equipment Corporation
VAC2GO
Vaccall
Vac-Con Inc.
Vacutrax Limited
Vacuum Sales, Inc.
Vacuum Truck Rental
Vaporooter
VAR Co.
Vermeer
Veyance Technologies, Inc.
Vivax-Merrotech Corp.
Vogelsang
Vu-Rite Video Inspection Systems, LLC
Wachs Utility Products
Walex Products Co.
Wallenstein Vacuum Pumps
Wastequip
WasteWater Education 501 (c)3
Water Environment Federation
WC Leasing
Web App Express Ltd.
Weber Industries, Inc. (Webtrol)
Wee Engineer Inc.
Wells Fargo
Western Equipment Finance
Western Mule Cranes
Westmoor Ltd.
Wieser Concrete Products Inc
Wohler USA, Inc.,
Zhejiang Danau Industries Ltd.



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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 an 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. Waterjetting Hose and Nozzle Safety

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 = #@\$%???
- 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

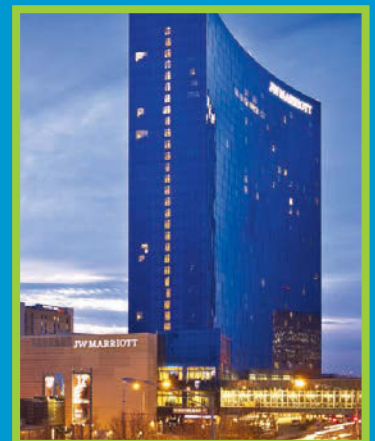
5 P.M. - WEDNESDAY FEB. 26

GRAND BALLROOM
JW MARRIOTT HOTEL

Admission included
with full registration!



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





Alex Rodriguez, of FarWest Sanitation and Storage, loves the look and the fuel efficiency of his newest Hino restroom service rig (Photo courtesy of Alex Rodriguez)

The Silver Bullet

LOTS OF CHROME, A CLASSY TWO-TONE PAINT SCHEME AND SIMPLE GRAPHICS BRING UNDERSTATED STYLE TO THE LATEST DEPENDABLE VACUUM TRUCK IN THE FARWEST SANITATION & STORAGE FLEET **By Craig Mandli**

THE RIG: 2013 Hino Model 338 used for running daily portable sanitation service routes.

COMPANY: Alex Rodriguez and his wife, Lola, started FarWest Sanitation in 1994. To their surprise, this arrangement quickly developed into a thriving Northern California business enterprise. The company specializes in providing portable sanitation for industry, construction and special events. They employ 27 field technicians and several office and administrative personnel. They carry thousands of portable restrooms and run 27 vacuum trucks.

BEHIND THE WHEEL: Technicians Ignacio Barriento and Aaron Lantrip are the regular drivers.

SPECS: The truck was built out by TankTec with an aluminum 1,500-gallon waste/500-gallon freshwater tank and Masport HXL4 165 cfm pump. The route runner is powered by turbocharged, intercooled J08E VB diesel engine producing 260 hp. It has a six-speed Allison automatic transmission, Dana Spicer driveshaft and Meritor axles. Features include a dual restroom carrier and aluminum wheels. The cab provides high visibility, comfort and low noise levels.

SHOWING MY COLORS:

Rodriguez has gone with an understated look to his truck paint and graphics. They feature a two-tone paint scheme with silver metallic and the company's custom dark gray. In addition to an abundance of chrome, the rigs are kept impeccably clean. "I think these trucks are flashy enough without having to splash photos and bright colors all over them," he says. "All of our vehicles have the same look. We've been around long enough now that people recognize our rigs." The bold FarWest logo and a phone number are emblazoned on the chrome tank. The logo appears again on the truck doors along with accent pinstriping.

WORKIN' FOR A LIVIN': In the busy summer season, April through October, each rig services 55-60 restrooms daily. Some routes can run hundreds of miles in a day, making Rodriguez thankful for the fuel efficiency of two Hino units. "These trucks will save an average of 6 to 7 gallons of diesel fuel a day, which adds up to more than 40 gallons in a week," says Rodriguez. "That's very significant to our bottom line."

ROLLING THE ODOMETER: 30,000 to 35,000 miles per year.

WHAT I LIKE MOST ABOUT MY TRUCK: In short, Rodriguez is excited for the potential durability and efficiency the Hino trucks offer. "I have a good friend in a different industry who's been running Hino trucks for years, and every year he's asked me when I was going to get them," says Rodriguez. "We finally got them, and I haven't been disappointed. They are very durable." Rodriguez also likes the maneuverability in addition to the fuel economy. "We are even running biofuel in one of our rigs," says Rodriguez. "To me, that's exciting."

CREATURE COMFORTS: The cab is driver-friendly, with air conditioning and a CD player. The truck also sports air-ride seats, cruise control, power windows and a tilt-wheel. "The Hino has a very smooth ride, and there's

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"I believe that what you present on the road reflects how you run your business. We want to present equipment that is new, innovative and clean. All the products we provide are top-of-the-line."

ALEX RODRIGUEZ

plenty of room in the cab for two people," says Rodriguez. "My techs are very happy with them, and if my guys are happy, I'm happy."

WHY HINO?: When Rodriguez started FarWest, he ran Ford trucks, then switched to GMC, then International. He saw improvement in maintenance costs with each vehicle. But all have paled in comparison to the Hino, he says. "Yes, there is more on an upfront cost with the Hino, but in my opinion it's worth it," he says. "I don't pull any punches in buying equipment. When you buy cheap, you end up paying in the end. Our old service trucks would fall apart in a couple years. After awhile, it was just too many trips to the mechanic."

PAMPERING MY RIG: Rodriguez requires drivers to inspect their vehicles before beginning daily routes and at several times throughout the day. Employees receive incentives for keeping their rigs clean. "I believe that what you present on the road reflects how you run your business," he says. "We want to present equipment that is new, innovative and clean. All the products we provide are top-of-the-line."

MY BACKUP SERVICE VEHICLE: Rodriguez has hung onto a couple of his old International service vehicles, but is in the process of changing them out for Hino trucks, too. "It'll take us a couple more years, but eventually our

whole fleet will be Hino trucks," he says. "By then, our first couple rigs will be our backups."

WHEN I'M NOT IN THE CAB: While he rarely drives routes anymore, Rodriguez handles much of the day-to-day administrative work at FarWest. He enjoys staying busy when not at the office, especially enjoying playing golf with his grandson at some of the hundreds of northern California courses close to his home. Rodriguez, 64, is inching toward retirement, and has taken the initial steps to hand the business down to his daughter and son-in-law, Carmen and Aaron Lantrip. "I'm slowly starting to let go, but I still enjoy it, too. I'm still excited coming to work every day, and as long as I have that, I'll keep doing it." ■

Park it over here!

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

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

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



Dining Out

When you get a hunger on at the Pumper & Cleaner Expo, head out to these popular Indy eateries for a bite **By Judy Kneiszel**

The Pumper & Cleaner Environmental Expo International gives attendees the chance to check out the latest offerings from equipment manufacturers. It also provides the opportunity to check out the latest food offerings from Indianapolis restaurateurs. When your head is swimming with new information and your stomach is growling with hunger, you've got countless options for dining in the Circle City. Here is a description of a few interesting Indy eateries to get you started.

Note, price ranges are a per person estimate not including tax, tip or beverage.

BAZBEAUX PIZZA

334 Massachusetts Ave.

Phone: 317/636-7662 • www.bazbeaux.com

Voted Indy's best pizza every year since 1986, you can buy it by the slice or get a whole pie. Choose white or wheat crust; thin or thick. If you can make it past the menu's 13 meat pizzas and 11 vegetarian options, Bazbeaux also has sandwiches, salads, an array of appetizers and several Italian dessert choices.

Hours: Sunday through Thursday, 11 a.m. to 10 p.m.; Friday and Saturday, 11 a.m. to 11 p.m.

Price range: Slices range from \$2.50-\$3.25; whole pies from \$7.25 for a 10-inch; \$22.95 for a 16-inch large specialty pizza. Sandwiches range from \$6.95 to \$8.95.

Menu sampling: Bazbeaux special pizza with fresh basil, garlic and sun-dried tomatoes; Colossus pizza with pepperoni, Italian sausage, ham, mushroom, red onion, green pepper, black olives; Stromboli stuffed with Italian sausage, green pepper, mushroom and onion, baked with tomato sauce and cheeses; sorbet and gelato desserts.

DICK'S BODACIOUS BAR B Q

50 N. Pennsylvania St.

Phone: 317/916-9600 • www.dicksbbq.com

This place looks and feels like Texas but when you walk out the door you'll still be in Indiana! From barbeque chicken on the bone to pulled pork and beef brisket ... you name it, they smoke it and you can get it in a sandwich, as a plate or on a salad. Just don't get it on your shirt if you're going back to the Expo.

Hours: Monday through Thursday, 11 a.m. to 9 p.m.; Friday and Saturday, 11 a.m. to 11 p.m.; Sunday noon to 8 p.m.

Price range: \$5-\$18

Menu sampling: Loaded smoked baked potato, chili cheese nachos, smoked salmon salad, barbeque chicken wings, pulled pork sandwich, ribs, sugar cream pie.

SLIPPERY NOODLE INN

372 S. Meridian St.

Phone: 317/631-6974 • www.slippery noodle.com

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

Hours: Full menu available till 11 p.m. nightly; late night menu offered. Open every day at 11 a.m.

Price range: \$8-\$20

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

HARRY & IZZY'S

153 South Illinois St.

Phone: 317/635-9594 • www.harryandizzys.com

Created by the owners and operators of the legendary St. Elmo Steak House, Harry & Izzy's provides a more casual, updated environment, but features some of the same items St. Elmo is famous for, like the "World Famous St. Elmo Shrimp Cocktail." Harry & Izzy's has something for every budget from four different \$5 sliders to a \$50 steak.

Hours: Lunch: Monday through Saturday, 11 a.m. to 4 p.m.; Sunday, 10:30 a.m. to 4 p.m. Dinner: Monday through Thursday, 4 p.m. to 11 p.m.; Friday and Saturday, 4 p.m. to 12 a.m.; Sunday, 4 p.m. to 9 p.m.

Price range: \$5-\$45

Menu sampling: Prime rib sandwich, brick oven baked pizzas, 14-ounce New York strip steak, smoked pork chops, roasted half chicken, shrimp po boy sliders, blackened catfish, bread pudding.

SHAPIRO'S DELICATESSEN

808 S. Meridian St.

Phone: 317/631-4041 • www.shapiros.com

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

Hours: 6:30 a.m. to 8 p.m. every day

Price range: \$5-\$14

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

THE EAGLES NEST AT HYATT REGENCY

1 S. Capitol Ave.

Phone: 317/632-1234 • www.indianapolis.hyatt.com

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

Hours: 5-10 p.m. daily

Price range: \$40-\$80

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

(continued)

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Phone: 317/569-0975 • www.oceanprimeindy.com

If your party can't decide between steak and seafood, Ocean Prime is the place for you. "Prime" refers to the quality of steaks and seafood, as well as their handcrafted cocktails and award-winning wines. Ocean Prime also features a raw bar, and offers a menu of gluten-free dining options.

Hours: Monday through Thursday, 5 to 10 p.m.; Friday and Saturday, 5 to 11 p.m.; Sunday, 5 to 9 p.m.

Price range: \$30-\$50

Menu sampling: Lobster bisque, oysters on the half shell, Chilean sea bass in champagne truffle sauce, jumbo lump crab cakes, aged prime steaks from an 8-ounce petite filet mignon to a 16-ounce rib-eye, ten-layer carrot cake.

MAXINE'S CHICKEN & WAFFLES

132 N. East St.
Phone: 317/423-3300 • www.maxineschicken.com

Hearty home cooking is always on the menu at Maxine's where their slogan is "A Taste of Love in Every Bite." This is a menu full of made from scratch comfort food.

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

Price range: \$5-\$15

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

FAST BURRITO MEXICAN GRILL

111 Monument Circle
Phone: 317/917-8090 • www.fastburritomexicangrill.com

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

Hours: 7:30 a.m. to 3 p.m. every day

Price range: under \$10

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

LOUGHMILLER'S PUB & EATERY

301 W. Washington St.
Phone: 317/638-7380 • www.loughmillerspub.com

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

Hours: 11 a.m. to 12 a.m. Monday through Saturday

Price range: \$8-\$15

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

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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 up to 26 feet to 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 tarp systems, aluminum hubs, aluminum or poly fenders, work lights, inside cab controls, automatic grease systems and tool boxes. **877/468-9278; www.wastequip.com.**

Kros 4-in-1 portable urinal

The 4-in-1 portable urinal from Kros International has four privacy stalls and a 105-gallon holding tank. Made of recyclable polyethylene plastic, the urinal weighs 187 pounds. Applications include concerts, festivals, running races and construction sites. **855/576-7872; www.krosinternationalusa.com.** ■



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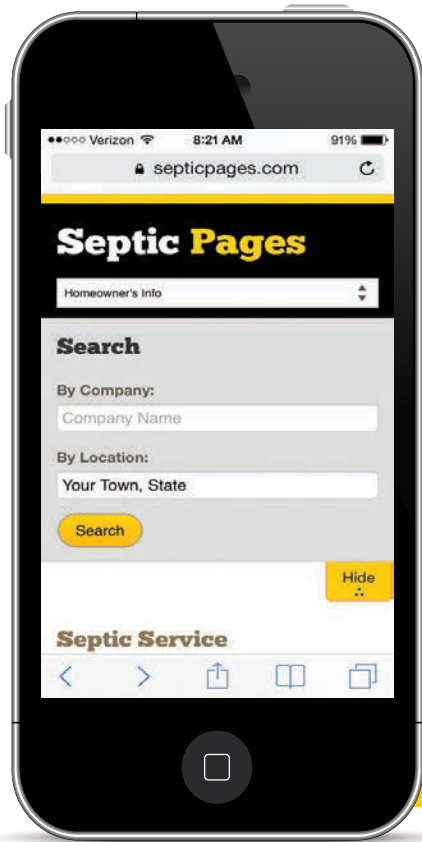


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