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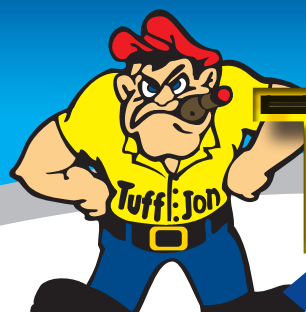
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Takin' Care of Business

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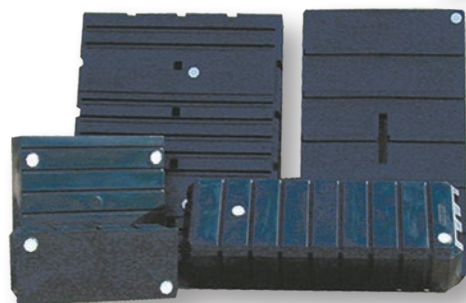
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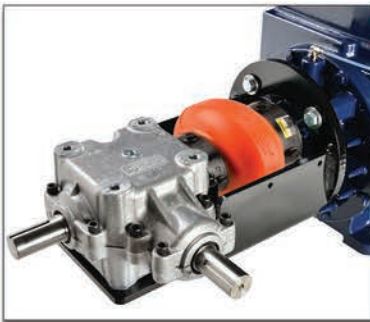




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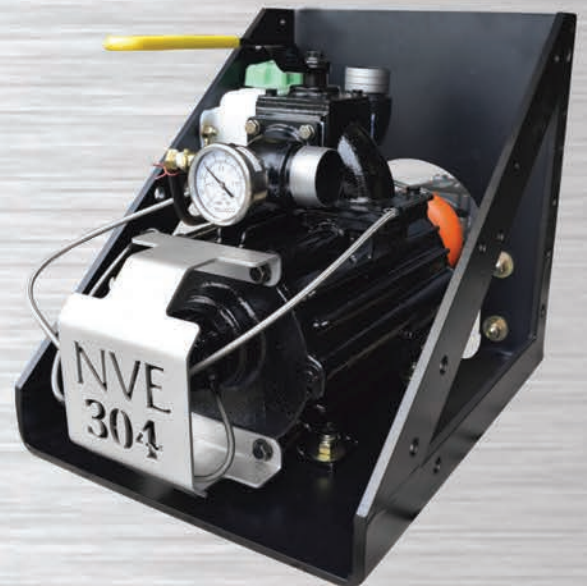
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A Graying Workforce Can Keep You in the Black

FOLLOW MY BLUEPRINT FOR SUCCESS TO HIRE AND RETAIN OLDER WORKERS WHO OFFER GREAT EXPERIENCE, A PROVEN WORK ETHIC AND GOOD CUSTOMER SERVICE SKILLS

By Jim Kneiszel

It's hard to find good workers today. I hear this frequently from portable restroom operators.

Portable sanitation can be a grueling business during the busy season, with workers running construction routes all week and then placing dozens or hundreds of restrooms at special events and festivals on the weekend. A good restroom technician requires many critical skills, from safely driving a loaded vacuum truck, to lifting and servicing units, to communicating with customers.

In a good economy, there's intense competition for workers who can handle all of these tasks and are diligent, honest and hardworking. It's easy to imagine PROs with more orders coming in than they have the staff to finish the job. Where can you turn for help? How about older workers, those folks winding down toward retirement or in retirement but looking for something to do or a supplemental income?

LABOR SHORTAGES

In a recent article, entitled *Rethink Employee Retention: 7 Guidelines for Engaging and Accommodating Your Older Staff*, Ruth Crocker, Ph.D., advocates for tapping into an older workforce. The writer, who gives workshops on wellness topics (www.ruthwcrocker.com), says service companies can lose out if they don't find ways to retain or consider the growing tide of baby boomers who offer great productivity on the job.

"Key industries, especially those that rely on workers with proven performance, knowledge, skills and self-confidence, will be forced by labor shortages to rethink employee retention and how best to ensure health and safety by adjusting equipment and the work environment," Crocker says.

Crocker says the baby-boomer generation now makes up one-third of the U.S. workforce, and their numbers are growing at the same time job growth is outpacing available workers in general. Employers could tailor jobs to better fit the lifestyle and limitations common to older workers and solve some of the challenges of labor shortages.

"There are many fears and myths about 'getting old' in our culture," Crocker says. "But the reality is that people are living longer and healthier and can remain robust contributors to the workforce much longer than any previous generation."

GETTING STARTED

That got me to thinking about ways PROs could adjust their job descriptions and equipment inventory to take advantage of a graying workforce. Considering some of Crocker's tips, here's my blueprint for retaining and attracting older workers who can offer great experience, a proven work ethic and good customer service skills:

Invest in ergonomics.

Not just for older workers, but it makes sense to buy products designed to improve safety and reduce the risk of injury for everyone on the job. If you don't have one, consider buying a forklift to make it easier to store and deploy restrooms. If not a forklift, choose a few restroom dollies so an easier transport option is always available. Do you have a service truck with a hydraulic lift to deliver and pickup restrooms? If not, this would be a great addition for your next rig. How about automatic transmission? Many workers

today find it less stressful or strenuous to drive an auto over a stick. Configure your service trucks for easier hoisting of hoses, better access to toolboxes and more effortless cab entry and exit. Air-ride and other creature comforts will be appreciated by every driver, but especially welcome to older technicians.

Create more part-time positions.

Some small-business owners prefer their employees work as much as possible, even making overtime mandatory to cover all the routes and weekend festival work. You may find a lot of benefits to creating more positions and keeping down hours for each worker. First, young workers today value their free time and you will likely have an easier time retaining these workers by keeping their schedule to 40 or 50 hours maximum. And many older workers are

looking to slow down and work flexible hours that allow them plenty of free time. Older workers may be perfectly happy working long festival weekends as long as their weekdays are free. More and more, people like continuing to work even after they retire and start collecting Social Security payments. But tax rules penalize them if they collect a big paycheck in addition to their retirement benefits. Bottom line, if you need extra workers this summer, tailor part-time jobs to mesh with the lifestyle of older workers.

Choose restrooms you feel are easiest to maneuver.

Every pound counts when you're asking an older worker to set up restrooms at a special event or construction site. Ample grips and handles designed to help lighten the load will be appreciated by older members of your crew. At the next WWETT Show; lift, push and pull all of the units in the marketplace and find the model you think would be easiest to move

"There are many fears and myths about 'getting old' in our culture. But the reality is that people are living longer and healthier and can remain robust contributors to the workforce much longer than any previous generation."

Ruth Crocker

around in the field. Also, look for transport trailers that keep the bed lower to the ground for easier restroom loading. Think about mounting restrooms on single- and double-unit trailers like those towed to fields for agricultural customers for more carefree placement at any site.

Promote wellness in the workplace.

A wellness program shows all of your workers you care about their health, and this reduces use of sick days, helps curb health insurance rate hikes and builds loyalty from your crew. Of all the perks you can offer employees, this one might be the most valued by your older workers. Bring in health care workers and offer free screening for blood pressure, hearing loss and cholesterol. Offer help with losing weight, starting a fitness routine and quitting smoking. Dump the donut routine and hand out free healthy snacks like fruit and protein bars in the break room. Offer incentives like bonuses or paid time off for meeting goals for healthier lifestyles.

Team older and younger technicians.

Split your crews generationally. Send out a service truck with a 60-year-old driver and a 20-year-old helper. Each will have something to offer their partner. The older worker may help the younger employee develop an old-school work ethic, problem-solving skills and positive communication with customers. The younger worker may have an edge at following routing software, driving in rush-hour traffic and carrying a little more of the load when delivering and picking up units.

Ease into technology upgrades.

Working routing programs, emailing reports or handling electronic invoicing might not come as naturally to an older technician. However, if

you value your older workers, show patience when teaching them to use these tools for building efficiency. Offer ample training opportunities for new technology. If you have crews running several daily routes, consider running one truck without utilizing the routing software. Maybe you have a more compact construction route where technology wouldn't be necessary for now. Let older workers adapt to the technology at their own pace with the understanding that everyone will have to use it someday.

EXPERIENCE COUNTS

Your veteran or post-retirement workers may not be able to toss around restrooms like the 20-something members of your crew. But they have tremendous work and life experience that can enrich your company. Always be looking for ways to best utilize the graying workforce and you'll be rewarded in many ways. ■

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Put Your Best Foot Forward to Help the Crew

A SOUTHERN CALIFORNIA PORTABLE RESTROOM PROVIDER TAKES THE COMFORT AND SAFETY OF EMPLOYEES' FEET VERY SERIOUSLY. HERE'S WHY YOU SHOULD, TOO.

By Judy Kneiszel

A man walks into a bar and injures his foot ... because it's a sharp metal bar and he's wearing flimsy shoes. This isn't funny, because it isn't a joke. According to the U.S. Bureau of Labor Statistics, more than 52,000 foot injuries in 2014 resulted in lost workdays. At least three-quarters of these injuries occurred because the worker wasn't wearing adequately protective footwear.

Safety boots with steel toes and puncture-resistant soles can protect workers' feet from being crushed or broken by falling or rolling objects. Protective footwear can also prevent lacerations, punctures and amputations of toes or feet.

The chance of a technician from Diamond Environmental Services in San Marcos, California, feeling the pain of a crushed toe decreased dramatically this past winter, however, when the whole crew got to pick out new safety boots on the company's dime. You could say the company's owner Eric de Jong, along with operations safety compliance coordinator Ron Fabor, saved a few soles — and heels and toes — just in time for Christmas.

BOOT PROGRAM

The idea came to de Jong after he saw some of the municipalities, agencies and construction firms Diamond works with implement boot programs in recent years. He decided December was a great time to boot up the crew.

"We have an annual gathering in each yard to enjoy some food and fun with our teams," Fabor says. "Eric and operations manager Warren Van Dam travel from yard to yard spreading holiday cheer and thanking the crews for a great year."

This year a Boot World truck accompanied de Jong and Van Dam as they greeted more than 200 male Diamond employees returning to the yard at the end of a shift about a week before Christmas. The truck was stocked with an assortment of industrial-grade boots and each employee was given a \$100 gift certificate toward any boot purchase. Some selected boots priced at about \$100. Others upgraded to a premium style, adding a few dollars of their own to get a top-grade boot that will last for years.

Boot World is a San Diego-based shoe retailer. Its commercial product division parks a mobile footwear store on site at a company's request. They set up a fully stocked store staffed with footwear specialists to help customers select proper-fitting boots.

SAFETY AND COMFORT

Proper fit is important, as quality work boots do more than keep feet from being injured on the job. A good-fitting pair of boots can protect the wearer from extreme cold, keep feet dry in wet conditions, protect against electrical shock and prevent slips, trips and falls.

A good-fitting pair of high-quality work boots can also reduce aches and pains in feet, legs, knees, hips and spine, plus prevent calluses, ingrown toenails and simply tired feet. While not occupational injuries, these conditions are common among workers, causing discomfort, pain and fatigue. Fatigue especially can damage muscles and joints, and a tired worker or a

worker in pain is less alert, which can contribute to an accident or unsafe actions.

"One of our daily safety topics recently was, 'Remember it is safety, quality, and quantity ... in that order,'" Fabor says. "Beyond safety, we felt that a gift of quality work boots would improve other aspects of the driver's life. Quality boots add a bounce in one's step during those eight to 10 hour shifts."

"If you look good, you feel good. If you feel good, you can accomplish more."

Ron Fabor

Fabor says the fact that buying new boots was not a personal expense coming out of the employees' family budgets made it a true gift that gave recipients a "valuable feeling of not spending money on themselves and being able to spend on the family."

Summarizing the benefits of good boots, Fabor says, "If you look good, you feel good. If you feel good, you can accomplish more."

SHOW THEM YOU CARE

The premium boots provided by Diamond are constructed to last at least twice as long as budget boots. "Our teams tell us that the discount brands need to be replaced at six months and even that may be waiting too long," Fabor says.

In addition to showing workers the company cares about them, having the crew decked out in quality work boots also sends a message to customers that Diamond takes safety seriously.

Considering how much it can cost a company in lost productivity when a worker gets injured, it may be time more companies step up and encourage — or provide — high-quality safety shoes for all workers. And while Fabor didn't share cost information (this was a gift, after all), buying work boots in large volume might provide some savings on each pair.

In case you were wondering, Diamond's internal sales and customer service departments are predominately female. Since these jobs don't require safety boots — and de Jong and Fabor don't consider themselves experts in women's footwear — these valued office employees received department store gift cards to buy shoes or whatever they wanted for themselves or their families. That, too, is a safe bet. ■



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An analytical approach to business, coupled with a focus on three core values — employee safety, building relationships and accountability — has enabled PortaPros to grow in a competitive portable restroom rental market around Boise, Idaho.

After four years, PortaPros — based in Nampa, Idaho — employs 10 people and owns more than 1,200 restrooms, hundreds of hand-wash stations and six service vehicles. The company has a presence in the special event market, as well as the agriculture, construction and emergency response sectors, says Marcus Hunter, general manager and a co-owner of the company.

Carl Arriola, a friend and former business associate of Hunter, is the majority owner of PortaPros (two silent partners also have

(continued)

PortaPros LLC Nampa, Idaho

Owners: Carl Arriola, Marcus Hunter and two silent partners

Founded: 2012

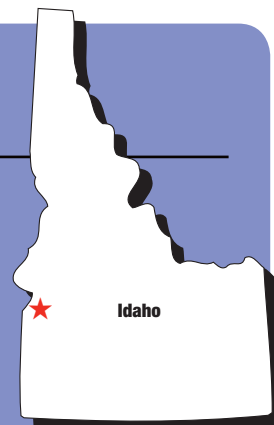
Employees: 10

Specialties: Portable sanitation for construction, events, agriculture and emergency response

Service area: 70-mile radius around Nampa

Website: www.portapros.com

Professional affiliations: Portable Sanitation Association International



Through relationship building, Idaho's PortaPros strives to improve its business and raise the reputation of the entire portable sanitation industry

BY KEN WYSOCKY

RAISING STANDARDS



The PortaPros crew includes, front row, from left, Merced Garcia, Brian Williams, Kenny Wilson, Saul Cardona-Aquino and Terrence Learch; back row, from left, Carl Arriola, Ricky Parks, Kindra Butera, Jason Christie and Marcus Hunter. (Photos by Keith Christensen)



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Right: Technician Ricky Parks services a row of Satellite restrooms.

Below: Technician Brian Williams spools out a vacuum hose from his Isuzu service truck, built out by FMI Truck Sales & Service and carrying a WorkMate tank and Conde (Westmoor Ltd.) pump.



an ownership stake). In 2012, Arriola bought ABC Sanitation Co., which had operated in the nearby Treasure Valley area for more than 20 years, then asked Hunter to come aboard as a part owner and general manager. Arriola — whom Hunter calls “the spreadsheet guy” — did much of the preliminary groundwork that verified what the group of partners already suspected: The business offered a great opportunity.

“He did a lot of the up-front work, cost analysis and due diligence,” says Hunter. That included attending the Water & Wastewater Equipment, Treatment & Transport (WWETT) Show and Portable Sanitation Association International seminars to learn more about the industry.

“We (all the partners) come from varying backgrounds, but with a common thread of business experience in and knowledge of the construction, event and rental industries,” Hunter says. “The value of taking an analytical approach is that you continually seek to understand your business in terms of cash flow and management. If you don’t understand and plan for what it takes to operate a business, it will impact you negatively in the long run.”

BUILDING THE BRAND

When the partners bought ABC Sanitation, they agreed to rebrand the special event arm of the business as PortaPro, coupled with the slogan, “Clean and reliable.” The construction and commercial end of the



“The value of taking an analytical approach is that you continually seek to understand your business in terms of cash flow and management. If you don’t understand and plan for what it takes to operate a business, it will impact you negatively in the long run.”

MARCUS HUNTER

business still operates under the ABC Sanitation name because of its name recognition. “Eventually we’ll likely brand everything under PortaPro,” Hunter says.

Because PortaPro serves a small to midsize market that includes at least two competitors, Hunter says the company seeks to differentiate itself by carefully choosing the products it carries. They include new Satellite Industries event restrooms, Purell hand sanitizers and Georgia Pacific toilet paper. The Maxim 3000 restrooms are white with gray trim and feature hands-free flushing and a larger interior with sink, coat rack and mirror.

Hunter says the company also strives to emphasize proper care of vehicles. All vehicles undergo a daily pre-trip inspection, which includes checking things such as tire pressure,

suspension, seatbelts, gauges and lights, windshields, parking brakes and horns, plus water, oil and waste tank leaks. “We basically want to be sure that all state transportation department standards are met, for the safety of our employees and the safety of the public,” he says.

When drivers return from their routes, they’re required to perform another inspection. “It’s not very time-consuming and it keeps downtime to a minimum, which enhances customer service,” Hunter notes. “They’re also responsible for washing their vehicles every day. ... Portable sanitation doesn’t sound or look very clean to most people, so we always want our vehicles presentable. It’s an easy way to change the perception of our industry.”

(continued)

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Core values include good relationships among workers, followed by accountability.

"Everything we talk about and do is based on mutual trust, support and respect," Hunter says. "At all levels, we all hold ourselves accountable for the product we put out in the field and the delivery of service."

That focus on relationships also applies to customers, who receive a personal response when they call the company. "If you pick up a phone and call PortaPros, you'll speak directly to someone," Hunter says. "We take a lot of pride in our overall communication. Building strong customer relationships goes a long way toward sustaining success and running a great business."

WELL-MAINTAINED EQUIPMENT

Modern, well-maintained equipment also factors into the customer-service equation. The company currently owns about 1,200 restrooms, mostly made by Satellite and PolyJohn Enterprises; a two-stall restroom trailer made by Ameri-Can; 80 Satellite hand-wash stations; about 70 sin-



gle- and double-unit restroom trailers for agricultural customers; two 20- and one 12-restroom transport trailers and two hot water hand-wash trailers from McKee Technologies; three Dodge pickup trucks outfitted with triple restroom racks fabricated in-house; and event barricades from Signature Systems Group.

PortaPros also relies on six vacuum trucks, all built by FMI Truck Sales & Service. Five are Isuzu trucks featuring FMI's WorkMate tank systems and Conde (Westmoor Ltd.) pumps. Tanks are steel; three are configured to carry 750 gallons of waste/350 gallons of freshwater and two are slide-in units that carry 300 gallons of waste/225 gallons of freshwater. The sixth truck is built on a Chevrolet chassis with a 400-gallon waste/200-gallon freshwater aluminum Progress tank and Conde pump.

To increase the efficiency of service runs, PortaPros invested in Route-

Above: Ricky Parks pumps the tank of a Satellite Industries Breeze hand-wash station.

Right: Marcus Hunter and Saul Cardona-Aquino load Satellite Industries Wave hand-wash units onto a service truck from FMI Truck Sales & Service.

Get along with competitors

Some portable restroom operators have cutthroat relationships with their competitors. Others operate as friendly adversaries. PortaPros in Nampa, Idaho, falls in the latter camp, says Marcus Hunter, the company's general manager.

Hunter's reasoning: You never know when you may need help. For example, some special events may be too large for one company to handle, and if you've established a good relationship with a competitor, he or she may be open to forming a temporary partnership. In other instances, a customer may call and ask for service in an area outside your usual territory.

"In cases like that, we might ask a customer if it's okay for us to call a competitor to handle the work," he says. "We know what the cost will be for us to do the job and we will share that information with the customer. But a competitor might be able to do the job for a fraction of the cost. At the end of the day, it's all about that relationship with customers."

But don't you run the risk of losing that customer permanently after the hand-off to a competitor? Not if you're providing great service, Hunter replies. "Customers will recognize you're trying to help them out. ... If we lose the business, it's because we weren't doing our job — providing them with what they needed in the first place. People might look at you a little strange (for offering business to competitors), but the ultimate goal is to provide great service and a great product to customers. And if you're doing the right thing, 99.9 percent of the time, things work out good."

Hunter also believes in helping out competitors in other ways. For example, there are times when PortaPros drivers spot competitors' restrooms tipped over because of heavy winds or vandalism. When that happens, they call the competitors to let them know.

Why?

"It's all about the public's perception (of the industry)," Hunter explains. "We're all in the same business together ... you want everyone to be happy. Whether you're best friends or not, it's the courteous thing to do to reach out and let them know."



Optix software, which handles everything from daily service routes to managing the company's customer database. "We used to use a route book, with route cards that showed each driver his stops for the day in sequence," Hunter says. "Someone had to manually figure out those routes, which was time-consuming and sometimes not very accurate. Now we have a route supervisor who inputs the stops, and software figures out the best routes.

It also manages the number of units per route.”

All service technicians are trained to follow PSAI standards and Hunter says membership in the organization has been invaluable. “I can’t tell you how many people I’ve met who’ve been in the industry for 20 or 30 years. ... It’s a great thing to have access to,” he explains. “We take note of all the things that they do right. It goes back again to relationships and accountability. ... If you do those things well, you’re setting a good example and being professional at what you do.”

A BRIGHT FUTURE

Treating employees with trust, support and respect also plays a role in customer service. “We’re always coaching up our guys — trying to find ways to do things better,” Hunter notes. “We also try to create a close-knit family atmosphere so that our people want to come to work. As a

“Everything we talk about and do is based on mutual trust, support and respect. At all levels, we all hold ourselves accountable for the product we put out in the field and the delivery of service.”

MARCUS HUNTER

management team, we believe that our role is to clear their path and make it a productive and fun environment, because our people are critical to our service, customer relationships and reputation.

“When they leave for the day (to make service calls), our guys have all the information and tools they need for a particular task — the right gear, such as hard hats and safety vests — and vehicles that are in great operating condition,” he adds. “When they come in and start their day, they’re ready to go without any immediate stresses. That’s critical because if your employees aren’t happy coming to work, the quality of your product out in the field goes down.”

In the next three to five years, Hunter envisions PortaPros building a stronger presence in the construction and special event sectors. “Our goal is to be the premier provider — be the first and only phone call for customers,” he says. “We’re striving to increase the standard of service and professionalism within the industry. We accept the fact that we can always do something better.” ■

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Tire Pressure Monitors Can Save Truck Owners Money

MAINTAINING PROPER INFLATION WILL HEAD OFF UNEVEN TIRE WEAR, WHICH LEADS TO PREMATURE REPLACEMENT AND SAFETY CONCERNS

By Ed Wodalski

Most contractors wouldn't mind increasing their vehicle's gas mileage, extending the life cycle of expensive tires, improving driving safety and receiving warnings about certain hard-to-access parts that may need repair. They can do just that in their trucks and wheeled equipment with small, innocuous and relatively inexpensive devices called tire-pressure monitors.

Since 2008, the federal government has mandated all cars and light trucks be equipped with tire pressure monitoring systems, which utilize small, pressure-activated sensors to transmit both tire pressure and temperature to a dashboard-mounted display panel. And there's talk that all commercial vehicles may be required to use them sometime in the foreseeable future, says Dan Covington, the chief executive officer of Truck System Technologies Inc., which manufactures the systems.

Tire pressure monitoring systems come in two different configurations for commercial vehicles: external- or internal-mounted sensors. External sensors, which cost about \$50 per tire, are about 1 inch tall and 1 inch in diameter, and mount directly on tire valve stems. The internal sensors, which cost about \$79 per tire and are about the same size as external sensors, mount on the base of a tire stem inside a tire. The system can monitor up to 34 tires at a time.

HOW IT WORKS

Via a radio frequency, the sensors transmit a tire's psi and temperature in real time to a small dash display that flush-mounts with a bracket to a dashboard. A military-grade, seven-year-life battery powers the sensors, while the display can be hardwired into any 12-volt AC outlet. Contractors can also opt for a display powered by a lithium-ion battery that will function on a full charge for seven days (the battery-powered model can attach to a windshield or dashboard via a suction cup). Most companies with larger fleets prefer the hardwired systems so drivers can't turn them off, Covington says.

To avoid cross-readings from sensors on other trucks and trailers, each Truck System sensor has a six-digit alphanumeric code programmed into it and etched onto the unit, and that code is scanned into the display. That way, the display only reads and displays information for the tires coded into it. While driving, the display continuously rotates through sensor readings for all the tires, showing data from each tire for about five seconds at a time, and a "map" of the truck or trailer's undercarriage shows which tire is being monitored, Covington says.

"The external sensors look like a black bottle cap — they don't leap up at you," he explains. "The transmitter is located inside the device. The stem is made of brass, which is more durable than aluminum. Some customers pre-



Left: A tire pressure monitor appears to be a traditional tire stem at first glance, but is a high-tech gadget aimed at safety. (Photos courtesy of Truck System Technologies Inc.)

Below: An internal monitoring system includes several components to keep track of tire inflation.

fer external-mounted sensors because they can switch them from trailer to trailer as needed. Others put internal sensors on their trucks and externals on seldom-used trailers."

The system emits loud beeps when a problem arises, and red LED lights flash on the display for a visual alert. In addition, icons on the display panel tell the operator what's going wrong, such as a slow leak, a fast leak, overinflation and high temperature. The audible alarm goes off continuously, but a driver can silence it for 20 minutes before it re-trips and starts beeping again.

BENEFITS ABOUND

Underinflated tires can create several problems for contractors. First of all, they can depress gas mileage. To exactly what extent is debatable, but according to the U.S. Department of Energy, underinflated tires decrease gas mileage to the tune of more than 1.25 billion gallons of gasoline annually.

"Most truckers would be surprised at how underinflated their tires are,"

(continued)





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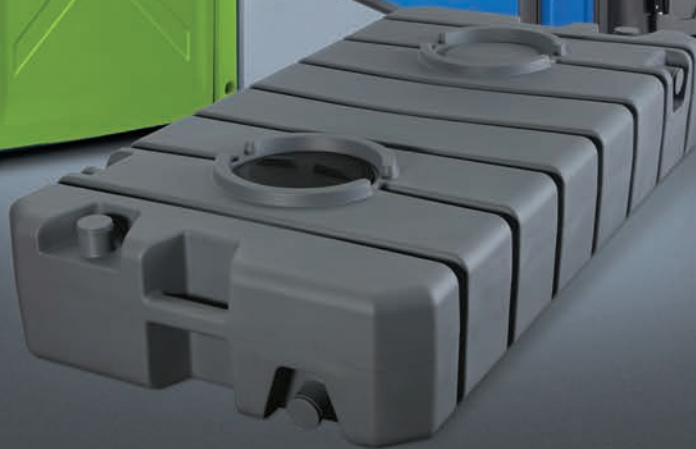
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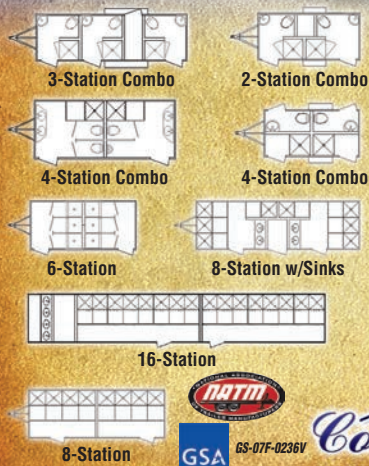
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The sensors can alert drivers to heat being created by a damaged part, such as a bad wheel bearing or a hanging brake caliper. That can save contractors money by revealing a problem before it becomes significantly worse.

Covington says. "We randomly sampled 100 trucks at a trucking company and found 30 of them were underinflated from 10 to 30 pounds below the recommended inflation level. And that number seems to hold consistently true industrywide."

Moreover, air loss occurs naturally; Covington says a typical tire loses 2 to 3 pounds a month. Other factors can also contribute to air loss, ranging from a poor tire bead, external temperature variations, bad valve cores, loose valve stems and puncture from nails and other road debris.

"For commercial trucks, replacing tires is one of the biggest operating expenses," Covington adds. "And 90 percent of tire-related issues can be addressed before a tire blows, which forces you to buy another tire or make an expensive road-assist call. Properly inflated tires also extend tire life because underinflated tires wear unevenly and create side-



External sensors can be retrofitted for a vehicle that didn't come from the factory with a monitoring system.

wall damage. Ultimately, that wears them out prematurely."

Worn tires are also prone to dangerous blowouts, which can cause serious accidents that can result in injuries/fatalities and raise insurance rates.

In addition, the sensors can alert drivers to heat being created by a damaged part, such as a bad wheel bearing or a hanging brake caliper. That can save contractors money by revealing a problem before it becomes significantly worse — and more expensive to repair, he says.

"Catastrophic tire failures still can occur without any warning signs," Covington notes. "But 85 to 90 percent of tire failures exhibit warning signs, like loss of pressure and rising heat. Typically tire temperatures run about 25 percent above the ambient outside temperature."

In Truck System monitors, a temperature alert is preset at 158 degrees, but operators can change alert parameters on a per-axle basis. "We encourage people to leave it where it is," he says.

Companies that invest in tire pressure monitoring systems need to educate drivers and mechanics about installation and maintenance procedures, which Covington says are not overly complicated, but do involve time and labor.

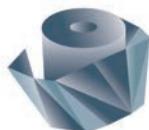
"Sometimes when a guy rotates tires, he'll forget to put the sensors back on, or break them without knowing it," he points out. "But monitoring systems can actually reduce maintenance costs because you don't have to take time to manually put a gauge on tires every month to check their air pressure. In fact, we have a wand device for fleet applications that you just wave over the sensor — you can even catch trucks and trailers (and check tire pressures) as they're driving in or off the lot." ■

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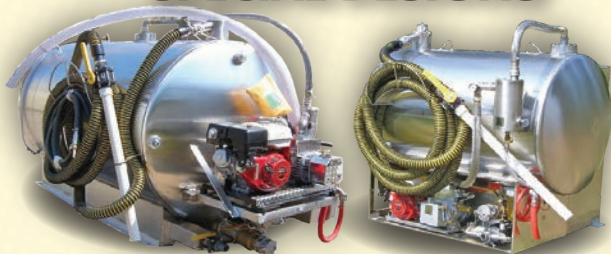


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 See ad page 41	Bionetix International 21 040 rue Daoust, Ste-Anne-de-Bellevue, BC H9X 4C7 514-457-2914 • (f) 514-457-3589 support@bionetix.ca www.bionetix-international.com	✓		✓		✓	✓		Sea Breeze, Mint, Apple	
	Century Chemical Corp. 28790 CR 20 W, Elkhart, IN 46517 800-348-3505 • 574-293-9521 sales@centurychemical.com www.centurychemical.com	✓		✓		✓			Cherry, Bubble Gum, Fresh & Clean, Mulberry, Apple Cinnamon, Lavender, Baby Powder, Orange Citrus	
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See ad page 33	Liquid Waste Industries, Inc. 2962 Mt. Tabor Church Rd., Dallas, GA 30157 877-445-5511 • 770-424-5575 • (f) 770-424-5536 susan@lwiinc.com www.lwiinc.com	✓		✓				Discs, Tabs, Urinal Blocks	Fresh and Clean, Mulberry, Cherry	✓

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 See ad page 31	Safe-T-Fresh 2530 Xenium Lane N, Plymouth, MN 55441 877-764-7297t info@satelliteco.com www.satelliteindustries.com	✓	✓	✓		✓	✓		Cherry, Bubble Gum, Mountain Breeze, Mulberry, Spice, Spring Valley, Cinnamon	✓
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 See ad page 5	Walex Products Company, Inc. PO Box 3785, Wilmington, NC 28443 800-338-3155 • 910-371-2242 • (f) 910-371-2094 info@walex.com www.walex.com	✓		✓		✓	✓	Deodorant Discs, Fragrance Sprays, Bravo Urinal Screens, Urinal Blocks	Tangerine, Cinnamon Spice, Mint, Cherry, Sunglow, Citronex, Very Berry, Fantasy, Mango, Wintergreen, Citfresh, Mulberry, Lemon, Tropical Breeze, Wildflower, Bubble Gum, Beechwood, Lemon-Lime, Fresh-N-Clean	✓



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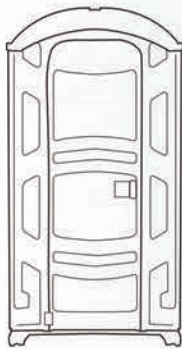
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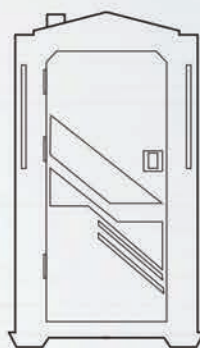
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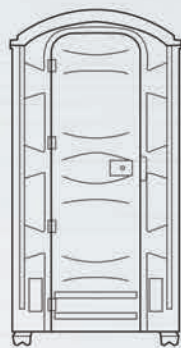
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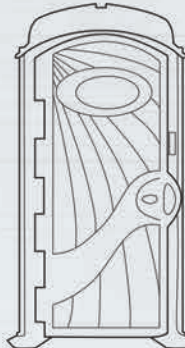
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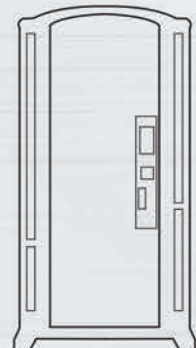
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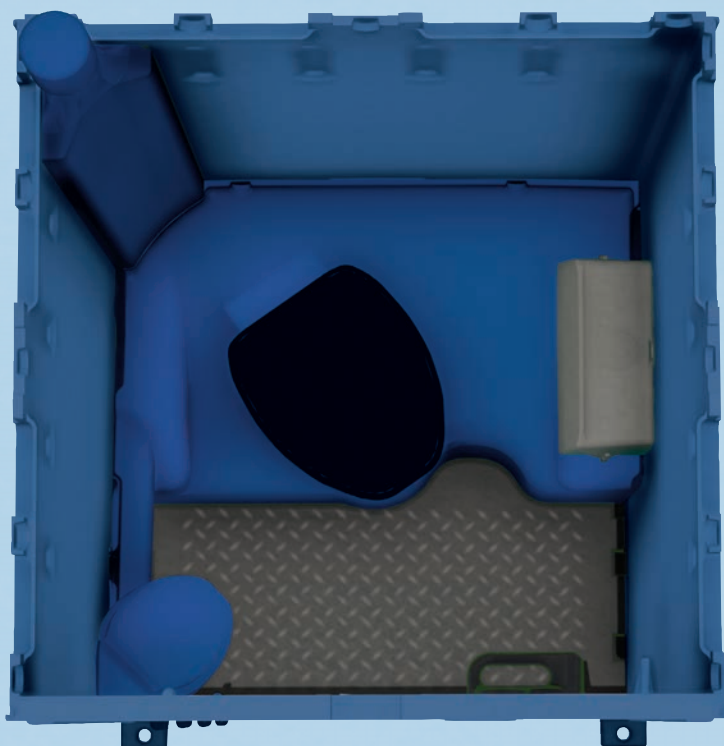
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Being photo-bombed by an Elvis impersonator is a risk for a PRO serving the Collingwood Elvis Festival. Jamie Cheyne was joined by tribute artist Norm Ackland during a photo shoot. (Photos by Bruce Bell)

Takin' Care of Business

In working the world's largest Elvis festival, this Canadian PRO demonstrates that following a good plan beats a 'good luck charm' any day **BY PETER KENTER**

Chantler's Environmental Services Limited is located in Hillsburgh, Ontario, Canada, 50 miles northwest of Toronto. Founder and president Stewart Chantler leads a staff of about 30 who serve portable sanitation customers as far as an hour north and as far south as Niagara Falls, 90 minutes away. The busy season is between Victoria Day (the last Monday before May 25) and Canadian Thanksgiving (the second Monday in October) with as many as 20 weddings and events scheduled on a single weekend. A smaller stream of business involves ongoing rentals for parks, work site office trailers, golf courses, garden centers and local farms.

FOLLOW THAT DREAM

Chantler's Environmental Services was founded in 1988 by Stewart Chantler on a hunch that the construction industry was underserved by portable restroom operators. Chantler's soon branched out to special events and other contracts. The company runs 750 portable restrooms from PolyJohn Canada, as well as restroom and shower trailers from McKee Technologies and Black Tie Products, and hand-wash equipment from PolyJohn and McKee Technologies.

The company has taken on some of Ontario's largest events. On Sunday, July 28, 2002, Chantler's joined forces with Nature's Call of Concord, Ontario, to service World Youth Day at Toronto's Downsview Park. Highlighted by a mass with Pope John Paul II, the event attracted 800,000. The team delivered 8,000 restrooms, 4,000 sinks and more than 100 wheelchair-accessible units, sourced from as far away as British Columbia and South Carolina,

THE JOB: Collingwood Elvis Festival

LOCATION: Collingwood, Ontario, Canada

THE PRO: Chantler's Environmental Services Limited, Hillsburgh, Ontario, Canada

(continued)



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Right: Streets were closed down so 30,000 Elvis fans from across the world could enjoy the festival.

Below: A 2014 Hino was one of two trucks built out by Vacutrux and running Wallenstein pumps that was used to serve the Elvis Festival.



while vacuum service trucks and drivers were called in from a coalition of companies spanning the province.

Chantler's and Nature's Call teamed up the following year for a summer music event designed to boost Toronto tourism in the wake of an outbreak of severe acute respiratory syndrome (SARS). The 12-hour SARStock concert featured acts including the Rolling Stones, the Guess Who, Rush and AC/DC. It attracted a half-million concertgoers and required 3,500 restroom units.

LADIES AND GENTLEMEN, ELVIS PRESLEY

The Collingwood Elvis Festival is the world's largest, dating to 1995. In 2015, the four-day event was held from Thursday, July 23, to Sunday, July 26, and drew 30,000 Elvis Presley fans and impersonators, including 100 tribute artists, dwarfing the town's population of 20,000.

"They've created an Elvis vibe and hang a big hat on that," says Jamie Cheyne, who works on sales and promotions and special events with Chantler's and led the service team. "Although it was our first time for the Elvis Festival, we've worked in Collingwood before, so it's familiar territory."

The event features performer competitions, concerts, vintage car parades, street dances, a nondenominational worship service (replete with El-



Left: Dave Stewart was among more than 100 Elvis tribute artists to perform at the Elvis event.

vis tribute gospel performers), and Breakfast With the King, allowing early risers to enjoy bacon and eggs with the artists.

IT'S NOW OR NEVER

Collingwood is a 90-minute drive north of Chantler's headquarters. On order for the event: 24 PJN3 units, four Comfort XL wheelchair-accessible units and six hand-wash stations, all from PolyJohn. The units were delivered using Explorer trailers from McKee Technologies.

"We set up with two guys on Thursday morning before the main events were scheduled to take place on Friday," says Cheyne. Delivery took about two hours.

Half the units were destined for an open parking lot near the downtown arena with the other half located behind the main stage a few blocks away. Two downtown streets were cordoned off to public traffic, providing service trucks with easy access to all units.

"It was easy to set up and easy to service," says Cheyne. "We prefer the restrooms to be grouped together as they were here, as opposed to placing two or three in a dozen locations. Spreading them out you often find that some are underutilized, while others are overused. In groups, people will easily find an unused unit and make the best use of the available stock."

TWO FOR THE SHOW

For service, Chantler's supplied two trucks, both built out by Vacutrux,

(continued)



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Left: The bulk of the restrooms were placed in two locations in Collingwood. The main street was cordoned off, making it easier for Jamie Cheyne to service this bank of PolyJohn units.

Below: Cheyne unwraps a hose during one of his daily service runs at the Collingwood Elvis Festival.



featuring galvanized steel tanks and Wallenstein pumps: a 2014 Hino with a 650-gallon waste tank and two 350-gallon freshwater tanks, and a Dodge 5500 with a 350-gallon waste tank and 250-gallon and 125-gallon freshwater tanks. Deodorizers were Johnny's Choice by Chemcorp.

The first service was scheduled for Friday afternoon at 1 p.m., with busier Saturday and Sunday services at 7 a.m. and 2 p.m.

"We could have serviced with a single large truck," says Cheyne. "But we decided to go in with two smaller trucks to get it done quickly, in about an hour. The city maintained a great traffic setup and it was easy for us to access the portables. We didn't really have time to enjoy any of the events — one of us would drive while the other would service — but there was definitely a whole lot of shakin' going on, with people from 9 to 90 dressed up in the Elvis tradition."

Jamie Cheyne refills freshwater in a PolyJohn Bravo hand-wash unit. Six hand-wash stations were provided to the Collingwood Elvis Festival.



"We could have serviced with a single large truck. But we decided to go in with two smaller trucks to get it done quickly, in about an hour. The city maintained a great traffic setup and it was easy for us to access the portables."

JAMIE CHEYNE

The contract didn't allow for attendant service, something Cheyne prefers on a busy site.

"Often, there are little things you could repair or replace with a two-second fix," he says. "It's better if a person remains on site and in communication with a point person at the event. We prefer a more personal touch."

While Collingwood provides a permitted sewage drop-off location, Cheyne says it was more efficient to haul the relatively small amount of waste back to Chantler's storage facility rather than applying for special permission with the city.

ELVIS HAS LEFT THE BUILDING

"We pumped out all of the units late Sunday afternoon, and delivered them back to the shop," says Cheyne. "From there we pressure washed them and removed all of the dust and dirt. ... Even blue suede shoes leave tracks." ■

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Zenith Restroom from Sansom Industries Incorporates Hands-Free Door Opening

By Craig Mandli

Anyone who's been around the portable restroom industry for a while likely recognizes the Sansom name. In his more than five-decade career, Clyde Sansom has not only operated a multi-city restroom rental fleet, but his design input is still seen in popular portable restrooms produced today. Sansom Industries used the 2016 Water & Wastewater Equipment, Treatment & Transport (WWETT) Show to introduce a new portable restroom — the Zenith.

"We actually started on the design of this unit in June 2015," says Clyde III "Mannie" Sansom, the company's COO. "Our big mission was to roll it out for the WWETT Show. We were very happy to get it done with two weeks to spare."

The fully made-in-America Zenith is designed to have at least a 30-year life span, with a 10-year warranty covering each part. Sansom says the durability is by design.

"It's simply because we don't want the nuisance of being in the spare parts business," he says. "Our thought was if we build these things to last, we'll sell more on reputation and to return customers than any profit we can make from selling spare parts."

A Zenith innovation is its hands-free door opening and locking design. The door has a foot pull for users with their hands full or those concerned about germs. Inside the door, a strong open/close latch and opening handle incorporates a hover handle for hands-free locking. In addition, the ergonomically angled seat provides additional legroom for users.

"We've been operators in this industry for a long time, so we know what operators are looking for," says the younger Sansom, whose PRO career began under his father's tutelage in 1979. "When people use a portable, they want something that's comfortable and easy to get in and out of. The Zenith is our answer for that."

In addition to user comfort, the Zenith has several beneficial features for the portable restroom technician. It has durable corners that fit the hand very well and make it easy to move, along with strong plastic hinges that are sonic-welded to the frame, and a ventilation system that generates airflow with the slightest breeze, meaning less odor control product is needed to keep the interior smelling fresh, according to Sansom.

Smooth interior surfaces, including walls, sides and the inside of the door, make for easy cleaning with a pressure washer, while a molded corner vent stack sits flush to the wall to prevent buildup of debris. The unit also has an 80-gallon holding tank, and comes standard with a three-roll paper holder. All these features promote longer service intervals, Sansom explains. The unit also has a coat hook, a nonskid/slip tread floor surface, a molded-in area for an optional mirror, a hand sanitizer mounting platform integrated directly above the urinal to eliminate dripping on the floor, and a one-piece corner urinal with clog-resistant piping and wider opening for ease of cleaning and less splashing.



"We wanted a unit that was at home at highly trafficked special events or in situations where it's only getting used a few times per day," says Sansom. "We feel there's no reason an operator should need to buy multiple types of restrooms. The Zenith fits all of those needs."

Sansom and his father have been regular attendees at the WWETT Show for decades, with past shows not only giving them the opportunity to see new innovations in the portable restroom industry, but also talk with and bounce ideas off fellow operators.

"It basically boils down to other operators seeing the same issues we were facing in our business," says Sansom. "Fortunately, Dad decided he wanted to do something about it, and he asked me to join him. That's how this idea was born."

After the successful rollout of the Zenith at the 2016 WWETT Show, Sansom says he's already looking forward to next year's show, where he hopes to unveil an ADA-compliant unit to pair with the Zenith.

"This show has been great, so we'll definitely be back," he says. "The ADA unit is already in the planning stage, and it's going to incorporate a lot of the strong aspects of the Zenith. We're excited about it." 844/972-6766; www.sansomindustries.com. ■

Clyde III "Mannie" Sansom, COO of Sansom Industries, demonstrates the Zenith restroom's door foot pull that enables hands-free operation. The company used the 2016 WWETT Show to introduce the Zenith to the portable restroom market. (Photo by Craig Mandli)



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Odor Control

By Craig Mandli

ARMAL SCENT BOX

The **Scent Box** from **Armal** incorporates a fragrance — vanilla balm, rose sensations, apple blossom, pinewood trail or strawberry field — into the wall panels of the restroom during the manufacturing process, ensuring a pleasant scent inside. It has heavy-duty, spring-coil doors with a wind-resistant device to ensure closure when unlocked and overlapping wall assembly for greater safety. Options include a recirculating kit with filter and freshwater flush that works in combination with the pump kit. **866/873-7796; www.armal.biz.**



CENTURY CHEMICAL CURVE

Curve long-lasting air freshener from **Century Chemical** offers versatile placement almost anywhere. It freshens while remaining hidden on the side of portable restrooms, inside bathroom cabinets and on the underside of wastebasket

lids. The holder stays in place with two-sided tape, and the air freshener is changed every 30 days, with date tabs indicating when to replace it for consistent air freshening. It is 100 percent recyclable, and is part of a closed-loop air freshener recycling program at www.eco-refresh.com. It is available in spiced apple and citrus fragrances, with a case supplying six restrooms for a full year. **800/348-3505; www.centurychemical.com.**

CHEMISPHERE ODOR-BOSS

ODOR-BOSS triple-action deodorizers from **Chemisphere** are formulated with three odor-eliminating agents and other high-performance ingredients to eliminate odors at the source. Winter and summer syrups are formulated to neutralize the toughest odors caused by bacteria and organic matter. They are easy to use, with a strong masking color. They are free of formaldehyde and nonylphenol ethoxylates (NPE), with a long-lasting effect. They will not damage a recirculating flush system, but keep drains and pumping systems clean using a detergent. They will protect metal, rubber and plastic parts of vacuum trucks. They are noncorrosive, nonflammable and non-staining. **877/426-9557; www.chemisphere.com.**



CPACEX FRESH PUMP X

Fresh Pump X pump oil additive from **CPACEX** eliminates odors at the source. Add 2 ounces of the additive to 1 gallon of pump oil, mix well and add to the pump. A fresh cherry fragrance will be emitted each time the pump is turned on rather than odors associated with human waste. It is an oil-based formula that will not change the viscosity of the oil. **419/450-6208; www.cpacex.com.**



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GREEN WAY PRODUCTS BY POLYPORTABLES TURBO DRIPAX

Turbo DriPax non-sticking paper portable restroom deodorizers from **Green Way Products by PolyPortables** bridge the gap between tablets and standard water-soluble pouches. They combine the self-mixing effervescence of a tablet with the lightweight efficiency of standard pouches. They have a large amount of fragrance, deodorizing power and a strong non-staining royal blue dye, according to the maker. Self-mixing technology allows them to be dropped into a holding tank to begin working automatically. They are offered in three sizes to meet the demands of any job. A raspberry fragrance is now available. **800/241-7951; www.polyportables.com.**



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3 ounces, is a non-staining blue and is individually wrapped in plastic to ensure freshness. Blocks are available in the same bubble gum fragrance as the company's toilet deodorizing chemical, and can be made in other scents such as spice, cherry and mulberry. **888/673-5846; www.portaprochem.com.**

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WALEX PORTA-PAK MAX

Super-concentrated **Porta-Pak MAX** holding tank deodorizer from **Walex** is packed with 50 percent more color and odor control and double the fragrance of regular Porta-Paks. It is available in mint and lavender fragrances, is quick to dissolve, requires no skin contact when handling, and is safe and easy to use. It is packaged in resealable bags for easy transport and distribution. **800/338-3155; www.walex.com.**

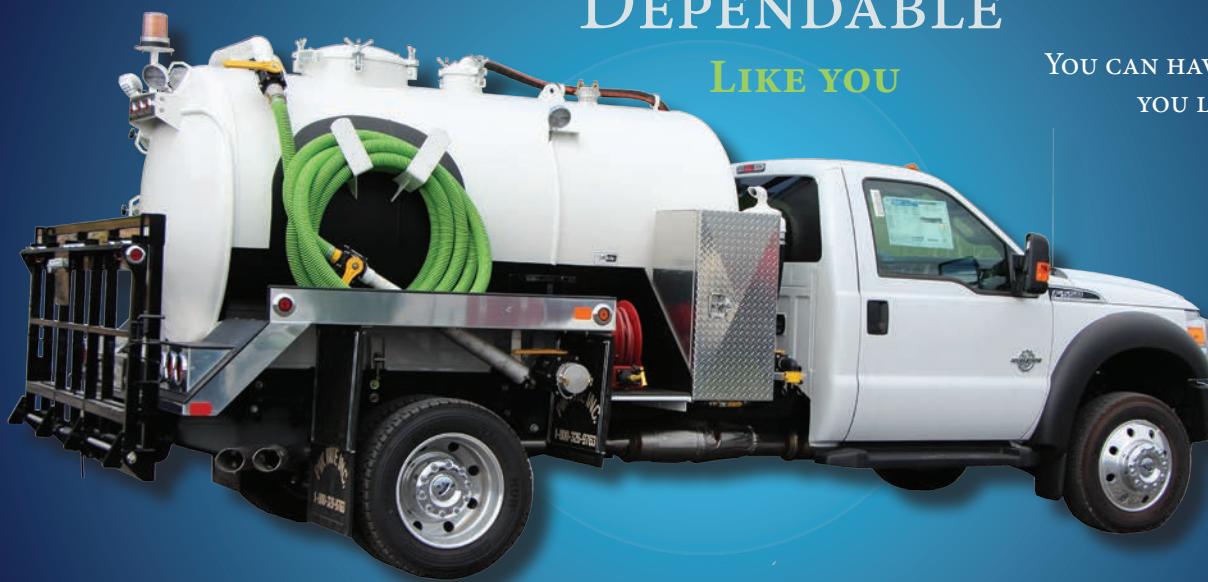




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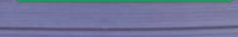
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PRODUCT NEWS

BAYCO Products LED angle lights

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Screenco Systems mini screen

The mini screen from Screenco Systems features a dual-screen design and all-aluminum construction. The front screen is virtually self-cleaning. Gravity off-load at up to 500 gpm through the telescoping dump hose assembly to the inlet fan spreader where waste is deflected down on the front screen. Remove up to 99 percent of trash to a collection drain tray for easy disposal with a 3-foot folding trash chute. Gapped screens (3/8 inch) meet the 503 regulations and 16 square feet of screening area allows for use with portable TLT trucks and large septic trucks. Forklift skids integrated into the unit allows for easy transport. The unit weighs 825 pounds. The inlet allows either a 4- or 6-inch cam connection with a 6-inch cam outlet. **208/790-8770; www.screencosystems.com.**

Water Cannon electric pressure washer

The 15M71 electric pressure washer from Water Cannon — MWBE has a 20 hp, 460-volt three-phase motor with an auto start/stop feature that powers a TSP Series General triplex plunger pump and delivers 4.5 gpm at 6,000 psi using the poly chain drive system. It comes with 500 feet of high-pressure hose, gun/wand kit, safety couplers rated at 10,000 psi and 12 feet of power cord. **800/333-9274; www.watercannon.com/catalogrequest.aspx.** ■



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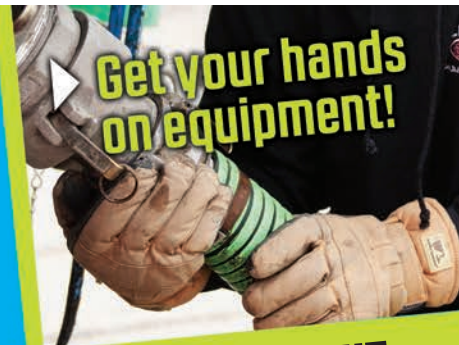
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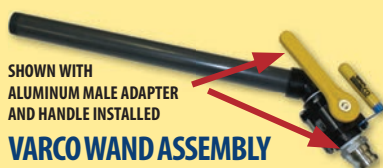
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