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September 2016
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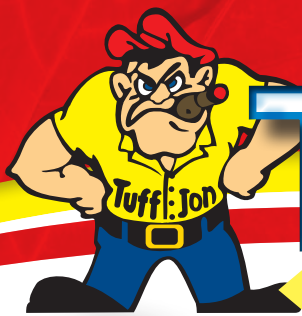
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95 AND COUNTING

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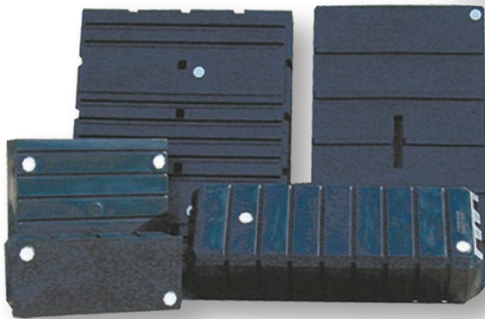
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PRO™

PORTABLE RESTROOM OPERATOR

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Taking the Time Machine Back to 2004

PROS CONSTANTLY SEEK WAYS TO REACH CUSTOMERS, IMPROVE THEIR EQUIPMENT INVENTORY AND BUILD ON INDUSTRY PROFESSIONALISM

By Jim Kneiszal

Operating a small business was much different when COLE Publishing bought the fledgling *Portable Restroom Operator* magazine 12 years ago. When COLE's first issue mailed in October 2004, the iPhone was merely a glint in Steve Jobs' eye. The idea of a tablet computer in the vacuum truck directing drivers, controlling invoicing and communicating with the office was still George Jetson territory. And a PRO's main form of marketing was a pricey phone book ad.

Who would have imagined the change in your customer focus over the past decade? A handful of major outdoor concert venues have morphed into huge festivals in every major market. Bonnaroo, Lollapalooza, Glastonbury, Coachella, TomorrowWorld and countless country music camping festivals have raised the bar for what it means to provide special event service. Each event requires hundreds of portable restrooms, VIP restroom and shower trailer options, and around-the-clock service.

Construction work has changed, too. More municipalities require restrooms on every building site. Containment trays, stake-downs and other placement rules are on the rise, and service frequency and quality are being more closely scrutinized. How long will it be until flushing units and hot-water sinks are a prerequisite across the United States as they are in some other countries today?

I recall during those first months and years serving as editor of *PRO*, contractors would talk about a two-way radio as high technology, only a handful of businesses were going online with websites, and most were skeptical that the internet would ever bring them a new customer. There were still a lot of technicians who remembered hoisting backbreaking wooden units in the 1960s.

THEY LEAD THE WAY

In that first issue, we promised to "uniquely target portable sanitation professionals with valuable stories, time-saving and moneymaking insights and targeted advertising to help you work smarter and increase the bottom line. The nuts and bolts of the business might be providing restrooms to special events or construction sites, but to excel as a service provider you need more — more information on products, routing, employee relations, tracking, accounting, billing — more of the things that can improve your bottom line."

I'm happy to say the two portable restroom companies we featured in October 2004 are still going strong. But that's to be expected in an industry dominated by so many hardworking and conscientious families. These folks are effective at adapting to constant changes in the marketplace.

Only a handful of businesses were going online with websites, and most were skeptical that the internet would ever bring them a new customer.

Our first PROfile story introduced readers to OnSite Sanitation in Minnesota's Twin Cities. Owners Karen and Dave Holm were strongly involved in raising professional standards through the Portable Sanitation Association International (PSAI). As Dave explained about the company's fleet of equipment at the time:

"I'm a believer in image. All our trucks have our company name prominently displayed. We have two full-time mechanics on staff who repair a fleet of 35 service vehicles. We will paint the trucks as needed. If a dent on the fender shows, we put on a new fender to maintain a clean appearance. I believe that the better shape the truck is in, the better the driver will care for it."

Denmark, Wisconsin's VandenPlas Sanitation was our first On Location featured company. Kurt and Kris VandenPlas and their family gave great attention to an art festival, just like they had when serving the renovation of Lambeau Field in Green Bay about the same time. Kurt explained how they stepped up service:

"Many companies just do what they're told and they don't offer input. We picked up one account this year, not because we had the low price, but because we were going to be part of event planning. The good service leads to a good reputation."

CHANGING TIMES

Why am I looking back at the "good old days" of portable sanitation? Because with this issue, I'm turning over the editor's post to Cory Dellenbach. From now on, Cory will carry the responsibility of monitoring this meeting place for the portable restroom community. He will plan the editorial content, alert you to industry trends in service and technology, and be sure you get the most information out of these pages.

PROs have come a long way in the past 12 years. You have increased efficiency, improved service, upgraded your equipment and seen your businesses prosper. There's so much farther to go, and I'm confident you'll get there, all while providing a vital, necessary service with professionalism and pride. ■



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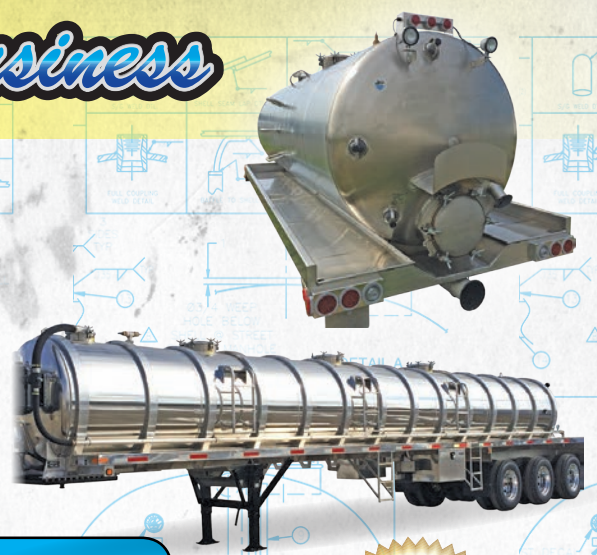


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LAP OF LUXURY

Awesome Amenities

Providing the VIP treatment with fancy restroom trailers means making a substantial investment. But in a lot of areas, the market is there. It takes some patience and a lot of promotion but once customers experience these fancy trailers, word gets out. Read up on how Stone Industries went from struggling to rent one trailer to purchasing about 20. promonthly.com/featured



OVERHEARD ONLINE

“ The first step to getting paid is to arrange payment terms before you even start the job. Make sure the contract spells out payment terms. ”

– Make Sure You Get Paid
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HEALTHY DIVERSIFICATION

Hop on the Revenue Train

It takes time and careful planning to add new services, but if you package and promote them correctly, it can be a huge moneymaker for your business. Read about how one sanitation business expanded into a one-stop rental shop with a variety of site services.

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EMPLOYEE UPDATES

Honest Appraisal

Believe it or not, employees want to know how they're doing on the job. Letting your workers know what they're doing well and what they could improve on keeps them engaged and productive. But a formal, once-a-year review may not be the most productive way to check in with your employees. This online article provides four ways to make the most of your review process.

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Daddy, What's a Check?

ACCEPTING CREDIT CARDS IS A BUSINESS NECESSITY THESE DAYS, BUT DO YOU NEED TO INVEST IN A CHIP CARD TERMINAL?

By Judy Kneiszel

My 17-year-old son recently opened a checking account. He rolled his eyes and shook his head “no” when the bank teller asked if he needed paper checks and a registry. Is he a frugal saver who doesn’t plan to spend any of his earnings? No. He’s going to spend electronically and via plastic. It’s a fact of life that few people under age 25 write checks — for anything. Banking and spending is all handled via debit card, credit card, online payment services, direct deposit, and maybe an ATM for the rare occasion young adults use cash.

This matters to you as a business owner because members of the paperless spending generation will soon be, if they are not already, your customers. Sending out a paper invoice and expecting a paper check in return will no longer be standard operating procedure. You need to accept credit and debit cards to remain viable.

Everyone else is doing it

But, you say, isn’t taking charge cards risky and/or expensive? Won’t I have to give up a percentage of every sale to the credit card company? Yes, but your competition is doing it, so what’s more expensive, giving a percentage of a sale to the credit card company or giving the entire sale to the PRO down the road who takes plastic?

Immediate payment

Here’s another benefit of taking credit cards: When you accept a credit card for payment, you can be sure that when the charge is processed and approved you will receive payment. No more waiting for the check in the mail. Also, long-term customers may prefer to set up auto-payments via credit card, which keeps their account up to date and your cash flow consistent month after month.

Bye-bye swipe card

If you’ve read up to this point thinking, “Of course a business needs to accept credit cards in this day and age; we’ve been doing it for years.” Good for you! But do you use a chip-reading terminal for credit card transactions?

In the past few years there has been a major change to credit cards in the U.S. Credit card companies are replacing traditional magnetic strip cards with new microchip-enabled cards, commonly referred to as EMV chip cards. These are more secure because traditional magnetic strip cards store unchanging data that can easily be copied to produce counterfeit cards. When an EMV card is used for a payment, however, its data-storing computer chip creates a unique code that cannot be used for another transaction. This technology makes cards more difficult to counterfeit.

Because the new “smart” cards are more secure, a change in liability

took effect last October. Previously, if fraud occurred, the card issuer was liable. Now, fraud is the responsibility of the merchant. Why? The justification commonly given is that if a merchant had upgraded to an EMV terminal, the fraud would have been prevented.

Is upgrading necessary?

All this has probably left you wondering if you need to purchase a chip-reading terminal for your business in order to continue accepting credit cards.

At this time replacement is not required, but it is a good idea. You can still run transactions with the older terminals because, for now anyway, chip cards also have a magnetic strip for swiping. If a chip card you swipe is used fraudulently, however, you will be liable. And here’s added incentive: Because most large retailers are switching to chip-reading terminals, criminals are targeting small businesses more frequently. So while you may not want to shell out \$200-\$600 for an upgraded card terminal, you can consider it an investment in fraud protection. If it prevents just one instance of fraud, your terminal could pay for itself many times over.

Why the delay?

The good news is that if you haven’t adopted the new technology yet, you’re not too late to the party. You may have noticed at the retailers you frequent that many of them have an EMV slot on their terminals, but signs telling you to swipe your card.

Outfitting merchants with new hardware is the first step in converting to chip technology. The second step, new software, has caused delays.

Merchants need to load new software from a third party into their systems before a terminal can accept EMV. Then the new terminals and the merchant must go through a certification process with each of the card networks. This is usually done through the bank that processes credit or debit card payments on behalf of the merchant. The wait for certification has been long due to the number of merchants converting to EMV at the same time.

According to CreditCards.com, 70 percent of U.S. consumers had a chip card as of March 31. According to the EMV Migration Forum, at that same time approximately 5 million EMV-ready terminals were in U.S. stores, but only 1 million could actually accept and process chip card payments. The EMV Migration Forum estimates 50 percent of terminals will be enabled by the end of 2016, and 90 percent by the end of 2017.

The bottom line is, you should switch to a chip-reading terminal to minimize your liability, but you certainly don’t have to rush. As long as your customers can dip their chips sometime in the next year or two, you’ll be on par with most other U.S. businesses. ■

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A firefighting father and son build a successful Rhode Island restroom company on reliable employees, clean equipment and VIP trailers

BY BETTY DAGEFORDE

WE'RE CATCHING FIRE

When Scott Hallman looks for part-time workers to supplement the full-time staff at his portable restroom and septic company during busy weekends and summers, he taps a familiar source — the local fire department. That's where he spent the first 20 years of his working life after graduating from college. His father, Dave Hallman, had also been a firefighter and, in fact, stepped aside from the job in 1992 when Hallman's number came up. "My father retired to make my spot," Hallman says, "which was actually kind of cool."

In 1997, Dave started a new career when he created Hallman's Portable Toilets. Scott worked with his dad on his days off. Despite their lack of experience in the portable sanitation industry, the Hallmans thought they could learn everything they needed to know on the job. It took a few years to realize that wasn't really the

best approach. When they finally took advantage of trade resources their professionalism went up, as did profits, and now Scott Hallman is an enthusiastic advocate of trade shows, networking and educational seminars.

Hallman went full time with the company in 2013 when he retired as a captain at 42. One year later his father passed away, once again, in a sense, stepping aside to give his job to his son. Today, he and his mother Donna are co-owners. Donna works in the office along with Hallman's niece Mary Ellen Bernard, office manager. A crew of 10 full-time and four part-time employees round out the staff. Their service territory covers Rhode Island and southeast Massachusetts — "but I'd say a long ride for us is an hour," Hallman notes.

(continued)

Hallman's Portable Toilets Portsmouth, Rhode Island

Owners: Scott Hallman and his mother Donna Hallman

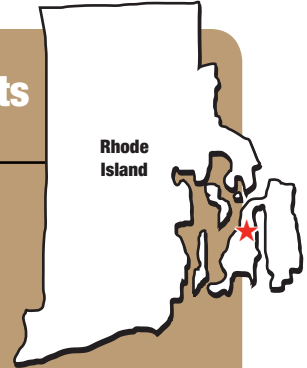
Founded: 1997

Employees: 14

Services: Portable sanitation, restroom trailers and septic pumping

Service area: Rhode Island and southeast Massachusetts

Website: www.hallmanportabletoilets.com



The staff of Hallman's Portable Toilets. Front row, from left, Mary Ellen Bernard, Donna Hallman, Scott Hallman, Kyle DeSouza, Matthew Randall, Frank Miranda, Michael Bernard, Marc Kelleher. Back row, John Toppa, Dave Connor, Kevin Kosinski, Dylan Moniz, Nicholas Wolfe, Brett Simao, along with Scott Hallman's dog, Polly. (Photos by Sean D. Elliot)



FIVE PEAKS

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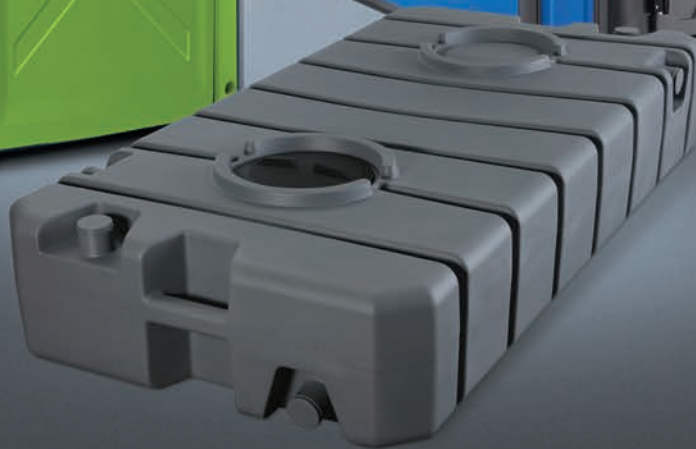
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The company operates out of a 10,000-square-foot garage/office building on 2 acres in Portsmouth, Rhode Island, on Aquidneck Island, with an additional 1-acre storage facility and 20,000-square-foot garage 20 minutes away in New Bedford, Massachusetts. Revenue comes from three sources, each contributing about one-third — portable restrooms, restroom trailers and septic pumping — and all employees are cross-trained.

A NEW VENTURE

In 1986, Dave Hallman decided to buy a septic truck to pump his own septic tank. He picked up what Scott Hallman describes as “an old piece of junk that needed jumper cables and a can of ether to get it going.” He also used it to help out friends. A few years after his retirement from the fire department, the elder Hallman stopped giving away his services and started making a living at it, also adding portable restrooms.

Hallman’s not sure how his father got the idea to provide portable sanitation, but when it happened, the son quickly got on board. “After the family stopped giggling, I started doing research,” he says. “I called every manufacturer I could think of.” The two men chipped in their money and bought 10 PolyJohn Enterprises units and the company was born, and by year’s end they were up to 70 units. They officially incorporated a few years later and hired their first employee.

To service restrooms, they bought a used Best Enterprises 300-gallon slide-in tank and put it in an old dump truck. Their first marketing efforts were to construction sites. “I literally walked down the street and when I saw somebody building a house I went up to them,” Hallman says.

LEARNING THE HARD WAY

When they started out, father and son operated the business seat-of-the-pants style, not thinking there was much they couldn’t figure out on their own, although they did rely heavily on vendors for information. But in hindsight, Hallman says it was a mistake to think they didn’t need more training than that.

They didn’t go to their first trade show (Portable Sanitation Association International) until a few years after getting started, and it wasn’t until 2004 that they attended the

“Today our employees are smarter, brighter and more mechanically inclined. For a lot of them, this is their career and they treat it as such.”

SCOTT HALLMAN

Pumper & Cleaner Environmental Expo (now the Water & Wastewater Equipment, Treatment & Transport Show) despite their vendors urging them to do so.

Hallman admits in those days his negative impressions of the industry kept him away. But when he did finally go he quickly saw he couldn’t have been more wrong. He hasn’t missed one since and now takes great pride in the industry, telling anyone getting into the business to go to the WWETT Show sooner than later.

“It was a major mistake, us not going the first few years,” he says. “It was unbelievably eye-opening. And if you look at what happened to our sales after that, it was amazing. It’s a motivating thing.”

SAVING THE DAY

In 2004, the company bought its first restroom trailer, a 14-foot unit from Ameri-Can, mainly for its wedding business. “We were doing flush units for weddings and it just was time for the upgrade,” Hallman says. It was such an immediate hit that within a week they ordered a second one.

(continued)



Above: Kyle DeSouza reels in the hose on the vacuum truck after performing scheduled maintenance on a portable restroom unit on a job site.



Left: DeSouza performs scheduled maintenance on a PolyPortables unit on a job site in Portsmouth, Rhode Island. DeSouza is using an Isuzu vacuum truck built out by FlowMark Vacuum Trucks.

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Hallman says it's a good thing, because in 2006 and 2007, when the economy started to tank and construction went south, the wedding business was still booming. "If you think about it, when somebody gets married the economy doesn't matter. You're doing it once and you're going to do it right." Hallman says if they hadn't had that source of revenue to rely on, they would have been hurting. "It truly saved us when we went into the recession. It really did."

Today they've got 20 trailers from Ameri-Can, one from JAG Mobile Solutions and five from Black Tie Products. They rent them out statewide and as far as upstate New York, six hours away. At bigger events they often provide attendants who use a John Deere Gator utility vehicle to make rounds keeping units stocked and cleaned.

They also picked up a Black Tie shower trailer when the local Navy base needed one for a long-term rental during a gym renovation. Hallman says it doesn't go out a lot but when it does it's usually long term.

NEW AND IMPROVED STAFF

Hallman says employee management was another school-of-hard-knocks learning experience — "And, boy, have we kissed some frogs along the way," he says. In the beginning they hired anyone who needed a job. Now they consider the employee-employer fit more carefully. Driving record is huge, he says, and drug testing.

"Today our employees are smarter, brighter and more mechanically inclined," Hallman says. "For a lot of them, this is their career and they treat it as such." He admits their beautiful conference room doesn't get used for staff meetings nearly as much as it should when they get busy. He's also guilty of thinking he can't have a meeting unless everyone is present, which

Meet our furry mascot

When Scott Hallman, owner of Hallman's Portable Toilets in Portsmouth, Rhode Island, became the proud owner of a puppy 12 years ago, he hit upon the perfect name for someone in his line of work — Polly. "She was named after PolyPortables," he says, the company that provides their portable restrooms. He might have also been influenced by the yellow lab's color. "She's tan, just like the toilets," he says. Polly seemed happy with her new name — "She liked it when we said it," he recalls.

Polly turned out to be a friendly dog, the kind everyone loves. She would occasionally brighten their day by hanging out at the office and soon became the company mascot. That's a little tougher these days, Hallman says, now that she's getting older. "She does her quality couch time now," he says.

Hallman knows everyone thinks their dog is particularly wonderful, and he's no exception, but insists she really is just one of those good dogs. "Everybody's into the dog," he says. "She's a doll."

he acknowledges is not really practical.

Hallman plugs into his network of firefighters for his part-time help because it's a group of people he knows are responsible and have good work habits. "And they know how to drive big trucks, they're looking for part-time work and they already have their benefits," he says. "It's a great catch."

In the winter the part-time crew bows out, to return the following spring. Meanwhile the full timers keep busy with maintenance, cleaning and repair work. "Like everyone in the business, over the year there's a collection of broken toilets that ends up in the backyard, and then in the wintertime you pull them into the heated garage one at a time and repair them — fix doors, fix springs, new seats, whatever it needs."



Left: Dave Connor, right, and Kyle DeSouza prep their vehicles for the road at Hallman's Portable Toilets headquarters in Portsmouth, Rhode Island. Desouza will be heading for a storage site near Fall River, Massachusetts, with a trailer of portable toilets, while Connor will make his way to a treatment plant in Cranston, Rhode Island, to empty the company's 9,000-gallon tanker from Longhorn Tank & Trailer, pulled by a Freightliner semi-truck.

Below: Nick Wolfe and Frank Miranda leave for a job with the company's 5,000-gallon Freightliner truck built out by Progress Tank. The company has seven vacuum trucks in its fleet.



TALL SHIPS AND OCEAN RACES

The company has about 1,200 units and 50 hand-wash stations, mostly from PolyPortables. All are tan — “We thought it was ‘beachy’ looking,” Hallman says. Beaches are plentiful in his area and are the site of a lot of their events. The company also provides service to the mainland as well as other islands. Most of the islands are accessible by road but occasionally they’re asked to put their equipment on a ferry and head over to smaller isolated islands for weddings or other private parties.

The company does numerous sailing-related functions. Nearby Newport, host city of the America’s Cup from 1930 to 1983, has been called the sailing capital of the world. One of the perks of owning a portable restroom business is being able to attend fun events, Hallman says. He especially enjoys the Tall Ships Festival that comes through every couple years. It’s always an impressive site to see the majestic wooden schooners sail into the harbor with their dozen or so square sails billowing in the wind.

In 2015, Volvo Ocean Races, a 39,000-nautical-mile around-the-world sailboat race, made its only North American stop in Newport. The two-week stopover gave sailors a chance to rest and make repairs while the general

public enjoyed a festival of demonstrations, tours and entertainment.

“Rhode Island is a nautical place, there’s no doubt about it,” Hallman says. “The sailing industry has been very good to us.” He adds construction has also been good and accounts for about 60 percent of their business, continuing even through harsh winters and the occasional hurricane.

“It was a major mistake, us not going (to the WWETT Show) the first few years. It was unbelievably eye-opening. And if you look at what happened to our sales after that, it was amazing. It’s a motivating thing.”

SCOTT HALLMAN

SERVICE FLEET

The company’s portable restroom fleet includes seven vacuum trucks, 2006-2016 Fords, Isuzus and the newest, a Freightliner, with 1,100-gallon waste/400-gallon freshwater aluminum tanks and Masport pumps, three built out by Progress Tank, the newer

ones by FlowMark. On the septic side they’ve got two Freightliners (2007, 2010) with 4,800-gallon and 5,000-gallon aluminum tanks and Masport pumps built out by Progress Tank, and one 2014 9,000-gallon tanker from Longhorn Tank & Trailer, pulled by a Freightliner semi-truck.

They keep track of the fleet with software from US Fleet Tracking. “Some people think the only reason to have it is to complain about one of your drivers who missed a stop or something,” Hallman says. “That’s not why we have it.” He says it’s more for those “I need something right away” moments. “I can open my laptop and in two seconds find out where all my pump trucks are.” The company uses deodorants from Walex Products and disposes of waste at nearby treatment plants.

IT’S BEEN A PLEASURE

Hallman says he still misses his dad every day. “His loss is acutely felt by the whole company,” he says. “He was quite the character.” And although his career at the fire department was very fulfilling and he wouldn’t trade it for anything, Hallman loves the business his father created. “I like the people, I like all the different places we go, the events we do. Even the septic end, you meet a lot of people.” He says he has no regrets getting into it. “It’s been a lot of fun. I really enjoy it.” ■

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Get Out of the Dark and Inspect Your Headlights

NEW BULBS OFFER A BRIGHTER VIEW OF THE ROAD AHEAD, BUT WORK TRUCK DRIVERS NEED TO KNOW THERE'S A LONGEVITY PRICE TO BE PAID FOR THIS IMPROVED PERFORMANCE

By Ed Wodalski

Loaded down with supplies and headed out for an early morning job, you notice movement alongside the road — is it a deer? It's still dark and you can't clearly make out the object. Any collision could mean thousands of dollars in damage — or much worse. Safety is paramount, and downtime is lost time. Who can afford to have their work truck parked for repairs?

Fortunately, you pass by safely, but when's the last time you checked or changed your headlights? If you can't remember, you could be putting yourself and the lives of others in danger.

Original equipment automotive headlight bulbs typically have about a five-year, 1,000-hour life span, but can lose up to 20 percent of their output in two to three years.

To make sure you can see and be seen, it's best to inspect your headlights each time you drive. An easy way is to park your vehicle or truck on a level surface about 5 feet from a garage door or wall and turn the lights on. Both should be bright white. If one seems yellow or dim, it's time for a replacement. You might also want to do a headlight restoration if the lenses have yellowed. While you're at it, make sure your headlights are aimed properly. The beams should be at the same height on the wall.

A typical driver uses their low beams about 100 hours a year; high beams about 10 hours a year — commercial drivers much more.

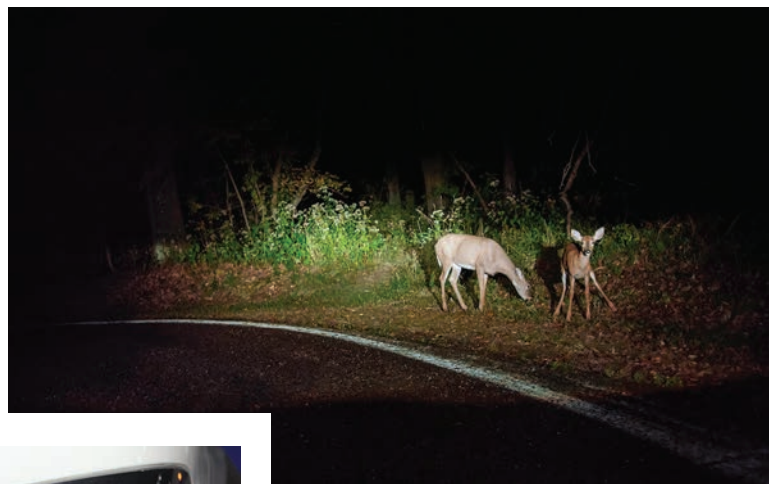
Ronnie Tamez, owner of First Call Septic Services in Battle Ground, Washington, says he inspects his headlights every time he starts his truck.

"Our lights are on whenever we put the truck in gear," he says. "We replace the headlights about every six months and keep two spares in the truck at all times." Tamez spends about 10 hours a day driving and follows the recommendations of Mack/Volvo for bulb replacement.

HALOGEN OR INCANDESCENT

Most headlight bulbs today are filled with halogen gas. Introduced in the 1970s, halogen lamps burn brighter, are more efficient and last longer than incandescent bulbs.

"The benefits there, in what's called the halogen cycle of lighting, is it allows the filament to burn hotter and perform better at the same wattage," says Brian Noble, marketing manager, automotive light for Sylvania. "The halogen gas, in its scientific form, is grabbing the tungsten that is burning off the filament and putting it back on the filament — not always in the same spot, but it's putting it back on. If you've seen a burned out incandescent light bulb, there's black on the sidewall of the glass. That's the tungsten burn-



Above: Well-maintained headlights can ensure you'll have added time to avoid an accident. (Photo courtesy Sylvania)

Left: Truck headlights typically have about a 1,000-hour life span. With continuous use and nighttime driving, it's a good idea to inspect them daily, replace them often and keep a couple spare bulbs in the glove box.



ing off. You won't see that with a halogen light bulb."

NEW TECHNOLOGIES

In the 1990s, high-intensity discharge, or metal-halide technology, came into use. Brighter, metal-halide bulbs were slow to cool down and turn back on, as anyone who has been in a school gymnasium equipped with mercury vapor lights might recall. Adapting the technology to automotive use meant turning the process upside down.

"You had to have 80 percent output instantly and full power within four seconds," Noble says. "The performance benefit of an HID system is it produces between two to three times more light than a halogen product with considerably less wattage: A low-beam halogen headlight is about 55 watts; an HID system is about 35."

Keep in mind, because of their increased output, HID (xenon) headlights can blind oncoming drivers and are illegal for highway use unless factory installed. (Complete replacement kits to run legally with HID are available.)

Today, more and more vehicles use light-emitting diode technology. It can be found in dashboards and interior lighting, accent running lights, fog lights, brake lights, tail lights, backup lights — and some truck headlights. Brighter, focused, instantaneous light makes them a step up from other technology.

“The benefit of an LED brake light is full power instantly,” Noble says. “That can be 10-20 feet, compared to an incandescent light. The person behind you is going to see it that much sooner. And as we say, every foot counts.”

Although LED bulbs feel cool to the touch, they really aren’t.

“They create heat out the back,” Noble says. “A halogen or incandescent bulb creates more heat off the front.”

In addition to brighter, instantaneous light, the greatest advantage LEDs offer is longevity.

“People make claims of 50,000 hours,” Noble says. “In an automobile, that’s insane because low beams get about 100 hours of usage a year — 50,000 is forever in a car.”

THE LIFETIME BULB

In theory, you would never have to replace an LED. For that reason, Sylvania puts a lifetime warranty on its LED bulbs. Unfortunately, the supporting electronics are not as reliable, especially in the harsh truck world where water remains an issue. Next up in the ever-evolving world of vehicle technology is laser LED and organic or OLED lights. It could be years before they enter the replaceable bulb market

Sylvania offers three levels of lighting beyond its basic OEM halogen bulb: UltraVision for better down-road vision; SilverStar for brighter down-road vision and greater clarity; and SilverStar Ultra for brightest down-road vision, whiter light, greater clarity and ultra night vision.

As part of its Headlights for Haulers NASCAR sponsorship, Sylvania has been putting SilverStar Ultra lights on trucks for years.

“They have a shorter life,” Noble says. “We know it. The hauler drivers know it. But in the end, it’s more important that when they’re driving 80,000 pounds and have millions of dollars behind them that they can see an item or object in front of them.”

VISIBILITY VS. LIFE SPAN

In each case, greater visibility means shorter life and higher cost. Replacing a 1,000-hour OE halogen bulb with a 250-hour aftermarket bulb will greatly increase performance but decrease the life span by about 75 percent. Note: Since each bulb is different, read the contents label for lumens and estimated life.

“We can make a light bulb that lasts a crazy amount of time,” Noble says. “But your performance is going to be less than optimal. Do you want to see that deer? Do you want to see that person walking? Do you want to see that branch in the road? Hitting it is a bad thing. That’s our mindset, and we’re very passionate about it.”

REPLACE IN PAIRS

For best visibility, it’s best to replace both headlights at the same time. If one bulb is burned out or showing its age, there’s a good chance the other will soon do the same.

When changing bulbs, be careful not to touch the glass. Wear clean latex or nitrile gloves to prevent skin oils from getting on the bulb. Trace amounts of oil or grease on the glass can create hot spots that will cause the bulb to crack.

“The oils on your finger act like dirt,” Noble says. “It doesn’t let the light pass through. And if the light can’t pass through, it bounces around

the glass, increases the heat within and helps burn out the filament”

Noble says if you get oil on the bulb wipe it off with rubbing alcohol. Finally, double-check the bulb to make sure it’s sealed properly — a hot bulb touching the lens will melt the plastic. You can tell if the bulb is sealed properly by focusing the light on a wall — the beam should be level, not pointing up or down.

Like any maintenance, it’s best to check the owner’s manual before you begin — even for something as elementary as changing a light bulb. ■

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Easy Odor Control

AIR FRESHENER FROM SURCO STRAPS RIGHT TO RESTROOM STACK TO KEEP PORTABLES SMELLING FRESH **By Craig Mandli**

Summer is the busy season for portable restroom operators. But with the heat also comes challenges to provide clean, comfortable units for special events patrons to use. No PRO wants to deal with complaints about foul odors being emitted from their units — not only does it hurt the event attendee’s experience, it can also have a negative effect on the PRO’s reputation. That’s why Fresh Straps from Surco Portable Sanitation Products, highlighted at the company’s 2016 Water & Wastewater Equipment, Treatment & Transport Show booth, make so much sense.

Fresh Straps contain a high amount of odor counteractant fragrance in a molded polymer vandal-deterrent design. To use, all the PRO needs to do is cinch one strap around the portable restroom vent stack or other structure for continuous odor protection up to 60 days. According to Sarah Davis, a sales representative with Surco, the straps only take mere seconds to install.

“They are a very quick way for the operator to get in, service the unit, and get out quickly,” says Davis. “They are especially valuable for special events where units are going to receive a lot of use between pumpouts.”

Typical washdowns will not harm the waterproof straps. They can be used to neutralize sewage odors in portable restrooms, restroom trailers, public restrooms and basements. The self-locking straps are both inexpensive and difficult to remove, deterring theft.

“Many PROs have issues with theft, but because Fresh Straps are relatively inexpensive, most people aren’t going to take them,” says Davis. “They can also be discretely strapped onto the portable toilet stack, so many users won’t even recognize that they are there. They can even be zip-tied to the stack for extra security.”

“They are especially valuable for special events where units are going to receive a lot of use between pumpouts.”

SARAH DAVIS



Tonya Ray, left, marketing manager for Surco Portable Sanitation Products, explains how the Fresh Strap wraps around the stack of a portable restroom to provide continuous odor protection up to 60 days. (Photo by Craig Mandli)

Fresh Straps are available in three fragrances — berry cherry, xtreme clean and summer fresh. They contain Metazene molecular odor neutralizer that works by neutralizing odors at the molecular level. Positive-charged molecules are attracted to negative-charged malodor molecules in the air. The Metazene molecules attach to typical malodor molecules like little magnets, “locking up” the malodor, effectively neutralizing its unpleasant odor. The new heavier molecule sinks to the floor with the malodor sealed inside. Unable to float in the air, it evaporates over a period of time.

“The nice thing about these straps, other than being easy to install, is there are no chemicals that the technician is potentially coming in contact with,” says Davis. “They are lightweight and stack easily, so the tech can carry a large load without it taking too much space.”

Surco originally brought a prototype of the Fresh Strap to the 2015 WWETT Show, and the positive feedback on it urged mass production. The first products rolled off the assembly line in early 2016, and were delivered to customers in early February. According to Davis, the feedback has been overwhelmingly positive.

“The PROs that have these in the field love them, and we’ve given away hundreds to potential new customers as well at this show,” she says. “This is a great show to debut a product like this, because this is where PROs are looking for new ideas.”

Surco techs are already looking at ways the Fresh Strap can be improved as well. They are considering adding an adhesive backing that would make the strap even easier to mount, no longer requiring a stack to wrap it around.

“People here are looking at all the ways they can make this work on their portable restrooms,” says Davis. “That’s why it’s great for us to be here; we hear all kinds of new ideas from attendees that we can take back. It helps us get a read on exactly what the industry is looking for.”

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Waste Tank Sizes (gal.)	300 - 2,000	Varies	300 - 1,800 Tanks matched to trailer size.	170 - 850
Fresh Tank Sizes (gal.)	75 - 500 1,000 - 2,000 in multi polytanks	Varies	130 - 450	80 - 250
Additional Standard Features	Custom crafted designs. Designer interiors in 8 options. A range of exterior color choices. A/C, 20 Amp electric services. Amish crafted wood cabinets, door and trim in Events and Luxury grades. One piece roof. Wide entry doors. Easy to use step assemblies. Porch options, sound systems with Sirius and custom play list function to include personal messages.	Heavy-duty undercoated steel frame, torsion axles, integral trailer skirting, fastenerless exterior, seamless aluminum roof, ducted A/C with heat strip, metered faucets, roll out or fold out step assemblies (varies to size), LED lighting, and China foot flush stools.	All-aluminum exterior to eliminate unsightly rust. One-piece aluminum roof to reduce chances of leaks. Steps and handrails are aluminum and stainless steel to eliminate rust issues. Undercarriage has an extra layer of vapor-barrier material to protect from moisture damage. No cheap particle or chip boards used in construction. Heavy-duty steel care doors with hydraulic closures and keyed-alike locks.	Roof air, porches and steps with full-length railings on both sides. Fiberglass walls and ceilings. 12v water pumps. Wall-mounted A/C thermostats. Paper towel, toilet paper and soap dispensers. Torsion axles with radial tires. LED interior lighting.
Options	ADS models available. Wide choice of colors and design. Heat, cold weather and arctic packages. Fresh water systems. Porch options.	Heat and winter packages, hands-free faucets, AM/FM MP3 stereo, hydraulic levelers.	All trailers are fully customizable to our customers specifications. Available seven days a week should you have any questions.	Climate, Interior and Solar Power Packages, stereos, awnings, heated sink water, aluminum wheels, CSA and fiberglass exteriors.



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Frame Construction	Structural I-beam frame	All steel 10" frame with removable tongue.	8" steel tubing	12" structural steel I-beam
Shell Construction	Seamless gel coat fiberglass over aluminum wall/roof frames, Unifiber roof	Heavy-duty steel shell, formed with a continuous-welded leakproof construction.	1/2" high-density polyethylene plastic	Seamless gel coat fiberglass
Deck Construction	Wood-free, non-absorbent Forever Floor over steel frame, fully insulated.			Steel tube frame-laminated to waterproof non-wood deck
Floor Joist Specs	Enclosed steel tube, 16" OC	All steel channels		Steel tube
Weight (lbs.)	3,000 - 16,000	4,800	2,200	4,200 - 11,500
Interior Trim	Solid vinyl, extruded anodized aluminum and custom non-wood trims in a variety of finishes.	Complete white fiberglass-reinforced plastic anti-graffiti interior wall and ceiling surface.		Non-wood on Commercial, Standard, ADA and Shower. Luxury uses custom wood.
Fixtures	Commercial grade in a variety of finishes, metered faucets, low-flow fixtures available.	Polished stainless steel countertops and sinks with self-closing faucets, water-saving flush toilets and urinals.		Delta commercial
Flooring	Heavy-duty commercial-grade flooring, with wear layer for extra longevity or industrial-sprayed flooring.	Full-length aluminum safety-walk floor.		Seamless transit-grade flooring, 1/8" wear layer.
Warranty	Full 24-month	Full manufacturer warranty	1-year	Full 2-year warranty, 5-year workmanship.
Waste Tank Sizes (gal.)	250 - 2,500	240 US all-steel holding tank, hot-dipped galvanized after welding. 2" vent stack, 3" drain	2 x 40	275 - 1,150 polypropylene tank with bottom sump
Fresh Tank Sizes (gal.)	100 - 600	200 US supply tank, high-density polyethylene	2 x 65	105 - 200
Additional Standard Features	LED interior lights, A/C, stainless sinks, easy-glide step assemblies, battery backup, solid-surface countertops, metered faucets, custom mirrors and valances, seamless "no rivet" exterior, designer flooring and vent-fan package.	Negative-pressure ventilation system incorporating a 300 cfm blower and ducted room headers. Fully insulated floor and walls. Complete heating and optional A/C system. Front utility room for electrical panel, water heater, water pump and supplies storage.	Solar powered, self contained, with no required electrical or water connections. Flushing toilet and enclosed sink. 125 - 250 average uses per trailer. Designed to accommodate smaller events and to provide an option for events with smaller budgets.	Quick-deploy retractable steps, aluminum wheels, external cord and equipment lockers, hidden lockable cord connections and set of LED-lighted cords, OverArmor seamless roof with Watershed design, 7,000 lb. Sidewinder jacks, powder-coated chassis, EZ Lock 20,000 lb. coupler, 12,000 lb. tongue jack, 100-percent LED lighting inside and out
Options	Dakota winterization package, stereo/CD, laser-cut gender signs, hands-free faucets and DATS ADA easy set-up ramp system.	Many floor plans available.	A/C, winterized package, power converter, warm-water hand wash, city water connection, power roof vents and RV-style dump valves.	Arctic and Arctic Extreme Winter Packages, spare tire and carrier, water heater, stainless dispensers, high-velocity hand dryers and custom color exterior colors

Take 5 ... with Chris Dundon

95 and Counting

The keys to small-business longevity are good customer service, happy employees and use of quality products, according to the leader of one venerable Vermont restroom provider

By Betty Dageforde

As Dundon Plumbing and Heating celebrates 95 years in business, owner Chris Dundon reflects on a few issues the company deals with and philosophies they operate under. It was started in 1921 by his grandfather, Joe Dundon, as a plumbing business, but to make a real go of it in the small farming community of Orwell, Vermont, other services were added along the way — septic work, storage container rentals, air duct cleaning, recycling and trash drop-off service, and water treatment installs. The most recent addition was portable restrooms in 1999.

“One day I’m reading my plumbing magazine and I see there’s the Pumper (WWETT) Show in three days,” Dundon says. “And I just thought, why couldn’t I get into that business? I’ve got an old truck. We can put a hose on it.” He went to the show, bought 10 units and started learning about the industry. Today he’s got over 500 Satellite Industries and PolyPortables units and eight trailered VIP and Prestige Nu-Concepts restroom units. Septic service and portable sanitation now account for 60 percent of his work.

The team of 12 (14 in the summer) works within a 1 1/2 hour radius or up to four hours for restroom trailers. Dundon says it’s a small business but he tries to run it with the same professionalism found in a large operation. “It’s not a business for everybody,” he says, “but it’s been enjoyable.”

EXPLORE FIVE ISSUES THAT AFFECT DUNDON PLUMBING AND HEATING:



Chris Dundon, owner of Dundon Plumbing and Heating in Orwell, Vermont, stands with his fleet of portable restrooms from Satellite Industries and PolyPortables. The company has over 500 portable restrooms and several trailers as well. (Photos by Oliver Parini)

1 WORKING THE WEDDINGS

Dundon’s first units were offered to his construction accounts, which are still 70 percent of his business, but barn weddings popular to his region soon became a focus.

“Construction units were never good at weddings,” he says. “People were looking for something better.” He provided new, clean and attractive units (using Walex Products deodorizers). And when he saw that wasn’t enough, either, he started buying the VIP trailered units. But Dundon says the real key to success is not the product he offers but the service he provides, and weddings are a special animal.

“It’s a whole different marketplace,” he says. “You have to have somebody who really takes the time with the bride and goes over everything. You have to have a good website, good literature.” He also cautions you’re likely to get mixed messages from the different people involved — dad might want a standard unit but the bride wants a trailer, the mother-in-law thinks it should go here, the groom somewhere else. “It takes a special employee to do it,” he says. “And a lot of coordination and patience.”

(continued)



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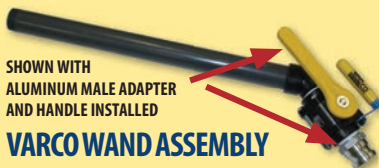
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Dundon Plumbing and Heating's Chris Gearwar works on welding the underside of a vehicle in the company's shop.

2 WEATHERING THE COLD

In the winter, Dundon's 9,000-square-foot facility, which houses a six-bay garage, a paint shop, and welding and fabrication facilities, is where the staff spends a lot of their time. He always buys used vehicles, then sets the team to work, whether a truck needs a new paint job, body work, hose replacements, engine maintenance, or pump repair. Or they might just want to paint a truck red, white and blue and add a few flags.

Their portable sanitation fleet includes a 2001 International 4400 with a 600-gallon waste/300-gallon freshwater tank, a 2009 International 4400 with a 1,200-gallon waste/400-gallon tank, and a 2013 GMC rack truck with a 300-gallon waste/150-gallon freshwater tank, all with Masport pumps. Tanks are steel. A dedicated portion of their shop is used to mix the salt. Unless they know for certain they're in a warm spell, they also add methanol, especially since they have a number of ski area accounts. "We learned the lesson the hard way one year," Dundon says. "They all froze up on us and we had to go around and chunk them all out."

It's not just trucks the company works on. They built a couple of their transport trailers, and they also recondition portable restrooms. "Some are 30 years old," Dundon says, "but when we get done with them they look brand new."

3 VALUING THE TEAM

The other side of the success story is your employees, Dundon says. "I can have all the signs I want on my equipment but if you don't have the people, forget the sign because you're not going to have a business." In an area lacking an abundant supply of labor, he tries hard to make his company a place people want to work.

Employees receive a good salary, vacation and sick leave, health insurance and a retirement plan. Beyond that, Dundon says he wouldn't ask anyone to do something he wouldn't do, works hard to keep the lines of communication open and treats the staff as professionals. In fact, he treats them like family — "Because that is my family, and that's how I'd want to be treated. I have a great team of people who appreciate what I do for them and I appreciate what they do for me."



The staff of Dundon Plumbing and Heating, from left, Jon Ramey, Laurie Noble, Chris Dundon, Chris Gearwar and Paul Metcalf.

4 ANSWERING THE PHONE

Customer service is critical, Dundon says. "Customers are the ones who buy your car, your house, your food." That means treat them with respect, don't take them for granted, follow through on everything. It also means investing in things like fleet tracking software (FleetLocate from Spireon) for more efficient routing and emergency response.

But for Dundon, good service starts with that first customer contact — the phone call. When you call Dundon's you will always get a live person, 24 hours a day. "I do not believe in answering machines," he says. An after-hours answering service takes information or dispatches someone on calls. Everyone is instructed to put the customer at ease and ask how they can help. "I tell them to take their time and listen to the customer."

Dundon says small-business owners don't realize how much business they lose because they either don't answer the phone or it's not answered professionally. "People are throwing business away just by the way they're talking," he says. Customers want to know they have your attention. "People don't care if you've got a big beautiful building or you work out of your two-car garage, but if you answer the phone that's the whole key."

"People don't care if you've got a big beautiful building or you work out of your two-car garage, but if you answer the phone that's the whole key."

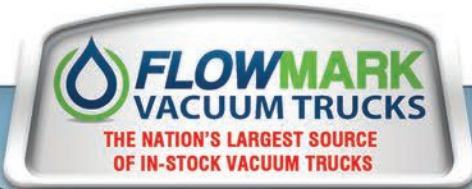
CHRIS DUNDON

(continued)



Paul Metcalf loads a PolyPortables portable restroom onto a truck to deliver to a job site near Orwell, Vermont.

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Jon Ramey cleans the side of a PolyPortables portable restroom before bringing it to a job site.

5 KNOWING YOUR NUMBERS

Dundon is a big believer in trade associations. "You can learn so much from those people," he says. "If you attach yourself to successful people you'll be successful." He's a member of the National Association of Wastewater Technicians, Plumbers Success International and Portable Association Sanitation International (PSAI), an organization he thinks any PRO would be foolish not to join. "You can learn as much in a year as would take you 10 years to figure out on your own," he says.

One valuable lesson he learned is the importance of knowing your profit margin and the true cost of running your business. "You're not just selling a plastic box," he says. "You're selling your services. People forget that. My theory is, don't worry about what

"My theory is, don't worry about what other people charge. You've got to charge what you've got to charge and the only way you can figure that out is to see what your expenses are."

CHRIS DUNDON

other people charge. You've got to charge what you've got to charge and the only way you can figure that out is to see what your expenses are."

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Dundon really values the education he gets from trade groups. "They're expensive to join," he says, "but if you want to better yourself, it's like going to college: You've got to pay to do it." ■

"Take 5" is a feature in which one PRO or industry leader shares unique business challenges with the entire portable sanitation community. It's a chance for service providers to meet over the back fence - and across the country - to learn more about each other and promote industry excellence. If you know a PRO who would be an interesting subject for "Take 5," send their contact information to editor@promonthly.com.

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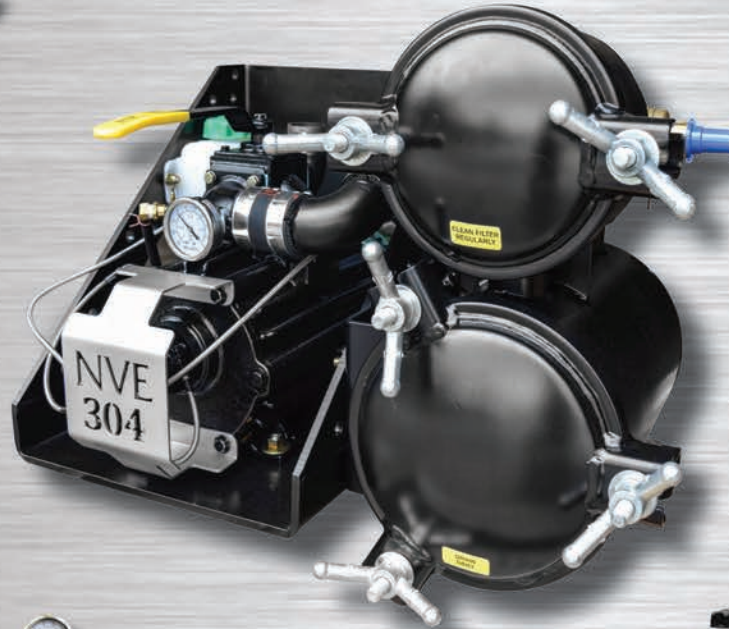


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The Costs and Benefits of Being Connected

SMARTPHONES CAN DO A LOT FOR YOUR BUSINESS, BUT IT PAYS TO REVIEW YOUR PLANS AND USAGE FREQUENTLY SO PRICES DON'T GET OUT OF CONTROL

By Erik Gunn

The Apple iPhone will mark its 10th birthday next January — but can anyone imagine the world without it or its principal rival, the Android-based phone launched roughly 20 months later?

Neither of them were the first smartphones — mobile phones combining the convenience of cellphones with the power of computers. But they turned the smartphone from a specialized tool for a small slice of business-people into one found in nearly every pocket or purse.

They're still a business tool, and they're relied on more and more by all of us, including septic pumpers and portable restroom operators. And neither they — nor the data they bring to the palms of our hands — are cheap. But are they worth it, anyway?

You can get smartphone apps to track business mileage, manage cloud-based task lists and much more. Smartphones can also tie into your databases back at the shop. With features such as Google Maps, they're supplanting stand-alone GPS devices for many of us. And they allow rapid communication between you and your crews and among crew members themselves — whether by email, text messaging, or good old-fashioned voice phone calls (how 20th century!).

'NAKED' WITHOUT THEM

Hollis T. Warren Sr. owns Hollis Warren Inc., a septic service located in central Delaware near Dover, the state capital. His drivers have been using Apple iPhones on the job for 10 years — about as long as they've been around. "I never thought it would be that big a deal," says Warren. "But you feel naked if you don't have one on you anymore."

They're a necessary communication tool, he says. Drivers can phone ahead to let customers know they're on the way. If they lose their way en route to a job, they can call for directions or bring up Google Maps. When the work is finished, the driver can take the customer's credit card payment on the spot using the phone.

A driver who runs short of a needed part can just call back the office for the item to be driven out to the job instead of having to stop, drive back to fetch it, and then return. By avoiding lost time, "it's going to save you a lot of money," says Warren.

Warren's employees can choose to use their own iPhone or one issued by the

business. In either case, they must follow rules: No personal calls or web surfing during work hours — "They've got breaks and lunch when, if they've got something personal, they can go and use them for that," Warren points out. And no calls while driving — that's against Delaware state law unless the driver can talk hands-free.

Before the iPhone, the business used two-way radios. Warren says there's no comparison between that technology and the iPhones. The radios could only communicate back to the office — and they cost nearly 10 times what an iPhone cost. "You can spend as much as \$5,000 for one radio in the truck."

He's never put pencil to paper to measure what the phones are worth, but he estimates they probably net him a 10 to 15 percent savings on various costs. And that's even when you consider that his current business data limits are probably too low. "We're always going over — so it's expensive using them sometimes," Warren admits. But the convenience they offer is worth it. "It's almost like you've got a mini office there in your hands," he continues. "Even with the cost of use it's still a lot cheaper than the old way of doing things. Time is money, and it saves time."

THE SMARTPHONE EQUATION

If you don't have smartphones in your business, chances are you're wondering about them. But even if you do, you might benefit from a closer look at how you're using them. Either way, you may want to consider a few important factors about bringing (or keeping) smartphones on the job where you work.

Whose smartphones will your employees use — their own, or a company-issued one?

If they use their own, you'll need to work out clear and fair policies for reimbursing them for the cost of their phone use for business purposes. You may find an advantage to simply getting everyone a company phone for company business. In either event, be sure to establish clear policies and procedures, as Warren points out. Making sure they can't fritter away your work time on Words with Friends or Angry Birds games is just the start.

What are the best cellular networks in your region?

Service varies around the country, and as the big carriers continue to invest in improving their coverage, the best carrier this week could fall behind six months down the road. Ask people you know; you could start with your employees, who probably have their own phones already and can tell you about their experiences. *Consumer Reports* from time to time ranks the

"It's almost like you've got a mini office there in your hands. Even with the cost of use it's still a lot cheaper than the old way of doing things. Time is money, and it saves time."

Hollis T. Warren Sr.

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various carriers; it wouldn't hurt to see what the magazine's most recent report says about the carriers in your area.

What specific plan will be best for your business?

Data plan structures are changing all the time. Early on, carriers offered unlimited data plans (for a definite markup, to be sure); later they backed away from them. Now they're coming back, pricier than ever — but it's an open question whether they're worth the expense. Even "unlimited" plans have their limits: If your usage goes over a certain level, carriers may effectively slow down your data speed.

Under most plans, though, data is priced in increments of 5 or 10GB a month — and if you go over, there's a premium charge. You can see the dilemma — do you go with a rich plan that might be more than you need, essentially "wasting" the additional dollars it costs compared to a cheaper plan that's closer to your actual usage? Or do you go with a lean one, risking that you'll go over it and have to pony up more?

Only you can decide which answer suits your situation better. Once you do choose, watch your bills: If you're always paying overage charges, you'll probably be better off stepping up to a monthly data plan with a higher ceiling. And if you always use a lot less than you're paying for, you can switch downward after a few months.

Note — I'm saying plans, not carriers; carriers typically lock you in to a contract of two years or some other fixed term, which remains in place even if you shift your data plan up or down.

Would you do better on a 'pay as you go' plan?

An alternative to going with the big carriers and their two-year contracts is a no-contract plan, paid for by actual usage and able to be terminated at any time; providers include Tracphone, Ting, Consumer Cellular and others. They may promise substantial savings, but you'll have to consider your own usage patterns.

Running some hypothetical comparisons with Ting's calculators, if your actual data usage is way under the big carrier's monthly data plan limit, you might realize substantial savings by switching. If your usage usually approaches your actual limit, however, the savings don't appear to show up.

CHOOSE WISELY

Like a lot of business decisions, adding smartphones or switching plans may require you to make some careful comparisons. Take the time and choose the option that best suits your needs. After all, isn't getting the best deal you can one of the smartest things you can do? ■

Erik Gunn is a magazine writer and editor in Racine, Wisconsin.



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By Craig Mandli

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OTW SAFETY BILLBOARD BARRICADE

At festivals, sporting events, farmers markets and many other venues, the **Billboard Barricade** from **OTW Safety** provides clear delineation and

serves as an attractive advertising platform. They are made of high-density polyethylene, and are UV-resistant and 100 percent recyclable, with a high-impact strength and resistance to stress cracking. They are brightly colored and stackable, and available in a variety of colors with custom color options. The design allows barricades to interlock, forming a stable continuous wall. They can be placed in various configurations to delineate restricted areas and bolt together for additional stability and security. Advertising or directional messaging is easy, providing the ability to generate additional revenue. **877/659-7245; www.otwsafety.com.**

POLYJOHN ENTERPRISES RHINO BARRIERS

Durable, visible **Rhino Barriers** from **PolyJohn Enterprises** can help keep vehicular or pedestrian traffic in or out. These tough barriers can be used on construction sites, for roadwork, airports and special events. They are lightweight and easy to handle, which means that just one person can position a barrier. They're also easy to stack and store. They are manufactured from strong, molded polyethylene and can be custom designed in a variety of highly visible colors. A hinge pin makes them easy to install. The special pin system tightly interlocks each barrier for proven strength. They can be filled with water or sand for added weight and security. They come with safety reflectors, warning lights and room for company signage. **800/292-1305; www.polyjohn.com.**



PADLOCKS

MONARCH COIN & SECURITY UNIVERSAL COIN-OPERATED LOCK

The **Universal Coin-Operated Lock** from **Monarch Coin & Security** can be made to accept nickels, dimes or quarters, or one of a number of tokens, allowing the operator to control usage. Using tokens allows the operator to have a face-to-face contact with whomever is using the facilities, or restrict access to customers. There are no keys to pass out and retrieve and the facilities remain locked. They are ideal for campgrounds, service stations, airports, theaters, laundromats, parks, and any place where access must be controlled. They help promote cleaner facilities, offer customers added security and generate revenue. The user inserts the appropriate coin/token in the entry slot at the top. The customer turns the handle and enters the facilities and the door will latch as it closes. The lock will accept no further coin, and will display "IN USE" in the window. When the customer exits the facility, the inner door handle opens the door, and the door relatches on closing. The display will show "VACANT," ready for the next patron, requiring another coin before it can be opened again. **800/462-9460; www.monarchcoin.com.**



RESTROOM TRAILERS

A RESTROOM TRAILER COMPANY (ART CO.) 207-W

The **207-W** restroom trailer from **A Restroom Trailer Company (ART Co.)** is designed for fast and easy set-up with a sleek, streamlined appearance. The 20-foot, seven-station unit is available in several exterior and interior color combinations to match any existing fleet colors. It includes a 780-gallon waste tank, 200-gallon freshwater tank, heavy-duty steel frame, integral trailer skirting, a 2 5/16-inch trailer hitch, heavy-duty tongue jack, maple cabinetry, Corian countertops with integrated sinks, and ducted heat and air conditioning. **269/435-4278; www.arestroomtrailer.com.**



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Advantage Series restroom trailers from **Advanced Containment Systems** are built for efficiency, with clean lines and easily maintained materials. Their heavy steel stairs, landings and handrails leading to the men's and women's entrances provide sturdy footing. They are climate-controlled and offer designer furnishings and fixtures at any level. They have private stalls with modern flush commodes, vanities and sinks with hot and cold running water, urinals with privacy, and lighted makeup and grooming mirrors. **800/927-2271; www.acsi-us.com.**



BLACK TIE PRODUCTS ECON

Econ restroom trailers from **Black Tie Products** are available in 8- to 13-foot sizes, and have unisex stalls and porcelain sinks standard in two- or three-stall configurations. They have ducted heating and air conditioning, hot and cold running water, Formica marble walls, simulated wood flooring and aluminum exterior walls. Options include auxiliary pumps, push-button or handle-style toilets, electronic waste tank monitoring, water heater, and winterization

and solar packages. **877/253-3533; www.restroomtraileronline.com.**

COMFORTS OF HOME SERVICES ADA MODULE

Handicap-accessible restroom trailers from **Comforts of Home Services** have a hydraulic lowering module and attached ramp to meet ADA guidelines. They can be pulled to a venue and set up for operation in less than 10 minutes, eliminating the need for an additional truck to carry an ADA ramp system. The module can be attached to any of the company's 20-foot or longer floor plans. **630/906-8002; www.cohsi.com.**



EXPLORER TRAILERS - MCKEE TECHNOLOGIES COMFORT STATION

The **Comfort Station** restroom from **Explorer Trailers - McKee Technologies** has heavy-duty carbon steel construction and comfortable private facilities designed for use in remote and extreme locations. Loading and transport is simple using either incorporated top crane-lift hooks or a bottom forklift skid. The washroom includes a stainless steel sink, easy-

to-clean fiberglass-reinforced plastic interior wall panels and metal floors. It has a 90-gallon freshwater tank and 130-gallon waste tank. The utility closet includes service access to thermostats, water and electrical. It's wired for 110-volt electrical service. **866/457-5425; www.explorertailers.com.**

FIVE PEAKS SELECT SERIES

Select Series mobile restroom trailers from **Five Peaks** are designed with simple styling, quality interior finishing and advanced exterior construction. They come with porcelain sinks in Filon skin cabinetry with mirror, laminate interior wall covering, simulated wood flooring, ducted air conditioning, aluminum exterior walls and onboard freshwater system. Options include a winterization package, hot-water heater, spare tire, and soap and paper product dispensers. They are available in three lengths — 8 feet 4 inches and 10 feet 4 inches with two private stalls, and 13 feet 4 inches with three private stalls. **866/293-1502; www.fivepeaks.net.**



FOREST RIVER RAINIER

The **Rainier** restroom trailer from **Forest River** comes with three stalls and two sinks for women, and one stall, two urinals and two sinks for men. It has a public floor plan with solid-surface countertops, lockable base cabinets, hot and cold water, fiberglass walls and ceiling, rubber floor, wall-mounted air conditioning and heat controls in the mechanical room, detachable aluminum platforms with steps and full-length railings on both sides, and 85-gallon freshwater and 430-gallon waste tanks. The waste tank is fitted with a 3-inch gate valve for easy pumping, and the unit is fitted with a city water hookup. Fully set up, it has a footprint of 20 by 19 feet, including walkways. **574/266-7520; www.forestriverinc.com.**

(continued)

CASE STUDY

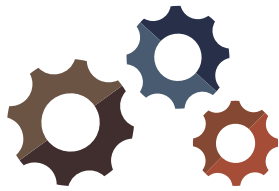
Custom heated restrooms constructed for height-restricted space

PROBLEM: A large construction project at Pearson International Airport in Ontario, Canada, required temporary full-service heated washrooms to be provided inside the parking ramp where there are height restrictions. Room To Go was contracted to provide facilities, but the company's standard RTG Executive Single washrooms measure 103 inches tall, and the height restriction only allowed for 94 inches.

SOLUTION: Room To Go custom built 90-inch washrooms. To do it, they reduced the depth of the holding tank and the height of the walls and omitted the skirts. To utilize the maximum height, the company made the washrooms in two pieces and assembled them on site, thus not losing valuable height to angle the washrooms into place.

RESULT: The full-service heated restrooms were placed in the confined space, and were suitable for both the office staff and workers, assisting in setup for the long-term project with weekly service provided. **905/689-6389; www.roomtogo.ca.**





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SATELLITE SUITES 11-STATION TRAILER

A 28-foot, 11-station trailer from **Satellite Suites** was created for high-traffic events. It has five private stalls and two sinks for the women, and four urinals, two stalls and two sinks for the men. Both the men's and women's areas are equipped with an entrance and exit door to create a safe, even flow of traffic, and have individual climate controls for maintaining a comfortable environment. There are four interior packages available including the Luxury, Commercial, SPA/Seafoam or SPA/Tan. It is constructed with non-wood materials, an Over Armor roof, seamless materials on all surfaces and a polyethylene tank with bottom sump, all of which are designed to prevent water damage and eliminate odors. **574/350-2150; www.satelliterestroomtrailers.com.**



NUCONCEPTS VIP

The **VIP Series** restroom trailer from **NuConcepts** is available on two-, three- or four-unit trailers as well as individual purchases. It has a large interior floor space and increased holding tank capacities, with 65-gallon waste



tank and 40-gallon freshwater capacities, allowing for 125 average uses between servicing. It comes with incandescent lighting, a 10- by 13-inch oval sink, freshwater flush toilet, Switchmat activation, a self-closing faucet, built-in trash receptacle, in-use light, weather-proof carpet, durable plastic skids, a 55-watt solar panel with charge controller and disconnect, and winterizing options. **800/334-1065; www.nuconcepts.com.**



ULTRALAV ADA

The **UltraLav ADA Series** restroom trailer is designed to accommodate disabled users. Units are ADA-compliant, meeting or exceeding ADA permanent structure criteria. Everything needed to set up, including the railing and ramp assembly, is self-contained. There's no need for separate storage units or another tow vehicle.

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RICH SPECIALTY TRAILERS AZTEC

The green and clean **Aztec** restroom trailer from **Rich Specialty Trailers** combines a versatile four-station his-and-hers (both curb-facing) floor plan with options including Zenith décor with gray silk and chocolate cabinets. It includes all-aluminum studded construction and dent-resistant, gel-coat fiberglass exterior walls. Durable, seamless rolled vinyl roofing seals out the elements. The floor decking is a water-resistant modern material, and the maple floor covering is an SCS Global Services green-certified, one-piece rolled vinyl with built-in stain resistance. It is available with onboard freshwater and a full winter package. **260/593-2279; www.richrestrooms.com.**



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Mobile shower trailers from **Ameri-Can** include handicapped-accessible and ADA-compliant models. They are designed for reliable long-term use and to accommodate large numbers of users with comfort and cleanliness. All trailers are designed for easy setup and quick and easy service. They are available in a broad range of sizes, colors and floor plans. All have an extra-large, steel, epoxy-lined waste tank, running gear with Dexter TorFlex axles, a lockable equipment room, onboard poly freshwater tanks, and on-demand propane hot-water heat. **574/892-5151; www.ameri-can.com.**



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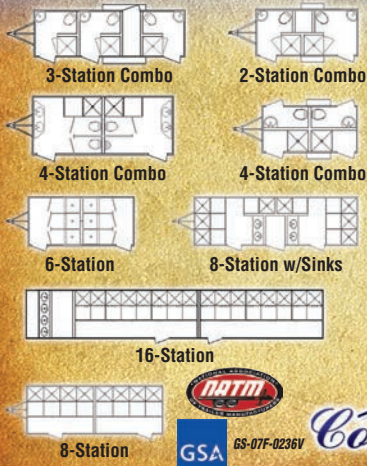
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INDUSTRY NEWS

Virgo Fleet releases new catalog

Virgo Fleet, a retail supplier of truck accessories, released a new 84-page product catalog. Buyers can browse items in the catalog on the company's website, virgofleet.com.

Wastequip announces dealer network for OEM parts division

Wastequip's Go To Parts division signed exclusive agreements with 10 dealers covering the South, Southeast, Midwest and Mid-Atlantic regions.

Amthor International sponsors Global Tank Truck Conference

The first Global Tank Truck Conference, sponsored by Amthor International, will be held Oct. 6-8 at the Grandover Resort and Conference Center in Greensboro, North Carolina. The purpose of the event is to bring leaders, business owners and managers in the refined fuel, propane, portable restroom, vacuum and septic pumping industries together to share ideas about growth and diversification.

Isuzu produces 30,000th N-Series gas truck

Isuzu Commercial Truck of America produced its 30,000th Isuzu N-Series truck on June 10 at the Spartan Motors facility in Charlotte, Michigan. Assembly of the N-Series gas trucks began at Spartan in April 2011. ■



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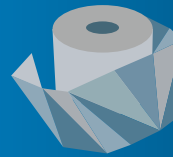
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