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May 2019

## HOPES AND DREAMS

James and Cecelia Hope risked their retirement nest egg to ensure success for Rocky Mountain Portable Toilets

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Missouri's Fresh and Clean Restrooms runs a seasonal route covering five Ozarks riverside resorts

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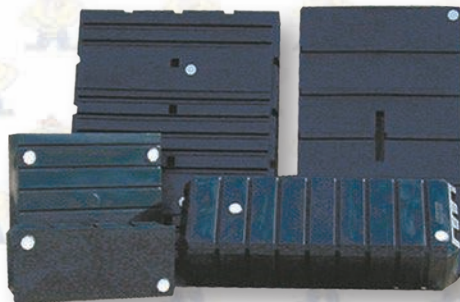
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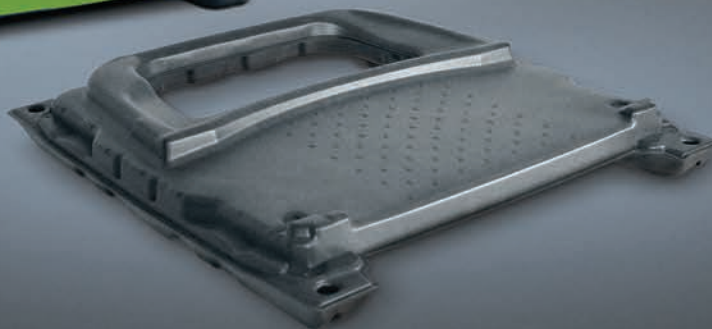
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# They're Not Giving Up Their Restrooms Without a Fight

**WHEN A WISCONSIN CITY DECIDED TO PULL RESTROOMS FROM ALL OF ITS PARKS, THE PEOPLE REVOLTED AND SERVICE WAS QUICKLY RESTORED**

By Jim Kneiszel

Once park users get used to having access to quality and regularly serviced portable restrooms, they won't give them up without a fight. Consider a recent story out of Eau Claire, Wisconsin, where a penny-pinching city administrator and City Council suddenly decided to permanently remove 11 restrooms from nine well-used parks in the city.

The city's community services director, Jeff Pippinger, calmly explained to the local WEAU 13 News that the city just could no longer afford the nearly \$20,000 annual expenditure to pump the units. When I first saw this news report, I recall wondering how his casual attitude about taking away the restrooms would go over with the public.

Apparently the news wasn't well-received.

Right off the bat, a volunteer organizer at the Otter Creek Dog Park voiced her concern.

"The port-a-potties have been here for many years, and we have never had them go away," Pat Williams told the TV news. "Because (the dog park) brings in so much money, we could easily afford to sustain the port-a-potties here."

It only took a few more weeks without restrooms for the natives to become restless. Shortly after pumping for the city-owned portable restrooms was removed from the budget, the embattled City Council did an about-face and found \$20,000 to pay the pumper. It was a 9-1 vote and it looked like curtailing portable sanitation left some frayed nerves in local government, from reading an account in the *Eau Claire Leader-Telegram* newspaper.

## HITTING A NERVE

"The port-a-potties hit a nerve in the community, where people of many backgrounds said, 'We need the bathrooms back!'" said City Council member Catherine Emmanuelle, licking her wounds. One alderperson hemmed and hawed about finding money in the budget, but admitted he didn't want to take the restroom service away from residents.

What's the lesson to be learned from this misstep by the city? Citizens more and more are becoming accustomed to the availability of portable restrooms and they don't want to lose them.

They remember it used to be a major inconvenience to take their families to a Little League or soccer game and experience the inevitable cry of "I have to go to the bathroom!" Before your valuable service was provided to park visitors, such a pronouncement would mean a hasty retreat home and a ruined afternoon or evening. But now, thanks to restroom providers, those families can stay at the park and enjoy many community events without a worry.

That a community came to the defense of the portable sanitation industry should give all of us a feeling of satisfaction and self-worth. PROs

are providing a valued service. This story should take the sting away from all of those times you've heard people complain about having to use portable restrooms or turn up their noses when they see your vacuum truck coming.

## YOU ARE VALUED

Upturned noses or not, the message is clear. Given the choice, your neighbors and friends will take access to a portable restroom over the alternative anytime. And I see more proof of that every year. Parks, small neighborhood events, construction sites — they seldom lack some form of a comfort station. And bigger events and commercial construction sites more often are choosing to upgrade to a better restroom trailer experience.

Public demand is driving these changes. The kind of demand they learned about in Eau Claire government awhile back. And you can help drive that demand even further.

How?

First, by looking for places where the public will benefit from portable sanitation and notifying local decision-makers, whether that is local government or a private organization. When you see a biking or hiking trail, dog park, boat launch or downtown with few public restroom options, say something. Explain the benefits of providing portable sanitation to tourism, park usage and public health.

Second, be sure you always provide the best service possible when cleaning restrooms. Keep in mind that one bad user experience has as much impact on your products and service as 100 positive experiences. It might not seem fair, but people don't soon forget opening a door and seeing an overflowing or odorous unit. Don't walk away from that restroom service unless you've done everything in your power to make it sparkling and sanitary for the next user.

Third, always strive to upsell the portable sanitation experience. If you don't currently offer a hand sanitizer or hand-wash sink in every unit, consider making that change. If you only offer units with drop tanks, consider upgrading to flushing units, at least for special event and wedding service. If you don't already have a restroom trailer, look for opportunities to capitalize on that enhanced service offering. And please promote the use of ADA units whenever possible to aid our potential customers with special needs.

## YOU HAVE SUPPORTERS

Whatever you do, don't let a few complaints or setbacks get you down. Even though it doesn't always seem like it, please know a lot of people out there value your professionalism and the services you provide. If you ever lose sight of that, remember the folks in Eau Claire and how they went to bat to keep the portable restrooms in their parks. ■





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*Jeff and Terri Wigley are portable sanitation industry veterans, having owned and operated Atlanta-based Pit Stop Sanitation Services for 22 years. Send your questions for them or comments to editor@promonthly.com.*



# It's Time to Debunk Those Persistent CDL Myths

**FOLLOW THESE STEPS AND DO SOME MORE READING TO GET THAT BIGGER VACUUM TRUCK RUNNING DOWN THE ROAD LEGALLY**

**By Jeff and Terri Wigley**

**C**oincidentally, each of this month's questions involves large organizations that have many rules, regulations and an alphabet soup of acronyms. As we answer questions involving the DMV (Department of Motor Vehicles), CDL (commercial driver's license) and the CDC (Centers for Disease Control and Prevention), we will try to make it as easy as it can be!

**Question:** I have a fleet of smaller (under 26,001-pound gross vehicle weight rating) vacuum trucks. I am looking at purchasing a larger vacuum truck requiring a CDL driver. I am confused, however, about the rules and regulations concerning a CDL driver in our industry. For example, I have been told that a CDL driver cannot be on the road for more than 10 hours per day. Is that true, and could you please give me a simple outline of the applicable CDL requirements?

**The transportation of (portable restroom) waste is not hazardous. In fact, after the proper treatment at an authorized wastewater treatment facility, the resulting treated water is released back into the environment. Our industry is in fact extremely environmentally friendly.**

**Answer:** We will preface our answer by strongly suggesting you obtain your state's Commercial Driver's Manual as a good foundation for your education in this area. As you stated in your question, federal law mandates a CDL driver is to operate a single vehicle with a GVWR of 26,001 pounds or more. The various vehicle classifications, however, make the CDL manual quite voluminous. For example, there are individual sections devoted to vehicles that are used for intrastate versus interstate commerce, trailers, double/triple trailers, tankers, hazardous waste transport, passenger vehicles, school buses and a host of other variations. We will attempt to address some of the myths we have encountered. Again, you should do additional research, and we will make some suggestions in that area as well.

In addition to the 26,001-pound GVWR truck rating, the basic CDL requirements for a driver in the portable restroom industry are very basic. To address some of the myths:

- Your question regarding the "10-hour rule" only applies to CDL drivers who operate a passenger vehicle. The driver "cannot drive a passenger-carrying vehicle for more than 10 hours following 8 consecutive hours off duty."
- There is no hazmat requirement for hauling portable restroom waste. A hazmat endorsement for a CDL driver involves the transport of such materials as explosives, flammable gases (such as propane), nonflammable gases (such as helium), combustible liquids (such as fuel oil), corrosives and radioactive elements. Portable restroom waste is regulated by the federal Resource Conservation and Recovery Act and the Clean Water Act. The transportation of this waste is not hazardous. In fact, after the proper treatment at an authorized wastewater treatment facility, the resulting treated water is released back into the environment. Our industry is in fact extremely environmentally friendly.
- Special endorsements for air brakes. This one is tricky. If you are driving a truck requiring a CDL and it is equipped with air brakes, you

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do indeed need the air brake endorsement to the CDL. If, however, you are driving a non-CDL truck (under 26,001 pounds) with air brakes, you do not need an air brake endorsement.

Research is definitely needed in this complex area, and here are some recommendations:

- The Federal Motor Carrier Safety Administration is the basis for all regulations. The website is [www.fmcsa.dot.gov](http://www.fmcsa.dot.gov), and they may be reached at 800-832-5660.
- Contact your state Department of Transportation for its requirements. In Georgia, for example, the Department of Driver Services has an app (DDS 2 GO) that addresses all motor carrier issues for the state. We obtained a copy of the 2018-19 Georgia Commercial Drivers Manual for research on this question. It is well-written in an easy-to-understand magazine-format. We would suggest obtaining a copy and keeping it in your office for reference.
- Other resources would include contacting your state's Motor Trucking Association (if applicable). In our state, the Georgia Motor Trucking Association is a valuable source of information concerning current issues, as well as proposed regulation changes.
- CDL training schools in your state would be able to address general questions and serve as another additional resource.

\* \* \*

**Question:** I often hear about cleaning with a "bleach solution." What is it? What is the recipe?

**Answer:** Actually a bleach solution is not used for cleaning. It is the generally accepted method of disinfecting. The standard is a 10 percent bleach solution, which is recognized by both the U.S. Environmental Protection Agency and the CDC as being effective for disinfecting. Bleach is usually composed of 5.25 or 6 percent sodium hypochlorite. A mixture of one part bleach to 10 parts water — approximately 1 1/2 cups of bleach to 1 gallon of water — produces the desired result.

We have always called the 10 percent bleach solution the "magic potion" as it is extremely effective for many applications in our industry. The Portable Sanitation Association International standards suggest cleaning the supply lines of a hand-wash station every 45 days with the 10 percent bleach solution. This will prevent and

kill mold that may form in these lines. In a freshwater flush unit, this will reduce algae buildup in the freshwater tank. You may also use the 10 percent solution in the bottom of a recirculating unit and pump several times to clean the waterlines.

One important point to keep in mind is that the 10 percent bleach solution will degrade over time, primarily based on temperature. Since hand-wash stations, recirculating portable restroom units and freshwater flush units are primarily used during event season, degradation due to hot weather is a definite consideration.

The sodium hypochlorite in bleach can be measured and detected with high-chlorine test strips. An online check of these products revealed pricing for 100 test strips for \$10 to \$15. This is a small investment to ensure your bleach solution has not degraded to a 100 percent solution of water! ■

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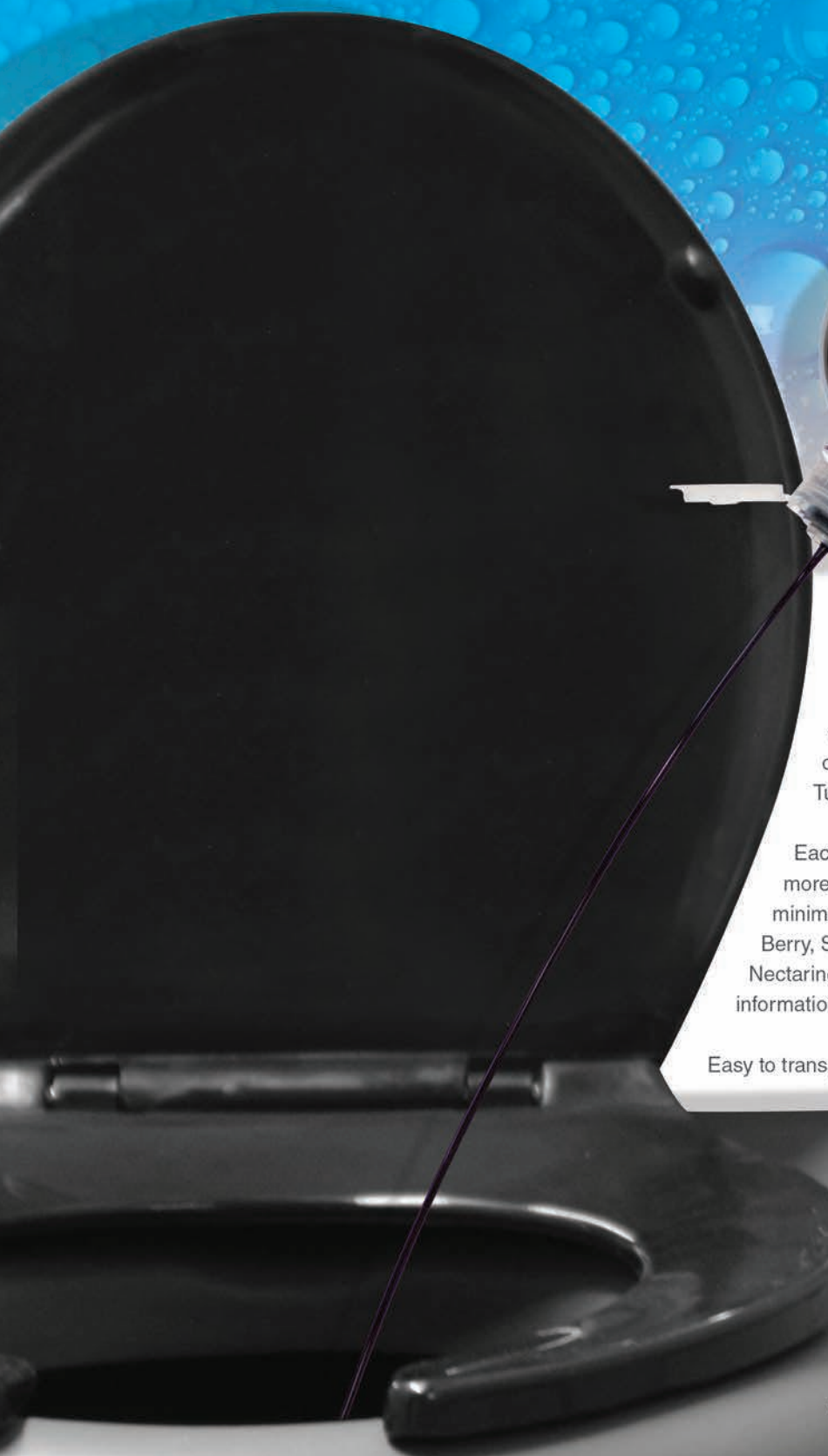
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# HOPES AND DREAMS

**F**acing a midlife career crossroads, James Hope took a giant gamble last year and established Rocky Mountain Portables in Boise, Idaho, along with his wife, Cecelia Hope. All they started with was a new pickup truck with a slide-in tank, plus 50 nearly new restrooms — effectively loaned by one of Hope's brothers, who also owns an Idaho-based portable sanitation company.

Nearly a year and a half and thousands of hard-earned work hours later, the Hopes now own two service trucks and nearly 400 Aspen restrooms from Five Peaks, all tangible signs of a calculated risk that panned out even better than they anticipated.

"It's turned out to be everything I expected and more," says James Hope, 48, who notes he and Cecelia Hope plowed all of their retirement savings into the business. "We started with those 50 units from my brother, Barrett, and figured we'd see how it goes. I figured if we got 50 restrooms rented out, that would be a good start.

*(continued)*

**James Hope and his family risk their entire retirement nest egg to build a new portable restroom business. The gamble is starting to pay off.**

**BY KEN WYSOCKY**

*James Hope stops on his route to service a bright-green Five Peaks restroom. His newest truck is from TruckXpress and carries a Masport pump. (Photos by Darren Russinger)*

## Rocky Mountain Portables Boise, Idaho

**Owners:** James and Cecelia Hope

**Founded:** 2018

**Employees:** 3

**Services:** Portable sanitation

**Service area:** 40-mile radius around Boise

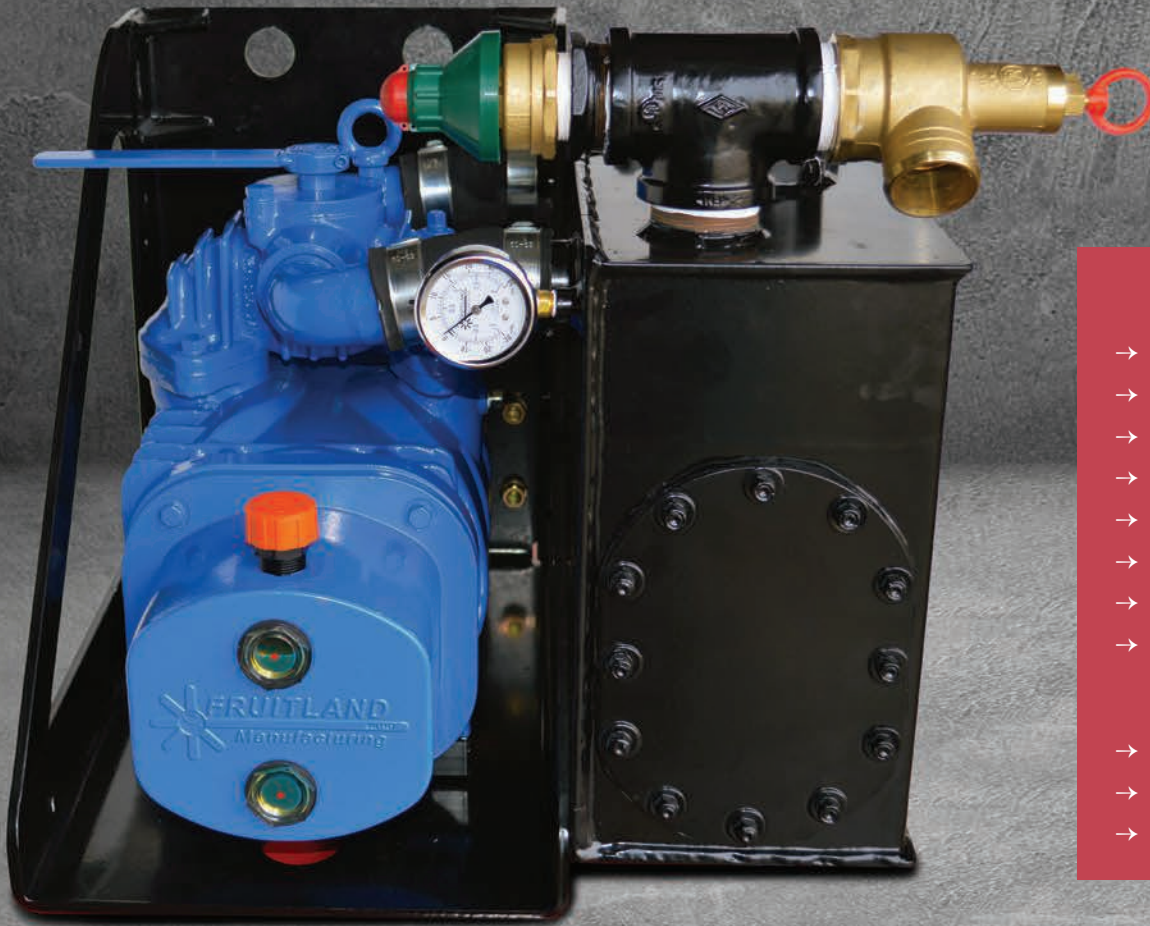
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**Left:** James Hope loads Five Peaks restrooms on a trailer for delivery.

**Below:** Hope unravels a spray hose as he prepares to service restrooms.

“I was able to quickly pay him back for the restrooms he loaned me,” he says. (Most of them are monthly construction rentals.) “I attribute it all to providing great service. The more restrooms I get out in the field, the more people see them. And the more that people see them, the more people call me and get to experience my high level of service.”

But the Hopes’ journey from industry newbies to successful business operators resulted from more than just providing top-notch customer service. Their story also underscores the importance of a strong work ethic, thorough market research, financial prudence and support from family members, especially Barrett Hope, who owns B’s Portable Toilets in Rexburg, about 300 miles east of Boise.

“I owe a lot to Barrett when it comes to this business,” James Hope says. “He helped me avoid the pitfalls that he encountered when he started his business.” He also gives much credit to Cecelia Hope, who has been instrumental to the company’s growth by putting in countless hours of hard work. “Early last spring we ordered 120 restrooms and she and I and my 70-year-old father, Dennis, spent a week assembling them,” he recalls. “And I was taking them out as fast as they could build them. It was something to see.”

“I would rather turn away a customer than have so many that I can’t provide good service. We want to build this business slowly and steadily.”

**JAMES HOPE**

## MARKET RESEARCH

After working for 16 years as a directional driller in gas and oil fields all over the country, Hope decided it finally was time to do something different. “I just got tired of being away from home all the time,” he says.

While trying to figure out a new career path, Hope talked to Barrett Hope, who has been running B’s Portable Toilets for more than 11 years. He suggested James Hope open a portable restroom business in Boise. Hope took time to assess what other restroom companies in Boise were offering and also rode along with Barrett Hope on his service routes for several months to get a feel for the business.

“I felt we could be a huge success by offering a nice brand of restrooms and service that would be second to none,” James Hope says. “We go above



and beyond when it comes to service, in terms of making sure our units are clean.”

Hope is enthusiastic about the topic of service. To him, offering customers restrooms that smell as clean as they look is of utmost importance. To that end, he uses products such as Safe-T-Fresh Cabana Spray odor-control products and Lemon Quat, a disinfectant and cleaner from WAXIE Sanitary Supply.

“I can come back a week later and it doesn’t even smell like a restroom,” Hope says. “I get so many compliments from so many people — they’re always asking what we use to make our restrooms smell so good.”

Hope uses Safe-T-Fresh urinal screens. He also makes sure each restroom is stocked with three rolls of two-ply toilet paper and the hand-sanitizer dispenser is full.

## EQUIPMENT CHOICES

Hope’s first move was to buy a 2018 Dodge Ram 5500, adding a steel slide-in tank (400-gallons waste and 200-gallons freshwater) and a Masport pump from TruckXpress. He opted for a slide-in rig because it was less expensive than a larger pump truck. “I figured that if things didn’t work out, I could just sell it,” he says.

The investment reflects Hope’s business philosophy of minimizing debt as much as possible. He says that if he borrows money to pay for new restrooms, he pays off the loan within 90 days. “In terms of succeeding with

*(continued)*



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a new business, it makes a huge difference if you don't have a whole lot of debt," Hope notes. "I even paid cash for my last truck."

That vehicle is a 2004 International 4300 with an aluminum tank built by Progress Tank (1,100-gallons waste and 400-gallons freshwater) with a Masport pump. The company also owns 12 hand-wash stations from Five Peaks.

To get the word out about his fledgling company, Hope commenced a grassroots marketing campaign that centered on driving the new service truck around with a trailer carrying two Aspen restrooms. He'd stop at every construction site he could find and introduce himself to the superintendent in charge, give him a business card and a pen with the company's name on it and try to get them to go outside and take a look at the restrooms.

"Talking to people face-to-face instead of over the phone was critical," Hope says. "It's hard to do cold calls, but I'm pretty good at talking to people — I'm an outgoing guy. So I basically sold myself and my services by talking to them.

"At one job site, I talked to the owner of a construction company while he sat inside his pickup truck," Hope recalls. "He happened to be there when I got there. After about five minutes of talking, he told me to take one of the restrooms off the truck and leave it on the job site. Now he's one of my biggest clients. I've got around 25 units rented out to him right now."

## SWEAT EQUITY

As a longtime worker in the oil and gas industry, Hope is no stranger to long hours; he says he often logged 12 hours a day, seven days a week. But he also got one week off every month — a luxury that's just not possible in his new venture. "It's a lot harder physically than I thought it would be," he says. "It's a demanding job."

Hope says he routinely works from 6 a.m. to 9 p.m. in summer and 7 a.m. to 7 p.m. in winter. So what keeps him going? The fact that he's working for himself and his family, not someone else. Having invested his life savings

## Bond of brothers

Like so many portable restroom operations nationwide, Rocky Mountain Portables is family-owned and -operated — in this case, by James Hope and his wife, Cecelia Hope. But the family business ties run even deeper than that, courtesy of James Hope's close relationship with another restroom operator: his younger brother, Barrett Hope.

Hope owns B's Portable Toilets, located in Rexburg in southeastern Idaho, about 300 miles east of James Hope's business in Boise. Barrett Hope has been in the industry for 21 years, and James Hope says that his brother's vast experience — and willingness to share it — has contributed mightily to the success of Rocky Mountain Portables.

"There are so many things you can do wrong in this business, and Barrett has been through it all," James Hope says. "It's been so great to have him lead me through things and be my mentor through all this. It's been fantastic. We talk on a daily basis — sometimes several times a day. He's always there to help me and guide me."

Much of Rocky Mountain Portables' success is based on a business template that Barrett Hope used to build B's Portable Toilets with his wife, Collette. For example, James Hope bills his customers on a 28-day cycle instead of monthly, which effectively provides an extra payment a year — an idea he got from Barrett Hope.

For James Hope and his three brothers, entrepreneurship runs in the family DNA. Kent used to run an upholstery business before joining Rocky Mountain Portables in January, and Bryon runs a car-restoration business.

"I've worked with each of my brothers at some point in my life, and we've always been close," James Hope says. "I have a special relationship with each one — I'm really blessed. If I had to say who my best friend is, I'd have to say all my brothers. It's always been that way."



*James Hope moves some of his Five Peaks restroom inventory around the yard.*





in the business also keeps him motivated.

“We put everything we had on the line,” Hope says. “It was either go big or go home. But it has all paid off. I started out more than a year ago with zero contacts and basically sold myself, because that’s all I had — my word, telling people I’d

*James Hope gives a restroom a thorough wipe-down after cleaning.*

do a good job and provide them with a different level of service. They gave me a chance, so I’m really motivated to not ever let them down.

“It’s been so fulfilling to gain their trust,” he continues. “It’s very gratifying to know they appreciate what I do for them, and I hear that on a daily basis. There’s nothing better than that.”

Looking ahead, Hope is optimistic about his company’s prospects. One of his three brothers, Kent, joined the company in January. Hope also would like to hire another employee down the road, but he concedes that doing so is problematic, given how difficult it is to find people who want to work in the industry or how often people quit after operators invest months of time in training them.

“We’ll see how it goes,” Hope says. “We want to keep growth under control, so we don’t get in over our heads financially or lose our focus on quality service. I would rather turn away a customer than

have so many that I can’t provide good service. We want to build this business slowly and steadily. Like they say: Slow but steady wins the race.” ■

“At one job site, I talked to the owner of a construction company while he sat inside his pickup truck. ... After about five minutes of talking, he told me to take one of the restrooms off the truck and leave it on the job site. Now he’s one of my biggest clients.”

**JAMES HOPE**

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# Deodorizer 2019 Company Directory






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	<b>Century Chemical Corp.</b> 28790 CR 20 W, Elkhart, IN 46517 800-348-3505 • 574-293-9521 sales@centurychemical.com www.centurychemical.com	✓		✓		✓			Cherry, Bubble Gum, Fresh & Clean, Apple Cinnamon, Lavender, Mulberry, Baby Powder, Orange Citrus	✓
 See ad page 7	<b>Five Peaks</b> 1790 Sun Dolphin Dr., Muskegon, MI 49444 866-293-1502 • 231-830-8099 • (f) 231-739-2131 info@fivepeaks.net www.fivepeaks.net		✓	✓		✓			Fresh, Lavender, Cherry	
 See ad page 3	<b>J&amp;J Chemical Co.</b> PO Box 614, Crawford, GA 30630 800-345-3303 • 706-743-1900 • (f) 706-743-7515 david@jjchem.com www.jjchem.com	✓	✓	✓	✓	✓	✓	Fragrance Enhancers	Bubble Gum, Baby Powder, Cherry, Cinnamon Stick, Citrus Fresh, Citrus Spice, Citronella Plus, Coconilla, Flower Power, Fresh Blossom, Fresh & Clean, Honeysuckle, Lavender Breeze, Lemon Fresh, Linen Sky, Mango, Mango Mountain, Mountain Breeze, Mulberry, Spice, Tahiti Breeze, Tahiti Coconut, Tangerine	✓
 See ad page 29	<b>Johnny's Choice</b> 5730 Coopers Ave, #18-20, Mississauga, ON L4Z 2E9 888-729-6478 • 905-712-8335 • (f) 905-712-8909 info@johnnyschoice.com www.johnnyschoice.com	✓		✓		✓			Cherry, Bubble Gum, Fresh Air, Citrus, Mulberry, Hawaiian Breeze	✓
See ad page 10	<b>Liquid Waste Industries, Inc.</b> 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 & Clean, Mulberry, Cherry	✓
See ad page 39	<b>PolyJohn</b> 2500 Gaspar Ave., Whiting, IN 46394 800-292-1305 • 219-659-1152 www.polyjohn.com		✓	✓	✓	✓	✓		Bubble Gum, Cherry, Mulberry	✓
 See ad page 40	<b>Satellite   PolyPortables</b> 2530 Xenium Ln. N, Plymouth, MN 55441 800-328-3332 • 763-553-1900 • (f) 800-328-3334 www.safetfresh.com	✓	✓	✓	✓	✓	✓		Cherry, Lemon, Bubblegum, Mountain Breeze, Mulberry, Spring Valley, Lavender, Spice, Hot Cinnamon, Super Citrus, Razzleberry, Fresher n' Cleaner, Pine Fresh, Mulberrier, Raspberry, Guava Nectarine, Sweet Jasmine, Lavendar Fresh, Big Berry, Fragrance of the Month	✓



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	 <b>T blustar</b> 2020 Howell Mill Rd., D-300, Atlanta, GA 30318 404-719-0715 info@tblustar.com www.tblustar.com		✓	✓	✓	✓	✓		Mulberry, Fresh Linen Breeze, Special fragrances upon request	✓
See ad page 23	 <b>Walex Products Company, Inc.</b> PO Box 3785, Wilmington, NC 28406 800-338-3155 • 910-371-2242 • (f) 910-371-2242 info@walex.com www.walex.com	✓		✓	✓	✓	✓		Beechwood, Blue Volcano, Bubble Gum, Cherry, Cinnamon, Citifresh, Citronex, Fantasy, Lemon, Lemon Lime, Mango, Mulberry, Strawberry, Power Punch, Spearmint, Sunglow, Tangerine, Wild Flower, Eclipse, Orient Express, Mint, Pina Colada, Cottonwood, Dark Ice	✓

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## ON LOCATION

*Josh Campbell is shown with assembled Sansom Industries Zenith restrooms at the Fresh and Clean Restrooms headquarters. (Photos by Denny Medley)*

# Happy Campers

Missouri's Fresh and Clean Restrooms runs a seasonal route serving visitors at five riverside resorts in the foothills of the Ozark Mountains

BY BETTY DAGEFORDE

### THE TEAM

Josh Campbell is the owner of Fresh and Clean Restrooms in Bismarck, Missouri. His staff includes his mother and office manager, Kathy Campbell; Tracy Boesing, receptionist; Aaron Wilkins, shop manager; Jeff Nichols, lead driver; and drivers Kyle Wilkins, Brad Easter and Matt Coffman.

### COMPANY HISTORY

The company was started in 1986 by Josh Campbell's parents, Charles and Kathy Campbell, when Charles Campbell lost his supervisory job at a lead mine when the mine closed. His great uncle and great aunt, Clyde and Dorothy Sansom, helped set them up as a franchise of their Johnny on the Spot portable restroom and septic business. Josh Campbell was 6 years old at the time. In 2005, Campbell bought the company, changed the name to Fresh and Clean Restrooms and operated it as an independent company. Shortly thereafter, he picked up one of his largest and longest-lasting projects when the nearby Taum Sauk Dam collapsed. For six years during the

**THE JOB:** Restrooms for riverside campground resorts

**LOCATION:** Missouri Ozarks near Steelville

**THE PRO:** Fresh and Clean Restrooms

rebuilding, he provided 125 portable restrooms and serviced them daily along with 16 1,000-gallon water tanks. Business quickly grew, and today the company has 600 portable restrooms. About 85 percent of their work is portable sanitation, of which events account for half. They work a 70-mile radius around Bismarck.

### THE MAIN EVENT

Each summer the company provides portable restrooms for five campground resorts along the Meramec, Huzzah and Courtois (also called Coataway) rivers in the popular tourist area near Steelville in the foothills of the Ozark Mountains: the large family-friendly Huzzah Valley Resort, the more sports-oriented Bass' River Resort, and the smaller Lucky Clover Resort, Bird's Nest Lodge and Arapaho Campground. Visitors come from across the country to enjoy rafting, canoeing, kayaking and tubing. The company also services the resorts' holding tanks, dump stations and shower houses.

*(continued)*



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**Right:** Employee Aaron Wilkins starts to assemble panels of a Zenith restroom from Sansom Industries at the Fresh and Clean Restrooms shop.

**Below:** Wilkins provides maintenance for Satellite | PolyPortables hand-wash stations before sending them out on the job.



Josh Campbell coordinates with Tracy Boesing, receptionist at Fresh and Clean Restrooms.

## MAKING CONNECTIONS

Campbell had been eyeing the Huzzah Valley Resort as a possible customer, and in 2008 he finally got his chance. “They were not happy with the service they were getting,” he says. “They tried us out and have been happy with us ever since.” That success opened the door for picking up business at other resorts, with Bass’ River Resort and Lucky Clover Resort contacting them in 2009 and Bird’s Nest Lodge and Arapaho Campground in 2017. “They all go around and look at the other campgrounds and see what they’re doing. They liked our restrooms so they called us.”

## BY THE NUMBERS

The company supplies about 60 units, all with hand sanitizer. Most were from Satellite | PolyPortables in the company’s signature blue, which Campbell likes because it’s “bright, clean-looking and very appealing,” and about 15 were their new Zeniths from Sansom Industries with hands-free doors and solar light J-Lights from J&J Chemical. Campbell prefers 80-gallon holding tanks. “It accommodates more use, puts the user farther from the waste and has the reverse pyramid sump in the bottom, which causes the deodorizer to work better.”

The company delivers most of the units in May for the season that runs through October. They use a couple of vacuum trucks pulling trailers from Liquid Waste Industries (22-unit, 16-unit, 6-unit) and Lane’s Mobile John (12-unit), as well as a company-built 10-unit trailer. Units are not staked

**“We still do things the old-fashioned way — with bucket and brush. We’ve been doing that since 1986. It’s been very effective for us.”**

**JOSH CAMPBELL**

down because campground owners have to be able to move them quickly in case of flash flooding, which usually occurs a couple times a year. “It’s pre-planned and arranged with them that they do that,” Campbell says.

Huzzah Valley Resort took 20 units in early May, ramping up to 35 as the season progressed. Units are scattered around the 30-acre site near campsites and rafting/canoeing departure points, mostly set out in singles. Bass’ River Resort took 10 units set up near the volleyball court, performance area and boat launches. The company also brought in extra units for special events during the season including the popular, all-terrain vehicle Riding for Reason cancer fundraiser in honor of Stephan Bass, the late founder of the resort. Lucky Clover Resort took three units: one for the pool and two for the fishing lake. Bird’s Nest Lodge took two in May and two later in the summer, placed near campsites. And Arapaho Campground took 10 units spread throughout the campground.

## KEEPIN’ IT CLEAN

Using a 2016 Dodge 5500 with an 800-gallon waste and 400-gallon freshwater FlowMark Vacuum Trucks aluminum tank and Masport pump, restrooms are serviced Wednesdays by a regular route driver and Saturdays by rotating drivers, as technicians take turns being on call on the weekends. Servicing is done between 10 a.m. and 3 p.m. when most campers are out on the river. First stop is Bass’ River Resort, about an hour from the shop, followed by Huzzah Valley Resort 3 miles down the road and then nearby Bird’s Nest Lodge and Lucky Clover Resort before a 40-minute trek to Arapaho Campground.

*(continued)*



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**Right:** Technician Brad Easter is onsite at the Bass' River Resort in Steelville, Missouri, using a service truck from FlowMark Vacuum Trucks carrying a Masport pump. The restroom is from Satellite | PolyPortables.



**Above:** Easter services a restroom at the Huzzah Valley Resort, one of several area campground resorts that hire Fresh and Clean Restrooms during the summer.

**Right:** A close-up view of the J-Light from J&J Chemical that are added to the Sansom Industries restrooms. The lights offer convenience for nighttime users.



For the most part, units are set up in the same place every year, but occasionally a few get moved by the resorts as campground dynamics change over the season. Units are numbered, Campbell says. "The number is printed on the route sheet so we check them off as we do them, and if we don't get all of them, we drive around until we find them." Campbell makes sure there are no accessibility issues. "That's a big stipulation of mine — that they keep the service areas open," he says.

The company has a tried-and-true servicing method. "We still do things the old-fashioned way — with bucket and brush," Campbell says. "We've been doing that since 1986. It's been very effective for us. We have power washers on the trucks (Burks DC-10) for rinse-down, but everything still gets scrubbed with a brush and hand-dried with a towel." They use J&J Chemical deodorant products.

Holding tanks, shower houses and permanent restrooms at Huzzah Valley Resort and Bass' River Resort are pumped using a 2006 International 4300 from Satellite | PolyPortables with a 2,500-gallon steel tank and Masport pump.

Waste is taken back to the company's facility to be screened, lime-treated and stored before ultimate land application on Campbell's or his parents' property as part of what Josh Campbell calls his Green Initiative. "My building is 26,000 square feet so it has a huge roof. I've got 7,000 gallons of rainwater storage. We take that rainwater, pump it into our trucks and use it to service our restrooms. Then we turn back around and use that as land application for fertilizer."

## KEEPING IN TOUCH

Communication is part of the company's service package. "We stay in close contact for any changes that need to be made or if they're having a big booking come in," Campbell says. "At the end of the year, we check with them and make sure everything went well or see if there are any changes we need to make, like if we need more units at boat launches instead of the campground. Just routine checkups." ■

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# Do You Know Where All Your Restrooms Are?

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**Jared Raney**

**A**dd up all the time lost while struggling to find the right equipment on a truck, out in the yard or far-flung in the field. Now picture eliminating all that wasted time with a single simple tool. That's the essence of mobile applications.

Every time you've needed to go back to the office for a form or back-track on a service route to locate a portable restroom — consider that the burgeoning array of products in the productivity software market have the potential to save hours of labor.

Most fieldworkers today have smartphones, which means any crew with these devices has the potential to be transformed into a collaborative, connected and efficient team.

## A BETTER TEAM

According to a study by PlanGrid, a construction productivity software developer, the construction industry at large loses almost \$180 billion a year due to lost time while searching for project data, poor communication and rework due to mistakes while coordinating jobs.

The study also determined that “miscommunication and poor project data account for 48 percent of all rework on U.S. construction job sites.” PlanGrid offers a mobile extension of its web-based productivity software, which stores and manages plans, and aids in communication.

“What it really means is connecting the field team with the right information to do their job at the right time,” says Stuart Frederich-Smith, vice president of marketing for PlanGrid. “How do you make sure that you have the most recent, up-to-date plans all the time? In the old paper world, it was difficult to make sure that those things were up to date. How do you make sure that the teams are prioritizing the right things, working together? So collaboration is the second piece in that puzzle. And then the third is being able to analyze performance on one project, share best practices with others and make really good decisions for the business.”

Especially for larger companies, coordinating over many job sites and dozens of employees, possibly even over great distances, the ability to have a central, accessible database keeps everyone literally on the same page.

“Making sure that when you don't have physical proximity to your team, you still have consistency of access to information matters a lot,” Frederich-Smith says. “I think a key value for us is to be mindful of the real job site conditions and build a product that works for people in the real world.”

## FLEET MANAGEMENT

SkyBitz is one developer specializing in object tracking and asset management. Its Ops Center Mobile software allows users to not only track assets, but sort and organize from a tablet or smartphone.

“It all boils down to, for whatever reason, asking, ‘Where is it?’ They can



quickly go on the mobile app, enter in the asset ID, or they can pull up the map, and say, ‘I'm expecting to find this asset in this location. Let me see what's there,’” says Debbie Sackman, senior product manager for SkyBitz.

The mobile app can also sort by region, by asset type, and a number of other options to aid managers in keeping a handle on the many pieces of equipment they are responsible for. Another feature allows alerts to be set up for a work site, or “geo-zone.” If equipment leaves that work site when it's not supposed to, supervisors are notified instantly.

“Any information you look at, it's the same whether I'm looking at it on my mobile phone or whether I have somebody back in the home office looking at it from a web screen,” Sackman says. “We're seeing the same set of information, so it's always very quickly synchronized.”

*Many fieldworkers today have smartphones, which means any crew has the potential to be transformed into a collaborative, connected and efficient team. That can make job sites more productive and keep those at the office informed of how the job is going. (Photos courtesy of PlanGrid)*

## BEST USES

Mobile apps are often only as good as the uses they are put to. It's important to know what your goals are when implementing a mobile solution.

“The recommendation I would have is that there be a very clear plan in terms of how it's going to be used and who's going to be responsible for up-





*Mobile applications in the construction field have been around for about a decade, but have gained steam in the last few years.*

dating these things,” Frederich-Smith says. “Have a very intentional plan of how teams collaborate together, with technology.”

The asset management software allows managers to create custom IDs for assets, and a consistent naming scheme is important. Again, having all your information in one place, easily accessible, isn’t worth much if you can’t make sense of it.

Lastly, getting buy-in from your staff is essential.

“We see a lot of cases where a decision is made without real input from that team,” Frederich-Smith says. “The software is not actually adopted, and adoption is all that matters in this stuff. So involve the field team in a structured pilot, where they review options, think about how they might need to change their workflow or how software might adapt to their workflow.”

**“From a technology standpoint, so far we have not run into anything that somebody has asked for on a mobile app that we haven’t been able to do.”**

**Debbie Sackman**

Before that even, you’ll need to spend some time researching to make sure the solution you choose is a good fit for the operation. It’s OK to be picky, especially with the rapid expansion that this market segment has experienced.

Take the case of Action Auger in Calgary, Alberta. Owner Brham Trim knew they needed a better way to organize inventory, as they were losing tens of thou-

sands of dollars a year in wasted or missing parts.

Despite a thorough search, he didn’t find quite what he was looking for and instead hired a software developer to create a personalized mobile application solution.

“After we’ve inventoried a truck, we’ve set parameters into the app, that this is what we think it should have, and that’s a living list,” Trim says. “It allows us to know what’s on the trucks and allows it to move from truck to truck.”

By cataloging each truck’s inventory into a single, easily accessible database, Trim’s crew has a fuller picture of the overall inventory, limiting doubled purchases and extraneous parts.

No matter what direction you go, it will involve a considerable investment upfront — both in money and time. To ensure that you see results in the long run, choosing the right software is possibly the most important factor of all.

**AN EVOLVING FIELD**

Mobile applications in the construction-related fields have been around for a decade, but have gained steam in the last few years.

“I think that it’s evolving, definitely,” Frederich-Smith says. “I think that

as technology has become more available, through sort of pervasive smart-phones and tablets, it’s created an opportunity for more technology to make its way in the form of mobile apps.”

As they develop, companies that don’t embrace the changes of the modern world may find themselves falling behind. Fortunately, the possibilities are more limitless by the day, and any company can find a solution that fits its needs.

“It’s really only limited by what our customers are telling us they want us to do,” Sackman says. “From a technology standpoint, so far we have not run into anything that somebody has asked for on a mobile app that we haven’t been able to do. We continue to add functionality based on what our customers are asking for and new features that they feel are important. So it’s like anything in technology — we’re never standing still.” ■

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# Odor Control

By Craig Mandli

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