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The team at Wisconsin's Crockett Septic gets in the way-back machine to serve the fun-fueled Symco Weekender hot rod event

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Temporary Site Services

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JUST THE TWO OF US

A New Hampshire couple is content with keeping a small inventory of restrooms and concentrating on personal service

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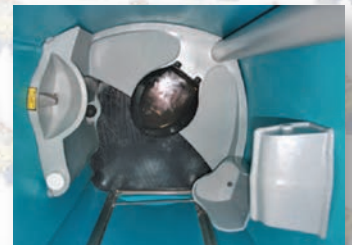
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On Location: Kustom Cars and Rockabilly Music

The team at Wisconsin's Crockett Septic gets in the way-back machine to serve the fun-fueled Symco Weekender hot rod event.

- **Dee Goerge**

ON THE COVER: Classic cars and rockabilly music were the backdrop for Crockett Septic workers providing portable sanitation for the Symco Hotrod & Kustom Weekender in Wisconsin. George Van Stedum, company owner, is shown at the event with a row of Satellite I PolyPortables restrooms. (Photo by Cory Dellenbach)

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By Jim Kneiszel

Follow These Tips to Combat the Onslaught of Distracted Drivers

A new study shows more drivers are talking on phones, speeding and running red lights. Take steps now to protect your drivers and your business from careless motorists.

I'm going to guess a lot of PROs enjoy riding on two wheels when they're not driving their favorite vacuum service truck. I know I like hitting the open road on a warm summer afternoon without that confining cage surrounding me.

I'm sure a lot of you are Harley-Davidson fans, and that impressive American iron comes from my hometown of Milwaukee. But in the interest of full disclosure, I have to admit my ride is a lot tamer, a 250 cc scooter. (OK, you can stop laughing now.)

As riders, we all go down the road at 55 mph without the benefit of all the safety equipment found in our cars and trucks. So we are used to being cautious and alert to the traffic around us. I've always said the Motorcycle Safety Foundation RiderCourse I took many years ago improved my driver awareness more than all the experience I had on the road up to that point. I would recommend every motorist take the course, even if they have no intention of becoming an avid biker.

The most valuable driving lesson I learned through my Motorcycle Safety Foundation instructor is that, especially on a bike, you need to anticipate what is going to happen 100 yards, 500 yards, a mile and 2 miles down the road in front of you. Little indicators like watching the eyes of a driver stopped at a crossroad or looking to see which direction that driver is turning his wheels before pulling away from a stop sign can save your life. And whether I'm on two wheels or four, I pay attention to the little things.

You should, too. Especially when you're carrying a heavy load of wastewater or towing a trailer full of view-blocking restrooms.

SCARY STATISTICS

Driver safety and awareness should always be part of ongoing training for your crew. But why do I bring this topic up now? There are several reasons: First, coming out of the pandemic, folks are hitting the roads in greater numbers and they are a little rusty with their skills. Second, school is starting up and this puts a lot of families and new drivers on the road daily.

And third, the AAA Foundation for Traffic Safety recently released its annual Traffic Safety Culture Index that shows startling trends in distracted driving, speeding and drivers using drugs and alcohol. Anecdotally we all might agree that it's becoming riskier to run your service routes these days, but these AAA findings — from a sample of 2,613 licensed drivers — validate your concern about the bad habits of the motoring public.

CONSIDER THIS:

- Cellphone use behind the wheel has jumped 30% since 2013, with 49% of respondents saying they have recently talked on a hand-held phone and 35% saying they have sent a text or email while driving. This is happening even though 58% think cellphone use while driving is a significant threat and 78% say texting while driving is a significant danger. Half of drivers said they regularly see others emailing or texting behind the wheel.
- Just over half of motorists said they've recently driven 15 mph or more over the speed limit on the freeway and 10 mph or more over the limit on residential streets. That's despite the majority of drivers saying speeding like this is unacceptable.
- About 43% of drivers admitted recently driving through a stoplight that has just turned red even though they could have stopped safely. That is happening even though 93% of drivers view this as an unacceptable behavior.

I've always said the Motorcycle Safety Foundation Rider Course I took many years ago improved my driver awareness. ... I would recommend every motorist take the course, even if they have no intention of becoming an avid biker.

- Distracted driving (88%) topped the list of risky behaviors drivers are concerned about. Aggressive driving (68%), drivers using drugs (55%) and drunk driving (43%) were the next-biggest concerns of those surveyed.

ENCOURAGE AWARENESS

Just like when you're traveling the open road on your motorcycle, these statistics should put you on the defensive, especially when thinking about your crew spending all day in the cabs of their trucks. Maybe it's time to focus more attention on driver safety. Here are a few ways you can start:

ADD DRIVING TO THE SAFETY MANUAL

Hopefully you have an employee manual covering safety procedures

while servicing portable sanitation equipment. If you haven't already, extend written safety rules to include driver behavior. Set expectations for remaining citation-free and following all regulations regarding speed limits, following distance and daily safety inspections for each truck.

INSTALL DASHCAMS AND ELECTRONIC TRACKING

Electronic monitoring devices protect you, your driver and your equipment from damage and liability. A dashcam is helpful in proving who is at fault in legal disputes over a crash. This is important to note, given the AAA numbers about distracted driving. Tracking equipment will show you when drivers exceed the speed limit and encourage them to stay on course to finish the route quickly and efficiently. This technology is getting more affordable and accessible all the time and should be added to every truck that is used daily.

DEVELOP A PROTOCOL FOR COMMUNICATION

Plan for how your drivers will check in with you and your dispatchers during their daily routes. Depending on your location, cellphone use may be banned or restricted to hands-free equipment while the truck is moving. Come up with a plan for handling alerts. Here's an easy procedure: When the phone rings, pull over as soon as you can safely do so and call back. Send emails to drivers and have them routinely check for messages when they get to their next stop. Resist sending any immediate notifications if you can.

HOLD SAFETY TEAM MEETINGS

Reinforce safe driving messages in regular meetings with your team. Address a new topic every month and remind drivers of the great responsibility they have behind the wheel of a work truck. Explain how insurance claims and vehicle downtime due to crashes impact the bottom line — and ultimately their wages and job security.

RIDE ALONG WITH YOUR DRIVERS

Every six months, plan to hop in the truck with each of your drivers and observe how well they are adhering to driver safety training. Create a checklist covering a variety of best practices behind the wheel and keep a record of how they're performing. Reinforce good safety measures in real time as they drive down the road. Create a report and put it in their personnel files, and give them a few goals for improvement to reach before the next ride-along.

SAY IT AGAIN AND AGAIN

Take every opportunity to drive home these important safety messages. Considering the latest numbers from AAA, careless driving and disregard of traffic laws are reaching epidemic proportions. You want your crew to make it home safe and sound at the end of each workday. The best way to do that is by constantly teaching your drivers to follow best safety practices on the road. ■

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AVOIDING THE CLASH

How to Mediate Employee Discord

As a team leader, you may find yourself frustrated by employees who clash and whose squabbles spill over into poor morale or lackluster customer service. Read this online article to see what you, as team leader, can do to broker a truce.

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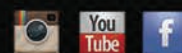
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By Jeff and Terri Wigley

Don't Wait Any Longer to Create a Company Policy Manual

Changes brought on by the COVID-19 pandemic are an important reminder that you need to write down rules for employees to follow — particularly where safety is concerned

QUESTION: We have been in business for a little more than a year, and our workload has increased tremendously during the COVID-19 pandemic due to multiple services per week and the rental of sinks and hand-sanitizing stations. We have company procedures and other documents, but we have not formalized all this information into a single company policy manual. In addition, we have also created several documents to meet health and safety concerns regarding the COVID-19 situation. Could you make suggestions on organization of a company policy manual?

ANSWER: You are doing an outstanding job in producing procedures as a startup company. Formal, written guidelines are extremely important for any company, and your realization of this fact is commendable. The additional health and safety documents you have created to address the pandemic should be included in your company policy manual as well.

First we have a disclaimer: We can only make suggestions based on best business practices in our industry. Each company is unique in terms of its business model, equipment, employees, compensation, benefits, etc. In addition, state and local rules and procedures vary throughout the country. Please view this as a general model to build upon based on the complexity of your business.

The purpose of a written company manual is to formalize the policies, procedures, organization and culture of the business. All employees, managers and owners should then be synchronized to provide the absolute best customer service in their marketplace.

With the COVID-19 pandemic, written company policies educate and protect both employees and customers. Many companies have chosen to include excerpts of these policies on their websites and on social media to communicate their desire and intent to operate a safe portable restroom company.

Our suggestions for organization and content of a company policy manual include the following sections. Again, the organization of your sections and the order of appearance will vary.

GENERAL OVERVIEW

This introductory section generally includes an area where employees sign that they have read, understood and will abide by all the policies. The company generally includes the equal opportunity clause (that it does not discriminate on basis of race, sex, religion or national origin).

The traditional requirements of hard hats, steel-toe boots, reflective vests, eye protection and rubber gloves has served our industry well in the past. With the advent of COVID-19, face masks, face shields and hand sanitizers in the truck are almost universally required.

CONFIDENTIALITY

Certain information should remain confidential. Generally:

- Numbers of units and equipment owned by the company
- Names and locations of customers
- Prices of products and services
- Employee salaries, benefits and evaluation information
- Company benefits

The specifics vary widely between companies, but the basics of policies regarding compensation, holidays, vacation and attendance should be addressed. Other potential benefits could include a uniform service, health insurance and retirement plans.

BUSINESS CONDUCT GUIDELINES

Maintain integrity in the workplace and with customers at all times. A list of possible disciplinary offenses includes:

- Falsification of information
- Disregard of the safe operation of company vehicles and equipment
- Violating safety rules
- Insubordination
- Actual or threatened violence
- Firearms, weapons, alcohol, or illegal drugs or substances
- Removal of company records
- Destroying, misusing, or damaging company, customer or employee property or records
- Sexual harassment
- Misconduct
- Unsatisfactory performance
- Absenteeism

SAFETY

This has always been important to any business. Now, with COVID-19, the policies and procedures for health and safety are crucial. The suggested placement of this section immediately after the basic information and before any other specific information pertaining to the individual jobs, procedures and responsibilities emphasizes the importance of safety. Suggested topics could include:

- Abide by all driving rules and regulations
- Possession of both a valid driver's license and a valid Department of Transportation medical card
- Wearing seat belts and employing hands-free technology while driving
- Adherence to Occupational Safety and Health Administration rules on the job site
- Properly securing company equipment for transport
- Precheck and post-check company vehicles
- First-aid kit and basic knowledge of minor first-aid procedures in the field or in the office; in addition, a report should also be filed with the office in the event of an incident
- Incident report forms and the need for immediate communication with the office in the event of an incident
- Personal protective equipment

PPE is extremely important in our industry and has grown in importance since the pandemic began. The traditional requirements of hard hats, steel-toe boots, reflective vests, eye protection and rubber gloves has served our industry well in the past. With the advent of COVID-19, face masks, face shields and hand sanitizers in the truck are almost universally required. This equipment provides safety for the employee, and some PROs have elected to share this information with their customers so they can feel at ease with their portable restroom provider.

One other suggestion that has been effective is the complete cleaning and sanitizing of all PPE at the end of the day. Some companies also require the route service technicians to leave their boots and uniforms at the office and to wear their personal attire home. This protects the employees' families as well.

EMPLOYEE GENERAL HEALTH SIGN-IN FORMS

Some PROs have instituted this safety measure to monitor illness and the potential spread of COVID-19. The forms are basic and ask each employee if they feel sick, if anyone in their family is sick and if they know of any fellow employees who may be sick. Depending on the occurrence of COVID-19 in some areas, as well as the total number of employees, some PROs have instituted a temperature check as well. This safety measure protects employees and their families, as well as customers. This is yet another safety measure you may want to share with your customers.

SERVICE PROCEDURES

This section of the policy manual explains the proper method of cleaning all equipment, both in the yard and in the field. Other suggestions would include procedures for manually servicing portable restrooms that are inaccessible, disposing of waste at the approved wastewater facility and handling accidental spills in the field.

As a result of the pandemic, the need for hand-wash sinks and hand-sanitizing stations has increased tremendously. Perhaps during these times special care and emphasis should be placed on the service of this equipment. Best practices dictate technicians using a separate wand and gloves for pumping the sink. "Nonpotable water" decals should be prominently displayed on the hand-wash sink. With the increased number of sinks on job

sites and at special events, care should be taken to ensure this equipment is placed so it is accessible to be serviced.

COMPANY ASSET AGREEMENT

Some PROs issue equipment such as cellphones and tablets to employees, and this form puts the responsibility of safe operation and possession in the hands of the employee.

EVALUATIONS

The suggested placement of this section at the end of the policy manual infers that each employee has read the entire manual up to this point and is aware of all policies, procedures, benefits and expectations. A written evaluation form presented before an evaluation period and then used as the evaluation document at the end the specified period is a good common practice.

OTHER

We have seen some policy manuals where an appendix may contain a glossary of terms, history of the company, parking plan, etc.

FINAL THOUGHTS:

While we make these suggestions, each PRO must tailor this document to meet his or her own needs and circumstances and special areas where acknowledgement of the COVID-19 pandemic is important to both employees and customers alike. In addition, from a public health perspective, the PRO is demonstrating that a serious and conscientious effort is being made to ensure safety. Finally, this is a living document that should be reviewed, updated and amended as necessary. In 2019 company policy manuals, COVID-19 was an unknown term. ■

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Robert and Wendy Garland started their restroom company in 2008. Here they are shown with one of their trucks, built out by Crescent Tank and running a Masport pump. (Photos by Oliver Parini)

JUST *THE* TWO OF US

A New Hampshire couple is content with keeping a small inventory of restrooms and concentrating on personal service

By Ken Wysocky

People get into the portable restroom business for a variety of reasons. For Robert and Wendy Garland, two factors converged: a need for lifestyle flexibility and a lack of local portable sanitation providers in the Mount Washington Valley in central New Hampshire.

By establishing Garland Waste Services in 2008 in the town of Center Conway, the couple checked off both of those boxes. While summers are extremely busy, winters are slower, providing more time for the Garlands to take family vacations and enjoy other activities with their 14- and 10-year-old sons, Lincoln and Jackson.

Furthermore, fueled by demand, the business has slowly grown to two service trucks and about 240 restrooms, plus a restroom trailer, up from one truck and 40 restrooms in 2008. About 70% of the company's business comes from monthly rentals, primarily for construction sites, while special event rentals accounts for the balance, says Wendy Garland.

"It was daunting at first," Garland says, who left a job in banking to give portable sanitation a shot. "We had never really worked for ourselves before. I had always worked for someone else, and Robert worked for his parents' solid-waste hauling company.

"There's a lot more responsibility when you run your own business," she continues. "But it's also a lot more gratifying when you succeed."

For years, Robert Garland had expressed interest in portable restrooms because his parents' business served many construction sites. He noticed no local company was supplying the restrooms required by law for construction workers. In addition, he felt he could leverage relationships already established with contractors through the garbage-hauling business.

Garland Waste Services Center Conway, New Hampshire

Owners: Robert and Wendy Garland

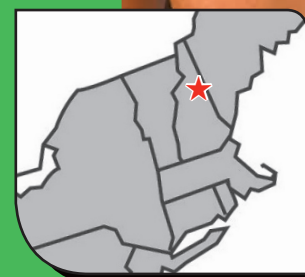
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Employees: 2

Services: Portable restroom rentals & service

Service area: Central New Hampshire

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Right: From left, Robert, Jackson, Lincoln and Wendy Garland pose in front of a row of PolyJohn restrooms at Garland Waste Services in Center Conway, New Hampshire.

Below: Lincoln Garland empties a restroom holding tank.



But she resisted. “I always said, ‘No way, not port-a-potties,’” she recalls. “But he finally wore me down, and I said, ‘Fine, let’s do it.’ He thought the two businesses would work hand-in-hand, and he was right.”

HUMBLE BEGINNINGS

The couple started by investing in a used 1997 Ford truck and 40 PolyJohn restrooms. They started out slowly by design; at the time, Robert was still working for his family’s trash business, plus their children were younger, which made the couple hesitant about trying to do too much, too fast.

“Between hauling garbage and doing restrooms and with small children at the time, we just couldn’t do any more,” she says. “Robert was doing garbage because we needed that paycheck. Plus he did restrooms, too.

“There’s a lot more responsibility when you run your own business. But it’s also a lot more gratifying when you succeed.”

WENDY GARLAND

And I wasn’t doing as many restroom deliveries back then because the kids were so much younger.”

But things changed in 2015, when they determined the restroom business was established enough that Robert could leave the garbage business and focus on restrooms full time.

Even though Garland Waste Services was founded at the beginning of the economic recession of 2008, the business still grew steadily. Financially, every year has been better than the year before, Garland notes.

The secret sauce? A commitment to customer service.

“We work hard to make customers happy,” she explains. “When we deliver a restroom trailer, for example, we give them a cellphone number to call if they need help. We want things to be right.

“And when we drop it off, it’s been thoroughly cleaned the same way I’d like it to be if it were my event. We take a lot of pride in that.”

DIVISION OF LABOR

Learning how to divide responsibilities required a learning curve. Working together as a husband-and-wife team also poses its own challenges at times, Garland notes.

“We finally accepted the fact that to make this business what we want, we both have to work and work hard,” she says. “We kind of resigned ourselves to the fact that summers are our time for hard work and winters are our summer, when we vacation with the kids. We both want to retire eventually, and to do that, we need to make this work. Ultimately, this common goal is what drives us.”

Garland handles the books and manages the office year-round. During summers, she also delivers restrooms and sets up and breaks down special events. “I’m in a truck three or four days a week,” she says.

At the same time, Robert handles the majority of the pumping and cleaning duties at both special events and for monthly rentals at parks, construction sites and the like, she says.

In winter, he’s responsible for almost all of the restroom deliveries and servicing.

In short, cooperation, communication and flexibility is the key to a good working relationship that also translates into maintaining a good marriage.

“We split things up as best we can,” Garland explains. “If I get done early, I call or email him and ask what he has left to do, and we divide and

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Left: Jackson Garland helps out in the yard, spraying down PolyJohn restrooms.

conquer from there. Plus the phone rings constantly, so I handle a lot of those last-minute requests.”

The business became even more of a family affair last summer when the couple integrated Lincoln and Jackson into the workforce. “They spent

more time in the truck than in a pool,” she says. “Some days they’re happier about that than others.”

But it also provides for teachable moments, such as the value of hard work and self-sacrifice. In other words, if they want to go skiing on weekends in the surrounding White Mountains, they have to clean portable restrooms in the summer, she notes.

OPERATING STAPLES

The company relies on two service trucks: a 2016 Dodge 5500 with a 550-gallon waste and 250-gallon freshwater steel tank and a 2003 GMC 3500 with a 300-gallon waste and 150-gallon freshwater aluminum slide-in unit. Both trucks were built out by Crescent Tank and both feature Masport pumps.

The Garlands opted for a slide-in tank because it fits in a more maneuverable 3/4-ton pickup truck. Plus, it’s more economical than investing in another large vacuum truck.

Both trucks have four-wheel drive because of the harsh New Hampshire winters and tough, mountainous terrain. “We service some restrooms in winter, and we never know what the road conditions will be like,” Garland says. “We also service a lot of construction sites on mountain properties that are not easy to get into and out of.

“Plus, there’s always our ‘mud’ season in March and April, when the snow starts to melt,” she adds. “No matter how bad it gets, we still need to get places.”

In addition, the nearest treatment plant is in Berlin, about an 80-mile round trip through mountainous terrain. “We have to travel through

“Right now, outdoor barn weddings are huge. But five years from now, that might not be the big thing anymore. Or construction might keep increasing, in which case we’d stay with it. We’ll go where the markets take us.”

WENDY GARLAND

WE LIKE STAYING SMALL

Many business owners measure success by how much they grow year after year. But Robert and Wendy Garland prefer to take a different approach for their family business, Garland Waste Services, located in New Hampshire.

In the 12 years since the company was established, they’ve grown to just 240 restrooms, up from 40 initially. That means on average the company has purchased about 17 new restrooms a year since 2008. But staying small has its advantages.

First, fewer customers means it’s easier to provide quality personal service, according to Wendy Garland. “It’s not like we have so many customers to service that we just quickly pump out their restrooms and that’s all they’re getting for that week,” she explains. “Plus, we’re able to show up every week when we say we will. No matter what the weather or the road conditions, we’re there when we say we’re going to be there.”

Customer service has taken on added importance since the company’s inception. When the Garlands started out, there weren’t any competitors. Now there are a half-dozen. None of them are located in the Mount Washington Valley, which means they have to travel more than an hour to service customers in the Garlands’ backyard. But competition is a good thing because it forces companies to keep the bar for service raised high, she says.

In addition, staying small enables the company to completely sidestep an issue plaguing thousands of small contractors these days: finding qualified employees. “Honestly, the smartest business move we made was to stay small so we don’t need more employees,” Garland says. “I also like the fact that Robert and I can work together ... that we have the flexibility to juggle things around to make time to do what we want to do.”

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Robert Garland moves a PolyJohn restroom in the company yard.

a 'notch' (similar to a mountain pass) to get there, which isn't fun in the winter," she points out. "It's a steep, windy road."

The business owns about 240 restrooms, most of them PolyJohn Fleet models, and one hand-wash station from PolyJohn. The couple also invested in a five-station restroom trailer from Lang Specialty Trailers.

For cleaning supplies and chemicals, the company prefers products primarily made by J&J Portable Sanitation Products. Garland especially likes Truex liquid deodorizer, which the company buys in 55-gallon drums. "We feel the liquid works better: The scent is so much stronger than the granules," she explains.

MORE INFO

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www.masportpump.com
See ad, page 9

PolyJohn
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www.polyjohn.com
See ad, page 44

HOLDING PATTERN

Looking ahead, the couple has no plans to expand the company's service territory or grow beyond 300 restrooms — not even after the boys are in college. "Right now our thought is to keep it the way it is until the kids decide to either take over the business themselves or do their own things and we sell the business," Garland says.

However, the couple is open to shifting the company's business mix away from monthly rentals and more toward special events, which offer better profit margins. "We'll have to see how the market goes," Garland says. "Right now, outdoor barn weddings are huge. But five years from now, that might not be the big thing anymore. Or construction might keep increasing, in which case we'd stay with it. We'll go where the markets take us."

As for one or both children eventually buying the business, Garland says it's an option — but not their only option. She and Robert want them to do whatever makes them happiest.

But one thing is for sure: Garland is glad she finally relented and gave portable restrooms a try.

"As I look back at the last 12 years, things couldn't have worked out much better," she says. "We're happy about and proud of what we've accomplished." ■



The Garland family is shown with one of their two trucks, built out by Crescent Tank and using a Masport pump. Left to right are Robert, Jackson, Lincoln and Wendy Garland.



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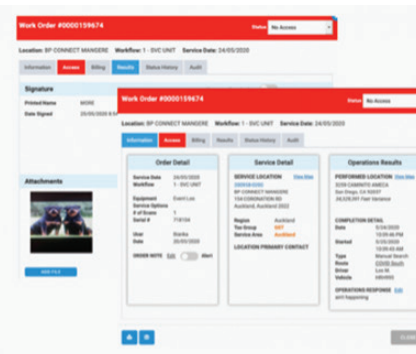
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Lengths	8' - 53'	8' - 32'	8' - 53'
Frame Construction	12" I-beam	Steel	Steel
Shell Construction	Aluminum/Composite in multiple colors	Steel shell/Bonded Aluminum	Steel-framed walls and roof to create a fully welded cage structure
Deck Construction	Lifetime warranty 3/4" tongue and groove	Steel/Marine-grade tongue and groove	3/4" marine-grade plywood with vapor barrier
Floor Joist Specs	2" steel tube 16" OC	Steel tube 16" OC	Steel tube spaced 16" OC
Weight (lbs.)	3,200 - 21,000	Varies according to size	2,800 - 15,000
Interior Trim	FRP, aluminum, and vinyl luxury – amish wood and HPL	Varies according to model	Caulked solid oak trim standard or aluminum trim as an upgrade
Fixtures	Delta commercial faucets, domestic and thetford toilets, toto urinals, solid surface counters, custom options	Delta metered faucets, water saving toilets with china bowl, solid surface countertops	Solid surface sinks, residential-size toilets, heavy-duty all-aluminum steps
Flooring	One-piece designer vinyl, LVT planks, Rhino Liner commercial rubberized coatings	Heavy-duty vinyl or rubber – varies according to model	Sheet vinyl (standard), coined rubber as upgrade
Warranty	5-year complete on structural components, frame, tanks, axle	3-year	5-year on frame, 3-year on everything else
Waste Tank Sizes (gal.)	100 - 2,000	Varies according to size	300 - 1,800 Tanks matched to trailer size
Fresh Tank Sizes (gal.)	75 - 600 Up to 2,000 with multiples	74 - 200 Varies by model	130 - 450 freshwater tanks
Additional Standard Features	High-efficiency A/C, seamless trussed radius roof, 32" aluminum doors, self-leveling aluminum steps, LED lighting, locking cabinets and hatches, bottom discharge waste tank, winterization drain, 20 amp electrical circuits, Goodyear tires.	Heavy-duty undercoated steel frame, torsion axles, integral trailer skirting, fastenerless exterior, seamless aluminum roof, roll-out or fold-up steps, aluminum wheels, LED lighting.	All aluminum exterior to eliminate unsightly rust. One-piece aluminum roof to reduce chance 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. Water-resistant Advantech plywood used in our wall construction. Heavy-duty steel core doors with hydraulic closures and keyed alike locks.
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Trailer Series	Forest River Mobile Restroom & Shower Trailers	Smart Shower, Smart Sinks	Restroom Trailers, Shower Trailers, Laundry Trailers
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Frame Construction	Steel	Aluminum tube	12" steel I-beam
Shell Construction	Bonded aluminum	Gel-coat fiberglass	Composite (gel-coated fiberglass)
Deck Construction	Marine grade plywood	Forever Floor	Composite
Floor Joist Specs	Steel 16" OC	16" OC	Steel tube on 16" centers
Weight (lbs.)	2,800 - 9,200	9,990, 5,500	3,000 - 21,000
Interior Trim	PVC & non-wood	Custom decorative FRP and anodized aluminum	Varies by model
Fixtures	Commercial metered	Durable lightweight 8 showers with 4 sinks, 10-12 sink stations	Delta metered faucets, Dometic low flow toilets, waterless urinals
Flooring	One-piece rubber standard	Seamless	One-piece vinyl
Warranty	3 years	2 years	3 years
Waste Tank Sizes (gal.)	170 - 850 heavy-duty PE	970, 645	200 - 1500
Fresh Tank Sizes (gal.)	110 - 125 heavy-duty PE	200, 500	105 - 600
Additional Standard Features	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.	Patented cartridge safety stair system 8 stall shower, weight under 10,000 lbs..	Seamless gel-coated fiberglass interior / exterior walls, roof, and subfloor. 1/2" thick poly waste tank, 13,500 BTU air conditioner(s) with 5,000 BTU heat strip(s). Slide-out self-leveling stairs with landing. Large mechanical room door for easy access. Steel freshwater tank surround. LED interior, exterior and DOT lighting. Metered faucets, paper towel dispensers and toilet paper dispensers.
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Frame Construction	All-steel 10" frame with removable tongue	Steel	E-coated steel with 20k adjustable coupler and 7k tongue jack
Shell Construction	Heavy-duty steel shell, formed with a continuous welded leakproof construction	1/2" high-density polyethylene plastic Majestic - high-grade smooth fiberglass	Aluminum tube with insulation. Fiberglass interior and exterior on a composite backer
Deck Construction		Steel, aluminum diamond plate	Exciting announcement coming soon
Floor Joist Specs	All-steel channels	Steel	E-coated steel tube
Weight (lbs.)	4,800	1,400 - 6,100	Varies
Interior Trim	Complete white fiberglass reinforced plastic anti-graffiti interior wall and ceiling surface	Polyethylene/proprietary extruded aluminum, Majestic - high-grade smooth fiberglass, Brushed aluminum ceilings	Water & mold resistant PVC
Fixtures	Polished stainless steel countertops and sinks with self-closing faucets, water-saving flush toilets and urinals	Chicago auto-off faucets, Dometic porcelain toilet with Teflon seal	Metered faucets, molded sinks, wall to wall solid surface tops, water saving toilets and urinals. Options available
Flooring	Full-length aluminum safety walk floor	Weatherproof grey carpeting, Majestic - Planked linoleum composite, Pelham Maple	Transit grade options
Warranty	Full manufacturer warranty	1-year	Varies based on item. 3-year craftsmanship
Waste Tank Sizes (gal.)	240 US all-steel holding tank, hot-dipped galvanized after welding, 2" vent stack, 3" drain	VIP & Prestige 65, Diplomat 90, Majestic shared tanks - dual 150/quad 300	400-1100 higher strength, high-density polyethylene with bottom sump
Fresh Tank Sizes (gal.)	200 US supply tank, high-density polyethylene	VIP & Prestige 40, Diplomat 55, Majestic shared tanks - dual 90/quad 180	Varies with options available
Additional Standard Features	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/Teflon seal, sink, trash, and mirror. 125 to 580 average uses. LED Int. /Ext. lighting with power roof vent standard except VIP Classic.	Torsion axles with aluminum wheels and radial tires. Air conditioning with heat. Entry steps with a porch and full length railings.
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Trailer Series	Satellite Suites Millennium Edition
Lengths	8' - 28'
Frame Construction	Steel I-beam
Shell Construction	Seamless gel coat
Deck Construction	Poly - Fiberglass
Floor Joist Specs	16" on center - Steel
Weight (lbs.)	4,000 - 12,000
Interior Trim	Powder coated/painted
Fixtures	Chrome Delta metered faucets, Thetford toilet, Stile IHG, stainless steel and/or vessel sinks
Flooring	Commercial seamless
Warranty	3 years
Waste Tank Sizes (gal.)	275 - 1,150
Fresh Tank Sizes (gal.)	105 - 400
Additional Standard Features	LED lights, mood lighting, vessel sinks, Toto urinals, A/C, accent wall, stainless subway tile.
Options	Heat, water heat, Arctic package, Bluetooth, tank monitor, GPS tracking, solar.



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Hot rods are one of the main attractions at the Symco Hotrod & Kustom Weekender event in Wisconsin. (Photos by Cory Dellenbach)



The team at Wisconsin's Crockett Septic gets in the way-back machine to serve the fun-fueled Symco Weekender hot rod event

By Dee Goerge

KUSTOM CARS AND ROCKABILLY MUSIC

THE TEAM

George Van Stedum, owner of Crockett Septic, has been in the portable restroom business since 2015 in Wisconsin Rapids, Wisconsin. The team includes his partner Lori Leggett, office manager and part-time driver; Todd Ross, septic driver; restroom service drivers Douglas Kelley, Jacob Kelley and Mason Wirtz, who also handles shop maintenance; Kathy Trzebiatowski, appointment scheduling; Kazmira Kasten, part-time seasonal cleaning and event setup; and Brian Dye, part-time invoice mailing. For the Symco Hotrod & Kustom Weekender, Van Stedum was on location for the duration, assisted by Leggett. They also received help from Leggett's son-in-law, Josh Linzmeier.

COMPANY HISTORY

Leggett and Van Stedum worked together at a warehouse when a family friend called Leggett asking if she had the phone number for a Realtor to sell Crockett Septic. Van Stedum recognized an opportunity and bought the company. After learning the ropes of the septic business, they expanded with portable restrooms. They attended the 2015 Water & Wastewater Equipment, Treatment & Transport (WWETT) Show and talked with vendors and busi-



Service included spraying the dust off the outside of the restrooms. George Van Stedum used a Generac Mobile pressure washer to accomplish the task.



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Right: George Van Stedum straightens a row of restrooms from Satellite | PolyPortables.

Below: One of the Crockett Septic rigs serving the event was a 2017 Ram 5500 built out by Imperial Industries and running a Masport pump.

ness owners to learn as much as they could. Within a year, they purchased two portable restroom companies. Crockett Septic has seven trucks for the portable restroom business and more than 500 portable restrooms, 50 hand-wash units and other equipment. The business covers six counties, with “the unwritten rule that all the big events are at least an hour away from the shop,” Van Stedum jokes.

MAKING CONNECTIONS

One of their first events was the 42nd Annual North Central Wisconsin Antique Steam & Gas Engine Show in 2015. After the event, they were contacted by a Union Thresheree Club member to discuss servicing their 50th anniversary in Symco in 2017. John Spence, event promoter for the Symco Weekender held in the same location, noticed the restrooms at the Thresheree. Spence asked Van Stedum to contact him, and they contracted to provide restrooms and services in 2018.

THE MAIN EVENT

In its 12th year, the Symco Weekender, held Aug. 9-10, 2019, filled up the nearly 100-acre site with 600 cars and trucks from the 1920s to 1960s, as well as about 140 vintage campers among more than 700 campsites filled along the Little Wolf River that runs through the grounds. Besides hot rods to check out, the site has a man-made midcentury Americana town including a post office, hair salon, working blacksmith and print shops, along with the world-famous Unionville Saloon that was built in 1896. There were food vendors and events for families during the day and adult activities in the evening — flamethrowing cars and burnouts for gearheads, as well as mini-bike races and parade. A pinup contest dictates ‘40s and ‘50s wear only, and campers typically wear swimming wear from that era as they enjoy activities on the river. Honky-tonk and rockabilly music played from Thursday, when campers pulled in, through Saturday evening.

BY THE NUMBERS

Crockett Septic already had 87 restrooms and hand-wash stations from Satellite | PolyPortables and T.S.F. on site for the Thresheree event a few weeks prior to the Symco Weekender. Van Stedum met with Spence before the car event to work out details and restroom placement. Based on in-



“They see us come through with backpacks, so everything is stocked and they appreciate the extra effort.”

GEORGE VAN STEDUM

creased attendance in 2018, 11 additional units were added in 2019 for a total of 111 portable restrooms. The increase was merited, as the number of full campsites increased by 30% from the year before. More than 10,000 people attended the 2019 Symco hot rod event.

Crockett Septic delivered 23 additional restrooms, a handicapped unit and seven more sinks to accommodate the car show. They went through the units already on site to make sure they were fresh and clean before the event. In addition to standard restrooms, Crockett Septic set up two TJ-KID units from T.S.F., one Satellite | PolyPortables family changing station unit and nine hand-wash stations from T.S.F. The units were delivered with a 2007 Hino 268A truck with a 1,000-gallon waste and 350-gallon freshwater flat Crescent tank and Masport pump that can also haul 10 units.

“We set up 16 banks of restrooms,” Van Stedum says. All were lighted with either solar-powered LED J-Lights (J&J Portable Sanitation Products) or battery-powered LED motion lights (Satellite | PolyPortables). They set up 46 units for the campground area.



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Right: George Van Stedum replenishes paper towels in a T.S.F. hand-wash station. His truck is a Ford carrying an Abernethy Welding & Repair tank and Conde (Westmoor) pump and built out by Crescent Tank.

Below: A minibike rider cruises past Crockett Septic equipment from T.S.F.



KEEPIN' IT CLEAN

Van Stedum arrived on Thursday. Leggett and Linzmeier were there for part of the weekend to help. For servicing, they used a 1997 Ford F-800 with a 1,600-gallon waste and 400-gallon freshwater tank from Abernethy Welding & Repair (the truck was built out by Crescent Tank), as well as a 2017 Ram 5500 with a 650-gallon waste and 300-gallon freshwater tank and Generac Mobile pressure washer built out by Imperial Industries. Pumps are from Masport and Conde (Westmoor).

Van Stedum, Leggett and Linzmeier serviced the restrooms starting at 3:30 a.m. on Friday and Saturday. Two additional rounds were made on Saturday to add paper and check on the restrooms. They also checked the T.S.F. hand-wash station to begin each service day.

"They see us come through with backpacks, so everything is stocked and they appreciate the extra effort," Van Stedum says. He and Leggett use their camper for a place to sleep during the event. They park on the edge of the campground next to their 2007 Sterling, carrying a 2,500-gallon Imperial Industries steel tank with a National Vacuum Equipment pump. "The 2,500-gallon truck is my backup and transfer truck," Van Stedum says. It comes in handy for events to provide storage for restroom waste.

The year before, the three trucks had enough capacity for the weekend without going to a treatment plant. But that was not the case in 2019. Van Stedum unloaded 1,000 gallons on Friday, and all the trucks were full again after the Saturday early morning service.

Being onsite helps keep him on top of issues that come up, Van Stedum says. For example, one bank of restrooms was getting a lot of use, so he moved over a couple of reinforcements. He arrived early enough to accommodate vendors and volunteers setting up and to set up and clean eight restrooms that tipped over during a windstorm Wednesday night.

LITTLE EXTRAS

Having a septic truck onsite is not always well-received because of possible odors. Crockett Septic uses cherry-scented pump oil from J&J to mask

odors. They used the same cherry scent from Truex squeeze bottles and J&J deodorants and J-Disks in all the restrooms. Another feature attendees appreciate is the LED motion lights installed in every restroom; they also make it easier for workers cleaning restrooms at night.

WRAPPING IT UP

On Sunday afternoon, the trucks were driven to the treatment plant to be emptied before pumping the restrooms on site. With three transport trailers (homemade or McKee Technologies - Explorer Trailers) and the Hino truck to haul up to 48 units, some of the restrooms were returned to Crockett Septic's shop on Monday. Others were pumped, cleaned and moved directly to another site for another nearby threshing event a couple weeks later. "We had everything cleared out by midweek," Van Stedum says, with two crews working during the day and more help at night. ■

MORE INFO

Abernethy Welding & Repair, Inc.
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www.abernethywelding.com

Crescent Tank Mfg.
585-657-4104
www.crescenttank.com

Generac Mobile
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Imperial Industries, Inc.
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Mike Adams



PolyJohn Remembers Its Rich Past, Looks Toward a Future of Change

The coronavirus pandemic reinforced the importance of the portable sanitation industry and will encourage the public to demand heightened service | By Jim Kneiszel, Photos courtesy of PolyJohn

PolyJohn has manufactured equipment for the portable restroom industry for nearly 40 years, producing several restroom unit models, sinks and sanitizer stands, holding tanks, trailers and accessories. The products are placed for workers on construction sites, both on the ground and in high-rise applications. They also serve the public in various locations, such as parks, special events, large festivals, sports venues and roadside rest stops. As the needs of our workforce and the public have changed over the years, PolyJohn has evolved its offerings.

Portable Restroom Operator (PRO) talked to PolyJohn's managing director, Mike Adams, to learn more about the company and the future its leaders see for the portable sanitation industry.

PRO: Can you share the story of how PolyJohn began and what the company profile looks like today?

ADAMS: PolyJohn was formed by George Harding, Ed Cooper and George Hiskes in the mid-1980s. Harding was the ultimate entrepreneur and had been involved in other industries including boat building and motion pictures and worked with the Defense Department prior to partnering with Cooper and Hiskes. Harding held the original patent on a plastic portable restroom. In the early 1990s, company ownership evolved, and PolyJohn is now owned and managed solely by the Cooper family. PolyJohn manufactures its own products in Whiting, Indiana, and Orillia, Ontario, with strategically located distribution facilities around the globe.

PRO: What's the biggest trend you have seen in the portable restroom industry during the past 10 years?

ADAMS: The public is demanding nicer facilities. Restroom trailer units, flushable portable restrooms and hand-washing equipment have gained popularity and will continue to grow and evolve to meet the public's wants and needs.



Above The extrusion line is where plastic pellets are made into sheeting.

PRO: What is the next innovation you expect in portable restrooms and why?

ADAMS: Like any industry, technology will be a driver for innovation. What that will look like is yet to be determined, but we can envision many possibilities. Regulation will also be a driver. We can see a time in the not-to-distant future where flushing restrooms are required across the board in the U.S. to match other countries' current and more stringent requirements.

PRO: Do you see hand-wash sinks becoming a standard feature in all portable restrooms after the coronavirus?

ADAMS: The COVID-19 situation has certainly shined a light on hand-washing and how woefully behind the curve the U.S. was in that department. Many countries currently require hand-washing in portable restrooms. The U.S. will at least have many states upping requirements on job sites and elsewhere, post-coronavirus.

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PRO: How has the durability of polyethylene restrooms improved over the years, and what is the current expected life span of your units?

ADAMS: The material itself has improved over time including UV protections, etc. PolyJohn has a proprietary UV package designed to maximize the life cycle of the product. It is not unusual to spot a PolyJohn unit that is more than 30 years old on a job site making money for one of our customers.

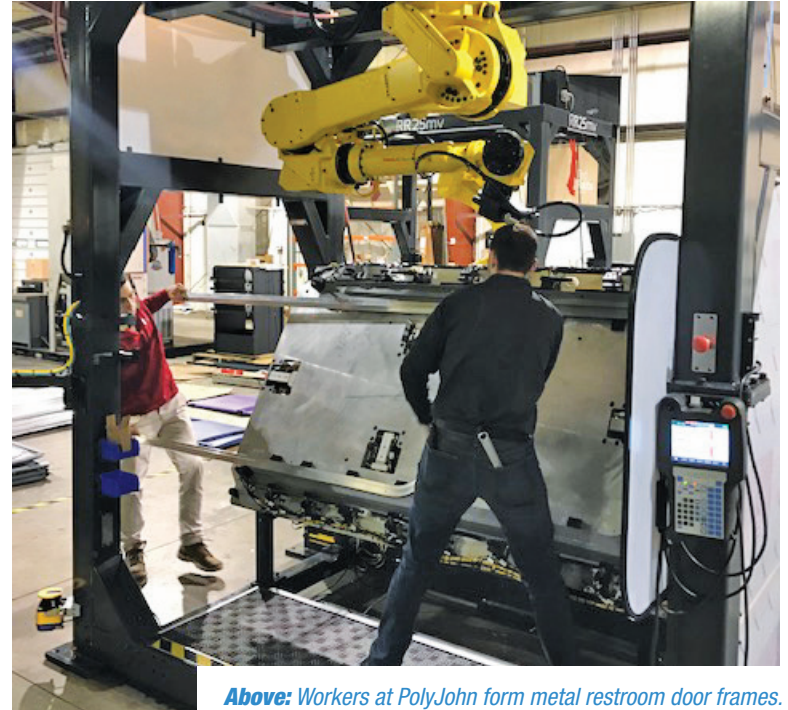
If present trends continue, you may want to consider having extra water capacity and less waste capacity in your next new truck. We spoke to one PRO who just ordered 100 gallons more water and 100 gallons less waste on their new 1,200-gallon tank truck.

PRO: What are the most popular features based on customer feedback, and what are the most common restroom color combinations?

ADAMS: Every customer has a different reason they buy a particular product. From surveys we have conducted over the years, the most common characteristics PROs seem to mention when asked about restrooms are interior space, durability, ease of loading and unloading, and ease of repair. Restroom colors have shown some short-term trends over the years, but basic blue and gray are normally our biggest sellers. Features such as solar lights — and of course hand sanitizing and hand-washing options added to the standard restrooms — are also growing.

PRO: Can you explain your sustainability and environmental initiatives?

ADAMS: We recycle 100% of our scraps and trimmings. As any business does, we also look for every opportunity to reduce our energy costs and are always on the lookout for cleaner and more efficient ways to operate the machinery required to produce our products. One challenge we have not conquered as an industry is a way to recycle retired restrooms. We have made several unsuccessful attempts to offer that service to our customers over the years, however the logistics of shipping old restrooms to central



Above: Workers at PolyJohn form metal restroom door frames.

locations to be recycled proved daunting and the constant fluctuation in the price of recycled materials made it very difficult for our customers to see a return on investment for going to the trouble. Hopefully someday we will be able to solve this problem. If anyone has any ideas, please reach out to us.

PRO: What other topics impact the portable sanitation industry at this time?

ADAMS: If there is a positive in the COVID-19 era, it has been the recognition of how important our industry is to the health and well-being of the general public. My hope is that PROs seize this opportunity to evaluate what they charge for the valuable services they provide and are recognized as a critical part of the overall environmental infrastructure. I also believe that more PROs need to explore and embrace the technology that is out there regarding routing, asset tracking and the like. There are significant savings in operational costs and improved customer service opportunities available when using some of the tools that are now available. ■



Above The injection molding area is where small plastic parts are made.

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By Craig Mandli

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Cellar, Estate and Chalet interior finishes and in several exterior color combinations to match existing fleet colors. Standard features include a 535-gallon waste tank, 200-gallon freshwater tank, heavy-duty steel frame, integral trailer skirting, 2 5/16-inch adjustable trailer hitch, heavy-duty tongue jack, maple cabinetry, Corian countertops, LED lighting, and ducted heat and air conditioning. Options include flip-up steps, AM/FM/MP3 stereo and pipe-mount leveling jacks. **269-435-4278; www.arestroomtrailer.com.**

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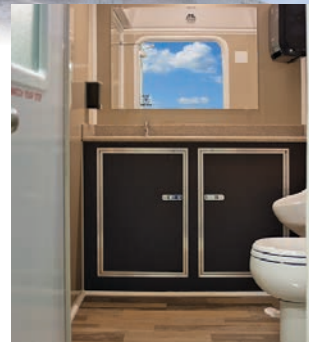
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PRODUCT NEWS

PRODUCT SPOTLIGHT

Portable sink focuses on operator-friendly features

By Craig Mandli

The main feature a PRO looks for in a portable sink is easy serviceability. For the patron using that sink, though, ease of use is key. The Tag 4 portable sink from Satellite | PolyPortables is designed to answer both calls.

The Tag 4 balances the fundamental strengths of the company's original TagAlong sink with improved design and functionality to offer a more operator-friendly, free-standing hand-wash station. It holds almost any size soap and towel dispenser. A new locking mechanism, easier suction port and freshwater tank access, plus larger handgrips on all four sides, make it a convenient, everyday option.

"The Tag 4 can be used at any location or job site that requires the use of hand-wash stations," says Michelle Amelse, director of marketing for Satellite | PolyPortables. "Because it fits in most standard portable restrooms from a variety of restroom suppliers, it's easy to transport and relocate — from special event locations to remote locations at construction sites or disaster relief areas. Also, thanks to the redesigned suction port and drain plugs on both tanks, you can service the Tag 4 more easily than ever and in tight spaces."

The Tag 4 has been enhanced with a siphon pumpout port at the base, providing easier access to isolate graywater from freshwater. The unit is serviceable from both sides, allowing graywater and freshwater tanks to be easily emptied and drained. Two stake-down holes have been added to the sturdy base to secure the unit in the field. Along with its inherent low center of gravity, the Tag 4 is built to withstand windy conditions. The unit's foot pump can also be easily accessed and maintained.

"For the past few months, the Satellite | PolyPortables team has worked hard to develop a hand-wash station with greater production capacity to quickly fulfill high demands and improved functionality to better serve our customers' needs," Amelse says. "Thanks to the advanced technology used, we were able to go from concept to functioning 3D-printed prototype to market with a fully tested, finished product with greater speed and quality than ever before." **800-883-1123; www.satelliteindustries.com. ■**



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