In the real world, one requirement that never changes is finding ways to help your crews work more safely. That’s why Altec tree care equipment is built rugged, reliable and designed with integral safety features. Our complete line of aerial devices and wood chippers is highlighted by our newest machine – the Altec LRV60-E70. It will help your crews work smarter and more efficiently. This unit combines 75 feet of working height and smooth maneuverability with the lowest cost of equipment ownership in the industry and unmatched financing options. For tree care units that help you work safer and smarter, call the company that builds them – Altec.
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**Brush Chipper Knives Presidents’ Day Sale**

<table>
<thead>
<tr>
<th>POPULAR KNIVES</th>
<th>SIZE</th>
<th>SUPER PRICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mitts &amp; Merrill, Limbco</td>
<td>4-1/4 x 2-3/8 x 1/2</td>
<td>$10.95</td>
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<tr>
<td>Bandit</td>
<td>5-3/32 x 4 x 1/2</td>
<td>$22.70</td>
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<tr>
<td>Bandit</td>
<td>5-3/32 x 4-1/2 x 1/2</td>
<td>$20.75</td>
</tr>
<tr>
<td>Morbark</td>
<td>7-1/4 x 3 x 3/8</td>
<td>$19.75</td>
</tr>
<tr>
<td>Bandit</td>
<td>7-1/4 x 3 x 1/2</td>
<td>$24.95</td>
</tr>
<tr>
<td>Bandit, Morbark, Asplundh</td>
<td>7-1/4 x 4 x 3/8</td>
<td>$18.50</td>
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<tr>
<td>Bandit</td>
<td>7-1/4 x 4 x 1/2</td>
<td>$23.50</td>
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<tr>
<td>Bandit</td>
<td>7-1/4 x 4-1/2 x 1/2</td>
<td>$24.95</td>
</tr>
<tr>
<td>Vermeer</td>
<td>8 x 3-1/2 x 3/8</td>
<td>$22.68</td>
</tr>
<tr>
<td>Vermeer, Bandit</td>
<td>10 x 5-1/2 x 5/8</td>
<td>$39.40</td>
</tr>
<tr>
<td>Asplundh, Altec, Bandit, Chipmore</td>
<td>12 x 3 x 3/8</td>
<td>$18.50</td>
</tr>
<tr>
<td>Asplundh, Altec, Bandit, Chipmore</td>
<td>16 x 3 x 3/8</td>
<td>$21.25</td>
</tr>
</tbody>
</table>

*To receive this special pricing, you must use this code: TCI203
All Brush Chipper Knives on sale. Call if your model is not shown.

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A Firm Foundation...

Every day the numbers go up a little and then they come down a little—a barometer in finance on how America’s psychology stacks up. In the middle of the roller coaster ride are people’s lives affected by lay-offs, pay cuts, increased health insurance costs, and higher gas prices.

Maybe you’ve laid off some people recently. Maybe those around you wonder if they’re next. Maybe they’ve read the numbers that project small business growth will only be 3.5 percent in 2003. Maybe their neighbors, friends, or relatives have lost jobs.

I firmly believe that the people we work with are owed a foundation of stability. No one could have predicted what happened to our economy over the last 18 months, and I’m not suggesting any of us knows what the real impact of a war on Iraq could be, nor when the recovery will be complete. However, those who are with us at work every day are the ones we are entrusting to ensure that we even get to the projected 3.5 percent growth.

Now, think about your options. You can provide a foundation for the people you work with that says, “Here are our goals. Here is what we know about the environment we work in. The most important thing is that we are a team.” Now the word team is way over-used. Here is some context.

You can develop an atmosphere that says accountability means there is a price to be paid as an individual employee. “You better not mess up. You better not miss those goals. You better not create any problems this year. You better not challenge my thinking. You better not have any equipment accidents. You better get all that paperwork done just right and on time. Nope, nope, I don’t want to hear it. You didn’t do what I asked, when I asked. There are no excuses; no extenuating circumstances; nothing you can say that is going to change my mind that you are just not going to cut it.”

You can also create an environment that says, “We’re going to shoot to get to these goals. If we get there, we’re going to share in the rewards for reaching them. What we know is this. What we don’t know is going to happen all year long. How we respond to what we don’t know is critical. We’ll do that as a group. If situations change, targets are missed, or new information arises, we’re going to learn from this together. We’re going to readjust and keep moving forward. We’re going to listen to each others’ ideas and hear what each other is experiencing and going through. Whatever comes toward us, we’re going to think as a group, and we’re going to be as creative as we can about our options. When we make mistakes, we’re going to learn from them together and move forward together.”

In describing these two environments, did your stress level go up or down with the first or second one? Stress causes the adrenal glands to release harmful hormones directly into your system. These hormones interfere with cognitive ability. Is your goal really to get your climbers good and stressed out before they go out and have to THINK in order to stay alive? Is your goal to increase productivity such a loud, screaming stress creator that you’re physically endangering your people? Not to mention the fact that physical manifestations of stress can cause heart attacks and death.

What have we done lately to share with our staffs that there is a firm foundation that they can rest upon? What have we done to ease their stress and give them a team that they know they can lean on? Everybody I know was already flat out before the economy tanked, so those that are left working are tackling even more work in even more difficult times.

We have an option about how we interact each day. What we do directly impacts the thinking, physical ability, and mental capacity of the people around us. Virginia Audubon says that “Cooperation is the thorough conviction that nobody can get there unless everybody gets there.” None of us go it alone. So take a chill pill. Your business will be built on the rock of your people and not the sand of stress.

Start pouring that foundation.

Cynthia Mills, CAE
Publisher

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Cover Photo

Honoring the very best in commercial tree care

Cover photo of "Living Tribute" Heritage Award winning project by Hartney Greymont, Inc.

TCI's mission is to engage and enlighten readers with the latest industry news and information on regulations, standards, practices, safety, innovations, products and equipment. We strive to serve as the definitive resource for commercial, residential, municipal and utility arborists, as well as for others involved in the care and maintenance of trees. The official publication of the non-profit National Arborist Association, we vow to sustain the same uncompromising standards of excellence as our members in the field, who adhere to the highest professional practices worldwide.
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Departments

Tech Notes
By Thomas G. Dolan
Software vendors talk about what's new, and how they differentiate themselves from their competitors.

Branch Office
By Ted Tate
Keeping customers once we get them.

Readers Forum
Candid comments from our readers.

TREE Fund
By John R. Hendricksen
Making a difference with Tour de Trees.

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Help wanted, services, businesses, new and used products for sale

Urban Forestry
By Don Dale and Janet Aird
California tree ordinances are tough love for property owners.

NAA Reporter
The latest news, safety and training products, commentary and benefits of membership with the National Arborist Association.

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The latest news, stories and information on trees from around the world.

From the Field
By Kevin Condon
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Heritage Award

The Heritage Award is given to a company for their pro bono maintenance of trees that are of historic interest or significance. The project must be of Grand Award quality to win.

Hartney Greymont, Inc.
Needham, MA

“Living Tribute”
Tree Maintenance, Heritage Award

Hartney Greymont's goal with this project was to give voice and action to the overwhelming empathy felt for the families and victims of 9/11, using trees as a metaphor for durability and renewal, and planting trees to demonstrate hope for the future.

Judges’ Award

The Judges’ Award is given to projects the judges feel merit recognition, even though they fall outside the categories created for judging.

Vine & Branch, Inc.
Carmel, IN

“Bee Careful”
Tree Maintenance, Judges’ Award

In this project, Vine & Branch got to demonstrate environmental sensitivity in a very unique way. When a grand old beech tree toppled in a storm, the challenge was not only to remove the tree and restore the grounds to their former beauty but also to relocate a hive of feral bees from the tree.
The Care of Trees, Inc.  Dulles, VA

"RiderWood Village"
Construction Site Tree Preservation, Commercial over $10,000

Mature trees offer both a restful and stimulating environment. The Care of Trees' goals on this project were to provide a healthier and safer natural environment to the residents and visitors to the community. They provided technical expertise throughout all phases of the planning and construction, as well as ongoing maintenance.

Wachtel Tree Science & Service
Merton, WI

"Gray's Child Development Center"
Tree Maintenance, "Commercial over $10,000"

The goal of the project was to improve the health, beauty and usefulness of the 60- to 80-year-old trees on the site. Students and visitors can now enjoy a park-like setting in an otherwise very urban area. Over a 12-month period, Wachtel provided periodic monitoring visits, fertilization, mulching, pruning to improve health and remove hazards, and tree planting and education.

The Tree Doctor Pty. Ltd.
Brisbane, Australia

"Birmingham Grove"
Tree Relocation, Commercial over $10,000

The goals of the project were to preserve two very large Moreton Bay figs that are a well-known and much loved local landmark, and to help create a high-impact entry vista for a new residential development by transplanting the trees to the opposite side of the road (approximately 100m distance). The Tree Doctor team was responsible for all aspects of preparation, lifting, transport, replanting and maintenance.

Grand Awards

The Grand Award is the highest award bestowed by the Excellence in Arboriculture program.
The Care of Trees, Inc.
Wheeling, IL

"Fox Meadow"
Construction Site Tree Preservation,
Commercial over $10,000

Fox Meadow is a new residential development of single and multi-family homes. The client hired The Care of Trees to consult on the initial design as well as to provide comprehensive tree preservation services, and to remove invasive species covering nearly 10 acres.

The Care of Trees, Inc.
Dulles, VA

"RiderWood Village II"
Tree Relocation, Commercial over $10,000

Erickson Retirement Communities, the developer, and Parker Rodriguez Inc., the architect, sought The Care of Trees' assistance to utilize over 80 specimen trees from the construction site in the final landscaping. By incorporating mature trees into the landscape, The Care of Trees was able to create an immediate sense of home and permanence.

Valley Crest Tree Company
San Fernando, CA

"Mac Arthur Court"
Tree Relocation, Commercial over $10,000

Valley Crest Tree Company was called in to reconstruct a landscape of 36 mature palms being devastated by a soil-borne disease. Valley Crest's arborists assessed the health of each palm. Fifteen had to be hauled intact with their root systems to the county dump. Eighteen were taken from MacArthur Court to an onsite nursery at the Verizon Amphitheater for quarantine and monitoring. The last three were moved to the Newport Center to replace other falling trees.
Arboriculture 2002

Shawnee Mission Tree Service
Shawnee Mission, KS

"Corporate Woods"
Tree Maintenance, Commercial over $10,000

On January 31, 2002, a devastating winter storm coated the Kansas City metropolitan area with over an inch of ice. At Corporate Woods in Overland Park, the ice damaged over 1000 trees on this 294-acre site that is also home to over 100 businesses and 7000 employees.

RTEC TREECARE
Falls Church, VA

"Picnic Pavilion, National Zoo"
Construction Site Tree Preservation,
Commercial under $10,000

The overall goal of RTEC's project was to minimize the impact of construction on the critical root zones of mature trees within the construction area. They carefully removed the necessary trees without damaging the roots of surrounding trees. They used pressurized air to excavate, and pruned roots by hand to avoid tree damage.

RTEC TREECARE
Falls Church, VA

"Hawthorne Village"
Tree Maintenance, Commercial over $10,000

RTEC's client was a condominium association that wanted to better manage their tree maintenance budget and preserve their trees in a 25-year old complex. R-Tech initiated a tree survey and inventory as well as a proactive maintenance program. The inventory document allows the association to diligently and knowledgeably plan and budget its tree work.
The subject of this project was an ancient, massive California black oak with a badly scarred and weakened trunk. The stress load management system that Treeworks designed for the tree allows it to withstand the 50 mile-per-hour winds that occur seasonally in this area. The arborist worked with engineers to design a system that will conservatively withstand seven tons of force.

McCullough's Tree Service, Inc.
Zanesville, OH
“Norwood, Blvd. Removal”
Technical Rigging, Commercial under $10,000

The once majestic and now-dead 130-year old oak behind the Zanesville, Ohio home was becoming a hazard and had to be removed. However, the houses in the neighborhood were closely spaced on both sides and the tree was perched six feet from the edge of a wide, sloping, 75-foot deep ravine with power lines running through it.

Treeworks, LTD
Montpelier, VT
“Siller Preservation”
Construction Site Tree Preservation, Commercial over $10,000

The goal of project was simple and straightforward: To preserve all healthy trees in the living area around a lake house under construction. There were unique challenges. First, an ordinance stipulated that no trees dead or alive may be touched within 100 feet of elevation from the lake. Second, the construction grew to be more extensive than was originally planned. Finally, some of the contractors had difficulty respecting the boundaries established for tree preservation.
The goal of the project was to develop a site for a state-of-the-art facility while preserving as many trees as possible. The owner was very interested in maintaining as much natural plant material as possible, while keeping within budget constraints. The biggest challenge, aside from the work itself, was coordinating with an engineer, architect and general contractor who had no prior experience with preserving existing trees on construction sites.
The Fair Labor Standards Act (FLSA), which regulates employment practices such as how wages are paid and the hours employees work, is set to be overhauled by the Bush administration this year. The Department of Labor will publish a notice of proposed rulemaking in the Federal Register by the end of this month, with a proposed rule to follow shortly.

FLSA was enacted in 1938. Although it has been amended over 30 times since then, it is still considered too antiquated to address changes in the employment environment.

FLSA basic requirements are:

♦ Payment of the minimum wage;
♦ overtime pay for time worked over 40 hours in a workweek;
♦ restrictions on the employment of children; and
♦ recordkeeping

FLSA has been amended on many occasions since 1938. Currently, and with some exceptions, workers covered by the FLSA are entitled to the minimum wage of $5.15 per hour and overtime pay at a rate of not less than one and one-half times their regular rate of pay after 40 hours of work in a workweek.

The FLSA child labor provisions include some restrictions on hours of work for youth under 16 years of age and lists of hazardous occupations too dangerous for young workers to perform.

Deductions made from wages for such items as cash or merchandise shortages, employer-required uniforms, and tools of the trade, are not legal if they reduce the wages of employees below the minimum wage or reduce the amount of overtime pay.

In order for the FLSA to apply, there must be an employment relationship between an "employer" and an "employee." The FLSA also contains some exemptions from these basic rules. Some apply to specific types of businesses and others to specific kinds of work.

There are a number of employment practices which the FLSA does not regulate. For example, the FLSA does not require:

♦ vacation, holiday, severance, or sick pay;
♦ meal or rest periods, holidays off, or vacations;
♦ premium pay for weekend or holiday work;
♦ pay raises or fringe benefits;
♦ a discharge notice, reason for discharge, or immediate payment of final wages to terminated employees; and
♦ pay stubs or "W-2"s.

The FLSA does not provide wage payment or collection procedures for an employee's usual or promised wages or for commissions in excess of those required by the FLSA. Also, the FLSA does not limit the number of hours in a day, or days in a week, an employee may be required or scheduled to work, including overtime hours, if the employee is at least 16 years old. However, some states do have laws covering some of these issues, such as meal or rest periods, or discharge notices.

Peter Gerstenberger is the vice president of business management, safety and education for the National Arborist Association.
95 GMC TOPKICK: 3116 CAT, 215 hp, 6 spd, 33,000 lb GVW, 55 ft ALTEC LRB1 BUCKET, rear mount under frame drum chipper, 11 ft dump / chip box, 36K miles, $44,500.

2000 FREIGHTLINER FL80: 3126 CAT, 250 hp, 6 spd + lo, 10K miles, $39,500.

88 INT 51954: DT466, 210 hp, 6 spd, with Allison 4 spd auto, 2 spd transfer, all wheel drive chassis, 33,000 lb GVW, with 10 ton PIONEER 1000 CRANE, 113 ft total hook ht, 360° area of full capacity operation, 16 ft steel flatbed, 36K miles, $62,500.

94 FORD F8000: 5.8L, Cummins, 230 hp, 6 spd, 33,000 lb GVW, with 15 ton PIONEER 1000 CRANE, 113 ft total hook ht, 360° area of full capacity operation, 16 ft steel flatbed, 36K miles, $62,500.

98 FORD F8000: 5.8L, Cummins, 230 hp, 6 spd, 33,000 lb GVW, with 10 ton JLG, 113 ft total hook ht, 360° area of full capacity operation, 16 ft steel flatbed, 36K miles, $62,500.

98 INT 4700: DT466E, 210 hp, 6 spd + lo, 33,000 lb GVW, with 10 ton ALTEC LRB1 BUCKET, 113 ft total hook ht, 360° area of full capacity operation, 16 ft steel flatbed, 36K miles, $62,500.

98 VOLVO WG64: 3306 CAT, 306 hp, 8 spd + lo, 58,000 lb GVW, with 21 ton NATIONAL 800C crane, 133 ft hook ht, 18 ft steel flatbed, $139,500.

98 FORD F800: 5.8L, Cummins, 230 hp, 6 spd, 33,000 lb GVW, with 10 ton JLG, 113 ft total hook ht, 360° area of full capacity operation, 16 ft steel flatbed, 36K miles, $62,500.

88 FORD F8000: 5.8L, Cummins, 230 hp, 6 spd, 33,000 lb GVW, with 10 ton PIONEER 1000 CRANE, 113 ft total hook ht, 360° area of full capacity operation, 16 ft steel flatbed, 36K miles, $62,500.

94 FORD F8000: 5.8L, Cummins, 230 hp, 6 spd, 33,000 lb GVW, with 10 ton JLG, 113 ft total hook ht, 360° area of full capacity operation, 16 ft steel flatbed, 36K miles, $62,500.

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More almanac online!
www.natlarb.com -> news -> industry calendar

Events & Seminars

Don’t miss these upcoming events

February 2-4, 2003
38th Annual Shade Tree Symposium
Penn-Del Chapter, ISA
Lancaster, PA
Contact: Elizabeth Wertz, (215) 795-0411 or PO Box 293, Bedminster, PA
18910

February 4-5, 2003
"University of Tennessee
Grounds Management Short Course"
Knoxville Convention Center
Knoxville, TN
Contact: David Vandergriff, (865) 992-8038

February 4-9, 2003
Winter Management Conference 2003
National Arborist Association
Westin Rio Mar Beach
Rio Grande, Puerto Rico
Contact: Carol Crossland, 1-800-733-2622, Ext. 106, crossland@natlarb.com

February 5-7, 2003
Midwestern Chapter ISA Conference
Springfield, MO
Contact: Jim Rocca, (636) 386-8733, email: jr4stree@juno.com or www.ci.springfield.mo.us/mwisa/

February 6-8, 2003
New England Grows
Hynes Convention Center
900 Boylston St.
Boston, MA
Contact: (508) 653-3009; www.NEGrows.org; NEGrows@aol.com

February 8, 2003
Annual Tree Conference
Long Island Arboricultural Association
Hofstra University
Hempstead, NY
Contact: LIAA office, (516) 454-6550

February 9-11, 2003
Ohio Chapter ISA Tree Care Conference and Trade Show
Columbus, OH
Contact: (216) 381-1740

February 12, 2003
Stockbridge School Job Fair
Campus Center
University of Massachusetts
Amherst, MA
Contact: (413) 545-2222, www.umass.edu/stockbridge

February 13, 2003
Woody Plants for Midwest Landscapes:
A New Perspective
School of Chicago Botanic Garden
Glencoe, IL
Contact: Beth Pinargote, 847-835-8278, or bpinargote@chicagobotanic.org

February 17-18, 2003
Michigan Chapter ISA Annual Meeting
Michigan Forestry and Park Association
Annual Winter Conference
Lansing Holiday Inn
Lansing, MI
Contact: (517) 482-5530, fax: (517) 482-5536, e-mail ashby.ann@acd.net or visit http://forestry.msu.edu/mfpa/index.htm

February 17-19, 2003
Ontario Chapter ISA 54th Annual Conference
Colony Hotel,
Toronto, Ontario, Canada
Contact: (416) 828-2434 or info@isaontario.com

February 19, 2003
Dr. Alex Shigo
Tree Autopsy & Dissection Lab
Portsmouth, NH
Contact: 1-800-841-2498

February 20-21, 2003
Dr. Alex Shigo
Tree Autopsy & Dissection Lab
Portsmouth, NH
Contact: 1-800-841-2498

February 21-22, 2003
2003 Plant Biology Workshop
Plant Health Care, Inc. Education Center
Frogmore, SC
Contact: Selina Marx at (888) 290-2640 or phcmarx@direcway.com

February 24-27, 2003
2003 Arboricultural Consulting Academy
Holiday Inn Capitol Plaza
Sacramento, CA
Contact: 301-947-0483, or www.asca-consultants.org

2003 Consulting Academy
Holiday Inn Capitol Plaza,
Sacramento, CA
Contact: (301)947-0483 or www.asca-consultants.org

Turfgrass Producers International Midwinter Conference and EXPO
Hyatt Regency Hotel,
Birmingham, England
Contact: www.TurfGrassSod.org or TPI, 1855-A Hicks Road,
Rolling Meadows, IL 60008

March 3-5, 2003
The Work Truck Show
Georgia World Congress Center
Atlanta, GA
Contact: 1-800-441-6832

March 4-7, 2003
ArborMaster Training, Inc.
College Station, Texas
Level I and II Rigging (pre-requisites required)
Contact: 860-429-5028, Info@ArborMaster.com

March 5-6, 2003
Michigan Green Industry Association
Annual Trade Show & Convention
Novi Expo Center
Contact: (248) 646-4992, or www.landscape.org.
March 7-8, 2003
Missouri Community Forestry Council
10th Annual Conference
Kansas City, MO
Contact: Justine Gartner, (573) 751.4115, Ext. 3116,
gartnerj@mail.conservation.state.mo.us

March 11-13, 2003
NADF 10th Annual Trees & Utilities
National Conference
Arbor Day Farm,
Lied Conference Center,
Nebraska City, NE
Contact: NADF, (402) 474.5655,
conferences@arborday.org

March 14-15, 2003
2003 Plant Biology Workshop
Plant Health Care, Inc. Education Center
Frogmore, SC
Contact: Selina Marx at (888) 290-2640
or phcmarx@direcway.com

March 17-20, 2003
ArborMaster Training, Inc.
Nashville, Tennessee
Climbing Skills, Precision Felling,
Chainsaw Safety and Maintenance
Contact: 860-429-5028,
Info@ArborMaster.com

March 22-25, 2003
ISA Southern Chapter
61st Annual Conference & Trade Show
Grove Park Inn
Ashville, NC
Contact: (336) 789-4747

March 25, 2003
New Hampshire Arborists Association
Annual Spring Meeting
The Sugar Shack,
Barrington, NH
Contact: Mark K. Reynolds, President,
NH Arborists Association, (603) 271-2214, Ext. 307

April 4-5, 2003
Chapel Manor College
A Celebration of Trees 2003
Trade Show & Conference
Enfield, Middlesex, UK
Contact: 020 8366 4442, ext. 102, or
www.capel.ac.uk

June 21-24, 2003
ISA Florida Chapter Annual Meeting
Wyndham Resort
Orlando, FL
Contact: (352) 332-6986

July 18, 2003
Longwood Gardens
2003 Conference on Woody Plants
Scott Arboretum, Swarthmore College
Contact: (610) 388-1000 x507

November 13-15, 2003
TCI EXPO 2003
National Arborist Association
Baltimore Convention Center
Contact: Carol Crossland, 1-800-733-2622, Ext. 106; crossland@natlarb.com
or www.natlarb.com

Send information on your event to:
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ASCA Announces New Logo and Brand Image

The American Society of Consulting Arborists (ASCA) unveiled its new logo, visual identity and updated website in conjunction with its ongoing imaging project. ASCA has completed the first year of a multi-year plan to improve and strengthen its position within the arboricultural profession as well as to increase the public's awareness of the value ASCA members’ expertise provides. The goals of the plan included positioning and promoting ASCA for greater awareness and understanding among related industries, increasing the understanding of services and skills ASCA members provide, and improving membership value for current and future members.

Future goals for the plan include an ASCA Speaker’s Bureau, Media Relations Campaign and marketing support for ASCA members.

To learn more about ASCA, please visit its updated website at: http://www.asca-consultants.org

A Kids Risk Symposium

A symposium on March 26-27, 2003, will focus on subjects outlined by Kimberly Thompson, director of the Harvard Public Health School. The session in Cambridge, Mass. will key on understanding risks, and the solid data to support them. Goals of the symposium include increased recognition of good data and risk analysis, discussions to encourage partnerships that will work towards reducing risks for children and providing a clear message for optimism about the future of our children. The symposium will examine research on pediatric risk analysis, including environmental hazards. For a symposium agenda, and to register, access www.kidsrisk.harvard.edu/symposium.html.

General Tree Offers Grants

General Tree Service has announced the continuation of its Tree Preservation Grant Program for 2003. Owner John Landon said the program, which was established three years ago, is an extension of the voluntary tree preservation work that they have been doing for years.

The grant is available to local governments, non-profit organizations, and deserving individuals. It will help these entities who for various reasons are unable to preserve valuable and irreplaceable trees, and to help promote the need for quality care to preserve the long-term health of trees. The focus is on parks, historic sites, museums, schools, low-income, governmental or municipal property whose programs are enhanced by their trees. Additional preference will be given trees which have historical or environmental significance.

Applications for the 2003 yearly grant are available now. Organizations or individuals from metropolitan Portland, Ore., and Vancouver are eligible. Contact John Landon at 503-656-2656, Ext. 415 for an application or more information.

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Bandit Upgrades Waste-Reduction Machines

Bandit's towable and self propelled 2680 and 3680 waste-reduction machines are now able to load end opening trailers, thanks to a larger thrower attachment. The new attachment, with a 42-inch diameter capacity, can also be used to broadcast material out over a site or to build large storage piles. The thrower, which swivels from side to side and tilts up and down, maximizes truck loading. Tilting the thrower back underneath the discharge conveyor allows the material to bypass the thrower and discharge onto the ground. A hinged cover allows the infeed to be blocked. For more information, contact Bandit Industries, Inc., 6750 Millbrook Rd., Remus, MI 49340; Phone: 1-800-952-0178; Fax: 989-561-2273. Web: www.banditchippers.com.

Low Maintenance and Price in a Trimmer

The BCZ2400 string trimmer from RedMax is powered by a new fuel-efficient, highly reliable, second-generation Strato-Charged engine. The new engine meets emission standards without the need for a catalytic converter, but it has fewer moving parts than the original Strato-Charged engine. The stratified charge is now controlled by a piston port, rather than a reed valve. This means that piston movement controls the fresh air charge, rather than a reed valve that has to open and close. RedMax has trimmed the price on its new BCZ2400 string trimmer. With a list price of just $279.99, this durable commercial grade trimmer is more economical, as well as more reliable. For more information, contact RedMax, Komatsu Zenoah America Inc., 4344 Shackleford Road, Suite 500, Norcross, GA 30093. Phone: 1-800-291-8251, ext 213; Fax: 770-381-5150; Web: www.redmax.com.

Model 6000 from Trelan Manufacturing

Trelan Manufacturing announces another addition to its line of brush chipper models – the Model 6000. This 7,500-pound chipper will accept difficult limbs and brush with ease through its 14-inch high by 19-inch wide feed opening. Trelan’s forward-angled chipper utilizes the inertia of the cutter wheel by drawing wood toward the center of the disc, where there is a significant torque advantage. This method of chipping applies the horsepower of the engine to maximum efficiency, resulting in fuel savings and less stopping of the feed system. In addition, knife life is increased because the horizontal chipping anvil allows the entire knife surface to be used. These 4-cylinder diesel power units are available with 80 to 125 horsepower. All units are equipped with PTO’s, full instrumentation with shutdown systems, and fully enclosed engines. Dealer inquiry is invited. For more information, contact Trelan Manufacturing, 498 Eight Mile Road, Remus, MI 49340. Phone: (989) 561-2280; Web: www.trelan.com.

Control Invasive Vines

UPM Corporation has been involved in a cooperative venture with Dow to produce a new vine & brush killing product based on their 13 percent triclopyr ester RTU formula. The repackaged product is now being marketed under the trade name Vine-X. Although Vine-X was developed for the consumer market, the product has many advantages for arborists. In the new packaging any service person can be tasked to control invasive vegetation using Dow’s specialty herbicide, whereas until now only trained applicators have been able to safely utilize the product. The unit has a direct-contact delivery system which eliminates aerial transmission. This feature makes Vine-X a useful tool in situations where environmental or human proximity issues may preclude use of conventional herbicide products. For more information, contact UPM Corporation, 28 Garrett Ave., Rosemont, PA 19010. Phone: 610-525-6561; Fax: 610-525-6562.
**Cleaner running saws**

Echo, Inc. recently introduced its two-stroke Power Boost Tornado engine, which complies with all current Class IV emissions regulations and will meet future requirements up to and including 2005. The Tornado is an extremely clean-burning, highly efficient two-stroke engine. It sends a high-powered swirl of fuel and air into the engine, creating a whirlwind that intermixes with the remaining exhaust from the previous power. This vortex works to create a more complete combustion and improved scavaging, resulting in less unburned fuel leaving through the exhaust. The result is a conventional lightweight, powerful two-stroke engine that's designed to meet future emissions standards. Tornado's technology will ultimately reduce engine emissions 85 percent from historic levels, while at the same time improving fuel efficiency 35 percent. This higher level of efficiency results in longer runtimes between fuel refills. In addition, Tornado utilizes variable slope ignition timing (VSIT), which continuously recalibrates the engine's timing at starting speed, making it easier to start. For more information, please visit: www.echo-usa.com.

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**Grinding Stumps**

Shaver Manufacturing has unveiled its two newest additions of StumpBusters, designed for operators who need the same stump-cutting ability, but with lower horsepower requirements. The SC-25 is powered by a 15-35 hp tractor. Single-direction cutting creates an aggressive cutting pattern, and grinds stumps 10 inches below the ground. This PTO-driven, tractor-mounted machine has two hydraulic cylinders that raise, lower and move the cutting wheel from side to side, grinding stumps into mulch in minutes. The SC-25-H, pictured here, has a hydraulic motor that powers a ¾-inch thick cutting wheel to 980 rpm. The new skid-steer loader-mounted is powered by a minimum 15 gpm hydraulic hookup. The combination of a 24-inch diameter cutting wheel, high-hub torque and carbide steel teeth aggressively chew through a 55-degree pass in less than two minutes. For more information, contact Shaver Manufacturing Company, PO Box 358, Graettinger, IA 51342. Phone: 712-859-3293; E-mail: sales@shavermfg.com; www.shavermfg.com

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A Little Respect ... for Low-Pressure Hydraulic Tools

By Rick Howland

In the tree care business, low-pressure hydraulic tools are a bit like Rodney Dangerfield. They've been around a long time, and they do a great job. They tend to be very long lasting. Depending on how one uses the tool and at what temperature and pressure the user operates the tool over time, manufacturers claim these tools will outlast gas units by two to three lifetimes.

There's not a lot of need for components and maintenance when compared with gas or pneumatic versions, and some basic field maintenance is possible. There is no fuel to haul or mix, no filters nor carbs to maintain — unless you're running a gas- or diesel-powered remote hydraulic power source.

Then there's the fact that one can always buy bars and saw chains as well as most other common blades and bits from any major manufacturer without having to go hack to the original manufacturer.

These tools can be repaired almost indefinitely.

But respect? That's another matter.

For the arborist, the most familiar low-pressure hydraulic tools in the crib probably include pole and chain saws, pruners and maybe the occasional auger and tamper.

But there are cross-over tools more popular in other industries that complement the day-to-day arborist chores. These tools can be used in everything from simple landscaping and orchard maintenance to land clearing, pole and fence installation. They can be used for breaking or cutting concrete and asphalt or for reducing soil compaction — even pumping standing water from low lying area. Low-pressure hydraulic tools can be indispensable in driving an impact wrench for typical equipment repairs and the occasional hole needed to cable a tree.

LPHT Do's and Don'ts

DO make sure that the hydraulic hoses are hooked up to the correct "in" and "out" ports. The tool and the power source will have in and out markings to guide you.

DO confirm that you have ordered the appropriate male or female couplings to complete the power source to hose to tool installation.

DO insist on using non-conductive hoses and dielectrically rated poles where shock hazard is present. Before use, wipe the length of the hose and fittings with a clean, dry absorbent cloth.

DO read and follow the manufacturers safety and operating instructions. Always have safety equipment readily available including eye protection, ear protection and gloves.

DO order the necessary accessories. Remember saw blades, augers, sockets, discharge hoses, mechanical adapters & grinders.

DON'T connect or disconnect a tool while the hydraulic power source is running. Hydraulic fluid can get hot.

DON'T run the tool above or below the manufacturers specifications for flow/pressure and back pressure. Running the tool below specifications can cause the tool to under-perform and running the above flow/pressure specifications can damage the tool.

DON'T check for hydraulic leaks with your hands.

DON'T allow a hydraulic hose to become "kinked" or bent backwards 180 degrees.

Courtesy FCI-Racine
As numerous as the applications are, success is all a matter of accessing one thing that’s already most likely close at hand – a hydraulic power source. Plug them in and Boom! they’re on.

Despite all that, though, why is it that low-pressure hydraulic tools get no respect (or at least very little). Maybe it’s because they don’t stand out as well as their competitive, more glamorous, sometimes more noisy and certainly more prolific counterparts. That’s unfortunate, because so many other ‘heavy industries’ like railroads, utilities, construction, even public works, rely on low-pressure hydraulic tools for them for two things arborists need on the job – brute force and long-term reliability.

The elegance of the low-pressure hydraulic tool can’t be overstated. They are simple, their controls are simple, they boast huge power to weight advantages (primarily because you don’t have to lug the power source around with you) and, ergonomically speaking, that all contributes to the fact that they tend not to tucker an operator out so fast.

On average, LPHT manufacturers maintain that the average horsepower delivered to the tool head, especially in saws, results in high speed/high torque and therefore faster and easier cutting because the saw doesn’t tend to bog down.

For arbor work, the tool features a long reach capability, which is a big aspect of the tool since an operator can reach out of a bucket or into a tree for several feet. There are a few extra long reach power saws, but weight is always a consideration.

If you’re working near a power source, manufacturers offer tools with dielectric properties up to 35kV. Some fiberglass extension tubes provide a degree of protection for the operator, but little will defend against laying the tool directly on a hot line.

Hydraulics is one of the three ways manufacturers classify tools according to the method that power is transmitted to the business end. Tools can be mechanical (operated manually or by engines, belts, pulleys, ratchets), electrical (batteries, electric motors) or fluidic (hydraulics or pneumatics).

In the case of low-pressure hydraulic tools, it is fluid power; the hydraulic oil circulated through a tool circuit at approximately 3 – 8 gallons per minute (GPM) and

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at relatively low pressure of 1,000 - 2,000 pounds per square inch (PSI), that does the work. (Typical high pressure hydraulics for heavy construction-level equipment run at 10,000-PSI.)

With low-pressure hydraulic tools, virtually every arborist already has the power source, since most tree care trucks and tractors feature the LPHT circuit as a built-in. That means part of the tool system cost is already covered.

 Tooling is more or less a matter of attaching the business end via hydraulic hoses and HTMA (Hydraulic Tools Manufacturers Association) couplings to the hydraulic power source.

For those who don’t have a truck with the hydraulic circuit or need more circuits, a variety of alternative, portable, backup hydraulic sources are available, including gasoline/diesel hydraulic power packs (which may be as compact and lightweight as a rolling 5 hp unit) or perhaps a Power Take Off (PTO) drive from a service vehicle.

With the hydraulic power source, the operator doesn’t need to feed and maintain and carry around a gasoline engine. Just plug into the hydraulic circuit, and you’re ready to go – and with significantly more power.

That’s one point that’s often lost. Because the hydraulic power source runs 6-8 gallons per minute of oil, manufacturers say that translates to 6 to 8 horsepower to the tool head. With a gasoline type chain saw, for example, that would be as big a problem as it would be a benefit – carrying or lugging around a 6 hp gas motor, plus the tool head – is nearly impossible.

And as one manufacturer was quick to note, “As far as we know, there really are pneumatic but no gasoline-powered pruners.” The advantage of a power pruner of up to 2 inches is the ability to selectively remove branches, especially in tight areas with no fear of collateral damage from a slipped saw.

“The beauty of LPHT is their simplicity of controls, ergonomic designs and high power to weight ratio, which makes them extremely efficient,” says Paul Werthman, western division director of FCI-Burndy Products.

Several manufacturers offer anti-vibration handles on some tool models and “engaged reversibility,” which allow the user of an impact wrench to toggle under power between forward and reverse, making it a snap to remove rusty or corroded hardware.

“The same feature when combined with a 12-inch plus long auger makes it quite easy to bore through a utility pole or branch and reverse-out,” Werthman notes.

Werthman also stresses the versatility of the tools. “Having seen the variety of tools that are available, it is interesting to note that if either electrical or pneumatic output is also desired in the field, both LPHT-powered electrical generators and air compressors are available.”

ADI hydraulically powered tools from TOL is another manufacturer that provides a full line of loppers, chain and disc saws and accessory items, like the two-hose, 360-degree swivel that virtually eliminates host twisting and allows for maneuverability of the tool even at max hydraulic pressure. ADI offers three, interchangeable lopper head designs in five standard lengths, as well as a lightweight mini with a 1.2-inch cut, a full line of chain and circular saws and a wheelable single/double circuit hydraulic power source.

Jim Eisele, product manager for the
Fairmont Hydraulic Tools, Greenlee’s brand name, reports that in January his company introduced a long reach chain saw with an offset handle. “What generated the new tool is that customers often complained that handle gets hot because the oil flowed through it. Depending on the truck or other hydraulic source and how it’s maintained, heat buildup may or may not be an issue. Hydraulics can run hotter when filters get plugged, relief valves get non-functional, and pressures get set too high.”

“Whether it’s our tool or someone else’s, handles can get blisteringly hot. The new saw has handle an offset handle that stays cool,” he says.

Other tool designs include oil running in fiberglass extension tubes for both insulation properties and cool-to-the-touch handling. Many of the Fairmont chain saw series are simple to orient on the handle at different angles (30 or 60-degrees relative to the bar and chain), and standard adjustments and maintenance can be performed without detaching or disassembling the saw head.

Speaking of oil flow, according to FCI’s Werthman, “It’s important to note whether the hydraulic power source you are using is ‘open center’ or ‘closed center.’ The open center system provides a continuous flow of oil through the tool while the closed center version prevents the flow of oil from running through the tool until actuation occurs. Operators need to make sure that open center tools are running on an open center hydraulic circuit and vice versa. Most low-pressure hydraulic tools come with dual-action spools that allow the user to quickly and easily switch between open and closed center settings.”

Some tools can operate on both open and closed systems.

For safety and longevity of the tool, operators need to test the GPM (gallons per minute f flow) and the PSI (pressure in pounds per square inch) of the tool circuit to prevent possible seal damage to the tools) using test kits that measures GPM, PSI and oil temperature.

“End-users may wish to utilize an existing low-pressure hydraulic circuit to power a high-pressure hydraulic tool,” Werthman suggests. In this case, manufacturers offer a series of internal or external hydraulic intensifiers to convert the low-pressure flow input into high-pressure flow output for use with remote crimping heads and cutters. The intensifier system being utilized will generally accommodate either single-acting or double-acting tools and may require single- or double-acting hand controls. The difference between single and double acting is that a spring is used to retract the ram or piston in a single-acting tool, while hydraulic flow is used to retract the ram or piston in double-acting tools.

The oft overlooked components of an LPHT system are the hydraulic hoses and couplers. Hoses are available as either conductive or non-conductive. HTMA “drippless” couplers are preferable to standard couplers. As the name implies, drippless means a cleaner working environment.

Low-pressure hydraulic tools have their limitations. They aren’t especially suited to fine pruning, but they can assist most tree care companies in speed and efficiency for high-volume work. They are easy to use, have enviable power-to-weight ratios, and ease the strain on employees. Something to consider as spring production season approaches.
My daughter is studying Shakespeare in her high school honors English class. She says Shakespeare is interesting but not always easy to understand. Well, this is the same thing the CTLA has been hearing from the regional groups across the United States. Should the “Unit Tree Cost” used in the Trunk Formula Method be based on wholesale, retail or installed pricing – an interesting request from the Council, but not always easy to decide upon, according to the groups. Clarification may be needed with justification and perhaps one method should be adopted for uniformity? This Council Corner is meant as food for thought and pondering. Should there only be one way or multiple ways?

The Ohio group has presented a unique combination with justification that may address several concerns. First, Ohio found that with increased use of larger tree spades, most trees could be safely moved up to and including 8 inches in diameter. Thus the retail/planted or “installed pricing” was chosen since most trees beyond 2 to 2.5 inches diameter were being planted by professional landscape firms anyway. Trees more than 12 inches in diameter were found to not be transplanted except under extraordinary circumstances. So those trees were figured using a wholesale “in-ground” price. Finally trees between 8 and 12 inches in diameter fell into a transition zone between transplantable and nontransplantable. Thus a sliding scale was adopted there. Ohio has published their “Unit Tree Cost” for these trees in table form in their Guide to Appraisal of Trees and Other Plants in Ohio, Sixth Edition, 2002. Those are available through the Ohio Chapter of ISA if you’re interested.

The Council, starting with the Eighth Edition of the Guide for Plant Appraisal 1992, recognized that various methods of growing, transplanting, and subsequent pricing of trees varied considerably across the United States. Thus, they directed regional groups to meet determine their own “Unit Tree Costs” in the effort to provide reasonableness to appraisal values nationwide. Surprisingly what has been found is that even with regional variability, overall the “Unit Tree Cost” figures are not significantly different. If that’s the case, are we able to or should there be only one uniform method of determining the “Unit Tree Cost”? Is that to be or not to be? Food for thought. Let your industry representative on CTLA hear from you.

Dick Gooding is the ANLA representative to CTLA.
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Because Your Head Isn’t as Thick as Your Friends Think

By Michael Roche

Equipment in the tree care industry is constantly improving. Manufacturers strive to make tools safer, more efficient, and easier to use. This makes life better for arborists, while the manufacturer tries to get a leg up on the competition. Design changes in helmets are a perfect example of how manufacturers are improving a product, allowing arborists to work safer and more efficiently.

Helmets for arborists can be broken down into two main categories – the traditional style that features a larger profile with ear muffs and face shield attached, and the rock climber style helmet that has a smaller profile and is lighter, but requires the user to wear ear-plugs and frequently has no faceshield.

Without trying to confuse the issue too much, both rock and traditional helmets are classified by ANSI standards, Type I and Type II. The ANSI standard document states.

"Type I helmets are intended to reduce the force of impact resulting from a blow only to the top of the head.” Type II Helmets are “intended to reduce the force of impact resulting from a blow which may be received off center or to the top of the head.”

A Type II helmet does not typically have to have a chinstrap but if it does, there is an ANSI regulation that makes sure it works well. Finally, a Type II helmet reduces the chance of neck and spine injury. The type II helmet offers more protection, though at a weight cost. Many government regulations in Canada now require Type II helmets in the forestry and arboriculture industries.

Now for an important piece of information regarding helmets. The ANSI standard for helmets was first created in 1986 and revised in 1997. In 1986 the difference between a Type I and Type II was that a Type I helmet had a full brim and a Type II had no brim or just a brim in front. It seems somewhere along the way ANSI decided this was not providing the consumer with enough information. In 1997, they revised the standard to state that Type I was for top impact and Type II was for top and off-center impact. However, there is no requirement for helmet manufacturers to label their helmets with the up-to-date ANSI standards and some manufacturers are actually selling their helmets as a Type II because they meet the 1986 standard. This gives the impression that their helmet has off-center protection when in fact all it has is no brim!

So how do you tell if what you are buying is what you want? Check the date. If you want a Type II helmet (off-center impact protection), you want one with a label that states ANSI Z89.1 – 1997.

It's also important to note that at some climbing competitions, competitors are wearing helmets that do not conform to ANSI standards. These climbers are allowed to wear the helmets because
they are not actually engaged in tree work, they are just climbing. Spectators then see the helmets and purchase them for use in the field. This practice is considered unsafe. People employed in the tree care industry should only use helmets that meet ANSI Z133 standards.

As always, ANSI standards can be confusing and good luck getting through an entire document without needing a nap, but the rigorous guidelines give arborists a level of security when they are purchasing a piece of equipment necessary for job safety. For instance, a Type II helmet must conform to an impact attenuation test. No explanation is given as to why. However, the reason appears to be that this reduces spinal accretion. Spinal accretion is a severe moving of the neck either front-to-back or side-to-side. This is commonly referred to as whiplash, but since whiplash is not a technical term, it is never referred to in manuals. In order for helmets to meet the more rigorous Type II designation, shock-absorbing liners are added. Again, ANSI does not tell manufacturers how to build the helmet, they just lay out guidelines on how a helmet must conform. So far, the helmet makers have met the standards by adding the liners.

Steve Meriam, Stihl’s national manager for sales/product development, advises, “In the event of head impact, a 6-point suspension system (rather than the less-expensive 4-point system) provides more even distribution of force, lessening the pressure put on the vertebral column. It also allows for a more even distribution of weight for greater comfort.”

Meriam also recommends considering a helmet with an adjustable ratchet system, allowing the wearer to easily and instantly tighten or loosen the helmet with the turn of a knob on the back of the helmet without removing the helmet.

According to Hank Moon, technical manager at Petzl, a helmet manufacturer with U.S. operations in Clearfield, Utah, another important standard to watch for is the European method (EM) standard. Moon notes that ANSI standards do not require a chinstrap for either Type I or II helmets. EM standards do. Therefore, a helmet that conforms to both ANSI and EM standards gives complete protection.

Helmets are also rated by electrical classification. This standard is confusing because again ANSI changed the 1986 rating in 1997. Class C has no electrical protection. Class A (1986) or G (1997) has a lower level electrical protection. Class B (1986) or E (1997) has a higher level and must be worn by arborists when working around power lines.

Confused? Here’s a summary that may help. If you are climbing trees away from power lines, a Type I small-profile style helmet is fine. Be sure you have ear and primary eye protection. If you are climbing near power lines, then you must wear a class B or E rated helmet. If you are on the ground, Type II - 1997 helmets are best because they give off-center impact protection and reduce the chance of whiplash. They are not required in the United States (Canada is changing), however, and due to their extra size and weight, many people still use Type I. Again, class B or G is required if on the ground and working near power lines. Since almost every arborist eventually works near electric lines, the higher class rated helmet should always be available.

Generations ago people cut trees with no head, face or eye protection. Eventually, along the way workers started wearing either earmuffs or a hardhat. Eventually,
manufacturers made hardhats with both a faceshield and earmuffs, which is where we are today. Now, many arborists have a traditional helmet they wear on the ground and a rock climbing style one they wear when in the trees. The rock-style helmet has quickly gained in popularity due to its light weight and smaller profile - making it easier to get through tight places in trees – and excellent cranial protection. The manufacturer who figures out how to make one of these smaller profile helmets with a face shield and earmuffs ready to wear (and not with an adapter kit) is going to have a leg up on the competition. These innovations are already available on traditional helmets and should be on the market in the next few years for smaller profile helmets.

"We need to bring the rock climbing helmet people and the hearing protection people together," insists Mark Michaels of Husqvarna. "Then we need to get the helmet certified to meet ANSI standards."

Of course, somebody has to pay for the design work and retooling of the machines, and the arborist market isn't big enough to excite a lot of research and design. However, a rock helmet can retail for approximately $80, while the traditional style helmets go for about $45. Since a rock helmet with earmuffs and face shield could easily crack the $100 dollar mark, there could be enough margins to excite a helmet company.

"Climbers are progressive in their wants," notes Michaels. "If you create a product that is cutting edge, arborists have shown they will spend the money."

Husqvarna distributes a hardhat made specifically for the climber with a smaller brim and a chinstrap. In its second year of production, the arborist hardhat is gaining in popularity. Most climbers use it without a faceshield, preferring primary eye protection.

According to Kristin Bacon of Bullard, Inc., a helmet manufacturer from Cynthiana, Ken., a separate ANSI guideline Z87.1-1989 was created for face shields. The guideline states that the same manufacturer must make the face shield and bracket. Bacon notes that their Type I helmet comes with a changeable faceshield, so a worker can easily switch from a wire mesh screen.
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to a clear polycarbonate. The poly faceshield is made for high impact protection. An arborist needing chemical protection with moderate impact resistance should use a clear acetate shield.

A few more important points:

There is no specific guideline regarding the life of a shell, but it is recommended that helmets be replaced at least every five years. A helmet exposed to high sun, temperature or chemicals should be changed every two years. A helmet with any crack should be taken out of the field immediately, as should one that received a forceful strike, even if no damage is apparent.

A good test to see if your hardhat’s polyethylene shell is still in good shape is to squeeze the sides together about one inch. Release without dropping. The helmet should return to its original shape as quickly as a new one.

Many people like to wear their hardhats backwards. This actually conforms to ANSI guidelines as long as the wearer checked with the manufacturer – and has also switched the suspension system around, so only the shell is backwards.

Never put an object inside the hardhat. A space must be maintained between the suspension system and the shell in order for a helmet to work well. If you stuff a pair of gloves between the suspension and the shell and you are hit on the hardhat, the gloves reduce the effectiveness of the helmet, increasing the chance of injury.

ANSI requires helmets to withstand a minimum strike force. It does not require a specific distance between the shell and suspension, only that the helmet conform to the strike amount, and that users never move the suspension system beyond the manufacturer’s guidelines. In other words, make sure the helmet you purchase is ANSI certified and don’t mess with it. That way you know you have proper protection.

What then is the perfect arborist helmet? For groundwork, it already exists in a Type I or II helmet, class B or E, with faceshield and earmuffs. For climbing, a lightweight rock-style helmet with a chinstrap, which has built-in hearing and eye protection works well. It should be Type I, class E. The earmuffs don’t have to be made with foam. With all the high-tech products out there, perhaps something lighter and smaller could be made. Earplugs make it too difficult to communicate with a groundworker. The faceshield should easily interchange between wire-mesh and clear polycarbonate, giving the arborist the opportunity to use whatever screen he wanted, or none at all. This helmet does not exist. When it does come on the market, it won’t be cheap. Everyone’s safety is worth it, however. If the perfect climbing helmet were on the market, more people would be encouraged to use it. If more people ask for it, perhaps demand could be created.
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The fig’s compact shape and violet-black fruit make it a popular garden tree.

Bright pomegranate flowers and bright red fruits perfectly accept warm weather landscapes.

Persimmons thrive in areas with moderate winters and mild summers.

A landscape should satisfy all our client’s sensory perceptions in addition to being visually attractive. A colleague of mine used to say, “If you cannot eat what you grow, why should you grow it?” Most fruit trees are visually stunning, producing truckloads of beautiful fragrant flowers in spring and attractive delicious fruits in the following seasons. Nothing tastes as good as freshly picked fruits. Fruits contain minerals, vitamins and other nutrients that are essential for a healthy life. The arborist who knows how to design, plant and maintain a landscape that includes fruit trees will have a leg up on the competition.

The importance of fruit trees in a landscape

Landscape designers for the rich and the famous, housing or apartment complexes, companies, educational institutes, or huge public gardens often seek arborists for tree planting and tree care. It is time everyone involved in tree care develop a practical approach to landscaping and educate clients on the importance of including fruit trees in a landscape for adding beauty, developing community spirit and enhancing property value.

Espaliering

Espaliering is a traditional European pruning technique practiced in the Middle Ages, when feudal lords planted fruit trees along the interior walls of castle courtyards to provide fresh fruits during long sieges. The technique remains popular in Europe, and especially in France, but in this country has not been much used except for decoration.

Espaliering is training plants to grow flat against an upright support. It can turn a small, sunny courtyard into a bountiful source of fruits. The technique is perfect for condominiums, townhouses and the newer homes with limited outdoor spaces. It maximizes usable space and leaves the rest of the open space for entertaining or relaxing. Nurseries and mail order catalogs offer trees already pruned in this method and ready to plant in a garden.

You may train any tree of your choice. Favored trees for espalier include apple, crabapple and pear. Fruit trees that bear their fruits on long-lived spurs are the easiest to espalier. Fruit varieties such as ‘Red Delicious’, ‘Golden Delicious’, and ‘Braeburn’ apple varieties, along with ‘Bartlett’ pears with predominantly spur-type growth, work the best.

Selection of trees

Careful planning – paying attention to location of the lot, climatic conditions, soil conditions, lot size, selection of trees, time, energy and money...
required for maintenance will make landscaping with fruit trees a success.

Selecting trees that will be highly productive under the prevailing conditions is of utmost importance. Familiarize yourself with cultural conditions of trees. Choose trees that require minimum maintenance with respect to watering, fertilizing, pruning, spraying for pests and pathogenic microorganisms.

The choice is unlimited for color, fragrance, or size of blossoms, and size, color or taste of fruits. Cherries, apples, peaches, nectarines, pears, plums, oranges and lemons are some of the most widely grown trees in this country. Orange blossoms, though not as spectacular as the blossoms of cherries, are deliciously fragrant. For beauty and antiquity, there is nothing like flowers and fruits of pomegranates. If space is the problem, choose dwarf trees as accent plants. Whatever the choice, pay attention to the growth requirements of the plant, especially in soil preparation and harvesting.

Soil and air temperatures regulate the growth and fruit setting of deciduous fruit trees. Cold temperatures limit the types that one can grow, and lack of sufficient cold limits the varieties one can grow in mild-winter regions. Peaches, nectarines, plums, apricots, and cherries belong to the genus Prunus. They are popularly known as "stone fruits" because of the very large hard seed inside the fruit. They provide delicious fruit from June through September. However, most stone-fruits are native to warmer climates of the world, making them susceptible to winter injury. As they bloom early in the spring, the flowers frequently suffer damage from spring frosts. Apricots, nectarines and peaches do not survive winters in regions where minimum temperatures regularly drop below 15 F. Mild winters in warmer parts of the country may not be cold enough for some varieties. They need a minimum amount of "chill" in winter to grow and fruit well the following season. The chilling requirement of fruit trees is the total number of hours below 45 °F needed when the tree is dormant in winter. Chilling requirements of different fruit trees and their cultivars vary considerably.

Pay attention to the chilling requirement of fruit tree cultivars when selecting them for a landscape.

In the South and mild West, choose apple trees that require 200 to 300 hours of chill, and in colder climates choose apples that require 700 or more hours. Choose cultivars of apples, peaches and nectarines suited for colder and warmer climates as shown in Table 1. Bear in mind that some fruit trees need compatible cultivars for cross-pollination. In warmer climates, include pomegranates, figs, and citrus trees in the landscape.

Pomegranates are hardy in USDA Zones 8 - 11. Dormant pomegranates can tolerate winter temperatures down to 15 F. However, a late frost in spring can severely damage new growth. Pomegranate - with its dense compact form, dark green shiny foliage, lovely orange red male flowers with a cluster of golden yellow stamens, equally beautiful female flowers and delicious, bright red fruits - will make a striking addition to any landscape in sunny California, Florida and Arizona.

Figs are hardy from Zone 7-8 southward and have been grown much farther north with a warm microclimate (next to a south-facing brick wall). In the north, grow figs as container plants. Planted in a suitable spot and given even moderate care, figs will provide a bounty of tasty fruits for the grower. The fig tree has beautiful bark, compact shape, lobed leaves and delicious fruits that come in green, violet black or golden yellow.

‘Celeste Fig’ also known as 'Blue Celeste', 'Sugar Fig' or 'Honey Fig' is an excellent, hardy fig for the Southern and mid-Atlantic States. It grows into a large, hardy tree with very large, visually striking leaves. ‘Violette de Bourdeaux’, also called ‘Negronne’ is a robust bearer of dark, sweet deep purple, almost black fruit with juicy, light pink interior. The leaves are dramatic, with long slender fingers. ‘Magnolia’ (also

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TREE CARE INDUSTRY - FEBRUARY 2003
called ‘Brunswick’ or ‘Madonna’) is an exotic-looking tree with striking narrow-lobed leaves and fairly large fruit, similar in size and taste to ‘Brown Turkey’. The light burgundy brown fruit with dark amber interior is juicy with a sweet flavor and hence is the primary fig for the a very sweet, fruity flavor.

Plant citrus trees in warmer climates where temperatures do not go below freezing. They can stand occasional frosts. If space is a problem, grow dwarf varieties in containers as accent plants. Dwarf cultivars of oranges, tangerines, and limes will make wonderful additions to a landscape as accent plants (Table II). The trees look gorgeous with their fragrant blooms and colorful juicy fruits, full of vitamin C.

TABLE I: FRUIT TREES-Apples, Peaches and Nectarines.

<table>
<thead>
<tr>
<th>FRUIT TREE</th>
<th>WARMER CLIMATES</th>
<th>COLDER CLIMATES</th>
</tr>
</thead>
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TABLE II. POPULAR DWARF CITUS CULTIVARS

<table>
<thead>
<tr>
<th>TREE TYPE</th>
<th>CULTIVARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ORANGE</td>
<td>(‘Robertson Navel’, ‘Washington Navel’, ‘Lane Late Navel’, ‘Valencia’)</td>
</tr>
<tr>
<td>MANDARIN/</td>
<td>‘Dancy’ (Tangerine), ‘Owari Satsuma’ (Mandarin), ‘Clementine’</td>
</tr>
<tr>
<td>TANGERINE</td>
<td>(Algerian Mandarin), ‘Murcott’ (Honey Tangerine)</td>
</tr>
<tr>
<td>LIME</td>
<td>‘Bears’, ‘Mexican’ or Rangpur</td>
</tr>
</tbody>
</table>

Soil preparation

Get the soil ready several months before planting. A soil should provide the tree a sufficient supply of the nine essential macronutrients (carbon, hydrogen, oxygen, nitrogen, phosphorus, sulfur, potassium, calcium, and magnesium) and the micronutrients or trace elements of chlorine, iron, manganese, molybdenum, boron, zinc and copper in easily absorbable form. Test the soil for pH, organic and mineral contents prior to planting. Low pH (less than 6.5) or high pH (more than 8) affects availability and absorption of nutrients essential for a healthy tree growth. Based on the results, tailor the soil to meet the nutrient requirements of trees by adding organic or inorganic fertilizers. A clay soil with poor drainage and air circulation will inhibit root growth because of insufficient supply of nutrients and also adversely affect the proliferation of beneficial microorganisms essential for nutrient availability. Trees such as pomegranates are very forgiving of sandy, clayey, acidic and even alkaline soils. They are also fairly salt tolerant.
Dwarf cultivars of lemons can be grown in containers north of Florida as accent plants.

Site location

Plant trees only on the very best sites, with excellent air circulation, water drainage, exposure to sunlight and with protection from high winds.

Give the trees plenty of space so they don’t have to compete with other trees for nutrients and water. Air circulation decreases pest- and disease-related problems and also enhances photosynthesis. Plant them in a sunny location where they can receive six to eight hours of direct sunlight for efficient photosynthesis.

Planting and establishment

Experienced arborists know how to plant trees properly and care for them afterwards. Nevertheless, it doesn’t hurt to go over the basics one more time. Fruit trees are available as bare-root specimens. Examine the roots and buds thoroughly to make sure that there is no insect, disease or frost damage. Plant the tree in spring in the center of your prepared area. Remove the dead and mutilated roots, keeping the root pruning to minimum. Fill the hole, working the soil in and around the roots. After filling half of the hole, firm the soil by tamping lightly. Fill the hole keeping the root flare 1 inch above the soil. Planting a tree too deep in the soil can cause poor growth or death. Pack the soil firmly, then thoroughly soak the soil around the tree roots to eliminate air pockets around the roots. Do not fertilize at the time of planting.

Advise your client to water trees infrequently but deeply. The frequency will vary with climate and weather, but the soil should be moist down to at least two feet for dwarf trees and three to four feet for full-size trees. In arid regions during summer, water once every two to four weeks. Too much or too little water can cause fruit drop. Install drip irrigation to deliver water directly to the roots, prevent loss of water by evaporation from soil surface, and prevent weed growth. Special devices are available for delivering water one to two feet below the soil surface. Deep watering encourages the development of a healthy root system. Mulch with compost or straw to maintain even soil moisture and inhibit weed growth. Do not mulch the base of the trunk as it may lead to infection and trunk rot.

In early spring, apply an organic fertilizer, such as compost or aged manure, or use a complete commercial fertilizer such as a 5-20-10 with micronutrients for strong root development and better fruit production. Later in fall, apply fertilizer (0-10-10) and iron, sulfur, manganese, and zinc. Too much fertilizer, however, can cause bland, soft fruit that is more susceptible to brown rot.

Pruning

Most fruit trees need regular pruning, and on these types of trees pruning is an art as well as a science. Have an esthetic approach to pruning to create a mature form over the course of several seasons – or several decades; it is an art not to be hurried. The science of pruning requires a thorough knowledge of trees, growth habits, flowering or fruiting characteristics and the mastery of a few important skills.

The primary objectives of pruning fruit trees are to create a strong tree form and maximize the harvest. Use the cor-
rect technique for scaffolding. During the first three years of growth, concentrate on developing three to five main branches starting at 24 inches above the ground. Space the main branches well around the trunk to fill all sides of the tree. Spread these to at least a 45-degree angle. This will promote development of side branches and fruiting wood. In the following years, try to maintain a Christmas tree type shape. As the tree produces fruit only on certain “fruiting woods,” maximize harvest by pruning to renew fruiting wood. Each type of fruit has a different bearing habit, which determines the correct pruning procedures. Apples, cherries, pears and plums produce their best fruits on two- to three-year-old wood. Peaches produce their fruits on previous year’s growth. Prune peaches and apricots heavily to remain productive. Prune others, such as apples and pears, more selectively to avoid removing fruit-producing spurs.

**Fruit thinning**

Thin the number of fruits a tree sets to get larger, higher-quality fruit and to encourage steady productivity. The best time to thin is when fruits are one-half to one inch in diameter. In most cases, thin to allow 6 to 8 inches between fruits. For apples and Japanese plums, thin to one fruit per cluster, and be careful not to damage fruiting spurs.

For two or three trees in a landscape, it is better to use mechanical thinning than chemical thinning of fruits. Chemical thinning uses caustic materials or hormonal-type growth regulators to reduce the amount of fruit, and to overcome alternate year bearing. This requires the use of several different chemicals and combinations during the bloom and post bloom period. Do not spray (or spray lightly) the lower and inside limbs since they are lower in vigor. Direct most of the spray to the top two-thirds of the canopy.

**Pest and disease management**

Fruit trees are vulnerable to pest attacks and diseases. To protect them, follow a strict spray schedule. A thorough understanding of the life cycle of pests and pathogenic organisms, their vulnerability to the controlling agents, toxicity and effectiveness of the chemicals will help in the correct use of controlling agents. Have an integrated pest management plan, and don’t neglect biological controls when available. For every pest, there is a predator. Encourage the proliferation of beneficial predators. Most pesticides and fungicides are toxic. Use them with caution at the appropriate time. Excessive, indiscriminate uses of chemical agents will harm the trees. Use safe spraying machinery.

**Dormancy**

Recognize the importance of dormancy in trees. Prepare the trees for dormancy by regulating fertilization, irrigation, pruning, etc. Weather conditions and shortening of day length induce changes in growth regulators that control vegetative and flowering phases. Trees prepare themselves for winter dormancy as early as fall. Apply a dormant spray to give protection against pathogens also. Some of the most popular materials for use as dormant sprays are Lime (calcium carbonate) and sulfur combinations, copper and sulfur materials (copper sulfate), and a myriad of potassium salt-based soap sprays. Use two applications of different dormant sprays, one before pruning and the second after pruning. Apply dormant oil to seal in and suffocate pests.

Tender loving care a few times a year brings a huge reward – an abundance of nutritious delicious fruits that your clients can share with friends and family. Fruit trees invite birds, bees and butterflies into a property, turning the landscape into a garden paradise. What more could a client ask for in a landscape?
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“Software never stands still; it has to go forward or fall behind the times,” says Peter J. Hannan, president, Arbor Computer Systems, Westport, Conn. “I don’t think vendors take much out of their software, but what they do is keep the basic premise, then keep adding onto it, trying to refine and improve it.”

With this statement in mind, let’s have a talk with the six primary software vendors in the tree care field. They have a lot to say about new wrinkles added to their products — as well as what is unique and especially effective in their offerings —and how they differentiate themselves from their competition.

To return to Hannan, two of the new features he’s added to his software are imaging and voice recognition. “We’ve incorporated work orders with digital photos or hand drawings that the arborist can take to his customers,”
Hannan reports. “And we’ve also added voice recognition, which is now about 99 percent effective, and makes for hands-free data entry without the need for typing.”

The software tracks the source of incoming calls. If you’re out, an automated voice asks the calling party where he heard about the company. If you don’t get the answer then, you ask the person when you speak to him. And this tells you how many inquiries you get from any particular source—a flyer, the local nursery or the yellow pages. “It shows your batting average,” Hannan notes.

The software also tracks the time from when a call comes in to when an employee calls back, so you can see if this is a weak link. If a proposal is made and you don’t get a call back, in about a week the software generates a nice warm letter proposing an estimated work date unless other arrangements have been made. This can be followed up by a sales call.

Once an appointment is made, the system automatically provides historical inspections and all previous work so that you’re not trying to sell the same service twice, and you know what potential remains. Verbal exchanges with the customer are translated into a work order, which converts to an estimate. Onto the invoice goes how long the job took, along with any unusual equipment or material. “Everything is automatic,” Hannan boasts. “You’re able to track each job by salesman, task and crew, and can also track inventory and chemical usage.”

**Trends?**

“A few years back most software was aimed for people with a large office staff,” Hannan replies. “Of the more than 15,000 tree companies worldwide, most are small mom and pop organizations. But solutions like ours lend themselves to small companies, and the price of hardware and software has come down.”

Hannan’s software, which sells for about $4,000, is nonproprietary in that it allows for the user to customize it, and comes with a full year’s support. Hannan has been offering his software since 1982, after he first adapted it for himself. “Software written by an arborist for the arborist,” he says.

The Chino Valley, Ariz.-based Arborscape Pro, on the other hand, does not come from the field, and, in fact, a new software player. Why take on a vertical field of mostly very small businesses, when there are already five competitors?

“We are a comprehensive bidding, billing, customer service company,” responds Ed Andert, office manager. “We’ve been developing software and solving problems for about ten years, but saw an opportunity for entering this narrow market via Quickbooks, the comprehensive financial management program which is known for its ease of use, and which about 90 percent of arborists utilize.”

Andert says his company is a development partner with Quickbooks. This advantage means his software integrates more seamlessly than others might, he maintains. As another example of integration, Andert says, “Typically the estimate is separate from the customer history, so you have to generate different reports. Our software combines both so you can quickly prepare an estimate.”

You can tell at once if you made a number of estimates before, which didn’t result in work, so you might not want to bother with that person this time around. Or, it may be that you can analyze your bid history with this potential customer to discover may have been a little high. You might want to come down a little this time. You can also get accurate cost estimates from other jobs. For instance, if you start typing 30 feet of irrigation pipe, the computer stays ahead of you and tells you that cost before you have to key in the full amount of data.

Andert says the software also utilizes GIS and mapping to help estimate trees as assets for clients such as golf courses and municipalities. “We easily link to image files such as site maps which can be sent out with crews or annotated for customers.” He adds that...
the software integrates with Microsoft Outlook for scheduling and call-back reminders, and is especially effective with customers who have multiple locations and different work person contacts. The Arborscape software starts at about $1,900 for a single user.

ArborSoftWorx, in Woodstock, Md., comes to the field from yet another perspective. "We're a team of engineers," stresses Diana Cardillo, manager, explaining that the company offers solutions to a number of different industries but has been serving arborists since 1989.

Two recent trends that this company has made use of, she explains, is the increase of Spanish-speaking crews and the taking of laptops or hand-held PC devices to the field.

Their system utilizes the same engine in place at the United Nations for translation, so a manager can speak in English, and, in just three key strokes, have it translated very accurately into Spanish. Cardillo reports that all customer transactions from estimates to proposals to contracts to invoices are fully integrated. There are also various marketing tools which allow arborists to target and segment customers and potential customers as well as track what services are selling in particular areas. Job costing and analysis are also included, along with a graphic interface that makes for easy scheduling and accurate routing. Digital photos can be marked up to be given to either the crew or customer. Cost of this software starts at about $1,000 for a single user and can range from $2,000 to $5,000.

Three new features being incorporated into The Service Pro.net, says President Richard Deering: hand-held computers in the field; mapping; and an e-mail connection with customers.

"The hand-held computer in the field is being used for data collection, which I doubt anyone else is doing," Deering states. "When the truck pulls up to the site, you get a true time when work starts, and not what somebody later writes on a tablet. You get starting time, quitting time, how many men on the job, and list of materials used. When crews come back to the shop, the data is automatically uploaded."

Deering maintains his mapping system is unique because the global positioning system automatically provides the best routing for jobs, and the nearest crew can take care of non-scheduled jobs that come up during the day. "Within 10 seconds you can figure out the truck nearest the source of an unanticipated call," Deering says. He adds that the software also allows you to route trucks easily not simply by location, but also by location of particular types of jobs, (trimming, spraying, difficult removal, etc.).

E-commerce, he explains, is used as a customer interface so he can view, print out his statement, or pay, similar to a bank interface, and he can also use the system to ask for a service call. "Ours is a Windows-based product which can connect a multibranch company through the Internet, with a centralized database," Deering says, adding that the software also generates management reports which show which jobs were profitable, and which not. The software costs about $3,000 for two screens, and is sold by the screen after that.

Mobil computing from the field on a tablet, laptop, or hand-held - especially in terms of estimates - is the feature emphasized by Donna Garner, co-owner with her husband, Jon, of Tree Management Systems, Ellettsville, Ind. She points out that the work done in the field is completely synchronized with the computers in the office, while they are still being used there. Also in sync are the proposals coming back to the office connecting to the digital landscape photos and drawings.
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“We’ve built in more e-mail functionality, to keep current with that trend,” Garner explains. “One advantage with a database like ours is that you can type out a single e-mail which can be personalized and sent to every relevant person, such as telling all those interested in deep root fertilization that you’re behind on that project because of lack of rain, or if there’s an insect outbreak, or, on the other hand, if you want to market a particular service to a segment of customers.”

Garner says her software integrates all customer management from the first phone call, through the first appointment, estimates, work orders, and invoices. “Our software is designed so you never forget to schedule or invoice a customer,” she relates. Last year Microsoft’s MapPoint was integrated into the software for efficient scheduling and routing, and the software also provides links to Quickbooks without the need for more data entry. The software starts at about $500, costs about $2,000 for office, and field work costs about $1,300 per computer and synchronization.

Maris Franke, president of the Columbus, Ohio-based Practical Solutions, Inc., reports that his software has a special marketing focus. “We import customers or potential customers from suppliers or any relevant mailing lists a company might have. These lists can then be automatically drawn from for next-door neighbor marketing, or marketing a specific area, such as a housing subdivision.”

Different plant species can be targeted as well. For instance, all customers who have hemlocks (and their neighbors) can be mailed a relevant query. This mass mailing can be tracked, so that a proposal is offered in a timely manner. The proposal, when accepted, goes directly into Microsoft Word to be translated into a work order and invoice. This past year Franke says his software integrated scheduling with employee routing through Microsoft MapPoint.

Franke’s software also provides pesticide use reporting, and this feature will become more important for vendors as more and more states begin to require this type of data. His software ranges from $5,000 to $10,000.

Different software for the tree care industry necessarily has to cover much of the same ground. But each, vendor, when asked to talk about his software, highlighted his product with a little bit different emphasis. Check out the ones that sound appealing to you, and take a closer look.
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A mistake I see many businesspeople make is taking customers for granted. They always focus on finding the new account instead of the current accounts. While we must constantly seek out new business opportunities, it is equally important to keep a good working relationship with those who have spent their money with us before.

Keeping Customers Once We Get Them

By Ted Tate
Satisfied customers are not only a resource for more business, but also a source for referrals to other new business opportunities. How we treat these people once we have completed a sale is very important.

Recently I got into an disagreement with a young lady who said she was the assistant manager of a large chain of home remodeling stores. She insisted the plumbing part I had described to her didn't exist, and I knew from previous experience it did. After some heated words, an older, apparently more experienced, clerk came over and said they normally carried the part but were temporarily out of stock. The young lady, hearing this, glared at me, turned on her heels and walked away. Not a word about, “I’m sorry” or “Would you like me to see if another branch has this?” Not only had she been wrong, but she was mad! Her goal was to win the argument, not assist a customer. I’ve never been in that store again.

While people always like to get a good price, they still want and expect service. The smart tree care business owner can prevail by focusing on customers’ needs. Here are several strategies that are proven winners for dealing with clients:

1. Make customer service the most important part of your job. Don’t treat customers, especially those with a problem, as a hindrance. See customer problems as an opportunity to make lifetime customers.

2. Answer the phone with a smile! It’s a proven fact that your voice sounds more upbeat and positive if you smile. If you need to put someone on hold, ask for permission and wait until they respond.

3. Don’t make promises you can’t keep or representations you know are not really true. I know some people who make very carefully worded, ambiguous statements that unsuspecting people will take as a promise of something that really isn’t true. Later, the one making the vague promise decides that if the customer misunderstood, it’s her problem. This is certainly no way to travel through life. If you find you must lie or misrepresent in order to sell, you are either in the wrong business or need some sales training.

4. Always follow through on your promises. If you promise to get information by a certain time and don’t have it, call the customer to let him know you are working on it. People always appreciate follow through — it’s how business people build credibility and respect, two priceless commodities. When the time comes to do business, don’t think people won’t remember those positive behaviors.

5. Make it easy for customers to find you. Always identify yourself by name. “Hi, my name’s Ted, Ted Tate.” Notice I mentioned my first name twice in case I didn’t have their full attention.

6. Accept accountability. Several years ago when I was shopping for a new car, I found one I really wanted — badly. Before finalizing the deal I had to go to my bank which had already approved me by phone and completed the paperwork. I told the salesman that.

I recall the salesman telling me, “When you come back, just ask for Al.” I asked him “Al who?” He said, “Just ask for Al, everyone knows me.”

I insisted, “Look, what’s your last name.”

He responded, “Just ask for Al, we don’t give out our last names.”

Here I was, buying a new car for big bucks I had to pay back over four years and he was remaining anonymous (and therefore unaccountable). Needless to say, I found another dealership where the salesperson had a full name.

7. Learn the art of empathy. Did you ever ask a salesperson to take something back and he immediately started to show you why it’s not his fault or that you must have done something wrong? How does that make you feel? Angry, frustrated, never want to do business at that place again? Even if the salesperson is 100 percent right and you are 100 percent wrong, he will have just lost a customer.

Empathy is showing a person you understand. When a complaint or problem comes along, you don’t have to say he is right and you are wrong. In fact, the customer may be totally wrong. Empathy simply allows you to convey you understand how he feels. It has a calming effect and allows a person to discuss a heated matter with a more open mind.
"I can appreciate..." or "I hear you loud and clear" or "If I were you. I might feel that way also" are good expressions that don't say a word about who's right or wrong. Let a person know you understand.

Remember, you are not in business to match wits with customers or trade insulting remarks. Customers pay for your equipment and a lot more. You are there to work out a fair resolution so everybody wins, at least a little. You want your customers to be willing to purchase your services again and also be willing to tell their friends about what a nice person you are to do business with. People who purchase from you once usually will return if they are treated fairly.

8. Ask what the customer wants. Never assume anything. Instead of rushing to fix something, ask, "What would you like me to do?" Don't be too surprised if, in many cases, she wants less than you expect. If a request is totally unreasonable, you can always decline and come back with a counter offer that is reasonable.

The reason I suggest asking first is that if you come across as sincere and sympathetic, most people will be reasonable. I've had many customers who want nothing except to let my company know it made an error. In many cases the difference between an angry customer and one who will return is simply a little empathy.

9. Make sure employees view customers as business friends who are important people to your organization, not ignorant consumers to be outsmarted or taken advantage of. Being in business means we depend upon our customers to feed our families, pay our bills and a lot more. Most managers feel this way, but it's not uncommon to hire employees with a negative view. Employees who show disrespect to your customers can cost you a lot of future business opportunities. And you may never even know about them.

10. The Golden Rule has worked for centuries; why change it now? Some of the world's biggest and most successful business people ruled their business by the Golden Rule: "Do unto others as you would have them do unto you." That, plus the attitude of "The customer is always right," should be in every business person's vocabulary.

11. Good service trumps price. In many business situations in the tree care industry, you may be bidding higher than a competitor or may be considered small by comparison. There are many things in business you can't control or change. You can, however, offer the best darn service in town and still do a big business. There are many people in this world who don't buy the cheapest anything. They buy the best overall value. Good service is how many businesses compete successfully against larger, more impersonal organizations.

Good luck and good selling!
Electricity is the most dangerous hazard facing any tree worker. This is especially true for those who have not been fully trained on how to work around electrical hazards. The newly revised and improved Electrical Hazards Awareness Program (EHAP) from the National Arborist Association (NAA) will help solve this problem.

EHAP is a comprehensive correspondence course that incorporates written exams, video training and hands-on training. It cost-effectively provides your employees with the knowledge and training they need to prevent accidents when working around energized conductors. Furthermore, the updated EHAP training manual will help your company meet all-important OSHA safety compliance requirements, while providing the necessary documentation.

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Whether you own the old version of EHAP or have never used it before, this is your chance to order a newly revised and improved version of this essential and valuable training program.
Wonderful World of Fungi

I read Mr. Cowan's article on fungi (Nov. 2002 TCI: "Fungi - Life Support for Ecosystems") with great zest and enjoyment. He reminds me of an old classmate, lichenologist, Martyn Dibben, who took Dr. Olive’s ascomycetes class back at the University of North Carolina in the '60s.

I look back nostalgically at lectures by Dr. Spallanzani, Dr. Josiah Lowe, and Dr. Alexander Smith on the subject. I recall watching a film of Dr. Constantine Alexopoulos waxing poetic, with his thick Greek accent, on the peridium and capillitium of Physarum polycephalum - a slime mold. Or the paradox of Sordaria fimicola discussed by old Dr. F.A. Wolf.

Cowan is tapping into not only the fungi - but into the many personalities of our pioneers. Mycology has been around for a long time and blends into our study of forests and trees. It is little appreciated today.

My short tour with a forestry department out West encountered an almost medieval ignorance. My culture plates were suspect. Diagnosis of fungal pathogens was suspect. People in the office were in terror of any mold growing on a Petri dish. Every decision was subject to "peer review" - but all the peers were ignorant! They almost called out the Haz-Mat squad when the standards for a Gram stain kit arrived! Knowledge of not only mycology but of our mycological forbearers will make this discipline seem less like witchcraft and its practitioners a little less nutty (by comparison). Yes, we need to talk about fungi more. We've only begun to scratch the surface.

Adrian S. Jatner
Adrian's Tree Service
New Orleans, La.

I would like to thank TCI for printing topics such as fungi diversity. A topic seldom, if ever, considered when decisions on forest health are made. For example, fallen trees of a forest are the substrate for the base of the food web, the mycorrhizal fungi.

If I may comment on the article "What Caused That Hole" in the same issue. The classifying of "People Pressure Diseases" as abiotic (non-living forces) is incorrect. If man (biotic) makes a machine to cut the wood out of the once fertile forest, man is the biotic pathogen. I cannot blame it on the machine, since man constructed the machine and removed the wood. If I put toxic chemicals in trees and my dogs and cats eat and chew leaves, stems and buds and become ill, do you blame me or the chemical? Maybe yes is the answer.

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Making a Difference

By John R. Hendricksen

This summer I am going to be riding in Tour des Trees again. Why has this TREE Fund activity moved to the top of my list? Why would I or any other individual spend a week (actually eight days) on a bike riding 60 to 125 miles each day? Why spend the preceding three to eight months training for this effort? For me, it is the people and the opportunity to interact with the people. The people I touch in this effort start with the donors that I approach to pledge their hard earned dollars to tree research. Trying to get money out of both professionals and non professionals is an unusual effort for me. I am used to trying to sell our services where there is an exchange of money for tree care. In this case, they are giving to support one of two causes: One for me as a rider and one for the cause of making this a better place to live on account of the trees. The non-professional donors know me and either do it out of friendship but more likely out of trust. If I say it is a good cause, it must be so. Those that give within the profession already know it is a critical aspect of our profession, we must be better in the care of trees and that is going to happen from new techniques discovered from research funded through the TREE fund.

I also have the chance to talk to potential sponsors of the Tour des Trees. There are three groups of these folks. The first are those that believe in the cause, like my home chapter, Illinois. Our chapter has been a sponsor for the last five or so years, giving at least $5000 each year. The chapter’s motives for giving are easy, to support the cause and to support the riders from Illinois. The commercial interests like our company have the additional interest in promoting ourselves by showing that we support the profession through research, our employees that are riding, and that we believe in the basic cause of research. We are going to give back to the profession that has been so good to us.

The next group of people I touch are those who have to endure my company as I train for the tour. That is usually the members of the three bike clubs I have joined so I would be motivated to keep up the training. I occasionally have the chance to train with others from within my company who are also committed to the Tour. It gives me the chance to
interact with them in a non-business environment and we get to know each other better as individuals.

The most fun group is the riders themselves. They range in age from teenagers to sixties. Father/son combinations, husband/wife, brothers, friends, and singles both from within the profession and from the outside have all been represented in the rider group. There are no titles or positions on the tour. President or line worker, we are all there for the cause. I get to see these folks really work the hardest. They are the ones that struggle up the hills, do the straight-a-ways at 30 mph (not me) and at the end of every day feel good but sore about doing something good for the profession and having fun too. To them it is a sense of accomplishment reinforced by each other at the end of every day and then at the very end of the trip. I made some new friendships from both within and outside the profession that will most likely endure for the rest of my life.

I asked some of these new and old friends what they got out of the tour. Terrill Collier, an arborist from Portland and his son, Brandon (14) were first time riders this past year. What Terrill said was “The tour riders really took him under their wing and the experience really grew his self confidence.” One newly married couple of riders, Ed Macie and Brenda Guglielmina, attribute their riding together on the tour as the experience that pulled them together such that they made a lifetime commitment of marriage. It cannot get any better than that, can it!

Along the tour, we plant trees and talk to kids. There is nothing more gratifying than seeing the faces of the kids watch and participating in Tim Womick’s trail of trees. He teaches and entertains both the riders and the kids with his enthusiastic and fun approach. The hospitality shown to us as we stop for breaks and lunch is truly unique. The locals get a kick out of helping the cause and welcoming some visitors doing good things into their communities. Sometimes, we are the big event for the day, week or month and the turnout is outstanding.

The end of the tour is when all the crowds at the field day welcome us to the conference. It is a bittersweet event; sweet for the accomplishment of a goal, to be at the conference, for the rest, bitter to say goodbye to our new and old friends that we made along the way. We know we made a difference—both for the good of the profession and in our personal lives. To achieve this physical endeavor is a challenge for us all. You too could be part of that magic. Be a rider, donor, sponsor, or spectator, but be involved. We are doing something good for the trees, good for ourselves, good for our friends and good for humanity.
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Last year, a woman in Calabasas, Calif., hired arborists to prune her neighbor’s oak, which she didn’t like hanging over onto her property. She also probably didn’t like the resulting fine: $10,000, the assessed value of the tree. She had violated the city’s Oak Tree Ordinance.

The fine is a reflection of modern tree ordinances that have been enacted in many cities in California. For example, in Rancho Palos Verdes, Rolling Hills, and several other communities, homeowners can be forced to trim their trees. Not because they pose a hazard, but because they block a neighbor’s view.

“We have 10 counties in California with completed tree ordinances,” says Stephen Elmore, senior account manager for Valley Crest Landscape Maintenance (formerly Arbor Care) in Calabasas. “If you’re going to protect a city’s heritage, you must have ordinances.”

Many cities enacted tree ordinances in the 1970s and 1980s, Elmore notes, and the number has skyrocketed in the last 10 years. Often, a city will have two ordinances: one governing street trees and one governing landmarks or particular species of trees on private property. Arborists that work in a large area must be familiar with a lot of tree ordinances.

It’s instructive to look at two California cities and their tree regulations, and how they make life interesting for arborists. First, Calabasas, a community at the far western end of the San Fernando Valley. “Calabasas became a city because its residents felt that development was a little out of control,” explains Bill Millar, landscape maintenance manager for the city. It has two ordinances, both of which were enacted when it incorporated about 10 years ago.

A city with searing hot summers, Calabasas enacted its Community Tree Ordinance in order to protect street trees, which provide shade that helps cool asphalt and concrete. It requires property owners to maintain the trees in the parkway along their property, and to obtain permits to plant, prune or remove one. Developers must have a permit from the city arborist to alter natural drainage and excavate ditches within 10 feet of a street tree.

The penalties for damaging a street tree—from a fine of $150 to $1,000 and a prison term of up to 30 days—are rarely enforced, admits Millar. “We use the ordinance to try to get people to seek out advice. They want to prune and top trees. After that, it’s difficult for the city to maintain them. It’s a way of educating people.”

Ordinances governing landmark trees or specific species on private property are often more controversial, because they pit the good of the community against the rights of the property owner. It was Calabasas’ Oak Tree Ordinance that the woman mentioned above fell afoul of last year. “People have to be educated of the ordinances,” stresses Elmore. “If they don’t have a good tree service, they leave themselves open to some pretty heavy monetary fines.”

The ordinance was updated in 2001, both to make it easier to apply for a permit and to increase protection for scrub oak habitats. It grants permits for the removal and pruning of oaks under certain conditions, requires stringent
mitigation measures as compensation, and imposes stiff penalties for violations.

Under the ordinance, for example, a permit may be granted for "removal of up to three living oak trees, less than six inches in diameter each, and no greater than 12 inches in diameter aggregate. This limit shall be on a cumulative basis for the parcel, in perpetuity." According to Elmore, it once took an act of the town council before his company was allowed to prune an oak. And even then, the city arborist stayed onsite to monitor the work.

This ordinance may be one of the most stringent in the state. "When we come in and build houses and roads, we impact trees," Millar says. "All the trees we see as natural treescape have survived by the luck of the draw."

Calabasas' oak tree ordinance protects native species such as oak, scrub oak, black walnut and sycamore. But instead of protecting individual trees, the way most other cities do, it is designed to preserve open space, trees, riparian habitats and wildlife corridors. It also protects some of the ridgelines of the Santa Monica Mountains, which it backs up against, from encroaching development. When developers buy undeveloped open space, they are often are required to leave 20 to 50 per cent of the land undeveloped.

The penalty for violating this ordinance is mitigation. In addition, if an oak habitat is removed without a permit during construction, the city can place a moratorium on building or improvement of the property for up to 10 years. This can make life difficult for all involved, but its trees make Calabasas a beautiful new city.

In contrast, San Francisco is an old city, coping with well over 100 years of development. "It's typical of an older city," relates Tony Wolcott, acting urban forester in the city's Bureau of Urban Forestry. "We have older neighborhoods that are very hard to deal with."

Roy Leggit, a consulting arborist in the Bay area, adds, "San Francisco has an unusual problem in that only 30 percent of its (street) trees are maintained by the Department of Public Works. The other 70 per cent are maintained by the property owner." In addition, in the past street trees were considered expendable if they were in the way of development. They weren't protected during construction, and funding for maintenance is still a problem.

San Francisco's Urban Forestry Ordinance was enacted in 1995 to protect its street trees. Under the ordinance, the city plants trees along major traffic routes and commercial streets, and approves planting plans for trees and shrubs in medians. It also encourages volunteer neighborhood plantings, often by providing trees and material, sidewalk cutting and removal, labor, technical advice and organizational assistance.

It may require owners of property abutting, fronting or adjacent to streets to plant and maintain a street tree. If a tree becomes dangerous, the property
owner is responsible for “abating the nuisance.” If the owner refuses, the city will do so, and assess the cost to the owner. Property owners can be sued if an improperly maintained tree injures a person or property.

Property owners must have a permit to remove a street tree. They may be required to plant another one in its place, or pay an in-lieu fee. If left in place during construction, trees are covered by specific language in the ordinance. They must be protected “from damage, including damage from soil compaction or contamination.”

In San Francisco, the minimum fine for removing a street tree without a permit is $650 per tree, and may be as much as imprisonment for up to six months. The city does enforce the penalties. “That’s what sends the message,” says Wolcott.

San Francisco’s Tree Dispute Resolution Ordinance (also known as Article 16) was enacted in 1988 to help property owners resolve conflicts regarding such things as views and solar energy for heat and light, as well as tree health and aesthetics.

“It does give some representation to trees,” says Wolcott, “but there is no protection in terms of species.”

Still, insists Leggit, who often appears as an expert witness in tree dispute lawsuits in San Francisco, “I wouldn’t say trees are being indiscriminately removed. Trees on private property are valued more highly here than in other places. If you have a little patch that you call yours, you value that tree more highly.”

Conflicts regarding trees often involve privacy issues. Unfortunately, trees that give one property owner privacy often block another’s view, and because of the city’s hills and waterfront, views are highly valued.

“People don’t have any right to a view,” notes Wolcott. “They can’t force their neighbor to cut a tree.”

San Francisco’s Bureau of Urban Forestry was created in July 2002, to make the city’s tree policy consistent, to look into protecting trees on private property, and save some species and landmark trees. It also has a public education program about tree care and the ordinance itself.

“We’ll always have problems,” says Wolcott, who enforces the ordinances. “I think ordinances are a good way of sorting these things out.”

As cities grow larger, more and more enact tree ordinances. And when they do, residents become more aware of the importance of their trees. “The ordinance has had an influence on the way people think,” says Elmore. “People see them as an investment and as part of the heritage of the area.”

“Ordinances are a way of educating people,” agrees Millar. “If we can spark interest, more power to us.”
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Below is a copy of the State of the Association address that will be reported to the membership by Chairman of the Board Tim Johnson at the National Arborist Association's annual Winter Management Conference, Feb. 4-9, 2003, in Puerto Rico.

As I leave the chairmanship of the Board of Directors, I would like to talk about where your association is today, and about two issues I see facing our association and profession in the future.

The National Arborist Association is in the best shape it has ever been in. We are in the best condition ever financially, and we have the best reserves we have ever had. We have the best and most professional staff, facility, computer systems and member services systems. We have record numbers of members. We have a dedicated Board focused on policy issues and planning for the future.

Your association has a written Strategic Plan that sets the course for our efforts. This year, we have been working on the 2003-2005 Strategic Plan. We have focused on positioning the NAA for a successful future, despite difficult economic times. We have looked at everything we do, why we do it, and if we achieve the intended results. We put together a Member Focus Group to help us better understand what members want from the NAA and how they determine value. We surveyed the membership and asked the same kinds of questions.

Internally we have examined how we work together as a volunteer and professional staff team to achieve value for our members. We are working on plans to enhance our teamwork so we can work more efficiently, more effectively, and deliver quality services to our members even more quickly.

With the help of the Member Focus Group, the survey responses, the results of our internal investigation, and staff and Board input, we finalized the 2003-2005 Strategic Plan. It includes a value proposition which will guide our communications in marketing and in branding the NAA. We also created an integrated marketing plan that ties it all together.

As a past NAA Committee Chair, a Board member for 9 years, and an NAA member for 22 years, I can tell you with certainty that .......

The NAA is in the best shape strategically that it has ever been in!!

At right is a list of all of the association’s major accomplishments and other information.

Now for the future

Our profession is going through changes and so is the NAA. Some of those changes are driven by the economy. Like most associations we have had fewer new members than we are accustomed to, lower financial contributions from our partners, and little growth in program areas. This is happening at exactly the same time as our members are expecting more value. The leadership has been very diligent at managing the association financially during this difficult period. The work we did in streamlining our operations over the last four years and putting considerable funds in reserves is allowing us to navigate through this time. However, NAA is not immune to these issues!

I ask you today to remember that the National Arborist Association is the ONLY TRADE ASSOCIATION representing your BUSINESS interests. NAA IS the voice of the tree care industry. When you think about where you are going to be putting your dollars, please remember NAA. We’ve had a good ride for the past 12 years, but we are faced with hard choices, just as you are in your business. Whether it’s meetings, programs, sponsorship, regulation or advertising, if we do not continue to have solid support from all of our members, at some point NAA’s ability to deliver solid value to its members will suffer.

We need your continued support, and we need you to influence others to support the NAA at the highest
level they can. To paraphrase Bob Felix, remember, this effort won’t cost you anything, but it will pay big dividends for years to come.

We continue to hear a recurring message from our members. They cry out for enhanced professionalism, for a larger and better pool of employees, for lower insurance premiums, for education of consumers, and for elimination of practitioners who set a bad example to the public and for our profession.

These comments are nothing new; we have all heard them many times in the past. The questions are, “What is the problem, and is there a solution?”

Well, I think Pogo said it best. “We have seen the enemy and he is us!”

Is there a solution? Yes, I believe there is.

I understand that I’m preaching to the choir. All of you are at the Winter Management Conference by choice to learn how to do better and to eliminate the issues I just mentioned. We need to be talking to all the folks that are not at this meeting, by choice. But, you folks are the ones that have to lead the charge to have our profession take responsibility for setting industry standards of Best Business Practices and agreeing to adhere to them. You all need to influence folks by your example.

The NAA has not done what we need to do to SET those standards. However, soon a message about our plans to do just that, provide a solution, will be released to our members.

I ask you today to become champions for NAA’s future role in setting these Best Business Practices; to look toward what we can accomplish to enhance our profession’s reputation, improve our safety record and gain the respect we have all desired.

If you have any questions about these plans please contact a Board member or Cynthia Mills.

Lastly, I would like to thank you for the opportunity to work with a great team of volunteers and staff to make a difference for the tree care profession. Your Board and I have worked on your behalf with integrity, energy and commitment. It’s not a job that happens in a vacuum. We have a lot of talent in this profession that helps us reach our goals.

I would like to thank the Board for their commitment to a year that has been full of questioning. It hasn’t always been easy, but the work has been critical to positioning the NAA for the future.
Education
New DOT Compliance Guide developed
Tree Care Specialist completely revamped
TreeWorker becomes free to members
Record-breaking attendance at WMC 2002
Subscriptions to NAA publications for non-members
New catalogue of educational tools
ANSI A300 Part 4 - Lightning Protection Systems released
ANSI A300 Part 2 - Fertilization; new standard begun
ANSI A300 Part 5 - Management; new standard begun
ANSI A300 Part 6 - Transplanting; Part 7-IVM - new standards begun
Crew Leader Home Study overhauled completely
On-line study version developed for Arborlean.org
Tree Educators Summit

Public Relations/Visibility
National Day of Service tentatively planned for 9/27 or 10/11/03
Fat Summerall video online for NAA member customers and available as a marketing tool
Four new Media Kits online:
  - Winter Storm Damage & Winter Injury to Trees
  - Proper Pruning
  - Proper Line Clearance
  - Signs of Storm Damage
Personal visits to NAA members
New England Grows
ISA
ISA Chapter Meetings: Florida, New England, Ontario, Southern, and Texas
The Society of Municipal Arborists
Connecticut Tree Protective Association
Fifth Annual European ISA Conference
Staff spent 48 weeks of “face time” with NAA members

Regional workshop at Southern ISA
Home studies due for release early 2003
Free company consulting

Strategic Partnerships
NAA & ASLA - Web casts on developing pruning specs
NAA & The TREE Fund
  - Name included in Clemson Grant for “An Economic Analysis of the Arboriculture Industry in U.S.”
  - NAA introduces The Hazard Tree Fund Video at TCI EXPO to NAA members
  - National Urban and Community Forestry Research and Technology Transfer Summit
ASC/NA/ISA - Arborlearn.org revamped with new courses
NAA & MAA - partner on MCSP education
NAA & ANLA - legislative issues when appropriate
NAA & ISA - New Memorandum of Understanding
NAA & ALCA - In talks on future Alliance

Nominations are now being accepted for the 2004-2005 NAA's Board of Directors. Members wishing to nominate candidates should fill out the “Candidate for NAA Board of Directors Nominator Form,” which was mailed to all members in January and may also be downloaded at www.natlarb.com.

Call for nominations for board of directors

Nominations are now being accepted for the 2004-2005 NAA's Board of Directors. Members wishing to nominate candidates should fill out the “Candidate for NAA Board of Directors Nominator Form,” which was mailed to all members in January and may also be downloaded at www.natlarb.com.

Tidbits
  - International members account for 21% of our growth and are 10% of our total membership.
  - In a down economy, TCI EXPO attendance equaled 2000 and 2001 numbers
  - TCI Magazine advertising exceeded budget projections in one of the worst years in recent economic history
  - NAA placed additional $100,000 in reserves, exceeding the 3-year $400,000 goal by $337,000
  - Despite a down economy, NAA's membership retention is at 82%, exceeding the 80% budgeted rate.
  - NAA had negative net member growth for the first time in years, attributed to the economy and a dues increase.
  - Carol Crossland: cover of Association Meetings Magazine and featured in two articles; elected to New England Chapter of Professional Convention Managers Association Board of Directors
  - Sachin Mohan was selected as an ASAE DELP Scholar.
  - Cynthia Mills, CAE, was selected as an ASAE Fellow.
OSHA Recordkeeping Rules

If your company had ten (10) or fewer employees at all times during the previous calendar year, you do not need to keep OSHA injury and illness records unless OSHA or the Bureau of Labor Statistics informs you in writing that you must keep records under § 1904.41 or § 1904.42.

By contrast, all employers must report to OSHA any workplace incident that results in a fatality or the hospitalization of three or more employees.

These are the recordkeeping forms you will need:
- Log of Occupational Illnesses/Injuries: Form 300
- Summary of Occupational Illnesses/Injuries: Form 300A
- "Recordables" supplementary record: Form 301

Compliance timeline
- Jan. 1, 2003: Employers begin keeping data on OSHA 300 form
- Feb. 1, 2003: Employers post the 2002 summary data on OSHA 300A form
- May 1, 2003: Employers may remove the 2002 posting

The employer must post an annual summary of occupational injuries and illnesses for each establishment. This summary consists of the year's total accidents/injuries from the Form 300 and the following information: Calendar year covered, Company Name, Company Address, certifying signature, the signatory's title, and the date. If no injuries or illnesses occurred in the year, zeros must be entered on the "Totals" line, and the form must be posted.

The summary (300A) has to be completed by Feb. 1 for the previous year and posted on the employee bulletin board or other prominent area during the entire month.

A supplementary record (301) must be filled out within six (6) working days of the report of a recordable illness/injury.

If you have employees who do not primarily report or work at a single establishment, or who do not report to any fixed establishment on a regular basis, you must present or mail a copy of the summary during the month of February to each such employee who receives pay during that month.

For multi-establishment employers where operations have closed down in some establishments during the calendar year, it will not be necessary to post summaries for those establishments.

The OSHA log must be available within 40 minutes in case of an audit. In order for this report to be accurate, accident reports must be recorded in a timely manner.

Download forms
States operating OSHA-approved State Plans must adopt occupational injury and illness recording and reporting requirements that are substantially identical to the requirements in Part 1904 and which should also be in effect on January 1, 2003. You can obtain forms online (on legal-sized paper) by typing in the following URL in your web browser's address box: http://www.osha.gov/recordkeeping/RKforms.html

Updates
We are assembling information for the 2003-2004 NAA Membership Directory! We want this information to be accurate and up-to-date, so please check your current Membership Directory or go to the NAA's Web site, www.natlarb.com, and verify the information we have on your company.
Fundraising for Tree Care

More than 5,500 NJ “Treasure Our Trees” passenger license plates have been sold since their introduction in 1999. Tens of thousands of dollars are generated each year for annual tree planting and restoration grants by the sale of these specialty plates.

The new “Commercial” Treasure Our Trees plate is available and probably the first of its kind in the United States. All of the profits from these commercial vehicle plates go directly to support the tree care industry by paying for professional tree care and planting events through grants. These grants are available to towns and non-profit organizations for their tree related projects. The plate features the New Jersey State Tree: (red oak) and the state Memorial Tree (dogwood) in full color.

An interesting idea that could be copied for planting programs in other states.

Dentist Makes Tree Call

A protester who has lived in a tree for more than a month received a visit from a dentist recently. John Quigley has occupied an oak tree for 39 days in an attempt to save it from a developer’s bulldozer.

He had to call a dentist when he broke a molar while eating. The dentist climbed the tree and put a temporary cap on the tooth. Dr Ana Michel couldn’t install a permanent crown while in the tree. Instead she applied a sedative substance that hardened over the break and soothed the pain.

Los Angeles County has called for the oak to be uprooted so Pico Canyon Road can be widened to accommodate future development west of Santa Clarita. The tree was originally going to be cut down. Protests led to a plan to move it, but Quigley and other activists don’t think it would survive relocation.

New Research Center

A new research center at UCLA and UC-Berkeley will study links between diseases and environmental pollutants, according to the LA Times. The effort will be funded with a three-year grant from U.S. Centers for Disease Control as part of CDC’s $14.2 million program to start a nationwide tracking system for health problems related to pesticides, other chemicals, toxins and similar substances in the environment.

Trees and Ozone Pollution

The Environmental Protection Agency will spend $750,000 to find out whether trees in the Ozark Mountains are contributing to high formaldehyde levels in the air over St. Louis. The study will focus on oak trees, which emit isoprene, a gas that reacts with water and sunlight to create formaldehyde. A suspected carcinogen, formaldehyde levels will be tracked at three locations between the Ozarks and the city. In some cities, trees have been blamed for as much as two-thirds of the ozone-forming chemicals detected in the air.

Careful What You Cut

Make sure you inspect trees for nests, especially eagle nests, before cutting. A logger in North Carolina, David Norwood, didn’t notice a bald eagle’s nest in a tree he cut down. The result was a $95,000 fine, six months of house arrest and two years of probation for violating the federal Bald and Golden Eagle Protection Act.

Norwood was clearing a property in May when a customer spotted two young eagles near a downed tree. Bald eagles are a threatened species protected by federal and state law, which makes it illegal to kill them or disturb their nests.

“I think I was treated fairly,” Norwood was quoted as saying by the Associated Press. “I made a dumb mistake.”
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**TREE CARE INDUSTRY - March 2003**

**What's coming in...**

- **Equipment Guide to Wood Processing:** Mulch; Sawmills; Firewood Processing
- Also featured in March TCI: Chippers; Chain Saws; Tree Growth Regulators
- Moving big trees

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TREE CARE INDUSTRY - FEBRUARY 2003
Out on a Limb

By Kevin Condon

When a climber is in a tree, the sound of his saw is the lead instrument. The ground man with the big saw is the base and others supply the percussion with smaller saws and other implements. The chipper’s whine is the rhythm and the overall muffled sound through a good set of headphones can produce an exhilarating feeling. There is little javing and lots of sawing. When the boss drives away to bid another job, he turns the truck’s radio off so he can leave listening contently to the sound of “money being earned.”

Tree work is as artistic as it is rewarding. We all have anecdotes to share, and laughing at oneself can be as therapeutic as it is humiliating. Here are a few of my stories:

I was once carrying all my equipment into a customer’s backyard. (Let’s give credit where credit is due. A tree guy can carry more around his legs, waist, arms, shoulders and head than just about anyone.) When I finally reached the base of the tired old oak scheduled for removal, I had my game face on. I connected my saw strap as I dumped out my saddle, spurs and rope from the equipment bag. Only then, to my complete horror, did I realize I was still wearing my bedroom slippers! My embarrassment was only exacerbated by the customer’s remark, “Bedroom slippers? Yes, I noticed that right away.”

I’ve seen a veteran climber 60 feet up a tree look over his shoulder like some hawk eyeing a potential meal on the forest floor. Focusing down on his neatly coiled climbing line at the tree’s base, he realizes that the meticulously tied Prusik knot isn’t attached to his belt!

While frantically warding off a swarm of unseen bees, haphazardly swatting the area around your head and shoulders like some bull rider’s untethered hand, you look down and notice a previously cut branch cradled between an electric wire and a lower limb. Only then do you realize those pesky, invisible, skin-nipping insects are small electrical shocks. It’s time to give the tree a good shake and keep in mind that when you return to the ground your supervisor might give you a good shake, too!

Many people in service related occupations never seem to develop the rapport with their repeat customers that tree and landscape professionals do. These friendships, which go beyond the job, can make for lighthearted repartee.

I once broke a two by four enhancement to a customer’s small fence while cleaning out a stout fir tree. The repair was minimal, so the incident really didn’t impede my progress. When I was back on the ground, my 73-year-old customer – a lady I had been doing business with for over 20 years – remarked, “Do you break a lot of things?”

Trying to make light of the situation, I replied, “Only a few women’s hearts.” Millie didn’t let a moment lapse before her spitfire retort, “Well, I’m sure they got over that real quick!”

Once, as I was gazing up to the crown of a 100-plus foot fir tree, the owner’s 70-year-old wife had the audacity to remark, “I was thinking of buying my husband some of those spikes for Christmas so he could maybe take the tree down, himself.” Vic, the climber who was going to dismantle the monolith, replied, “Yeah, that’s a good idea. While you’re at it, why don’t you buy him a drill so he can do his own teeth.”

Tree jobs can appear methodically simple to an experienced crew. When the customer is writing out the check and begrudgingly remarks on how “swiftly” the job was performed, I always think back to the time I was writing an $800 check for a root canal that lasted only 90 minutes. When I complained of the exorbitant time-price ratio, the receptor quelled my complaint by asking, “Did you want him to take longer?”

Bear with me now as I generalize on some closing subjects we have in common. If you’ve been in business for awhile, you’ve heard it all. “You forgot the big saw” ... “Where’s the tarp?” ... “You didn’t bring the triple strand?” ... “I can’t believe you don’t have a spark plug wrench!” ... and on and on. It’s almost a given that someday you’re going to fill the saw’s gas tank with oil and the oil tank with gas. And if you haven’t done it in 15 years, there’s a good chance you’ll do it twice in one week ... and then never do it again!

These anecdotes were drawn from 30 years of tree work. I hope they reflect some shared insights.

Kevin Condon worked for B & H Tree Service. He lives in Petaluma, Calif.

Do you have a story From the Field?

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