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A skilled climber, a big crane and an experienced crane operator make short work of a challenging tulip poplar. Photo courtesy of Glenn Riggs.

FROM THE FIELD
By Jay Townsend
Sometimes the person you think will be your stiffest competition becomes a friend and mentor.
Average is halfway to the bottom. I know about the glass-half-empty-glass-half-full cliché, but I never thought about average as anything other than halfway. It’s easy to be average. Just do what everybody else does. Don’t do anything differently. Don’t draw attention to yourself. Just do enough. Don’t be conspicuous.

Don’t make any big decisions; it could be dangerous if you make the wrong one. By no means should you take a strong position on an issue. If you do, someone will disagree with you - and you don’t want that, even if you are right. After all, you just want to be average, inconspicuous, just like everyone else and, certainly, not controversial. Your glass is half empty, right? It’s halfway to the bottom, just average.

I don’t think so! I’ve never met an arborist who was average, just did what everybody else did, never made a big decision or never took a position on anything. Real tree people are independent thinkers, not afraid to stand up for what they believe in and not easily intimidated when pressured. As that famous columnist who writes in this magazine from time to time says: “There are Euc men and there are Oak men.”

When you are in business there is always pressure: not enough work, not enough people, can’t pay the bills, chipper broke down, spray hose leaked on the patio, the limb fell through the roof, best crew leader quit. At one time or another, all tree companies suffer through the same difficulties, often more than once.

As in every other industry, the good ones not only survive, they prevail. The reason is that tree company owners and managers generally are not afraid to make hard decisions, to face tough situations and work their way through difficulties. Successful people, the winners in every walk of life, have a glass that’s half full and don’t think of themselves as average. Winners don’t follow. They lead. Leaders don’t always make friends of everyone they meet along the way. You can do that by doing nothing so you don’t offend anyone. Chances are that attitude will make you a loser - maybe an average loser.

The tree care industry is in for some challenging times. The government is somewhere between reducing disposable income by increasing interest rates and a contract the Congress has with the American people to balance the budget. It has never been more important to keep in close touch with what’s going on around you. Know what the state of your marketplace will be before the changes impact your business.

This is not the time to be average. There is never a time to be average. Average is halfway to the bottom. I always look up. That’s where you want to be.
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Recycling in '95

By Peter Gerstenberger

Results of an Urban Tree Residue (UTR) study show great potential for waste wood recycling. The study, which became available in late 1994, was sponsored by the Allegheny Power System, the International Society of Arboriculture Research Trust and the National Arborist Foundation.

According to the UTR report, the typical commercial tree firm in the U.S. generates between 4,000 and 10,000 cubic yards of wood waste annually. That adds up to about 73 million cubic yards of wood waste - enough to fill the Pontiac Silverdome to the roof.

Right now, 57% of all green wood waste is either left on-site or given away in the form of chips and firewood. Seventeen percent is landfilled at an average cost of $27 per ton, or $9 per yard. Only 12% of the total is sold as mulch; the rest is sold as firewood, boiler fuel, wood products or compost.

Customer-generated yard waste is another consideration, and possible profit center, for recyclers.

Illinois studies estimate that the average household generates 200 pounds of leaves, 750 pounds of grass clippings and 300 pounds of brush per year.

Altogether, green waste makes up 18% of the country's total municipal solid waste stream, which, according to the U.S. Environmental Protection Agency, is the second-largest source of municipal solid waste.

All the figures add up to great potential for growth in commercial waste wood recycling. Indeed, one industry source indicated that the number of green waste recycling facilities in the U.S. had increased by 1400% in the last seven years.

The day will come when the tree care industry will view waste wood, stumps and chips as an important source of income rather than a nuisance and burden. For some, that day has already arrived.

Of course, to enter the green waste recycling business, one needs the proper equipment. For the sake of comparison, TCI compiled the following data on the various manufacturers' machines of similar size and capacity.

Contact: Vermeer Manufacturing Co.
P.O. Box 200
Pella, IA 50219
Phone: 515-628-3141
Fax: 515-628-7734

Model No.: Brawny TG 400

Engine: Caterpillar 3406 B DITA, 402 h.p.
Hammers: 2.5 inches by 3 inches by 7.5 inches
Tub: Top width: 12 feet, 8 feet 6 inches with flares folded. Bottom width: 8 feet. Depth: 5 feet.
Loading height: 10 feet. Hydraulic drive.
Conveyors: Discharge: 30 inches wide, 10-foot discharge height, hydraulic drive. Belly: 30-inch hydraulic drive.
Special features: Radio remote controls; hydraulic lock-out valve of tub lift cylinder for safety; exclusive dealer network.
Options: 20-pound cutter block hammers with carbide rock bit teeth; conveyor magnetic end roller.

The new Vermeer Brawny TG 400 Tub Grinder made its debut in Gilbert, Arizona, in August before a unique coalition of city and state, public and private recycling experts. The Recycling Task Force Pilot Project was organized by Daniel Kyman, recycling coordinator for the town of Gilbert. Western Organics, Inc., of Phoenix, operated the machine.

The town of Gilbert pilot project was officially sponsored by the Arizona Recycling Coalition - a group of state, municipal and private interests.

During the demonstration, 42 tons of a variety of green waste products, collected over a six-month period, were reduced to minute particles in less than three hours.

Doug Porter, Phoenix division manager of Western Organics, is also vice president of the Arizona State Recycling Coalition. Under the direction of James L. Porter, Doug Porter and superintendent Steve Miller, Western Organics personnel ran the pilot project as Kyman explained to the score of state and local recycling experts why the program was developed.

"We were aware that many municipalities faced critical decisions with green..."
waste disposal because it constitutes approximately 25 percent of residential waste in the Southwest alone. We want to establish a viable program that will not only keep the material out of the landfill, but will also produce a product that can be used for composting or as soil additive," Kyman said.

Kyman was aware that tub grinders were on the market, but was concerned whether they could do the job.

Western Organics is a third-generation company with six locations in four southwestern states and 200 employees. It markets its soil remediation products internationally.

The firm had spent a few years looking for a machine that could perform in many types of conditions. “What we needed,” said Doug Porter, “was a machine that could handle a coarse log or tree stump right down to pre-ground, fine material.

“We were also very interested in saving maintenance downtime, maintenance costs and costs of operation. We demonstrated dozens of machines here in Phoenix and in Albuquerque.

“The Vermeer TG 400 is the first machine we encountered that could handle it all. We were looking for a tub grinder that we could put a tree stump into and have it come out as finished material - half-inch minus. Vermeer does that and eliminates a lot of problems in the process.”

The machine features a maneuverable discharge conveyor, making it easier to load finished material directly onto trucks. Its design greatly reduces cleaning downtime.

“We’re getting close to the hours the Vermeer people said we would get,” James L. Porter said. “The Vermeer TG 400 is an easy machine to work on...it has yet to plug up, but if it did, all you have to do is dump the tub and resume the operation.”

Contact: W.H.O. Mfg.
P.O. Box 1153
Lamar, CO 81052
Phone: 719-336-7433
Fax: 719-336-7052

Model No.: P10-43HD
Engine: Caterpillar 3306, 300 h.p.
Mill: Rotor length: 43 inches, width: 16 inches. Demolition screens are 5/8-inch thick with 7/8-inch thick steel bars on grinding surface. Product sizing screens from 1/2 inch to 6 inches, various thicknesses.

Hammers: 34 standard, 68 maximum; 1 inch thick
Tub: Top width: 10 feet at rim, 7 feet 6 inches inside tub. Depth: 4 feet 6 inches.
Loading height: 10 feet. Hydraulic drive.
Special Features: Dial controlled electronic sensor slows tub when cylinder encounters tough or dense material.
Options: Magnetic pulley and discharge chute for removing ferrous metal.

The W.H.O. Manufacturing Co. started building tub grinders in 1945, and holds the original patent for the design. The firm’s product literature claims that the company has more tub grinders in operation today than any other brand.

The model P10-43HD, the “baby” of W.H.O.'s tub grinder line, is nevertheless a medium-output unit. It will process up to 120 cubic yards of wood waste per hour. The P12-565HD outfitted with a 500-h.p. Caterpillar diesel will process up to 200 cubic yards per hour, and the P12-63XSHD, with 650 h.p., will produce 300 cubic yards per hour.

Contact: AgEquipment Group, LP
909 Pinder Avenue
Grinnell, IA 50112
Phone: 515-236-6571
Fax: 515-236-7631

Model No.: Farmhand CG7000
Engine: 6-cylinder, 200-h.p. Cummins
Mill: 21-inch-by-40-inch rotor; screens from 14 inches to 4 inches; large bar screens have serrated edges so hammers rip and shred for high-capacity grinding.

Hammers: Standard 3/4-inch two-hole hardened; can use 22, 40 (standard) or 80
Tub: 9 feet 8 inches wide, 4 feet deep, 8-foot 11-inch loading height; bark chute allows loading with large loader; hydrostatic drive
Conveyor: 22 inches wide, 16-foot 5-inch discharge height, electric winch
Special Features: Electronic load controller regulates tub speed
Options: Electronic remote control.

The Farmhand CG7000 is best suited for secondary reduction of materials such as yard waste, wood chips, and coarse output from a large-capacity recycler. Typical grinding capacity for wood chips is 150 cubic yards per hour.

Owners of the machine appreciate the consistency of the output to create attractive landscape mulch. Sixteen different screen sizes are available so the operator can select the size of output.

The retail price on the CG7000 is less than that of the typical new aerial lift truck with a forestry body. With a hitch weight of 1250 pounds and overall weight of 14,250 pounds, the CG7000 is also relatively easy to transport.

The model 7000 is also available as a PTO towed unit, powered by a tractor or electric motor.
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$1486.49 per mo.
1983 international 5000 6x4, DT466, auto with Holan 775 bucket, 75 working height $48,500

$1186.19 per mo.
1981 International 1954, 3208 Cat, 5 spd./2 spd. with h range 60 bucket $38,500

$1036.04 per mo.
1987 GMC, 3068 Cat, 5 spd./2 spd. with Tecan 55 bucket $34,500

$1186.19 per mo.
1987 Ford, 7.8 diesel, 6 spd./2 spd., chip box and 50 Holan $39,500

$1186.19 per mo.
1990 GMC, 8.3 diesel, 6 spd./2 spd. with 49 ft Ranger buckets (NAP) $39,500 Ex

$1036.04 per mo.
(2) 1980 International 4x4, 466 diesel, auto with Tecan 60 bucket $44,500 Ex

$795.80 per mo.
1985 International 4x4, diesel, auto with LR50 Asplundh $26,500

$450.37 per mo.
1978 Chevrolet, V-8, 5 spd. with LR45 Asplundh $14,500

$885.89 per mo.
1987 GMC 4x4, diesel, auto with LR50 Asplundh $29,500

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(3) 1977 to 1982 GMC & International, gas & diesel with 842 Asplundh Call For Price

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1981 GMC 4x4, diesel with Holan 46 $19,500

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Nampa, ID 83687
Phone: 208-467-6229
Fax: 208-467-6390

Model No.: PWG 1036
Engine: Caterpillar 200 - 400 h.p. (large size for use with optional grapple attachment)
Mill: screens with various size openings
Hammers: 28 swinging and 14 fixed hammers - total weight: 1148 pounds
Tub: 10-foot top flange funnels down to 6-foot 7.5-inch inside diameter; hydraulic drive; tilts to 90 degrees
Conveyor: Various options available.
Options: Rod puller, tool box, air compressor, fuel transfer pump, vandalism package, remote control, Ramey hydraulic knuckleboom loader.

Diamond Z's first production tub grinders were rolled out in 1989, making the company one of the youngest in the recycling equipment market. Several of the first Diamond Z units were put to the test in south Florida, cleaning up in the aftermath of Hurricane Andrew in 1992. The quantity and variety of wood debris strewn about in the aftermath of the storm left south Florida looking like a war zone. Recycling/disposal equipment worked around the clock for months in the wake of the storm.

The Army Corps of Engineers was paying $625 an hour for wood waste processing so dependability was a major factor in the hurricane cleanup. The Diamond Z machines “came through with flying colors,” said the manufacturer. In fact, one Florida recycler who had purchased one Diamond Z tub immediately before Andrew was so satisfied with the machine's performance that he put in orders for two additional machines during the cleanup efforts.

Diamond Z manufactures several tub grinder models. The model featured, the PWG 1036, is the smallest and one of the newest. The company began by manufacturing high-output machines. In fact, if high output is paramount, the Diamond Z 1463-T is the machine. Powered by two Caterpillar 3412 diesels, the 1463-T produces 1600 h.p. Woody debris processing rates vary considerably with screen size. However, with a field changeover to grind tires, the 1463 will process an astonishing 1,750 to 2,600 car tires in an hour. It will even gobble up massive tires used on mining equipment.

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8507 S. Winn Road, P.O. Box 1000  
Winn, MI 48896  
Phone: 517-866-2381  
Fax: 517-866-2280  
Model No.: Morbark 1250  
Engine: Caterpillar, Cummins; 650-750 h.p.  
Mill: 31-inch-by-55-inch feed opening, 20-inch diameter by 54-inch long rotor  
Hammers: 24 T-1 steel fixed hammers 2 inches thick  
Tub: 12-foot 6-inch top diameter, 56 inches deep, 10-foot diameter inside base; tilts 90 degrees hydraulically.  
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Special Features: Electronic speed sensor; pressure compensated hydraulic system; torque limiter.  
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Morbark is well known for its chipper product line as well as for its Recycler, featured in past TCI articles. Morbark also produces, through Recycling Systems, Inc. (RSI), five different tub grinders for different jobs and different budgets.

The Model 1250, featured here, is RSI's most popular grinder. Other models range in size from 250 h.p. and 24,500 pounds to 800 h.p. and 86,000 pounds with a loader. Morbark manufactures its own grapple loaders with special features that warrant a close look.

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Contact: Bandit Industries, Inc.  
6750 Millbrook Road  
Remus, MI 49340  
Phone: 517-561-2270  
Fax: 517-561-2273  
Model No.: Model 30 Beast  
Engine: Caterpillar or Cummins, 400 to 750 h.p.  
Mill: 42-inch diameter, 54-inch long chipper/hammermill/hog with 48 15-pound hammers, four rows of tool holders that use chipper knives or fixed hammers, a cutter bar or anvil surface, plus two additional fixed cutting surfaces.  
Conveyor: 5 feet wide by 15 feet long, with two 24-inch wide drag chains  
Special Features: Two horizontal and two vertical hydraulic drive feed wheels, hydraulically controlled discharge gate to regulate size of particles, full-functioned remote radio control, auto feed system maintains engine r.p.m. and power.  
Options: A variety of discharge conveyors.

The Bandit Beast is not a tub grinder, but has characteristics that make it worthy of mention. Bandit Industries gained a solid reputation for manufacturing a full line of disc and drum-style chippers. The company also manufactures the Log Buster, an oversize splitter that will reduce oversize, 10-foot logs to sizes that are easier to process.

The Beast prototype has been field-tested for two years and many changes have been made. One prototype unit was recently sold and Bandit is beginning to manufacture production models.

Two smaller models are available. The 15C is the smaller brother of the Model 30. The 15H is a simple skid-mounted waste grinder with a hammermill-only head.
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Phone: 603-893-9339
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Model No.: CBI Road-Mill
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Mill: 18,000-pound solid steel rotor operates at 600 r.p.m.
Hammers: 20 - 50 pound bolted on strikers
Conveyors: Feed: 60 inches by 25 feet, 10-foot wide hopper, metal detector at feeding station; Discharge: 54 inches by 30 feet, discharge height of 15 feet, folds hydraulically
NAA and OSHA Meet

NA A obtains clarification for tree work near overhead conductors

By Brian Barnard

A qualified line clearance tree trimmer will still be allowed to use a chain saw or hand saw to prune or remove limbs growing within the minimum separation distance of an overhead electrical conductors, provided that limb has been secured with ropes.

This is important news for tree care firms who may be inspected or cited for violating a paragraph in 29 CFR 1910.269 of the Occupational Safety and Health Administration's new line clearance tree trimming standard.

Your firm could be mistakenly cited for using a chain saw to cut a limb growing near an electrical conductor. If this occurs, ask the compliance officer to call federal OSHA. NAA member tree care firms should call the NAA office for information.

NAA's Safety Committee had been particularly concerned about the paragraph in 29 CFR 1910.269 that states: "Branches that are contacting exposed energized conductors or equipment, or that are within the distances specified in Table R-6, Table R-9, and Table R-10 may be removed only through the use of insulating equipment."

The tables outline the safe work distances a line clearance tree trimmer can work near an electrical conductor. As written, the paragraph in question would prohibit the use of chain saws or hand saws to cut limbs that may be growing within those safe work distances, even if the line clearance tree trimmer was well away from the conductor.

During a January meeting with OSHA officials, however, NAA representatives demonstrated how tree limbs near conductors should be handled and illustrated how worker safety is maintained when a qualified individual removes tree branches growing near electrical conductors.

Representing the NAA were Safety Committee Chair Ed Johnson, vice president of the Davey Tree Expert Company; Director Jim Allard, vice president of Asplundh Tree Expert Company; and Executive Vice President Robert Felix. They met with David Wallis, electrical engineer, in the Office of Electrical, Electronic and Mechanical Engineering Safety Standards, and Ron Davies, safety engineer with the Office of General Industry Compliance, Occupational Safety and Health Administration, U.S. Department of Labor.

Initially, NAA intended to have OSHA draft either a compliance directive or an opinion on this issue. A compliance directive is a clarification/interpretation of OSHA regulations issued to field compliance officers for the purpose of helping them interpret and enforce the regulation.

The following events led up to the meeting:

January 1994 - OSHA publishes final rule on 29 CFR 1910.269, a vertical standard covering all work near or on electrical conductors, including tree work.

March 1994 - NAA sends OSHA 7-item list of proposals for inclusion in 1910.269 compliance directive. This includes NAA's suggested wording to permit the use of chain saws and hand saws to cut limbs growing near conductors provided safe work practices are used.

July 1994 - OSHA responds to NAA with acceptable feedback on all proposals except the chain saw/insulating equipment issue. OSHA suggests line clearance tree trimmers cut the limb back or pull the limb away from conductors before cutting with a chain saw.

August 1994 - NAA's Safety Committee requests further clarification from OSHA on the insulating equipment issue and proposes alternative safe work procedures.

November 1994 - OSHA says there will likely be no change in the current interpretation.

December 1994 - NAA again petitions OSHA to change its interpretation, and schedules a meeting to discuss the issue with OSHA officials.
correctly. An opinion from OSHA carries legal weight in settling a contest of a citation after that citation has been issued by OSHA. Neither of these options was available.

The Edison Electric Institute (EEI), a cooperative of investor-owned electric utilities, petitioned OSHA to seek an injunction against implementation of 1910.269 pending further clarification of the standard. Although EEI was one of the original proponents of the standard, the institute was dissatisfied with the outcome of several sections in the final rule, saying that much of the standard was too ambiguous for a company to fully comply.

This action legally constrains OSHA from developing a compliance directive for 1910.269. EEI’s Chuck Kelly said EEI representatives met with OSHA officials for four days in December, and are currently redrafting their petition based on that meeting. Kelly is confident that a quick resolution will be obtained without further legal intervention.

Because EEI sought the injunction, the Solicitor General for the Department of Labor is unwilling to approve any OSHA interpretation of the regulation until the litigation is resolved.

The NAA and OSHA representatives agreed that the best immediate course of action to protect workers and the employer’s right to do work was to draft procedures acceptable to OSHA and the industry.

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Brian Barnard is Government Affairs specialist for the National Arborist Association.

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Interviewing Job Applicants

Some questions are legal, some aren't

By Joseph Arkin

Two major considerations should drive the interview process that leads to the selection of new employees for your business.

From one perspective, the process should enable you to identify the person best qualified and most suited for the available position. Presumably, that leaves you free to ask any questions necessary to identify the applicant that best meets your firm's needs.

From another perspective, the interview process now must guard against any questions that introduce any suggestion of any potential racial, sexual or other biases that a court might view as unfair discrimination.

So, the discussion here proceeds from two perspectives.

One perspective focuses on that part of the interview process designed to identify the applicant most suitable for the positions available. No infallible system exists, but some sound management logic can help you select candidates more likely to succeed in your firm's circumstances.

The other perspective of the interview process focuses on the potential problems that can develop from ignoring limitations on the interviewing, or employee screening process.

The interview process centers on three basic considerations:

1. Can the applicant do the job (perhaps with some training)?
2. Will the applicant do the job on a continuing basis?
3. How will the person fit in with the significant others on the job?

Apart from potential discrimination suits, the costs of ineffective interviews can be expensive. Adding a wage earner to your payroll can cost several hundred dollars. Adding a professional can raise that cost into thousands.

Those costs increase significantly if the employee proves inept. The costs become prohibitive when your firm is accused of discrimination against a prospective employee because of race, color, age, sex or any other presumed obstacle to employment. Even if they are not justified, such claims can impose costs that result in a firm's financial failure.

As the first step, prepare for the interview process.

Get some training if you lack significant experience interviewing job applicants. A variety of firms offer training and role playing experiences. The learning experience will include valuable feedback by knowledgeable, experienced interviewers.

Determine the job requirements by studying the job description. Understand the job requirements. Discuss the position with people presently doing the job. If feasible, observe the job in process.

Make the physical environment for the interview pleasant. The interview area should be private, comfortable, quiet and protected from distractions.

Try to make the interview relatively free from stress. A smile, a firm handshake and some small talk about travel, the weather and common interests help to start the interview on a positive note.

The interview should proceed as a pleasant conversation. However, remember that you want to obtain information that helps you make a sensible hiring decision.

Use a logical questioning process to gain information about the applicant's capabilities. Begin with questions pertaining to general knowledge. Then gradually move to questions that center on specific job qualifications.

Use open-ended questions beginning with what, how and why.

"What were your most challenging responsibilities on your last job?"
"How did you handle them?"
"Why did you handle them that way?"

The interview should proceed as a planned process, rather than a haphazard conversation. That helps ensure that you cover the more important considerations. You want to obtain information in an orderly fashion rather than randomly. In any event, the applicant should leave the interview feeling that he has received the opportunity for complete communication and fair treatment. He should also feel that he has had the opportunity to present his qualifications for the positions.

Tell the applicant when the hiring decision will be made. Regardless of the hiring decision, the applicant should leave the interview feeling good about the job opportunity.

As a common courtesy, advise applicants of the hiring decision, whatever the outcome.

Interpreting the results of the interview is the last part of the process. The interpretation should be based on the same
three questions that started the discussion.

Legal issues

Of course, a number of legal issues also can affect the hiring decision. For example, laws now penalize firms for hiring illegal immigrants. Businesses must maintain proof that employees are U.S. citizens or have proper work permits. The legal complexities have made caution a major consideration in the hiring process.

It is a good idea to become familiar with some of the major laws and executive orders affecting business hiring practices. While the following list is not all inclusive, it outlines some of the legal considerations that affect the hiring process.

Civil Rights Act of 1964 (as amended). The Civil Rights Act applies to all businesses with 15 or more employees. The act prohibits employment decisions that discriminate on the basis of race, sex, religion, color or national origin.

Age Discrimination in Employment Act of 1967 (as amended). This act applies to people between the ages of 40 and 70. The law prohibits discrimination in employment decisions or mandatory retirement before age 70 (with some exceptions).

Executive Order 11246 1965 (as amended). The order applies specifically to federal contractors and subcontractors. Contractors underutilizing minorities and women must specify goals and timetables to affirmatively recruit, select, train and promote individuals from these groups.

Vocational Rehabilitation Act of 1973. The act applies to federal contractors and subcontractors and stipulates that they must develop programs to employ handicapped persons.

Equal Pay Act of 1963. This act requires equal pay for men and women employed in jobs requiring equal skill, effort, responsibility and working conditions.

Fair Labor Standards Act of 1938. The act requires payment of the minimum wage to employees, with time and a half pay for work that exceeds 40 hours per week. The law also includes restrictions on employment by occupation or industry of that persons under 18. The law applies to almost every business but allows exemptions from overtime provisions for managers, supervisors, executive, outside salespeople and professional workers.

Occupational Safety and Health Act (OSHA) of 1970. This act recognizes that employers have a duty to provide working conditions that will not harm their employees. The Department of Labor publishes regulations and guidelines that set standards for businesses. Agents inspect working places and may issue citations requiring corrections or imposing penalties (or both).

Business success requires competent, dependable employees. The interview process remains the central part of the process that identifies those employees. So, conduct applicant interviews carefully, thoughtfully - and legally.

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Joseph Arkin holds a bachelor's from St. John's University and a master's from Pace University, a CPA licensed to practice in New York and Florida, he has written extensively for trade and professional magazines.
The Picker-Upper

By Tony Holway

I have owned, operated and managed a tree service in North Brookfield, Massachusetts, for the last 14 years. Most of my business is residential and contract work for tree wardens and highway superintendents. Mostly I do large and difficult tree removals.

We all know the problems associated with removing the heavy "chunk wood" and the large butts that are filled with rocks, barbed wire and nails. Usually you would prefer not to cut these butts up because you would ruin your saw chain. Sometimes you also may get a job where you might have to remove a criss-crossed, vine-tangled pile of brush because you don't want to chip it.

Well, if these things plague you like they do me, this truck would be the answer to your prayers. To expedite the removal of these nightmares, my dad and I designed and built the truck to accommodate such problems.

We started with a 1978 International Cargo Star truck. I mounted a used Barko 8000 log loader directly behind the cab. I mounted a 14-foot steel flatbed body so that it could be dumped. I purchased a used telescoping hydraulic piston that had come off a 10-wheeler dump truck and installed the piston vertically, boxed into the headboard of the dump body. Then it was just a matter of connecting everything.

With a cab-over you can reach over the cab and grab something in front of the truck or if need be, back into a tight alley where you cannot swing the claw around and pick something up directly behind the truck. You can do this because the claw extends over the end of the body to the ground. The body also has 3-foot high steel plate side boards to keep small stuff on and withstand the punishment of log loading. I tried wood side boards - they lasted a week!

When you are through loading, you can either clip the claw on the end of the body or rest the boom on your load. Once you have reached your destination and you're ready to dump, the neat thing is that the single hydraulic pump that powers the loader also drives the telescoping piston that dumps the load. Two valves were installed to divert the oil from the loader to the dump piston. Simply raise the booms of the loader so you will have enough clearance, pull your diverter valves and then pull the valve to dump the load.

When you let the body back down, pull the diverter valves again and, as the body comes back down, the oil from the piston is diverted back to the loader reservoir. When the body is down, fold the loader back up and you're back in business. Of course, you can still unload your truck by using the loader, if desired. As an extra, we installed a 12-ton winch over the rear axle so that the cable can be pulled out the back. The winch can be handy at times, pulling yourself out if stuck or pulling large stuff out of hard-to-get-at spots.

All the equipment was purchased used. I figure it cost about $10,000. That does not include our hours in the shop. We've been using the truck for about six years, and it's still going strong.

Anthony S. Holway runs Quaboag Tree Service in North Brookfield, Massachusetts.

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Site-Related Problems

Diagnosis is often a matter of proper questioning

Scott Guiser

As an extension agent, I am often asked to provide some of the same services that you are. We try to come up with the answers to questions such as “What killed this tree?” and “Why is this tree performing poorly?” A few years ago, I started taking pictures of site-related problems in the landscape. These are problems that are familiar to many of you.

We get a lot of clues from trees in the landscape that something may be wrong. For instance, if you look at a tree in mid-summer and you see fall coloration, you realize something is amiss. This symptom doesn’t necessarily tell you what the problem is, but you know that plant is not performing well. You need to look a little closer to diagnose the problem.

Some problems are easy to diagnose; some are difficult. Sometimes we never find out what caused the death or decline of a tree, but our search for answers is interesting and challenging.

Diagnosing site-related problems is easier if you follow a few logical steps as you try to determine what went wrong. I would like to share a set of questions I ask when diagnosing problems that may make the process easier for you.

1. What is the name of the plant?
What species of plant are we dealing with? I was driving around with a co-worker a year or so ago and we stopped by a mass merchandiser that was selling rhododendrons. That’s not a good combination: a mass merchandiser and sensitive plant material like rhododendrons. When we looked at the sale sign, we saw that the plants were called “Rhododendron ‘big balls’”. I don’t know if you’ve heard of that cultivar - I hadn’t. My associate and I came up with different theories about why the plants were so named, but we agreed on one thing: Part of being a professional is knowing proper plant names. Use the Latin binomial along with the accepted cultivar name. By using proper plant names, we can communicate accurately with co-workers.

Knowing the plant species is the key to knowing its normal appearance. I am now involved in a teaching class called the “Basic Grounds Management School.” We work with entry-level people in the business, learning that many things that look abnormal on plants, like the corky ridges on sweet gum, are perfectly normal. It wouldn’t be professional to treat a sweet gum to fix this “problem.”

You’ve just gone through the fall season and have undoubtedly been asked: “What’s wrong with these white pines?” or “What’s wrong with these arborvitae?” You know that it is perfectly normal for these plants to shed foliage at this time. Your customers may need reassurance about this condition.

How many times do you think trees have been sprayed because they have lichens growing on them? Lichens are an association of algae and fungi. Lichens will not harm trees, but if you don’t know what lichen is, you might start trying to diagnose a problem that isn’t a problem at all.

2. What are the common pests that affect this plant? If you know the common set of insects and diseases that affect...
plants, what symptoms they produce and when those symptoms are manifested, you can quickly diagnose the problem. Most plants have a small set of insect and disease problems. Once you get to know them, your job becomes much easier.

For instance, leaders dying in white pine about late June in this area usually indicate white pine weevil. Blue spruce, another common landscape plant, is also affected by white pine weevil. As these plants age, lower limbs often begin to die. They exude sap. Slowly the plant declines from the bottom up. These are symptoms of a disease called Cytospora canker. It can be confirmed by your university plant disease clinic. However, it is a common problem that you may be able to diagnose in the field.

Not knowing these major host-pest relationships can lead to misdiagnosis. When I was about 21 years old and working as an intern in an extension office, somebody asked me to talk to a troop of Boy Scouts. We were walking through the woods and found a red maple with spindle galls caused by eriophyid mites. I didn’t know what they were. I wasn’t wise enough at that time to keep my mouth shut or to admit that I didn’t know. So I said there was probably a fungus growing on that leaf and I proceeded to tell the youngsters everything I knew about fungi, which wasn’t very much. I learned later about eriophyid mites and the plant’s response to their feeding. Many deciduous plants are affected by gall-forming insects and mites. It is a mark of a professional to be familiar with them. So, learn these common pest-host relationships so you can diagnose them easily and accurately.

3. How long has the plant been established on this site? Plant success in the landscape starts in the nursery, so start with high-quality plants. If the plants that are established in the landscape are collected from the wild or are poorly grown or mishandled, they are not going to perform well. Proper ball size and meeting minimum standards are important. How many of you have the “American Standard for Nursery Stock” in your files somewhere? This will give you specifications for ball size, tree caliper and other important criteria. If you start with improper ball size, landscape plants often die and/or decline.

Plants often sit in holding yards or on the job site a long time before they are planted. If they get bone dry or freeze before going into the ground, they will suffer. Moreover, we will have a difficult time diagnosing any problems because we are unaware of any severe stress the plant may have endured before it was planted at its present location.

4. Does the plant have specific site requirements or intolerances? This is important because each plant has specific needs and you need to know the plant’s cultural requirements. Many plants are intolerant of wet conditions; some require acidic soil and will develop chlorosis at high soil pH. If you’re not sure what the plant’s requirements are, refer to a good plant identification text. Dirr’s “Manual of Woody Landscape Plants” has a nice section on plant culture.

5. What’s happening where the plant meets the soil? This is where mower injury, girdling twine and other injury is revealed.
plant stem meets the soil? This is where we find all kinds of interesting things. Plant pathologists like to talk about plant diseases and entomologists like to talk about insects. I think mower injury kills more dogwoods in southeast Pennsylvania than anthracnose and dogwood borers combined. How many times have you seen nylon twine at the base of the plant, girdling the plant? This injury doesn’t show up until the plants have been in the landscape several years. How many of you have encountered plastic burlap? It’s a killer. To add insult to injury, there’s often nylon twine around the base of the plant. Graft compatibility and girdling roots can cause similar symptoms. By inspecting the plant where the stem meets the ground line, you may determine the exact cause of plant decline.

Sometimes plants die because they are too deep in the ground. How do you find out if this is the case? A sure sign is branches that appear to be growing out of the soil. Large trees should exhibit a flare near the soil surface. As we go deeper into the soil, oxygen levels decrease. With less oxygen, root growth is restricted. With no root growth, the plant declines.

I don’t know how the trend of mulching each plant with a cubic yard of mulch began. I first noticed it seven to 10 years ago. Sometimes plants that appear to be over-mulched are actually planted high. The mulch isn’t too deep because the root ball is up out of the soil. But frequently trees are mulched more than 12 inches deep. A 1991 article by Watson and Kuplewski in the “Journal of Arboriculture” (volume 17:9, pp. 242-249) reported that deep mulch over the tree’s root system may not be a problem. That conclusion was reached following a study in a playground where there was 18 inches of wood chips over tree root systems. The mulch depth did not cause adverse soil conditions. So deep mulching is not always a problem, even if it is not necessary. However, mulch piled against tree stems can lead to stem deterioration, disease and plant decline.

There are other problems with mulch. How many of you have encountered the “hot” mulch or “sour” mulch syndrome? In short, when shredded hardwood bark mulch is stacked in piles higher than 10 to 12 feet, oxygen cannot reach the center of the piles. When there is no oxygen, the process called “anaerobic respiration” starts and toxic compounds are created. The pH becomes extremely low. Then when the landscape season is in full swing and we start tearing into those piles, that toxic/sour mulch ends up on the job site.

You can see dramatic plant injury after that mulch has been applied. In my experience, large woody plants are not injured, but turf adjacent to the mulched area will be. Bedding plants will be killed within 24 hours and some small woody plants can be injured.

How do you diagnose “hot mulch” problems? The odor is a give-away. It has the sour smell of silage. Beware of it. The classic symptom of hot mulch appears on turf. You will see that turf on the margin of the mulch is bleached white. If you can aerate the mulch piles, the toxic materials in the mulch will dissipate, and the mulch can be used safely.

6. Has there been recent construction, paving, a grade change or other disturbance on this site? Most plant roots exist in the top 12 inches of soil. In fact, many are in the top several inches of soil, grow-
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26-inch AL 6640 and 32-inch AL 6660 cut limbs up to 2 1/2 inches thick.
ing right along with turf that is often around trees. When the grade is changed, sometimes by as little as a few inches, it can affect the roots' ability to function. As a consequence, the top of the plant declines.

Soil compaction has negative effects on soil quality. When soil is wet and we compact it, even more damage is done. Suspect soil compaction when there has been heavy equipment activity, especially on wet ground. In one such case that I visited, the soil was so compacted that the ground crew was using a jack hammer to relieve the compaction. As consultants, we can recommend construction barriers and other techniques to prevent damage to plants on job sites.

What about staking? Many times we stake plants that don’t need it, and a good deal of current research is questioning the practice.

The real problem with staking is that often the guy wires are left on the plant. Then the plant suffers serious damage when that material later girdles the stem.

7. Is there really any soil under the plant ball? Unless you have a backhoe, you may not be able to answer this question. However, if you look at construction sites, you know that often trees are not planted in soil but in subsoil, backfill, rocks or construction rubble. Plants have a difficult time getting adequate water and nutrition when they’re on sites like that. Is it any wonder that plants put into some foundation planting beds do not survive?

The diagnostician’s problem is that a disturbed site with a thin veneer of topsoil can look all right on the surface. Unless you can find out what’s under that veneer, you may never determine what’s wrong.

8. Were herbicides applied recently? We know that herbicides used in landscape maintenance can cause injury. However, don’t be too quick to blame the herbicide. Many times insect injury and symptoms of other problems can mimic herbicide injury.

Herbicides work many different ways. For instance, most pre-emergence crabgrass herbicides used in turf are root inhibitors. They are not likely to cause distortion of woody plant foliage. You need to understand how the herbicide works if you want to blame it for the problem you are trying to diagnose. Consider getting some help from someone who is familiar with herbicides and the symptoms they cause if you suspect injury or damage from herbicides.

Those of you living and working in suburbs may have housing developments right next to agricultural land. Some of the herbicides used in crop production can cause serious plant injury. If the wind is blowing and it’s 80 degrees in early May, those herbicides can drift off site. When woody plants have emerging leaf growth they are particularly sensitive to foliar-absorbed herbicides. Usually, large woody plants survive and outgrow exposure to herbicide drift.

9. Is the site extremely wet for extended periods during the year? In Bucks County, where I work, I ask this question early in the process because we have a lot of wet soil. The problem with wet soils is similar to the problem of soil compaction. The reason plants decline when they grow in extremely wet sites
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is the lack of oxygen in the root zone. Investigate the site thoroughly because sometimes wet sites are not readily visible from the surface.

10. Have there been unusual weather conditions recently? Extreme weather conditions can injure plants but the injury isn’t apparent until much later. Tornadoes, hail, high winds, ice, snow and lightning strikes can affect trees.

Often it’s difficult to connect an unusual weather condition with tree injury, particularly in the case of the late spring freeze. As leaves are expanding, they can be injured by cold. Then, when weather turns normal, additional leaves grow, leaving us trying to diagnose what happened to that earlier growth. Again, it is sometimes difficult to link cause and effect.

11. Has there been any other unusual activity that has affected plant health? You may need to ask the site manager or the homeowner a lot of questions to find the answer to this question. For example, an associate investigated a site where some arborvitae were dying. He poked around and found there was no vegetation growing around these arborvitae. He asked the site manager if any herbicides had been applied. The site manager said no.

So, why wasn’t anything growing around the base of these plants? It turned out that the fertilizer manager started fertilizing with 10-10-10 and then continued to fertilize with a bag of urea that had an analysis of 40-6-0, using the same rate of fertilization. Urea is a fine source of nitrogen, but easy to overapply because the nitrogen level is so high. There were enough soluble salts in the area around the plants that no weeds could grow. The arborvitae roots were injured, and the plants declined and died.

Outside the Penn State Great Valley Campus, there was a turf area with dead patches. It wasn’t a woody plant, but the same principles apply. The problem wasn’t caused by disease, mowers, salt, etc. We regularly held meetings at the site. It turned out that the caterer threw leftover coffee and hot water out onto the turf. He wasn’t concerned about the grass, he just wanted to get rid of the coffee. How do you accurately diagnose this turf ailment several months after the incident? You probably don’t.

In summary, diagnosing site-related problems is a challenge. It is easier if you ask a logical set of questions as you investigate. Knowledge about normal plant appearance, common pests, soil conditions, and recent and past activity on the site are important as you proceed to determine the cause of plant decline. Contact your local county extension office for assistance. Extension offices have information and diagnostic services that may help.

Scott Guiser is an extension agent for Penn State Cooperative Extension in Bucks County, Pennsylvania, and often speaks to groups of landscape professionals about site-related problems and weed control. This article was excerpted in part from his presentation at TCI Expo '94 in Philadelphia.
Steps To Return-To-Work

By Stephen W. Campbell

An effective return-to-work program can make dramatic strides in reducing workers compensation costs.

By restoring an injured worker more quickly to full productive worker status, return-to-work programs have reduced indemnity costs by 20-40% and reduced medical and rehabilitation costs even more.

Since the price of workers compensation insurance is directly related to losses, a company that reduces the incidence of claims and the costs of settlement can reduce its insurance costs. The insurance carrier that helps the company prevent and limit losses pays out fewer claim dollars. Meanwhile, the company's workers benefit by having fewer accidents and are more quickly reintegrated into the workforce when they are injured.

That's what a return-to-work program is designed to do. The program breaks the standard employee disability cycle to rehabilitate and return the injured employee to productive work in the shortest possible time.

Cost containment is just one advantage. Companies using return-to-work programs have kept recovering workers productive, avoiding the "disability" mental attitude that often keeps workers from ever fully recovering from their injuries. The program's emphasis on communication with the injured worker helps that person realize that it's important to be at work every day, even if only on light-duty assignment. This in turn helps the worker more quickly reintegrate into full productive status.

Return-to-work is based on teamwork, but the actual membership of the team should reflect the size and structure of the company. The team could be as basic as a supervisor, in internal claims administrator and representatives from management and labor. In a larger firm, representatives from human resources, engineering, management, labor and other departments should work with medical providers, insurance carriers and the injured worker to review progress and plan a course of recovery.

A combination of loss prevention and loss minimization is the most effective risk management strategy. This will protect workers from unnecessary harm and limit the occurrence of compensable injuries that cost a company money. It also increases the likelihood that the company will be in compliance with federal and state safety regulations.

Accidents happen

Despite the best accident prevention methods, injuries do happen. Here are some steps employers can take in advance to prepare for injuries:

1. Enlist employee buy-in for the return-to-work program. Inform employees of the company's workers compensation benefits, explaining that you expect them to cooperate in their recovery and get back to work as quickly as possible. Tell them that they have an obligation to keep informed of medical restrictions resulting from injury and you will provide modified duty work as long as medically necessary. Stress that all injured employees will participate in this program and be treated in the same manner.

2. Identify the best medical care providers in the area before a worker is injured. That way, he or she can receive appropriate help quickly. An employer, in concert with the insurance carrier, should establish a panel of medical providers able to provide prompt, high-quality, appropriate treatment. The list should include physicians, occupational therapists and vocational rehabilitation counselors willing to work with the company and insurer to determine treatment, length of disability and work readiness. All health care providers on your panel need to aim for fast and thorough patient rehabilitation. Employees should be informed of the selected medical providers. Some states give employers the legal right to specify the treating practitioner, while others allow an employer merely to suggest a provider. Your local workers compensation claims office can advise you on this matter.

3. Create an accurate job description. A thorough job description should identify all requirements of a position, including specific skills, education, experience and physical demands. The information can come from records, observation and interviews with supervisors, managers and the worker. The job description can help determine if the injured worker is able to return to the same job and can guide placement in other positions, where necessary.

4. Conduct a task assessment. This process evaluates all specific elements of a given job, including work-station design and job functions. Problem jobs are identified, along with opportunities for job redesign and alter or modified work possibilities. The task assessment allows job requirements to be matched with physical capabilities. A written summary is useful to give to the treating physician for help in determining work readiness and work restrictions.

The advent of video cameras also is being called into play here. Some companies now videotape each task and use the tapes to modify work. Treating physicians also use these tapes to see the worker's ac-
tual task movements. Physicians can use this information during follow-up visits to determine the worker’s readiness to return to the job or to suggest changes to the way the worker performs it.

When an injury occurs

1. Report accidents promptly to the insurance claim handler. ITT Hartford Insurance Group’s research shows that the cost of medical care and lost-wage payments average one-third less -$2744 - when an employer reports an employee injury within the first 10 days.

2. Act fast to stop further injury. A rapid medical determination of the employee’s capabilities and restrictions is essential to avoid additional damage to the injured worker. The employer also must reexamine the accident to determine if the job needs to be reengineered in order to prevent repetition of the injury to the worker or to others. This may appear obvious, but uncorrected problems are the known cause of many repeat injuries.

3. Keep everyone informed. Health care practitioners are required to give employers and claim handlers a written post-injury response stating the employee’s specific restrictions. Frequent communication with the caregiver will keep everyone informed of the nature of the injury and progress of recovery. It also will keep the medical or rehabilitative practitioner aware of regular work requirements and the availability of alternate assignments. In addition, this will underscore the employer’s desire to work with the practitioner to return the employee to work. Communicate with the health care practitioner, using the form sent with the employee or through phone contact by your employee health center or the individual’s supervisor. To minimize confusion, designate one person to maintain contact with the practitioner.

4. Encourage the reintegration of the injured employee to the workplace. Stepping in to make it easier for the injured worker to return to his or her job will encourage that employee’s medical progress. It also will provide co-workers with a positive message about the value of individual workers to the company.

Reintegration requires a communications strategy. When the employee is out of work, the supervisor or manager should contact the employee within 24 hours of the injury to check on the employee’s condition, the extent of injury and when he or she can return. This is the time to express genuine concern. In ongoing cases, the administrator or manager can make weekly or biweekly calls. After five days of lost time, consider sending a get-well letter to the employee. Employees don’t like to feel they are being monitored, so make your communication sincere. Above all, be sensitive to each employee’s situation.

Claim handler’s role

The claim handler also has an important role to play here and should be alerted to injuries that involve home or hospital confinement, referrals to specialists or to other complications that require attention. The claim specialist or nurse case manager will stay in touch with the caregiver to determine the earliest possible date the employee can return to alternate or modified productive work - and work with all parties to
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see that it happens.

In some cases, the injured employee may benefit from occupational rehabilitation to strengthen or retrain the individual for return to work. A manual laborer who injures his or her back, for example, may be able to return to the job if he or she learns new lifting and material handling techniques. Practicing those techniques will ingrain them and also will build up strength.

Once back on the job, the injured employee and the supervisor need to work together to increase the worker's capabilities to pre-injury levels. Ongoing communication with the return-to-work team is essential until the worker reaches the best possible outcome for his or her case.

Implementing a return-to-work program involves many steps, but it's actually less cumbersome than it appears. Return-to-work can go a long way toward reducing the costs of workers compensation for everyone.

Stephen W. Campbell is assistant manager, technical loss control services, for ITT Hartford Insurance Group, Hartford, Connecticut. He has worked in the occupational safety and health field for more than 20 years and coordinated a team that developed a return-to-work process for ITT Hartford policyholders. ITT Hartford offers property/casualty insurance to National Arborist Association members.
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TREE CARE INDUSTRY - MARCH 1995

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Expectations

"J.P. Morgan, Citicorp Post Better Results," was one of the feature articles in a recent issue of the Wall Street Journal. The article stated that Citicorp reported "better-than-expected" fourth-quarter earnings, and J.P. Morgan's earnings, while down 51% from the previous year's fourth quarter, were down "less-than-expected."

Like these huge banking companies, we arborists establish expectations or forecasts, if you will, on a quarterly and yearly basis, and use them as a valuable financial tool to keep track of how we are doing.

Of all the financial tools available to managers, the tool of forecasting is one anyone can use to manage more effectively. You don't need an MBA or a degree in accounting to play in the same management league as big business. You simply need to sit down and think ahead. To expect!

Think specifically about where you want to be in the future. Then consider what actions must be taken to get there. The expectation is defined, then a course is plotted, a road map developed to achieve your goal.

How many of you can pull out a documented expectation of where your firm wants to be in three months, twelve months, five years? Can your staff refer to a documented set of expectations of their performance? Dreaming is not a vice. It is a way to chart your future.

Focus

A few months ago there was a story in one of the financial papers about the President of Burger King restaurants, James B. Adamson, leaving and going with the company that operates the Denny's restaurant chain. The article went on to say the news apparently stunned Burger King as he had the chain achieving very strong sales during his very short tenure.

Industry analysts credited Mr. Adamson with "sharply narrowing the focus of the chain's menus...carrying out a number of successful marketing campaigns. The main thing he did at Burger King was to get the company focused on what it is: burgers, fries and Cokes."

Are you trying to be all things to all people? Do you have a clear vision of what you want your firm to accomplish? Most importantly, do your employees understand the goals and mission of the firm?

Bigger = Better?

The Wall Street Journal also recently reported that major oil companies were selling their older, slow-production oil fields to small independent oil companies. When production slowed down, the big players could not maintain desired profit levels. The independents brought in new technology to get sputtering wells flowing again. And, the smaller companies involved all their employees.

These small, efficiently managed firms, professionally staffed, had the flexibility to foster management/employee rapport. Did asking the employees for suggestions to improve production offer a positive result? One independent reported a well increasing its yield from 600 barrels a day to 1700 barrels a day.

The Branch Office is compiled monthly by Howard Eickel and Dan Kinter.

Mr. Eickel is currently a Management Consultant to the Green Industry. He draws on over 25 years of experience and was formerly Executive Vice President of Davey Tree Expert Company.

Mr. Kinter owns Kintercom, a business-to-business advertising agency, and has served the tree care industry for over 7 years.
Our Branch Managers.

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Arthur Batson Is Elected President of NAA

Arthur W. Batson Jr. was elected as the 59th president of the National Arborist Association (NAA) at the association’s Annual Meeting in February.

One of Batson’s goals for NAA is to increase its promotion and support of commercial arborists by encouraging professionalism and providing a forum for information exchange and collective effort. One of the steps he plans to take immediately is making the NAA a “rest stop on the information super highway” through the establishment of an E-mail address on the Internet.

Batson has a bachelor’s in accounting and also has earned a master’s. For the past 13 years, he has been president of the Lucas Tree Expert Company, but his association with this multi-faceted tree care company began 30 years ago when he signed on as a field employee.

Batson was elected to the NAA Board of Directors in 1987. His activity in professional organizations includes past director and president of the Maine Arborist Association, past director of the Massachusetts Tree Wardens & Foresters Association and present member of the Maine Arborist Examining Board.

Another of Batson’s goals for NAA is to foster a closer working relationship with other professional organizations. He makes the following observation: “There seems to be a movement toward cooperation. Negotiations are shifting from position-based to results-based. This is sometimes referred to as a win-win situation.

“I submit that there is something beyond win-win. I call it win-win-win-win. In this model, there are four winners—the NAA, its member companies, arborists in general and our customers. Our common goal as arborists is to have a better understanding of the technical, cultural and business approaches which affect our industry so that we can better serve our customers.”

Batson resides in Falmouth, Maine with his wife, Connie, and children Arthur III and Lindsay.

Lucas Tree Expert Company has its headquarters in Portland, but maintains crews throughout northern New England. Its principal businesses are utility line clearance tree trimming and R.O.W. maintenance, residential/commercial tree care, and utility construction services as well as a retail garden center.

The National Arborist Association was founded in 1938, and has over 1200 member companies throughout the U.S., Canada, and the world. For more information, call 1-800-733-2622.
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RISE Sponsors Extension Agent Award

Recognizing the important role extension agents play in promoting the responsible use of pesticides, RISE (Responsible Industry for a Sound Environment) is sponsoring the National Association of County Agricultural Agents (NACAA) “Environmental Protection Through Responsible Use of Pesticides” awards program.

NACAA is a national association representing more than 4500 county agricultural and urban horticultural extension agents. Its annual awards program, which began in 1984, recognizes agents who develop programs and activities that enhance the protection of the environment when pesticides are used in urban areas.

“Sponsorship of this award is a natural extension of RISE’s efforts to educate the public about the safe and responsible use of pesticides in the urban environment,” says Allen James, executive director of RISE. “RISE can’t accomplish this alone; therefore, we must support influencers such as extension agents who are good, reliable sources of information to the public.”

RISE joins TruGreen-Chemlawn in the sponsorship of the Urban Use of Pesticides award category. Each year, five extension agents are recognized, with one national winner. All winners receive cash prizes. RISE will sponsor the award again this year and has been asked by NACAA to help identify additional sponsorship opportunities.

The 1994 national winner is Paul Trader, a horticultural program leader for Cornell Cooperative Extension of Rockland County, New York, a suburban county of 260,000 people located 10 miles north of New York City. Trader’s main emphasis is to initiate programs to help consumers, businesses and municipalities understand the proper use of pesticides.

NYSAA Seeks Donations For Memorial

In honor of Dr. Warren Johnson, Cornell University professor of entomology, who died last year, the NYSAA will commemorate one of the last two Chinese chestnut trees (Castanea mollisima) left at Cornell University Plantations.

Warren wrote his doctoral thesis on the Chinese chestnut tree and a particular borer.

Johnson co-authored field guides on insects and diseases and helped NYSAA with the summer workshops at Cornell University. He is perhaps best known for his research on horticultural oils, which is credited with horticultural oils being labeled for year-round use.

The NYSAA is accepting donations of $5 and up.
When United Parcel Service began planning its corporate headquarters in Atlanta, the company’s priority was to design the facility to enhance and protect the area’s beautiful, forested natural surroundings.

Extensive efforts such as saving trees, replanting indigenous species, preserving a stream and avoiding damage to tree roots during construction, earned the development the Global ReLeaf New Community designation from NAHB and AMERICAN FORESTS.

UPS Headquarters Campus, a seven-story, 620,000-square-foot building, is only the eighth project in the nation, and the first in Georgia, to receive the Global ReLeaf New Community designation. To be eligible for the designation, UPS Headquarters Campus had to pass a stringent review by a joint NAHB/AMERICAN FORESTS team. The team analyzed everything from grade changes to utility placement to tree replanting programs. To help developers achieve designation, Global ReLeaf pairs them with certified natural resource experts and offers information and assistance on saving and planting trees during development.

UPS worked with Arborguard Tree Specialists of Avondale Estates, Georgia, to develop a plan that would save and enhance the vegetation of the 36-acre site as much as possible.

Wetlands areas were designated as strictly off limits and protected from any disturbance. Sediment and runoff were kept from entering the wetlands area by layers of silt fencing. A ravine was protected and buildings were designed around it, maximizing views of the water.

The height of the building was planned to be within the height of the trees. Parking decks, rather than lots, were built to minimize tree clearing. Utility lines were placed outside of preserved areas and installed to minimize root loss.

Special attention was paid to tree root preservation. Root compaction was avoided and root pruning was performed as needed to minimize tree loss. Areas that required clearing were replanted with native trees and shrubs.

Several unusual steps were taken by UPS to save trees and the natural environment. For example, a drain line was installed in a zigzag fashion adjacent to the building foundation to save a major section of large oaks from destruction. In another area, a major entrance road was redirected to prevent damaging the roots of a specimen tulip poplar.

For more information on the Global ReLeaf for New Communities program, contact NAHB’s Land Development Services Department, 1201 15th Street, N.W., Washington, D.C. 20005, Phone: 800-368-5242, ext. 351; or AMERICAN FORESTS, P.O. Box 2000, Washington, D.C., 20013, Phone: 202-667-3300, ext. 236.
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1987 International, diesel, 52-ft Hi-Ranger, chip box, tool boxes, $27,000; 1987 GMC 14-ft. chip truck, 5 tool boxes, new paint, 38,000 miles, removable top, $9000; Asplundh 12' Whisper chipper, Perkins diesel, $6000; 1990 Eeger Beaver disc chipper, Cummins diesel, $9000; Vermeer 206 self-propelled stumpers, $3500. Phone: 519-945-4385, days; 519-969-5451 after 6 p.m.

Asplundh bucket truck - 45' reach on 79 F600 with chip box and tool compartments, $6500; 1988 Vermeer 1250 diesel brush chipper, well maintained, in excellent shape, $10,500; John Deere 3150 4x4 with Royer Woodsman land clearing attachment - 1800 hrs on John Deere Woodsman new in 94, $40,000. Phone: 216-543-8787.

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To really be prepared to do business in the 21st Century -- just a few years from now -- perhaps you should hire a cutting edge team of marketing, legal, and financial consultants. Or, join the National Arborist Association. We've done the hiring for you. NAA experts have already developed free or low cost programs that offer:

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NAA members are ready for the future with inside information on everything from plant health care to navigating ever-increasing government regulations to planning for the future.

Plus, members can network with other, non-competing tree care companies -- large and small -- to get their peers' point of view on everything from pruning ornamentals to cutting overhead; from haggling sales to negotiating contracts. We're even developing an on-line bulletin board to facilitate computer networking among members and our staff.

When you're in business, you can count on only one thing: nothing stays the same. To stay competitive, tree care companies must plan for next year and the next century. And the NAA should be a big part of your plans. Join today for just $150 for the first year. Put the NAA to work for you today, and you'll be ready for the 21st century.

**CALL 1-800-733-2622**

The National Arborist Association
P.O. Box 1094
Amherst, NH 03031-1094

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Small but profitable tree service on the coast of Maine. Write Rufus Wanning, P.O. Box 558, Blue Hill, ME 04614 or call 207-374-2857.

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Looking for a used chipper or stump grinder? Call the Midwest's chipper/stumper supermarket. Nearly all makes & models in stock. All units are fully reconditioned and ready to work. Financing is available. Call Alexander Equipment Co. at 708-268-0100 for a complete listing.

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Skyworker - Largest new parts inventory, used equipment inventory, major service facility in U.S. Phone: 706-376-3192. FAX: 706-376-6701.

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Cummins/Onan 4-cyl diesel power units for chippers, complete, low hrs., $2500. Also, 4-cyl gas power units, complete, good running condition, $1500. Phone: 800-858-0437.

Illustrated safety program helps you provide a safer workplace, comply with federal regulations and can help reduce insurance costs. Call 800-733-2622 for more information.
What is common sense is also the law. OSHA Standard 1910.331 states that employers must provide appropriate, documented training to any tree care employee working within 10 feet of an energized electrical conductor. And that is just the first of several regulations with which you may have to comply. ANSI Z133.1-1994 dictates very specific training and operations regulations. Plus, there's a new OSHA standard, 1910.269 which takes effect January 31, 1995. It makes sense - both business sense and common sense - to meet these requirements. But how!

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Like all NAA Training Materials, Electrical Hazards Awareness is easy to use and easy to apply. The program is self paced, to put your employees in control of meeting their own goals, and presented by you, to keep you in control of your business.

For more information about EHAP, or any NAA program, or to order, call our toll-free hotline, or send/fax the coupon below.

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P.O. Box 1094, Amherst, NH 03031-1094
Fax: (603) 672-2613

☐ YES I'm ready to provide my personnel with training in Electrical Hazards Awareness.
☐ I'M interested in the EHAP program. Please send additional information.

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Windows software designed for arborists. Comprehensive, supported for over 10 years. Call or write for free demo. 610-970-7955, Quad Tech, Inc., P.O. Box 643, 191 S. Keim St., Pottstown, PA 19464.


Package deal - C-60 chip box w/ corner crane, Bandit 250, 1620 Super Jr., Chev 1-ton, 454, 4x4, dump. IN Phone: 812-967-5045.


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Please circle 28 on the Reader Service Card
Job Number One

By Jay Townsend

It was our first job in the new Wilmington, Delaware, office. I had worked for Davey Tree as manager in San Francisco, San Jose and Hilo, Hawaii. But this was more important than all of those. I had moved back home and wanted to make this territory perfect. I spent the winter working on a marketing survey and mailing list. It was important to know where our clients lived - where the money was.

We checked out the competition and felt there was a place for Davey Tree in Wilmington. Only one company, Williams Tree Service, offered stiff competition. Martin Williams seemed to have many of the best jobs and sold his work at a reasonable price.

We found an office and a yard to rent. This operation would be strictly first-rate. Davey headquarters in Kent, Ohio, had sent out my first equipment: a brand new 2-ton dump truck and chipper. All the hand tools I needed were on board. I hired an experienced foreman, Bill Heaton, who had gone through a 12-week tree trimmer-landscaper training program sponsored by the Job Training Partnership Act. Even my new ground man had experience. Granted all this cost a lot of money, but we all had high hopes.

After our first direct mailing, calls started coming in. Some of them were great opportunities. I visited each potential client wearing my best sports jacket and tie. A backlog began to develop. I called Bill to set his start date. The next Monday would be the big kick-off.

Everything went smoothly. Bill arrived in uniform early. I had the truck and chipper warmed up, the work order in hand plus verbal directions on how to get to the job in case we got separated. Just as I was about to drive out, with Bill following me, the phone rang. An estate superintendent wanted an appointment. As I took down the information, I waved Bill out the door. I could catch up with him later.

I didn't get back to Bill and our first job until about 10 a.m. He hadn't gotten very far. One medium-size Chinese elm was only half done. I saw this as a setback and spoke to Bill. He was apologetic as he informed me that he had gotten lost. We had forgotten to put the right map in the truck. As he drove around looking for the address, a spry old gentleman waved him down. The stranger asked if the Davey crew were lost. Bill told him the problem and the stranger offered to lead the crew to their first job. Bill lowered his voice as he told me that Martin Williams of Williams Tree Service had led him to the job site. How could this have happened? The owner of our competition led the crew to our first job! Can you imagine what the homeowner thought?

Over the next two years, I had the opportunity to talk with Martin Williams on more than one occasion. I appreciated his experience and integrity. He died within a couple of years of our meeting. He set a good example for me and the whole tree care industry.

Jay Townsend is an area manager with The Davey Tree Expert Company. Do you have a story for From the Field? TCI will pay $100 for published articles. Submissions become the property of TCI and are subject to editing for grammar, style and length. Entries must include the name of a company and a contact person or they will not be considered for publication. Articles and photos must be received by the first day of the month for the following month's issue.

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The 672 provides the stability you need, yet it’s narrower than a full-size pickup for easy transporting and access to work areas.

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THE NEW 672 STUMP
More Productivity And Backed By An Exc

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