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wanted visitors instead of apprehending them is the best way to approach

the problem.

"We've tried a few times to press charges against vandals but always found that it was too difficult to pursue," says Ken Debusscher, of Wabeek Country Club, a private, 18hole course in Bloomfield, Mich., about 25 miles north of Detroit. Debusscher has caught kids riding mopeds on the course but says that "my hands are tied" as far as what action he can take.

"We've found that if you tick them off they'll come back and do some real damage," he says. "I try to be as nice as I can so they have no reason to return. Granted: it's a fine line where you can be a real jerk about it, but I try to

straddle it.

Debusscher repairs moped tire track damage on greens by replacing the turf with bentgrass sod purchased from a local nursery. If none is available, a swath is taken from an obscure spot on a nearby practice chipping green.

Three years ago Ed Wojtkiewicz, superintendent at Cleveland Metroparks' Manakiki Golf Course, had an incident where gas and peroxide were poured all over a green. He made a strong effort to find out who was responsible, having park rangers go door to door at surrounding residences asking for information.

"We never did found out who was

Many superintendents stressed that "scaring off' unwanted visitors instead of apprehending them is best way to approach the problem.

responsible," says Wojtkiewicz, "but we did see a drop in the number of incidents after that. We're pretty sure whoever did it got the message that we weren't going to tolerate stuff like that."

To repair gasoline or peroxide damage, Wojtkiewicz recommends cutting the turf low, top dressing, reseeding it and waiting for it to grow out. "Oil-based damage is the real

problem," he says. "There's nothing you can do about it until it leaches out. Eventually gasoline will evaporate, but oil will sit there all year.'

#### Never-ending war

If you think you have problems, talk to a superintendent of a course within a major metropolitan area, such as-Brooklyn, N.Y. Only "Russian border guards armed with machine guns" could stem the tide of vandalism there, says a superintentent requesting anonymity.

"This is the Vietnam of golf," he exclaims. His 18-hole public course has more than 6,000 families, football and baseball fields as neighbors and hosts some 80,000 rounds of golf annually.

"There is so much vandalism here that for all intent and purposes it's impossible to fight against it. They knock down fences quicker than we

can put them back up.'

To repair motorcycle tire damage to greens, his most common problem, he brushes away the debris, topdresses and reseeds. Sod may be used during the growing season, but otherwise is rarely considered because "if the kids see something they can just pull right up they'll destroy it."

The course employees and patrolling park rangers constitute security personnel, though neither have the power to arrest. "The police here are pretty well jammed up trying to deal with the more serious crime. Chasing kids on motorcycles isn't a high priority," he says. It was decided not to light the course because it is too expensive and "they would just shoot them out with BB guns anyway.'

The most serious incident occurred two years ago when a stolen car was abandoned and burned on a green, causing \$8,000 damage. Tees and ball washers also take a beating. The superintendent at this course keeps many ball washers on hand particularly around the Independence Day holiday, when they have a tendency to explode.

"A lot of them get blown up that weekend," he says. "I try to put out the older ones at that time." At \$200 apiece, he says he easily goes through \$1,000 worth a summer. "We try to buy ones that don't explode so easily," he adds.

Interestingly, the superintendent says golfers complain more about having to use a temporary green than they do about a vandalized one.

"Our philosophy is that nothing of value can be left out overnight. Not a flag, a chain, nothing." he says. "We could easily spend \$2 million a year repairing things, but then we wouldn't be in business."

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# STARTING MOWERS AND STORING SNOWTHROWERS

It's time to put away your snowthrowers and get your mowers ready. A couple hours of work now will make sure each is ready when you are.

here's nothing more frustrating than wasting a sunny spring day to start an unresponsive lawn mower for the first cutting of the season... unless it's bundling up on the first morning of the first big snow and not being able to start your snowthrower.

Early spring is the perfect time to circumvent both problems. Prepare your mowers for use on the same spring day you prep your snowthrowers for storage, and you'll ensure easy-starting equipment.

The most important consideration is fresh gasoline. "The number one problem recognized by outdoor power equipment service centers is gas left in machines during long periods of non-use, or old gas (gas left in a can for more than a season) used to fill the machine at the beginning of a new season," says Bert Thompson, Pro-Line marketing manager for the Toro Company.

"Because gas becomes stale and

breaks down after a period of time, it can gum up and literally shellac the inside of a carburetor. Therefore, you should empty the gas tank at the end of the season, and fill the machine with fresh gas at the beginning of a season.

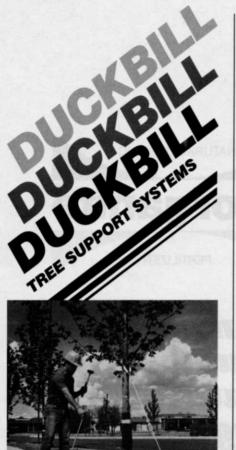
At the beginning

Before performing mechanical maintenance on any equipment, avoid accidentally starting the engine by detaching the spark plug high tension



To completely drain your snowthrower of gas, first empty the fuel tank according to the instructions in your operator's manual. Then, start the engine and let it run until it stops.





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U.S. Patent numbers 4,044,513 and 4,096,673 and other international patents. Additional patents pending.

#### **Booth 1008 at the LI Show**

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wire

If you have let your mower sit since the last time it was used way back last fall, you'll need to start with a thorough cleaning. Tip the machine on its side and remove any dirt or grass clippings by spraying the housing with a garden hose. Scrape out any grass that water will not remove with a wooden scraper. Touch up areas on the top and underside of the deck with paint to prevent rust or corrosion from forming.

This is also a good time to check the blade fastener and blade for general After making sure the crankcase has been completely drained, refill it with the recommended oil to the proper level. Take care not to overfill the crankcase as engine damage or starting difficulty may result.

Also, lubricate and grease other mower parts as recommended in the operator's manual. Replenish battery liquid in batteries that need fluid, and charge for the specified charging time

before using.

Finally, refill a completely empty gas tank with fresh gas for the season.

If you have let your mowers sit since the last time you used them, you'll need to start by thoroughly cleaning them. Tip the machine on it's side and remove any dirt or grass clippings by spraying the housing with a garden hose. Scrape out any grass that the water will not remove with a wooden scraper.

condition and sharpness. If the blade needs servicing, follow the blade maintenance procedure in the operator's manual, making sure the blade is balanced before re-installing and is properly tightened according to the manufacturer's specifications. Rotary lawn mower blades should always be sharpened only on one side, generally on the upper surface.

With the machine right-side-up, use a rag and appropriate cleaning solvent to clean dirt, grime and grass clippings from the external parts of the engine, shrouding and engine housing. Special attention should be given to the cylinder head fins and blower housing to make sure they are completely clean for proper air cooling.

Also service the spark plug. With the cylinder head clean to ensure that foreign matter does not fall into the cylinder, remove the spark plug and check for proper gap, replacing it if necessary with one recommended by the manufacturer.

Although it should be cleaned throughout the season, the air cleaner on a mower, rider, or tractor becomes dirty by the fall. Wash foam-type air cleaner elements in a solution of liquid soap detergent and warm water. After drying and saturating it with oil, squeeze excess oil out of the element and reassemble. Simply replace paper-type filters.

Check and tighten all nuts, bolts, and screws that may have been loosened from vibration. If any part is damaged, repair or replace it.

#### The snowthrower

The most important step for prepping outdoor power equipment for storage is to empty the gas tank. To completely drain your snowthrower of gas, first empty the fuel tank according to the instructions in your operator's manual. Then, start the engine and let it run until it stops.

All snowthrowers are by nature shaken around a lot. Thompson recommends inspecting for loose drive coupling and other parts which can later cause expensive problems.

Thompson says you should lubricate the control linkage and other moving parts of the snowthrower before storage. The crankcase oil should be changed prior to each season, using winter-weight oil (10W, 10W30, or 5W20). Run the engine just before changing the oil because warm oil flows better and carries away more contaminants than cold oil.

You'll want to remove the battery before long periods of storage. Finally, Toro suggests covering the snowthrowers to protect them from dust and dirt and storing them in a clean, dry place.

"Your outdoor power equipment sits idle a majority of the time," says Thompson. "But when it's needed, you need to be able to depend on its immediate performance. That's why, in addition to regular maintenance, your best bet for preventing problems is to buy a quality product from a reputable dealer. A little care combined with a well-built machine will give you years of satisfying performance."

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# IMPROVING ROUTING **EFFICIENCY**

One of the easiest ways to lose money is to send crews out in a haphazard fashion. Routing should be fully planned ahead of time.

by Ed Wandtke

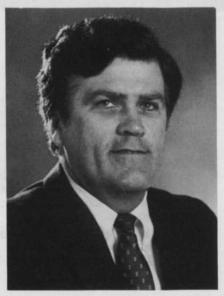
ne of the best ways to control costs also happens to be one of the most overlooked aspects of doing business in the green industry: routing efficiency.

Routing is frequently delegated to an individual technician, serviceman or to a mowing crew chief. But the astute businessman needs to ask themself if this is the right person. What other options would provide better cost control, and how can your routing efficiency be improved?

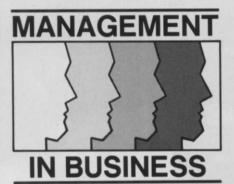
Routing is the sequential servicing of customers on a given route. The traditional rule when developing a routing schedule has been to service commercial accounts in the morning and residential accounts later in the day, if time is available. But frequently a residential customer dictates the day and/or time that they want to be serviced. In many instances they insist you call ahead.

Who's in charge?

Routing should be done by an individ-



Ed Wandtke is a senior consultant with All-Green Management Associats in Columbus, Ohio. He focuses on operations and financial questions.



ual who understands the priority of your accounts. And though it's important that this person has an understanding of the layout of your service area, the actual deliverer of service rarely is the ideal person for route planning.

Some companies currently use a routing coordinator who sets the sequence of work to be performed each day, thereby allowing service personnel to concentrate on the customer. While this may seem to be a significant additional cost for some companies, you may be surprised how much time and payroll expense can be saved. I have seen this concept work for a company with as few as 10 service routes as well as for companies with more than 25 service per-

The routing manager usually has the additional benefit of knowing when work is completed each day. Therefore, if you're able to communicate to your service personnel, more work can be assigned to an individual or crew that finishes early. In addition, if you have customers who must be pre-notified, your office can call to confirm the service while your crew is enroute to the site. Such efficiency is sure to be noticed.

Figuring in growth

As your company grows, the need for an organized approach to servicing customers is critical to cost control. The rapid addition of new customers

each year doesn't necessarily make your present routing plans obsolete. Customers signed up during the offseason should become the core of a grid network to be completed after new customers are added. It then becomes the routing person's responsibility to efficiently integrate new accounts into the daily production activity.

Many companies buy a grid map of their service area, identify the exact location of their customers, and map out what looks like a specific, efficient route. I have found that this system only works part of the time. A better approach for developing your routes is to buy a mylar (clear) film cover for the grid map and trace your customer locations on it.

Some companies need to narrow their service area in order to improve efficiency. Though saying "no" to that one account outside of a reasonable service area is difficult, it's more important to have stabilized routing. You need to bite the bullet and concentrate on solidifying the geographical area in which you will work.

The customer's eyes

Some of the computer software recently introduced to the lawn care industry features routing packages. Many of these systems are worth looking into. They are capable of saving you a significant amount of money, usually many times the cost of the software. Whether you choose to do the routing manually or with a computer, make sure that adequate room is left for inserting additional customers as opportunities arise.

To evaluate your company's delivery efficiency, look at your operation from a customer's point of view. Have someone in your company evaluate service delivery for your current cus-

Effective routing will save you money, but only if someone oversees the system. That's the route to improved profitability in 1989 and beyond.



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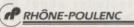
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## **JOBTALK**

# Inerts: the other ingredients

In any pesticide product, whether insecticide, herbicide, fungicide or rodenticide, there are two catgegories of ingredients. The first category includes active ingredients, the particular chemicals with active pesticidal capabilities. The second category includes inert ingredients, added to the formulation to help the active ingredient do its job, or to serve as a carrier.

The Environmental Protection Agency (EPA) defines inerts as "anything that is intentionally added to the pesticide product which is not pesticidally active." Inerts are used to increase the effectiveness of the active ingredients. For example, surfactants make herbicides stick to leaf surfaces better. In some cases, the inert ingredient is an emulsifier that helps keep the active ingredient in a liquid solution so that it can be spray applied.

Altogether, about 1,200 inert ingredients are used in pesticide formulations in the United States. The Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA) contains regulations governing both active and inert ingredients. Currently, FIFRA requires that manufacturers conduct a full array of animal toxicological tests on the active ingredients in order to register a product. The tests are made to determine acute toxicity, the potential to cause birth defects, cancer and similar concerns.

According to Tom Hoogheem, environmental issues manager for Monsanto Agricultural Company, pressure has been put on the EPA to address this issue. "At present, only acute toxicity testing is required for inert ingredients," says Hoogheem. "That is prompting some people to ask questions concerning inert ingredients, since both product user and the general public could be exposed to the inerts as well as to the active ingredient."

As a result, EPA published a policy statement in the Federal Register on April 22, 1987. The agency's approach has been to classify the entire list of inert ingredients into four categories based on the chemical's known toxicity.

The first category includes some 50 chemicals, inerts of known toxicological concern. The second category includes about 60 inert ingredients that are believed potentially toxic because of their structural similarity to the substances in the first

category. About 800 inerts whose toxicity is unknown are placed in the third category.

Substances were included in this group if there was no basis for listing them on any of the other three lists. The surfactant for Roundup is in this category. The fourth category includes approximately 300 inert ingredients of minimal concerns, such as cookie crumbs, corn cobs and water,

The EPA requires registrants of many chemical products containing an inert ingredient to amend their EPA registration, adding the toxic inert ingredient to labels.

the carrier in Roundup, as well as other substances generally recognized as safe.

The first and second categories are obviously the ones that EPA gives the highest priority for additional testing. Any manufacturer with pesticide products on the market that include any of the ingredients in the first or second list will be asked to either find a substitute or agree to do substantially more toxicological testing.

The EPA is now requiring registrants of any product that contains an inert ingredient from the first category to amend their EPA registration and add the toxic inert ingredient to their labels. Additional exposure data, and in some cases, additional toxicity data may be required of many of these inerts. In addition, no new registrations involving these materials will be granted by EPA until further information can be provided.

This much activity is expected to raise the visibility of the question, "What are inerts and are they safe?" The issue of the toxicology of inert ingredients in pesticides deserves attention. The industry press will surely cover the topic, and even the public media will pay attention.

(Roundup uses water as a carrier, and the surfactant should not be of any concern.)