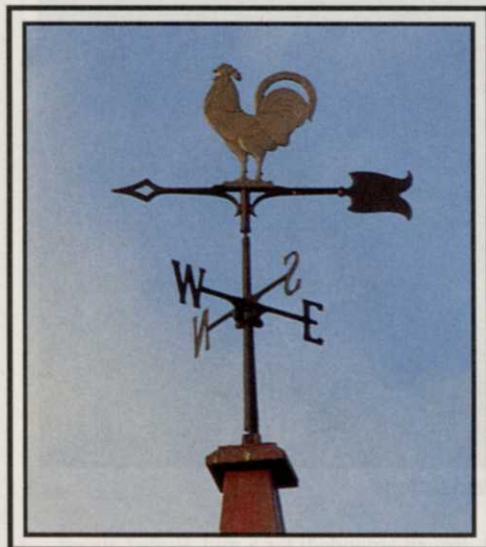


N



Granular control for crabgrass.
Because you never know
which way
the wind will blow.

To control crabgrass and feed in one step, nothing works harder than Lebanon fertilizers with Team.* These time-saving granular formulations make application easier and more precise. Herbicide distribution more thorough. All without drifting or leaching through.

Team's pre-emergent control is proven more effective against crabgrass, goosegrass and other problem weeds all season long. Available in combination with premium-quality, homogeneous Greenskeeper 20-4-10 40% organic fertilizer. And top-rated, yet economical, Lebanon Pro SCU blends.

For more information, contact your Lebanon sales representative or local Lebanon Turf Products distributor. Or simply call 1-800-233-0628.



Circle No. 117 on Reader Inquiry Card

*Trademark of DowElanco © 1991 Lebanon Turf Products

S



Missoula, Mont. kicks around pesticide regulations

Pesticide issue on Missoula ballot

Will the homeowners in this western Montana mountain city approve a pesticide posting law...for themselves?

■ Uhm, should we build a new baseball park?

Or should we make lawn care companies—anybody, in fact, who applies pesticides to more than 50 square feet of property at one time—post 80-square-inch yellow or orange warning signs?

These are the two questions voters of Missoula, Mont., decide this month.

If you're betting the \$3.5 million baseball bond issue generated more debate and controversy—bingo, you win!

"The fact that the city council decided to put baseball on the ballot went on the front page," says Don Baty, local government reporter for *The Missoulian*. "The pesticide ordinance story, I think, went on page 3."

Not that the pesticide posting proposal hadn't been kicked around city council chambers long enough: it had. It fermented in council's Conservation Committee for almost a year before being hauled out

(much amended) for a mid-August airing.

When council deadlocked 6-6 on the proposed ordinance, Mayor Daniel Kemmis, rather than cast the crucial vote, asked the people of Missoula to decide—while they're voting on the bond issue for a ballpark which, some townfolk hope, will attract a minor league baseball team.

At various committee and public hearings, posting advocates and industry representatives (primarily lawn care representatives) debated the pesticide posting issue.

"The hearings were pretty well attended, but there weren't any overflow crowds either," Baty tells *LANDSCAPE MANAGEMENT*.

The ordinance finally emerging for the ballot would, if passed, require *anybody* applying pesticides to 50 square feet or more of property within the city to post signs 24 hours prior to the application and remove them 48 hours after.

Spot spraying (less than 50 square feet) and emergency spraying need not be posted, according to the ordinance.

Greg Amsden, a spokesman for Mont PIRG (Public Interest Research Group), defends the size and color of the signs. He says they should be recognizable by children and contain a "Mr. Yuck" caricature on them along with appropriate warning language.

Mont PIRG is an advocacy organization at the University of Montana directed by elected student representatives. Mont PIRG maintains a professional staff.

Most of the burden for posting, assuming the ordinance passes, is the homeowner's, says Amsden, adding that posting proponents realized it would create a hardship for lawn application companies to visit each property 24 hours prior to an application.

Apart from the cost to applicators,

Citizens not happy about posting vote

■ Missoula (Mont.) homeowners don't want pesticide posting, not as it appears on the ballot, anyway.

A poll conducted by Sage Advertising, Helena, Mont., early in October showed almost 65 percent of the voters opposing it. Sage had been hired by the green industry to help defeat the issue appearing on the Nov. 5 ballot.

"I think we're going to win," says John Bass, a longtime Missoula LCO. "I think a lot of our support is coming from the city's lawn care customers."

Five weeks before the vote RISE (Responsible Industry for a Sound Environment) said it would help defeat the proposal. "RISE cannot fight all local ordinances, but we have chosen Missoula because it...can be used as a precedent in other areas," says Allen James, RISE executive director.

"A victory will indicate that the public does not want these restrictive regulations," adds James.

Bass says he doesn't necessarily oppose right-to-know. "But with these people (proposal supporters) that's just the beginning," he says, adding that anti-pesticide activists had already been successful in stopping the use of control products on the grounds at the University of Montana and in city parks.

He says RISE's help is allowing a local industry-based political action committee mount a citizen education campaign to offset anti-pesticide advertising.

Missoula is often windy in the spring and early summer when most pesticide applications take place and applicators sometimes don't know from day to day if they can spray.

"In the course of a year we've arrived at quite a few compromises, actually," Amsden says of the ordinance.

—Ron Hall



ADD MUSCLE TO YOUR WORK FORCE, GET A BIG BOSS

The term "labor-saving device" might have been coined to apply to the Polaris Big Boss. It's your worker of choice when human hands, arms and backs aren't quite enough, but a pickup or dump truck is too much. And it's a terrific recreational vehicle as well, able to haul an entire campsite in a single trip, or supply a remote hunting cabin with food and equipment for a week. For farms, construction



sites, back yards, or the back woods, a Big Boss gives you the extra strength you need to do what needs to be done.

Warning: ATV's can be hazardous to operate. For your safety: Never carry



passengers, avoid excessive speeds, and be particularly careful on difficult terrain. Polaris ATV's may not be ridden by people under 18 years of age. Polaris recommends that all ATV riders take a training course. For safety and training information, see your dealer or call Polaris at 1(800)328-9975. (In MN, 1(800)247-6670).

POLARIS
Believe It.

HOT TOPICS

Industry says that 2,4-D report is based on shoddy research

CLEVELAND—A report in the *Journal of the National Cancer Institute* associating the herbicide 2,4-D with cancer in dogs is being criticized as inconclusive and poorly researched.

The September report concludes that dogs whose owners use herbicides containing 2,4-D are up to twice as likely to develop malignant lymphoma.

The 2,4-D Task Force, a group that conducts health and safety studies, says that "the weakness of the study's conclusions needs to be considered against the backdrop of numerous other studies which have found no convincing evidence of a link between 2,4-D and cancer."

Tom Delaney, director of government affairs for the Professional Lawn Care Association (PLCAA), says 2,4-D is a worthwhile product:

"(2,4-D) is the most thoroughly tested

product of its kind on the market today. It has been the subject of toxicological, epidemiological and mutagenicity studies on three continents...which should be reassuring to those who have come to value 2,4-D for its cost and reliability."

Delaney says the questionnaire did not provide dog owners a list of chemicals from which to choose: "They had to rely on the memory of the person interviewed."

Dog owners were questioned 10 to 58 months after the animals were seen at veterinary hospitals. Also, some dogs that died from malignant lymphoma were never allowed access to yards and had



The health of dogs exposed to 2,4-D is the subject of a controversial report from the National Cancer Institute.

owners who never used 2,4-D or a lawn care service.

Howard M. Hayes, the study's principal author, and his co-authors did note that applications of 2,4-D by do-it-yourselfers are "more likely to reflect the actual 2,4-D exposure opportunity...than the number of lawn treatments by commercial lawn care companies."

James W. Gillett, director of Cornell University's Institute for Comparative and Environmental Toxicology, says the authors did not prove that 2,4-D is a carcinogen in dogs, or that lawn applications are related to any cancer in humans.

Dr. Wendell Mullison, one of the original developers of 2,4-D, says the evidence is circumstantial, and that epidemiologists usually do not consider any single study as proof of a cause and effect relationship.

Hayes and his co-authors admit that an absence of precise exposure data is "a major weakness" of the study, and say application frequency is the basis for their conclusions. The study was based on four 2,4-D applications per year. "The most it is applied," says Mullison, "is once in the spring and often again in the fall."

—Terry McIver

One vet's opinion

■ "I think there are some problems inherent in these types of epidemiological studies," says Dr. Robert Poppenga, DVM, of the American Board of Veterinary Toxicologists at Michigan State University.

Poppenga questions "the (homeowners') ability to recall details" regarding what chemicals were applied and when.

"I'm not certain that an

owner would have information with regard to what chemical the company may be actually applying. I'm not sure where they got that data."

In a 1990 article on pets and lawn chemicals, Poppenga wrote that "it is important to establish whether the amount of chemical the animal may have been exposed to is near a range known to be associated with adverse

health effects in the animal species."

"If used according to label directions and certain precautions are followed, nearly all commonly used lawn chemicals are safe around dogs and cats."

Today, Poppenga says that while the 2,4-D study, "may raise some legitimate concerns, it has to stand the test of time."

According to Poppenga, other studies need to be conducted before any blame is placed.

—T.M.

ELSEWHERE

NAA studies its typical wages page 46

Landfills good, writer responds page 46

Michigan sets new regulations page 48

Local notification on hold in Mass. page 50

Why The Grass Is Always Greener At ServiceMaster.

During each of the last 3 years, revenues for ServiceMaster LawnCare has grown an average of 48%!

Obviously, we must be doing something right. And we are.

For one thing, ServiceMaster is one of the few lawn care companies able to provide truly *customized* treatment to every customer.

We specially design our own truck and equipment so you can individually tailor your treatment to each lawn.

For another, we provide complete training and back-up support. Programs like discount purchasing. A 1-800 hot line for special agronomic questions. Year-round market-

ing support that will help you get business even in winter.

Over 90% of our ServiceMaster franchises are still going strong after three years. In fact, *Fortune* magazine has named us

No. 1 for return on equity in their ratings of the 500 top service companies in America.

So if you're looking for the right opportunity to start your own lawn care business, you simply can't find a company with a more consistent record for success.

If you qualify, you could get started in a ServiceMaster LawnCare franchise for as little as \$8,200 down plus additional working capital.

You can start out while still keeping your regular job if you wish.

For more information, call Bob Morris toll-free at 1-800-228-2814.



Customized treatment.



**ServiceMaster.
LawnCare**

Partners in the ServiceMaster Quality Service Network.

ServiceMASTER. TERMINIX. merry maids.

Circle No. 131 on Reader Inquiry Card

© 1989 The ServiceMaster Company, L.P.

Tree crew leader wages go up

AMHERST, N.H.—Wages for crew leaders increased from an average of \$11.25 per hour to \$12.00 per hour this year at member companies, according to a National Arborist Association survey. That is a 6.67 percent increase over 1990 wages.

Median wages for climbers and ground persons pretty much remained at 1990 rates, however. The new survey indicates the national average for climber hourly pay is \$9.95 and for ground persons is \$7.50.

Wages in the Pacific were highest of any other region reporting, across the board: \$12.50 for crew leaders, \$11.50 for climbers and \$8.00 for ground persons. Likewise, wages in the Southwest were lowest: \$9.50, \$6.75 and \$4.85, respectively.

One hundred twenty-eight NAA member firms responded to the annual survey.

NAA wage survey

	Crew Leaders	Tree Climbers	Ground Persons
National	\$12.00	\$9.95	\$7.50
Northeast	\$12.50	\$10.75	\$8.00
Southeast	\$9.88	\$9.00	\$6.50
Midwest	\$12.00	\$9.50	\$7.00
Rocky Mtn.	\$9.75	\$8.75	\$6.87
Southwest	\$9.50	\$6.75	\$4.85
Pacific	\$12.50	\$11.50	\$8.00

Source: National Arborist Assn.

Landfills valuable to the green industry? This letter-writer thinks they are, indeed

CLEVELAND—A letter received at LANDSCAPE MANAGEMENT regarding September's "As I See It" column from Charles T. Pick, national project manager for DK Recycling, Lake Bluff, Ill.:

"Composting brings a number of new and valuable products and services to local landscapers, and composting sites themselves can offer considerable savings to area dumpers.

● *"I find it difficult to believe that (a landscaper mentioned in the editorial) has suffered a 350 percent increase in landscape waste tipping fees. Even in Illinois, where yard waste was banned from landfills in July of 1990, yard waste tipping fees are generally at or below regular solid waste tipping fees. Furthermore, the numerous composting sites that have emerged over the last 18 months offer more convenient locations than previously available, cutting haulers' transportation costs considerably.*

"It is highly unlikely that landfills or composting sites are currently charging 350 percent more for leaves and grass than they are for regular solid waste. Indeed, we have seen tipping fees increase by several hundred percent, but over the course of several decades.

● *"Small companies do not need 10*

'Small companies can save money by composting in-house.'

acres to compost. My company handles the yard waste from over 100 maintenance companies and three municipalities on only seven acres. Roughly 4,000 cubic yards of waste per year could be easily composted on half an acre. A small company can contract a grinding contractor to process brush from time to time, and a tractor or skid-steer loader could easily manage the composting material on a site of this size.

"Small companies can save money by composting in-house, not to mention the value of having a constant supply of mulch and soil amendment to reduce or eliminate bark, mushroom compost, and peat moss purchases.

● *"Incineration of yard wastes is not a viable option either. Have you ever tried to burn a pile of grass or plant material with an 80 percent moisture content? It doesn't work too well.*

"More composting sites are coming on line every day, and composting techniques

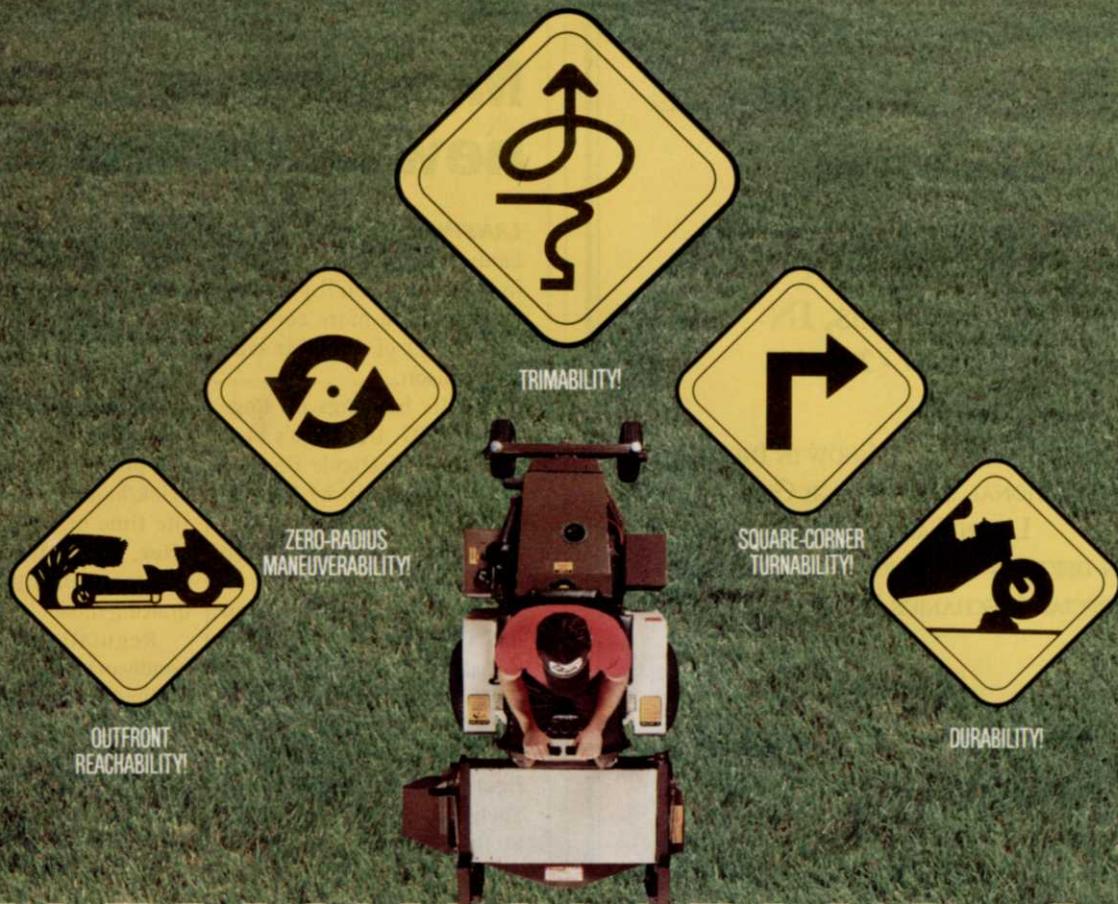
are becoming more sophisticated. By December of 1993, businesses and cities will have a slew of conveniently located sites from which to choose, and lots of beautiful compost to use."

□ Editorialist Terry McIver says the comment that 10 acres are needed for a workable compost site was based on remarks made at a recent Cleveland symposium on yard waste. "Perhaps one of the speakers was describing a 'best case' scenario," McIver responds.

Bob Smart, of Yard Smart, Inc., contacted again by LANDSCAPE MANAGEMENT, says his tipping fees at a city site were \$5/ton four years ago. Today, the fee is \$50/ton. He pays more than \$900/month at the site he now uses, from April to June.

"The impact of disposal fees on green industry companies may not be excessive, as you suggest," McIver continues. "Again, my comment was based on the rumblings of a room full of disgruntled landscapers and grass cutters who seemed to think the problem was very real."

McIver points out that Charles Baird (the author who provided the editorial's source material) says the U.S. has plenty of land—not including our precious national parks—which could be converted to landfill sites.



GRASSHOPPERABILITY!

Make The Move That Lasts!

Once you move up to a Grasshopper, you have made a decision that will last a lifetime because you will want no other. **Grasshopperability** lets you make all the right moves for quality mowing and time-saving performance — even where other mowers can't cut it. **Comfortability** and ease of operation reduce operator fatigue. The **durability** built into each Grasshopper saves you downtime and stays with you

season after season. Advanced dual-hydrostatic direct drives, including the exclusive Gemini drive in the 700 series, require less maintenance and give extended service life. Rugged, one-piece welded unitized mainframe and heavy-duty, welded-steel deck plus fusion-bonded powder coating for a lasting finish are indicative of why Grasshopper is not only **first to finish** but **built to last**.

The nationwide Grasshopper Dealer network offers the most complete line of front mowers in the industry. Write or call for free literature and the name of your nearest Grasshopper Dealer.



Model 411R
11 hp Wisconsin-Robin
35" or 41" Deck



Models 612 & 614
12 & 14 hp B & S
44" - 48" Decks



Model 718
18 hp B & S
44" - 61" Decks



Model 718K
18 hp Kohler
44" - 61" Decks
(Grasscatcher Optional)



Model 720
20 hp Onan
44" - 72" Decks



Model 721
21 hp Kubota Gas
44" - 72" Decks
(ROPS Optional)



Model 721D
20.9 hp Kubota Diesel
44" - 72" Decks



Model 725
24.5 hp Kubota Gas
44" - 72" Decks
(ROPS & Grasscatcher Optional)

The Grasshopper Company • One Grasshopper Trail • P.O. Box 637 • Moundridge, KS 67107 U.S.A. • Phone 316-345-8621 • FAX 316-345-2301



OUTFRONT SINCE 1970

GRASSHOPPER®

First to Finish...Built to Last

©1991, The Grasshopper Company

Circle No. 110 on Reader Inquiry Card

MIDWEST REGIONAL TURF CONFERENCE AND SHOW

INDIANA CONVENTION CENTER
INDIANAPOLIS, IN
JANUARY 21 - 23, 1992

- LARGEST EQUIPMENT SHOW IN INDIANA
- EDUCATIONAL SESSIONS FOR GOLF COURSE, LAWN CARE, AND SPORTS TURF
- IN-DEPTH WORKSHOPS
- SPECIAL MECHANICS PROGRAM

CONTACT JO HORN AT (317) 494-8039 FOR
INFORMATION AND REGISTRATION

Circle No. 120 on Reader Inquiry Card



Green Industry
Expo
Booth #604

BLACKBURN

The leader in pesticide posting.

An inexpensive way to meet posting regulations! Blackburn's handy 4" x 5" and 5" x 6" banner flags are shipped straight. You bend the PVC staff so the flag hangs for easy reading. Custom printing available in choice of 7 colors. Flags come in choice of 11 colors. Send us your state's posting regulations and specifications. We'll help you comply.

CALL FOR FREE CATALOG!

West of Rockies
800/552-FLAG (3524)

P.O. Box 276
Cambria, CA 93428

East of Rockies
800/942-5816

P.O. Box 86
Neligh, NE 68756

ASK ABOUT OUR UPSIDE-DOWN MARKING PAINT!

Circle No. 101 on Reader Inquiry Card

Michigan readies new pesticide regs

LANSING, Mich.—Attention landscape and turf managers in Michigan. You'll probably work under a more comprehensive set of pesticide laws next season.

Public hearings on Regulation 637, the state's proposed new Pesticide Control Act, should begin by the end of 1991. The state legislature could vote on the measure early in 1992.

Some of the provisions in 637 that will affect professional pesticide users include:

- Registry of sensitive individuals. A Michigan resident will need a doctor's verification to get on the list. Each request will be reviewed by the Michigan Department of Agriculture toxicologist.

The Registry will be published annually and mailed to all licensed applicators. People on the list are to be pre-notified by a hand-delivered letter or by phone at least 24 hours in advance of an application.

- All professional applica-

tors must have a system in place to contain any and all pesticide spills during loading, mixing and all water from washing operations.

- Commercial pesticide applications will be posted.

- Professional applicators will provide customers with a "risk/benefit" statement at the time of, or immediately after, applications. The Department of Agriculture is drafting model language.

Regulation 637 is the handiwork of a work group of pesticide user groups, activist organizations and government agencies. Tim Doppel, president of Atwood Lawn-care, Inc. in Sterling Heights, was a member of the group.

He describes the proposed act as a "major overhaul of the pesticide control act in Michigan."

Complying with 637's pesticide mixing, loading and rinse water requirements will probably be the most costly for turf applicators, he believes.

Check for reputable designer

CHICAGO—Have you ever worked with a "golf course designer" who turned out to be totally unqualified to design anything?

Next time, says Michael Bonallack, check to see if the person is a member of a reputable, professional association.

"Many people have set themselves up as golf course architects without any form of qualification, apart from—in some cases—having been good golfers," says Bonallack,

secretary of the Golf Club of St. Andrews, Scotland.

Bonallack is the 1991 recipient of the Donald Ross Award, presented annually by the American Society of Golf Course Architects.

Bonallack believes golf courses should be scenic, and not too difficult for the everyday player. The best courses, says Bonallack are those that make the player think.

"The distinctiveness of holes and courses is part of what makes golf great," says Bonallack. "Unlike other sports grounds, every golf course is different and has its own special attractions which can leave a lasting image on the mind."

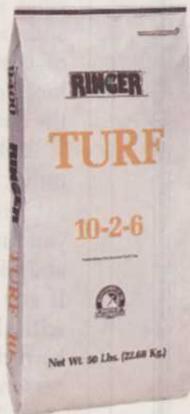


Ringer will give your turf a world of improvement.

Ringer Greens 6-1-3, Turf 10-2-6 and Greens Super 10-2-6 give you a whole new approach to greener greens, fairer fairways and tougher turf.

Natural protein, slow release nutrition. Ringer products use natural protein sources for slow-release nutrition without chemicals. Applied at recommended rates they will not burn.

More than a quick fix. Because they rely on a unique microbial action, Ringer products work by enhancing natural processes. Your turf has a healthier environment. And it keeps getting better and better.



Scientifically formulated, environmentally sound. Greens 6-1-3, Turf 10-2-6 and Greens Super 10-2-6 were scientifically developed for professional use. They fit right in with your present program and strengthen your current disease control efforts.

Try Greens 6-1-3, Turf 10-2-6 and Greens Super 10-2-6 for a season on a problem lawn. You'll find that because they are environmentally sound, they improve the world a little as they improve your turf a lot.

Call or write for details and the name of your distributor.

RINGER

Better, naturally



Circle No. 129 on Reader Inquiry Card

Ringer Corporation, 9959 Valley View Road, Minneapolis, MN 55344, 612-941-4180

LOOKING FOR A BETTER SOD CUTTER?

Turfco Gives You Two



Turfco introduces the newest idea in sod cutters: a choice. Choose the Turfco Pro or Pro Lite. Both have been redesigned for smoother running, simpler operation and lower maintenance costs. Now you can fit the machine to the job, instead of the other way around.

Turfco has shown our dedication to quality, customers' needs and innovative design by building rugged turf maintenance products that have been the better choice since 1953.

See the entire family of high quality Turfco products at your local Turfco dealer, or call 612 / 785-1000 for the dealer nearest you. Fax number 612 / 785-0556.

TURFCO
Simply Better.

Circle No. 135 on Reader Inquiry Card

Local notification on hold

AGAWAM, Mass.—In August, one of the town councilors in Agawam, Mass., proposed a law requiring lawn care companies to give three days notice prior to applying pesticides.

The notice, to be delivered via registered mail, would go to neighbors of the property being treated. It would list the chemicals to be used in the application.

The proposal exempts farmers and homeowners from any such requirements.

The councilor says the law

is needed to allow homeowners to remove outdoor furniture and children's toys from sprayed areas.

The councilor's notification proposal hasn't generated much support from colleagues. The proposal is now in council's Ordinance Committee.

It's not likely the matter will be decided upon before year's end, LANDSCAPE MANAGEMENT was told.

Agawam, with a population of 28,000, is a suburb of Springfield.

CUSTOMER SERVICE TIPS

by Ed Wandtke

■ Last month, effective listening ideas were presented to help the customer service person prepare for a customer's call.

This column will focus on speaking or responding to the customer during a phone call.

1. In responding to a customer, use correct industry nomenclature. This will emphasize that you know what you are talking about, and you will remain in charge of the call. Do not repeat incorrect terminology used by the customer.

2. Repeat phrases the customer speaks. This will help establish a confidence that you understand their concern and will be able to help them. If any confusion exists, this will allow the customer to correct your customer service person's mis-interpretation.

3. The tone of your voice is affected by how you sit in your chair when you are talking. Sitting upright will allow your voice to be clear, strong, and confident. Practice this

on the next call you receive.

4. How do you sound to a customer? Are you friendly? Do you come across as a technical individual? Do you speak positively in responding to a customer? Check yourself out. Tape record the next six customer service calls and see how you sound.

5. Speaking at the same speed and with the same volume as the customer will help the customer feel you understand what they are talking about. This will help to avoid rude and abrasive reactions by the customer. When the customer service person is talking, be certain that they think before they speak rather than saying "uh" first.

All this takes practice. The more you evaluate and review the telephone practices of your customer service personnel, the better your company image. Effective telephone technique takes time and needs to be reviewed. Listen to what is being said on the phone and you will hear words which need to be improved upon.