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Pacific Northwest drought catches industry by surprise

SEATTLE, **Wash**.—One of the most severe droughts in Pacific Northwest history is drying up the green industry.

Suffering the most are firms directly involved in new lawn and/or landscape installations, sod farms and nurseries—particularly those serving the greater Seattle market.

"There's no question we're being treated unfairly. We're being targeted because we're so visible," says Mike Bushmaker of The Highridge Corp., a landscape contractor here.

Green industry businesses absorbed the first broadside in April and May (the height of landscape selling season) when Seattle and surrounding communities urged homeowners not to install (or have installed) new lawns or landscapes. Nurseries; landscape designers, contractors and installers; sod growers; hydroseeders—all saw business fall or not materialize.

In spite of a week of unusually wet weather in early July, the drought dug in as the summer progressed. This past winter there was precious little snow to refill Cascade Mountain streams which recharge reservoirs.

No one can predict when the drought will ease. Even when it does, this summer's shortage points out the inadequacy of a water delivery system that hasn't had a substantial enlargement since 1968.

You're under arrest!—Seattle and the 28 suburbs served by the Seattle Water Department (1.2 million people) moved first to drastically reduce outdoor water use, including passing lawn watering bans monitored by *water police*. Those found watering their lawns face fines of \$100 to \$500.

Shrubs and flowers can still be watered with hoses with shutoff nozzles, or with irrigation systems if they're separate from turfed areas.

"In the long run these types of restrictions never work," says Bushmaker, who also chairs the newly formed Washington Coalition for Sensible Water Management (WCSWM). At least 10 allied green industry groups lend support to WCSWM.

(WCSWM says there are more than 3,000 landscaping, nursery and related businesses, employing about 25,000 workers in and around Seattle.)

Although WCSWM representatives met with city officials and pleaded the environmental implications of the watering ban and its economic harm to green industry businesses, water officials wouldn't compromise.

Drought a wake-up call—Rod Bailey, Evergreen Services Corp., says periodic rainfall so far this summer has been enough to keep most Seattle-area lawns alive, and maintenance/mowing firms working although at a reduced schedule.

Even so, the outdoor watering restrictions are causing landscape firms to alter their services. "We're standing on our heads doing manual watering of trees and shrubs," he says.

"Many plants have become turf-water dependent. They started into wilt as soon as the lawn's turf turned brown."

Bailey says the drought is a wake-up call to green industry professionals in the Pacific Northwest. It's telling them that they need a stronger public education effort, and have to be a part of the water-use decision-making process.

Seattle's water woes won't be solved until its system is upgraded, he explains. The burgeoning King County area has outgrown its water supply system, and the green industry is paying the price. —Ron Hall

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OSHA STANDARDS ... An easyto-understand regulatory review of key OSHA standards specifically applicable to the green industry is available through the Professional Grounds Management Society. Interested parties have a choice of packets: (351) hazard communication; (352) small chemical disposal: (353) trenching standards; (354) spill control; (355) small quality generator; (356) confined space safety; (357) stormwater/wetlands: (358) underground and aboveground storage tanks. Cost of each packet is \$22; PGMS members get a discount. To order, call the PGMS and ask for Regulatory Review Guidelines: (410) 667-1833 or fax (410) 667-6178.

WEED IDENTIFICATION ...Faculty at the Universities of Georgia, Auburn and Florida are making available for \$8 a book containing 437 color photos: "Weeds of Southern Turfgrasses." The 208-page book, sized 6 by 9 inches, has a waterproof, tearproof cover. To order, send a check payable to the University of Florida (Florida residents add 6% sales tax) to: Publications, P.O. Box 110011, Gainesville, FL 32611. Order book No. SP-79.

GUIDE TO GRASS...The *free* "Turfgrass Technical Manual," by Jacklin Seed Co., is designed to help golf course superintendents and turf professionals identify varieties, blends and mixtures, recommend seed rates and planting instructions. The three-ring binder also contains troubleshooting information. To get a copy, contact the Jacklin Marketing Dept., 5300 W. Riverbend Ave., Post Falls, ID 83854, phone (208) 773-7581 or fax (208) 773-4846.

ON CUSTOMERS...A new guide book, "50 Low Cost Ways to Acquire New Customers" is written for small businessmen. Sections include 15 keys, 25 benefits people buy, the 9 P's of marketing, 7 business mistakes to avoid, 20 ways to make the sale and a 12-month plan to acquire new customers. To order, send \$10.70 to J.D. Todd, JDT Marketing, P.O. Box 3316, Wichita Falls, TX 76301 or phone (817) 692-7818.

CUSTOMER SERVICE TIPS

Handling customer complaints: get to the crux of the problem

by E.T. Wandtke

■ Unfortunately, relationships with your customers do not run smoothly all the time. As service providers, your attitude toward the customer's complaint can mean the difference between keeping a customer or loosing several.

Here are some tips on how to deal with a customer complaint:

1. *Discover what went wrong.* This should be the time for fact-finding, not finger-pointing. During this discovery process, don't make any judgments or place any blame on the customer.

It is also important to discover the problem. Often we listen to a complaint on the phone and assume the cause before we hear all the facts.

Don't assume the cause of a complaint until all information is received and the customer's property is visited. Know 100 percent of the information before you decide on a course of action.

2. *Discover who is responsible.* This determination may take time, but it is very important to determine if an individual caused the complaint or if the cause of the complaint was outside the control of the employee or customer.

Many customers do not understand that agronomic conditions may not be anticipated or solved until they are discovered. Only by receiving the customer's complaint do you know the condition exists.

Explaining the causes of turf or ornamental problems requires care and understanding. The customer needs to understand what has happened on his or her property, how it came about, and what you are going to do about it.

Use the telephone correctly— Customer service personnel who handle telephone complaints must know how to deal with complaints a little differently:

1. Have customer service reps pretend it is their company. What would they do if they owned the company? How would they help the customer? How would they follow-up to be certain the customer has been satisfied?

2. Give the customer time to explain the problem. Do not sound rushed. Apologize if you have to take another call. Then, when you get them back on the line, apologize for the delay and restate the problem.

3. If you are not certain about what to do, ask!

Customer service personnel should not make promises that the company might not be able to keep. They should tell the customer they do not have an immediate answer, and that the manager will return the call.

Most important of all, make sure they give the customer time to explain the problem, and that they're efficient and professional. NEW FROM TURF-SEED! **MOW-LESS** Brand Tall Fescue Blend



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12: Professional Lawn Care Assn. of Mid-America Summer Field Day, Powell Gardens, Kingsville, Mo. Contact: Olivia Golden, PLCAMA, P.O. Box 35184, Kansas City, MO 64134; (816) 765-7616.

12-13: Penn State Turfgrass Field Days, Valentine Research Center, University Park. Contact: Dr. Thomas Watschke, 116 ASI Bldg., University Park, PA 16802; (814) 863-7644 or Christine King, Pa. Turfgrass Council, P.O. Box 1078, Lemont, PA 16851; (814) 863-3475.

18: Golf Course Design/Construction Field Day, SUNY, Delhi. Contact: N.Y. Turfgrass Assn., P.O. Box 612, Latham, NY 12110; (518) 783-1229.

18-19: Texas A&M Turf Field Day, Dallas. Contact: Dr. Bill Knoop, Texas A&M Extension Service, 17360 Coit Rd., Dallas, TX 75252-6599; (214) 231-5362. **19:** Michigan Nursery and Landscape Association Summer Field Day, Lincoln Nurseries, Grand Rapids. Contact: MNLA, 819 N. Washington Ave., Suite 2, Lansing, MI 48906; (517) 487-1282.

19: University of Rhode Island Turf Field Day, Kingston. Contact: Dr. Noel Jackson or Dr. Bridget Ruemmele, Dept. of Plant Sciences, Woodward Hall, URI, Kingston, RI 02881; (401) 792-2481.

19: New Hampshire Landscape Association Twilight Meeting: Wetlands, Derry, N.H. Contact: Guy Hodgdon, NHLA (800) 639-5601.

20: Michigan State University Turf Field Day, Lansing. Contact: Dr. Frank Rossi, MSU, Plant & Soil Sciences Bldg., E. Lansing, MI 48824; (517) 353-0860.

20-21: Pennsylvania Landscape & Nursery Trade Show & Conference/West, Pittsburgh Expo Mart. Contact: PLNA, 1924 N. Second St., Harrisburg, PA 17102; (717) 238-1673.

26: "Landscaping for Wildlife," Cook College/Rutgers University, New Brunswick, N.J. Contact: Office of Continuing Professional Education, Cook College, P.O. Box 231, New Brunswick, NJ 08903; (908) 932-9271.

SEPTEMBER

11-13: Florida Nursery and Allied Trades Show, Orange County Civic Center, Orlando. Contact: Joanne Chive, FNGA, 5401 Kirkman Rd., Suite 650, Orlando, FL 32819; (407) 345-8137.

12-15: California Association of Nurserymen Annual Convention, Silverado Resort & Country Club, Napa Valley. Contact: Holly Hitchcock, CAN, 4620 Northgate Blvd. Suite 155, Sacramento, CA 95834; (916) 567-0200.

12-16: National Conference of the American Society of Irrigation Consultants, Hunt Valley, Md. Contact: Wanda Sarsfield, executive secretary, (510) 516-1124.

13-15: World Fertilizer Conference, Los Angeles Century Plaza Hotel and Tower. Contact: The Fertilizer Institute, 501 Second St. NE, Washington, DC 20002; (202) 675-8250.

15-16: University of California Turfgrass Conference and Field Day & Landscape Management Research Conference, UC Riverside. Contact: Registration Coordinator/Turf & Landscape Conferences, 4110 Batchelor Hall Extension, Botany & Plant Sciences Dept., Univ. of California, Riverside, 'CA 92521.

20-23: Florida Turfgrass Conference & Show, Prime F. Osborn III Convention Center, Jacksonville. Contact: FTGA, 302 S. Graham Ave., Orlando, FL 32803; (407) 898-6721.

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GREEN INDUSTRY SHOWCASE

Lightning detection system spots dangers at 25 miles

The 1992 Masters Tournament was the first in-practice testing ground for a new technology developed to detect and range lightning within 25 miles of a golf course.

The patented technology was developed by Lightning Location and Protection (LLP), which was recently purchased by the Toro Company's Irrigation Division.

The system, called the Electrical Storm Identification Device (ESID), was first put into public practice at the Masters in Augusta. Midway through the third round of Saturday's play, the sign-boards carried warnings of threatening weather nearby. About 30 minutes later, with no rain in sight and the skies uniformly overcast, the lightning sirens began to sound.

Neither the spectators nor the television commentators could understand the reason for the sirens; it seemed like just another cloudy day. But within 20 minutes, the rains came, complete with thunder and lightning.

Play was suspended with the detection of one flash of lightning, which struck 14



miles away from the course. Twenty minutes later, the big rains came and 26 flashes were seen in a span of 15 minutes.

The ESID also indicates when it is safe to resume play.

PRODUCT

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Toro and Lightning Location and Protection have entered into a joint agreement, under which the Irrigation Division will market and sell the ESID units manufactured by LLP.

ESID is described as a rugged, solarpowered, omni-directional short-range thunderstorm sensor.

It "looks" for electical and optical energy emitted by lightning. Detection and analysis hardware is installed at ground level or on a rooftop. The system's "internal logic" system contains algorithms with which the ESID identifies the unique wave-form signature characteristic of lightning. These algorithms coincidence the energy pulses, or determine the timerelationship, and therefore the common source of both pulses. This final step ensures the reliability of a lightning report.

ESID estimates the range of cloud-toground lightning.

The unit indicates that lightning is either overhead; 0-5 miles out; 5-10 miles out; or 10-25 miles out.

This information is especially valuable when considering that cloud-to-ground lightning can move laterally a distance of 10 miles.

Circle No. 191 on Reader Inquiry Card



Sweepster, Inc. has introduced the new Model M18 sweeper for lawn and garden tractors.

The M18 mounts to most popular lawn and garden tractors with a minimum of 10 hp. The mechanical sweeper is driven by the tractor's front or mid-PTO, by a constant-velocity drive shaft.

Standard features include: 18-inch wide sectional brush available in polypropylene, wire or 1/2 poly-1/2 wire; manual angle change; electric brush lift and rear casters. Options include: side-mounted brush casters to prevent turf scalping during thatch



removal and storage stands which mount in place of side casters.

Jim Koch, Sweepster Product Manager, says the sweeper's weight might make some question its sturdiness.

"Just because this sweeper weighs less doesn't mean it's not heavy duty," says Koch. "We've incorporated the technology from our larger brooms into the M18. The heavy-duty center gearbox was customdesigned for this special application and extensively tested to ensure a durable low maintenance driveline."

Parallel linkage mounting and rear casters allow the brush head to oscillate sideways and up and down along contours. **Circle No. 192 on Reader Inquiry Card**