

**DESIGN/BUILD:
LIGHTING**

Vista Professional Outdoor Lighting

The new energy-efficient 3000 series LED accent fixtures resist moisture and heat, assuring long life. Three different emitter packages are offered, matching 20-, 35- and 42-watt halogen sources — each available with different beam options: narrow spot, medium flood or wide flood. Each fixture is rated 17+ years of normal use and allows field replacement of internal components. Units are built to order in Vista's California facility in a choice of 15 finishes. *VistaPro.com*



Orbit/Evergreen

Model B140SH, a sleek cast brass 12V uplight features a slim telescoping shroud that can be extended from 6.5 to 8 in. (with a set screw) for precise directional lighting. The convex tempered glass lens is water-resistant. The unit is supplied with an MR16 20W lamp (accepts up to 50W), and also includes a GS-85 PVC spike and CO-3 connector. A range of finishes are available, including polished natural brass, antique brass, antique bronze, architectural bronze and aged green. *OrbitElectric.com*

Kichler Lighting

Kichler's Design Pro LED Wall Wash creates a low, even light spread — ideal for illuminating shrubs, plants and textured wall surfaces and silhouetting special detailing. The aluminum fixture uses 80% less electricity than comparable halogen fixtures. Plus, the LED light chips last up to 40,000 hours, or approximately 18 years, so there's no need to change bulbs. Offered in both Textured Architectural Bronze or Textured Black finishes; optional mounting accessories also are available. *LandscapeLighting.com*



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IRRIGATION: FERTIGATION



Turf Feeding Systems

Comprised of a water-powered pump and a solar-powered controller, the WD700 injector system is designed for use in landscapes, parks, sports fields and streetscapes — with

a range of 2 acres to more than 30 acres — that do not have access to AC power. The proportional system is controlled by water flow, with a flow sensor installed in the irrigation line. The pump capacity is determined by adjusting a metering valve. TurfFeeding.com

Ace Pump Corp.

Replace 12-volt diaphragm pumps and roller pumps with this reliable new polypropylene model, designed for starter

fertilizer and small sprayer applications. The FMC-75-HYD combines the convenience and serviceability of Ace hydraulic driven pumps with the corrosion resistance of a polypropylene wet end. The performance is ideal for low flow rate in-furrow chemical applications without the excess flow and heat of larger pumps.

AcePumps.com

EZ FLO

Although fertigation has been around for more than 50 years in the agricultural and golf



course and golf course markets, EZ FLO's technology has proven to be reliable and affordable for commercial, residential, school and municipal landscape markets. EZ-FLO is adaptable to any irrigation system, and can run drip as well as spray zones with a single unit —with no nozzling or programming changes. EZFloInjection.com

Marrel Corp.

The new skid-mounted water tank can be quickly attached to the truck by using the Ampliroll Hooklift System. While attached, the water tank can be used for dust mitigation, irrigation of roadside vegetation, and light fire suppression. The tank is available in 1,250-, 2,000-, 3,000- and 4,000-gal. capacities, pumping up to 325 gallons per minute. It can be equipped with 3-in. grooved nozzles, side spray nozzles, and even a water cannon. All function can be controlled from the driver's seat. AmplirollUSA.com



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Professionals know the importance of buying quality tools that work better, last longer and save money over the life of the tool. That's why Corona created the new QuickSaw line, the ideal choice for arborists who rely on their tools every day.

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*On Average
† Limitations apply. See Statement of Warranty at coronaclipper.com for details.

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CORONA



BEST PRACTICES

BRUCE WILSON

The author is a partner with the Wilson-Oyler Group consultancy. Visit www.wilson-oyler.com.

Habits drive behavior

If you study employee behavior, as I have for most of my career, you cannot help but realize that much of it is habit-driven. I have been spending hours with companies helping them to improve production during this time of low prices — and the influence of habits on performance is huge.

It builds a very strong case for a focus on building the right habits in our employees. Our employees work hard, for the most part. It's not their effort that robs productivity, but their tendency not to work smart. Once an employee develops a way to do something, it quickly becomes habit. Once it becomes a habit, it takes retraining to form a new habit.

Most companies do not proactively manage this process. Often, the training is not done on the job — and afterward, it's just hoped that the training transfers to the work process. Most often, it requires an employee changing a habit. Unless you manage the process of training in a way that it becomes habit-forming, it will not stick.

For example, you get a new property. The first time the crew goes to the job, they start working — often without a plan as to how to most efficiently approach the job. They look for a place to park the truck. Chances are they will park there every time they go to the job in the future. The work will also start near the truck. This may or may not be the best place to park or start, but the habit has formed.

Another example is where I came upon a crew that was working their way through detailing a

job. They were picking up trash and pulling weeds as they progressed through the property. The problem was that they were trying to hand-pull the weeds without a weed pick or other tool to help get the root, so most were breaking off. The manager that I was with was surprised because they had made an issue of proper weed-pulling in a training session and bought weed picks for all the crews so they could do it right. It turns out the weed picks were safely stored on the truck, and their habit of hand-pulling prevailed.

Right, from the start

The solution is to recognize that your production managers must proactively manage production. They need to keep a dual focus of on-the-job training and monitoring of workers' habits to make sure the right ones are created. Production managers often see jobsites when there is no crew present, and make punch lists of things to be done. This is necessary, but having a crew complete a punch list may do nothing to prevent those same things from showing up on the next list — or seeing that the work is done the right way.

Supervisors also can work along with their crews periodically reinforcing the right habits. This is a highly effective training method and also helps the supervisor to better evaluate the crew leader's leadership skills.

Another technique used by some companies is to have specific crews that train all new employees on the right way to do the assigned tasks. New employees work on these crews 30 to 60 days until the crew leader feels that the employee has the right habits.

If you train on the job, you can observe the employees performing the tasks on which they were trained, making sure the task is performed properly. This is the beginning, not the end. You must continue to check back and make sure the new training sticks. That way, it becomes a habit to do things the right way.

Unless you **manage the process** of training in a way that it becomes **habit-forming**, it will not stick.

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Heavy-duty 2" x 3" welded steel chassis, full 7-gauge cutting deck with oversized cast-iron deck spindles and expanded use of heavy steel and cast-iron components throughout make the PZ a force to be reckoned with.

husqvarna.us/PZ



** On PZ purchases made between February 1 and April 30, 2010. Zero down payment and 36 months equal fixed minimum monthly payments required. Penalty APR may apply if you make a late payment. Promotion charges and effective APR may also apply. See husqvarna.com for complete details on our various financing offers.*

PROJECT PORTFOLIO

A SCRAPBOOK OF DESIGN/BUILD OVERHAULS

Fondue Fountain

THE MISSION

Enhance the client's brand identity with a clever, yet elegant hardscape installation.

When The Melting Pot opened a new location in Farmingdale, NY, Green Island Design helped create a new identity for the restaurant's owners. "The Preserve" is an 8x5-ft. fountain made of South Bay quartzite stone. It resembles an actual "melting pot," as bubbling water appears to simmer up at the top before cascading down the tapered sides.

The fountain recycles water that enters an underground, gravel-filled basin and migrates through a hidden pump before it's forced up through the center. Thermostatically controlled, water remains warm in the winter to prevent freezing. This allows for gas exchange on the surface, creating a steamy effect.

The backbone is a 4x4-ft. drywell, which was lowered into place with a backhoe on a highly trafficked roadway.

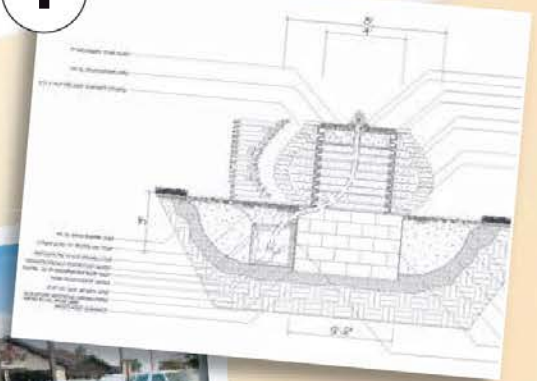
Each piece of stone was milled and mortared into place. To centralize the weight/load-bearing capacity of the outer stones, rebar was threaded in a star-shaped pattern. Landscape lighting was snaked between the drywell and stacked stone and through the drainage basin at the base, allowing the bubbling water to be illuminated directly through its center.

Construction of the piece was a challenge, notes President Jonathan Pappalardi, whose brother, Mark, is the senior landscape architect and designer.

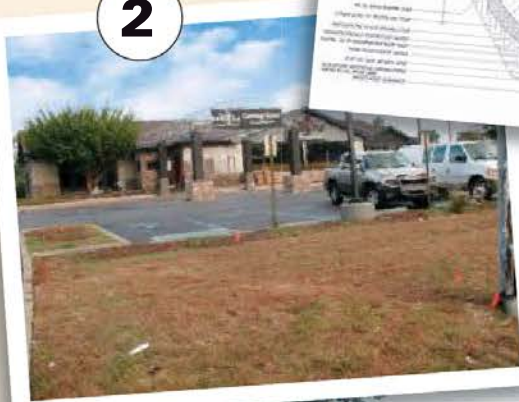
"Because this was an original concept, we had to design and engineer the project ourselves," he says.

GID General Manager Debra Lurie notes, because of its striking look and proximity to the road, the piece is often used as a landmark by the locals — "Turn left at the big pot."

1



2



3



4



6



5



7



PHOTOS COURTESY GREEN ISLAND DESIGN

THE WORK

1 | THE MASTER PLAN. A cross-sectional view of the water feature.

2 | A STARTING POINT. The location had changed hands about three times in the last decade, notes Lurie, and the new owners wanted something to give the newly opening franchise its own identity.

3 | AN INVITING ATMOSPHERE. A classic view of "The Preserve," surrounded by the beautiful landscaping — also done by Green Island Design.

4 | DIGGING IN. The site is excavated and the liner is draped over the entire basin. One liner was used for the entire bottom basin.

5 | SHAPING UP. After the drywell was lowered into place, the team began stacking South Bay quartzite around the base. Four pallets of stone were used on the project, each piece meticulously milled and mortared into place.

6 | ROCKS FROM THE RIVER. The team decided to use river stone instead of gravel in the basin, to complement the South Bay quartzite.

7 | LET THERE BE LIGHT. Landscape lighting is added to the sides, as well as to the top of the structure — all the while highlighting the intricate stonework. This created the curb appeal the restaurant was looking for during the evening dining hours.

Green Island Design is a nationally recognized, award-winning landscape design and construction company serving Long Island as well as the Greater New York metro area. It specializes in all facets of the outdoor decorative environment, from initial conceptual design through the installation of plantings, masonry, lighting and more. This particular installation garnered a recent Environmental Improvement Grand Award from the Professional Landcare Network (PLANET). For more information, visit GreenIslandDesign.com.

ACUTABOVE

GREEN INDUSTRY MAINTENANCE LEADERS » BY DAN JACOBS

From the time he was 14 years old, it was pretty evident that **Dean Carpenter** was going to be an entrepreneur. The teen opened a body shop in his parents' garage. He now owns and operates Houston Landscapes Unlimited (HLU), which offers a variety of services, including landscape and irrigation installation and maintenance, as well as beautification management.



TOPTRENDS

» **Precious resources.** "Everyone has heard this quotation: 'Water is life.' In our industry, this is our No. 1 resource. Most professional landscape firms have been working on setting new goals and procedures to conserve water by installing state-of-the-art water management, weather stations, controllers, drip systems and smart sensors."

» **Going green.** "We've stepped up our use of organics in the commercial sector. Real estate developers want the green approach to their developments. The concept of being 'green' means more than just healthy turf and ornamentals; green means using safe products that help promote a natural, sustainable environment."

» **Sustainability.** "Our industry's ability to balance human needs with protecting the environment for the present and the future sustainability is not based on just using green products; it is also taking into consideration what each of us is consuming with our daily living — our footprint. Every responsible company in our industry will need to establish its own sustainability policy."

TOP OBSTACLES

» **Knowledge workers.** "Our industry has been built on hard, backbreaking work and manual labor with the current trends. We are in desire of workers who still have a great work ethic, but also have horticulture, science, microbiology, computers, mathematical and analytical skills — as well as the ability to manage a new age work force."

» **Price vs. quality.** "We have to educate the consumer on the importance of doing the job right, with the correct amount

INSIDE INFO

Company: Houston Landscapes Unlimited

Headquarters: Sugar Land, TX

Year founded: 1983

Employees: 150 full-time

Annual revenue: \$10 million (and growing)

Web site: www.houstonlandscapes.com

Keys to being a maintenance leader:

1. "Take care of your customer, or someone else will."
2. "The customer is always right."
3. "Success is in the details."
4. "Take care of your employees so they will take care of your customers."
5. "If it is not correct, redo it."
6. "Keep learning; reinvent as needed."
7. "Always give more than the customer expects."
8. "Communication is the bridge to success."
9. "Have fun; laugh at yourself."
10. "Be creative. Remember, you are artists using the paints of nature."

of products and correct amount of man and equipment hours. Too many times, the consumer wants the best price. Brand X company may not have any intentions of providing the correct products. Type-A companies are to remain proactive and successful. You get what you pay for."

» **Changing climates.** "We are all seeing the weather changing in our markets. In Houston last year, it felt like we were in the desert heat, and we had very little rain. This year, the Northeast got record snowfall. Global warming is having an effect on our industry. We will have to plan for the worst weather conditions, but hope for the best."

TOP OPPORTUNITIES

» **Smart water tech.** "The trend toward smarter water management is key. We hire the smartest water auditors we can find."

» **Organics for health.** "More and more customers are asking about organic programs. Smart contractors will start an organic program in their communities."

» **Sustainability for tomorrow.** "Maintaining a healthy environment is important for our neighbors and ourselves. It doesn't have to be a full-fledged program at the outset. Start off small and be a leader in your area."

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Check out what cutters and dealers had to say after they took their turn on the Pro-Turn™ 200 at the 2009 GIE+EXPO.



GOT GRUBS?

DuPont Professional Products showcases Acelepryn — its knock-out punch for 10 white grub species — at its first symposium for lawn care pros.

BY **MARTY WHITFORD** EDITORIAL DIRECTOR

MIKE McDERMOTT GRINNED as he advanced to the next slide in his PowerPoint presentation. It featured a wide-angle shot of DuPont Professional Products' impressive line-up.

"It brings a tear to my eye every time I see our family photo," half-joked McDermott, global business leader for DuPont Professional Products.

"We've grown our family from zero registered products to 12, our team from two to 42, and the countries we serve from zero to 11, in eight short years," noted McDermott, with carefully measured pride for his team's accomplishments.

Actually, it is precisely that — DuPont's constant investment in innovation — that enticed McDermott's audience of about 55 lawn care

professionals to gather in the first place. OK, the meeting venue — staying three days at the Ritz-Carlton Golf Resort in Naples, Fla., during the dead of winter — didn't hurt. But according to many of the attendees of DuPont Professional Products' first lawn care symposium, their time investment was driven mostly by a desire to learn as much as they can about DuPont's great white grub killer, Acelepryn.

Bug break-through

"At DuPont, we don't just mix together leftovers — two or three old active ingredients — and call it dinner," said Mark Coffelt, Ph.D., global development manager for DuPont Professional Products. "We innovate. We invest



Mike McDermott, DuPont Professional Products' soft-spoken leader, discusses the fruits of innovation with lawn care pros.

a great deal of time and money to create entirely new classes of chemistry featuring novel modes of action, new levels of performance and more sustainable environmental footprints."

Acelepryn's active ingredient, Calteryx, earned reduced risk status in turfgrass applications from the U.S. Environmental Protection Agency (EPA). Calteryx features the lowest solubility and application rate ever used for white grub control products, noted Chuck Silcox, global product development manager — turf and ornamentals, DuPont Professional Products.

"There is no signal word on the Acelepryn label, and there are no required buffer zones for applications near water," Silcox added.

DuPont's Acelepryn Lawn Care Symposium 2010 featured study after

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WEB EXTRA

Visit www.landscapemanagement.net for details on The DuPont NASCAR Experience, a weekend getaway being offered to six lucky lawn care professionals, and six of their guests. Also offered only online is rare footage of Brenda Franke, DuPont Professional Products' marketing manager, showing off her mad driving skills in a NASCAR simulator while at DuPont's recent Acelepryn lawn care symposium. A second video takes *LMTv* viewers on an airboat ride through the Florida everglades — an excursion enjoyed by symposium attendees compliments of DuPont.