



Zero Turns, Zero Headaches.

Commercial crews know how to run the wheels off a mower. When it comes to that kind of wear and tear, some engines just don't cut it. The new, exceptionally quiet, lightweight and low-vibration Honda GX V-Twin engines deliver the power, durability and fuel efficiency that commercial crews need to work quickly and cost effectively. And a 3-Year Warranty^{*} proves that when we say our engines are reliable, that's a claim we stand behind. So if you're looking for an engine that works as hard and long as the people it's made for, stop spinning your wheels. Log on to **engines.honda.com** and find out how you can put our engines to work for you.











Built like no other.





*Warranty applies to all Honda GX Series Engines, 100cc or larger purchased at retail or put into rental service since January 1, 2009. Warranty excludes the Honda GXV160 model. See full warranty details at Honda.com. For optimum performance and safety, please read the owner's manual before operating your Honda Power Equipment. ©2012 American Honda Motor Co., Inc.

CONTENTS»

JANUARY 2012 VOL 51, ISSUE 1

tips for **future**

SPECIAL SECTION

LIVESCAPES Prepare for the 2012 season by responding to economic challenges.

DEPARTMENTS

8 News & Views

Lesson in volunteerism; Lawn Dawg acquisition; PLANET ambassadors; OFA/ANLA partnership; letter to the editor

14 Progress

Genetics and breeding create advances in ornamentals. BY BETH GERACI

38 Lawn Care Pro Susan McIntosh, Indianapolis, IN BY DAN JACOBS

42 Weed Watch Prickly lettuce; annual sowthistle

44 LM Reports

Mowers and attachments; aerating equipment; engines and transmissions

52 Add-on Biz

Engels Lawncare finds that custom-made boulders are a great way to boost business. BY CASEY PAYTON

57 A Cut Above

Spring Green, Plainfield, IL by beth geraci

60 My Biggest Mistake

Andrew Weilbacher found that growing his crews gave him more headaches and less profit. BY CASEY PAYTON

COLUMNS

- 6 Jacobs' Journal BY DAN JACOBS
- 29 Hear Me Out BY BETH GERACI
- 36 The Benchmark BY FRANK ROSS

48 Best Practices BY BRUCE WILSON

IN EVERY ISSUE

58 Classifieds 59 Resources

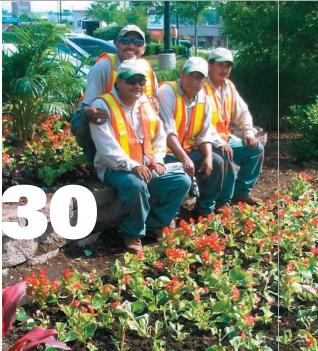


SPECIAL SUPPLEMENT



Some of the industry's top executives offer their insights into growing their companies.

ON THE COVER Photo by iStock International Inc.



FEATURES

Contractors across the country are battling Department of Labor changes to the H-2B visa program that if implemented could cripple their businesses. BY DAN JACOBS

40 Changing the way we irrigate, (B) (1) (C) with WaterSense

The Green Industry has a smart way to save a little green and blue. BY STEPHANIE TANNER, U.S. EPA

53 Texas drought teaches (business) (B) (1) (c) survival skills

Three Lone Star State LCOs learned an important marketing lesson: Focus on irrigation. BY DAVID WEINSTOCK AND CURT HARLER

LM MARKET MATCH We've made your life a little easier by supplying icons that direct you to stories targeting your core business.

B-Business, D/B-Design/Build, I-Irrigation, LC-Lawn Care, M-Maintenance



OUR MISSION: Landscape Management — the leading information resource for lawn care, landscape maintenance, design/build and irrigation professionals — empowers Green Industry professionals to learn and grow from their peers and our exclusive business intelligence. Serving as the industry conscience, we not only report on but also help shape news, views, trends and solutions.

» WWW.LANDSCAPEMANAGEMENT.NET

*LM*TV

Have you visited *LM*'s video page, yet? Check out digital films of where the editors have been, what some suppliers are up to and some educational materials. And feel free to send us your Green Industry-related creations. Check in at: www.landscapemanagement.net/community/lmtv

THE LM DAILY

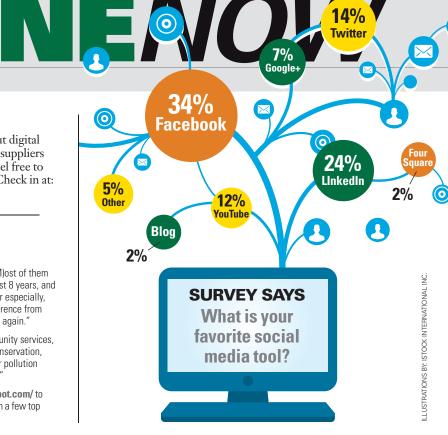
DID YOU CATCH THE LATEST FROM THE BLOG?

* "A few days ago we said goodbye to our H-2B team ... (M)ost of them have been an integral part of our team / our family for the past 8 years, and we always miss them when they are gone. This year especially, when we have no idea – Thanks to our interference from our Government – if we will ever see them again."



"(T)rees generate \$270,153 in community services, including aesthetic benefits, energy conservation, stormwater control and carbon and air pollution reduction (to the city of Wooster, OH)."

Visit **landscapemanagement.blogspot.com**/ to get the latest from the LM staff and from a few top Green Industry contractors.







BUSINESS OWNERS – TAKE ADVANTAGE OF OUR NEW OFFER OF \$0 DOWN TODAY!*

Since 1986 we have helped existing landscape service businesses become a success within our franchise network. Join us and it will change your life.

- Special Financing Options for Existing Businesses
- Business Model For Success
- Bidding & Estimating Systems
- Sales & Marketing Programs
- Corporate Purchasing Power
- Ongoing Support by Industry Experts



New Offer for Conversions:

If you already own your own business, we can help you reach your commercial growth goals. U.S. Lawns has brand recognition. We are the leading franchise company in the commercial landscape management industry! We have operational systems and support that are second to none. Seriously. Look us up. Ask our franchisees.

Now we are offering special finance options for those who are converting their business to a U.S. Lawns franchise. Not only will you be joining the leader in the industry, you will be taking advantage of our newest financial outreach to conversions. **NO MONEY DOWN!** That just is not an offer you want to pass up. If you were ever considering a franchise, now is the time and we are your future. We have the marketing you need. We have the systems for effective bidding, efficient routing, timely invoicing and business plans that set you on a growth path. The best part? We are NOT acquiring your business. You still retain ownership of your business.



With U.S. Lawns, get set to grow!

*Individuals must quality for \$0 down financing. Qualifications are based upon credit worthiness & gross billings of the existing business.

Call us today at 1-866-781-4875 franchise@uslawns.net • www.USLawnsFranchise.com

What does your future hold?

Take a peek inside *The Professional Landcare Network's Crystal Ball Reports* to uncover your potential business future. Whether it's the economics of the Green Industry or the future of sustainability, you can find what you need to know in these pages. These publications are available for sale in the *LM* bookstore — http://shop.landscapemanagement.net.



TAKE YOUR OFFICE WITH YOU





Also with this amazing Software ...

- Route sheets for the crews
- Access to Customers, Jobs, Notes, History and Billing out in the field
- Modify information in the field and sync back to office
- Syncs with office via cable, Wi Fi or cell phone (with data plan)
- Multi level password protection
- Spanish and English built in

* Requires CLIPst, a Windows Mobile 5.0 device, TomTom mapping software, Microsoft MapPoint and GPS receiver.

Call 800-635-8485 to learn how to get started using CLIP2Go!



Landscape Management

CLEVELAND HEADQUARTERS 600 SUPERIOR AVE. EAST SUITE 1100 CLEVELAND OH 44114 800/669-1668

EDITORIAL STAFF

Editorial Director Marty Whitford 216/706-3766 | mwhitford@questex.com

Editor-in-Chief Daniel G. Jacobs 216/706-3754 | djacobs@questex.com

Senior Editor Beth Geraci 216/706-3756 | bgeraci@questex.com

Contributing Editors Heather & Jamie Gooch 330/723-3539 | heather@goochandgooch.com, jamie@goochandgooch.com

Art Director Carrie Parkhill Wallace 216/706-3780 | cparkhill@questex.com

ADVERTISING STAFF

Publisher Jason DeSarle 216/706-3758 Fax: 216/706-3712 | jdesarle@questex.com

National Accounts Manager Ric Abernethy 216/706-3723 Fax: 216/706-3712 | rabernethy@questex.com

Account Executive Classifieds Kelli Velasquez 216/706-3767 Fax: 216/706-3712 | kvelasquez@questex.com

BUSINESS STAFF

Vice President Kevin Stoltman 216/706-3740 | kstoltman@questex.com

Vice President of Sales Patrick Roberts

216/706-3736 Fax: 216/706-3712 | proberts@questex.com

Administrative Coordinator Petra Turko 216/706-3768 | pturko@questex.com

Marketing Manager Ryan Bockmuller 216/706-3772 Fax: 216/706-3712 | rbockmuller@questex.com

Production Specialist Amber Terch 218/206-2129 | Amber.terch@superiormediasolutions.net

Production Director Jamie Kleist 218/206-2107 | Jamie.kleist@superiormediasolutions.net

Audience Development Manager Carol Hatcher 216/706-3785 | chatcher@questex.com

MARKETING/MAGAZINE SERVICES

Reprints landscapemanagement@theygsgroup.com | 800/290-5460 x100

Gwen Coryell Circulation List Rental 609/275-2900 x118

Customer Services Subscriber/Customer Service landscapemanagement@halldata.com | 866/344-1315; 847/763-9594 if outside the U.S.

Paul Semple International Licensing 714/513-8614 Fax: 714/513-8845 | psemple@questex.com

For current single copy, back issues, or CD-ROM, call 866/344-1315; 847/763-9594 if outside the U.S.

QUESTEX CORPORATE OFFICERS

President & Chief Executive Officer Kerry C. Gumas Executive Vice President & Chief Financial Officer Tom Caridi Executive Vice President Antony D'Avino

DIFFERENT for the RIGHT REASONS

Among zero-turn mowers, the Walker out front deck is one-of-a-kind because the deck is truly independent of the tractor. With true deck suspension, it floats and flexes over the turf and easily follows ground contours. The result? Less scalping and a clean, manicured finish. Striping is done naturally without the use of a roller wheel, and the clean cut is achieved by design, not by gimmick.

REASON #1: Beautiful Cut WALKER MOWERS walkermowers.com

JACOBS'JOURNAL



DANIEL G. JACOBS EDITOR-IN-CHIEF Contact Dan at 216/706-3754 or via email at djacobs@questex.com.

Into each life a little tsuris must fall

n old man nearing the end of his days reflects on his very difficult life. He thinks of all the *tsuris* (Yiddish for misery) he's experienced — business failures, illness, family and financial problems — and the list goes on.

The man, visited by his rabbi, asks, "I've been devoted to God, followed his laws and yet I've experienced nothing but misery and woe. Why is this happening to me?"

Without saying a word, the learned rabbi takes a handkerchief from his pocket and passes it over the ailing man's eyes. The man drifts away, and when he wakes, the man finds himself walking along a path toward a large hill in the distance.

The man walks along the path, unsure of where he is, when he hears a noise growing in the distance. He turns to see three huge, black semi-trailers rumbling toward him. The man flags one of the trucks down and asks what's going on.

"These trucks are filled with your sins. We're taking them to the top of the hill where your life will be judged."

Aghast, but ever practical, the man asks for a ride. "Sorry, there's not a spare inch of extra room." And the trucks move on.

A few moments later a tiny, white Mini Cooper sidles past. Again the man flags down the driver.

"Where are you headed?" he asks.

"I'm carrying all your good deeds to the top of the hill, where they'll be weighed against your sins."

"I don't want to walk the whole way. Do you

have any spare room?"

"Sure, plenty. Hop in."

They finally arrive at the top of the hill. The man looks about and sees all the grandeur of the heavenly court. And right in the center is a large scale. The man's sins are loaded on one side of the scale, which comes crashing down with a heavy thud. His good deeds are placed on the other side of the scale, and it doesn't move an inch.

The man hangs his head, clearly worried about his fate, when three gray trucks arrive.

"What do these carry?" he wonders.

"These trucks," the angels explain, "contain all the trouble and strife you've experienced in your life."

The trucks' contents are unloaded. All those many years of misery are added to the scale along with the man's few good deeds. Amazingly, the scale reaches perfect equilibrium.

Immediately, the man turns around to face God. "What? You couldn't give me just a little more *tsuris*?"

Tsuris, trouble, comes in all sizes and shapes, from the pain, suffering and loss of loved ones to getting stuck behind some slow-driving shmuck who pulls out in front of you, forcing you to slam on your brakes, and then drives five miles per hour below the speed limit, which gets you stuck at the next red light (while he rolls cluelessly through the intersection).

The challenges we face in life and business, big and small, are tests. They test our faith, patience, dedication and will.

Who knows, maybe if I'd made that light I would have been sideswiped by a semi-trailer (carrying my sins, no doubt) at the next intersection. Maybe instead of cursing the car in front of me, I should have been offering thanks.

For many, 2011 was a challenging year. But we got through it and hopefully the *tsuris* we dealt with will make us all stronger. And maybe, just maybe, it will tip the scales in our favor.

Have a blessed, balanced 2012 — at work and at home.

PRO Landscape is the most complete design software on the market, providing the perfect set of design tools for landscape contractors, designers, architects, as well as garden centers. Use PRO Landscape for all your design needs:

- Photo Imaging
- Site Plans (CAD)
- Night & Holiday Lighting
- Complete Customer Proposals
- Irrigation Designs
- 3D Designs

For almost 20 years PRO Landscape has been the best selling landscape design software for professionals. The same easyto-use tools that make it great for new construction also make it the best software for renovation projects.

Extraordinary is Just a Click or Call Away!

prolandscape@drafix.com prolandscape.com • 800-231-8574





Ordinary to Extraordinary and everything in between.



Proposed



PRO Landscape® Companion

Introducing PRO Landscape Companion for iPad/ Tablet – the perfect complement to PRO Landscape. Wow customers and enhance your sales potential even more using the latest technology.



GREEN INDUSTRY EVENTS, TRENDS AND TIPS

A lesson in volunteerism

Project EverGreen partners with Nature's Select Turf Services and Syngenta to donate landscaping to historic Penn-Griffin Arts School.

REENSBORO, NC — Project EverGreen, a national, non-profit Green Industry educational foundation, recently coordinated with Nature's Select Premium Turf Services staff in Winston-Salem and Greensboro-based Syngenta employees, joining faculty and student volunteers donating their time and services to enhance and improve the grounds at the Penn-Griffin Arts Magnet School in High Point, NC.

William Penn-Alfred J. Griffin

School for the Arts is a 120-year-old, public arts magnet school situated in a historic locality, now a designated part of a new National Historic District.

"The grounds around the school have been sadly neglected over the years, which has had an effect on our campus," says Linda Willard, administrative assistant at Penn-Griffin. Willard reached out to Steve Dorer, local territory manager at Syngenta, for help to upgrade landscaping on the campus and replace old, outdated plants with newer, native plants that would be more drought-resistant, to reduce water usage.

"The generosity of Nature's Select and Project EverGreen to fund the project, along with our faculty and student volunteers and Syngenta employees involved in this landscape installation, helps us to beautify our outdoor environment and

make it a more pleasant and inviting place to learn and to visit," Willard says.

"Coordinating with Nature's Select and Syngenta Lawn & Garden exemplifies how we organize local company donors to help meet



community needs," states Michael Joyce, Project EverGreen NC project manager. Other Project EverGreen initiatives in North Carolina include GreenCare for Troops, The Art of GreenSpaces in Schools arts contest and GreenCare for Communities green space rehabs such as the Penn-Griffin landscaping donation.

Gene Queen, owner of Nature's Select Premium Turf Services in Winston-Salem, volunteered his professional staff's time and labor to plan and supervise the installation, and donated extensive nursery stock and mulch needed for the landscape restoration.

"Our company's mission is to preserve and enhance our community green spaces, and facilitating the Penn-Griffin School landscape renovation is one way we're glad to help sustain a healthy, green environment for current and future students at Penn-Griffin," Queen says.

"We are a corporate partner and sponsor of Project EverGreen and actively support this community green space effort," says Margaret Bell, Syngenta senior marketing communications manager, and executive committee member of Project EverGreen. "Our corporate responsibility commitments include making a positive contribution to the communities where we work and live, so we're especially pleased to assist Nature's Select in this effort to improve the grounds of Penn-Griffin school, a

historic, educational treasure right here in the Triad."

Members of Project Evergreen, Nature's Select and Syngenta donate time and services to improve the grounds of Penn-Griffin Arts Magnet School, High Point, NC. Volunteers planted trees, mulch and native plants. PHOTOS COURTESY: PROJECT EVERGREEN

Water for a sustainable future

{ Environmental Passive Integrated Chamber }

RESPONSIBLE WATER MANAGEMENT

Our total system approach expands beyond traditional stormwater systems, which historically only store and/or treat stormwater pollutants. The Firestone Environmental Passive Integrated Chamber (EPIC Chamber[™]) is an onsite water management and reuse system designed to collect, filter, retain and distribute water below ground at its source.

- GREEN SPACE
- ATHLETIC FIELDS
- IRRIGATION
- PARKING LOTS
- STORMWATER RUN-OFF





(888) 264-1735 | www.firestonesp.com/lm2 | info@firestonesp.com

NEWS+VIEWS

Lawn Dawg acquires Capital Green Lawn Care

ASHUA, NH — Lawn Dawg Inc. announced the acquisition of Capital Green Lawn Care, based in Rochester, NY.

Capital Green Lawn Care is owned and operated by Mark Zingaro of Rochester, NY. The existing operations came under the name of Lawn Dawg last month.

"I'm so excited to be part of the Lawn Dawg team," states Zingaro. "This acquisition gives me the most support that I ever had working for another company in the past or for myself. With all the support and knowledge I'm getting from the Lawn Dawg team, combined with my experience, the sky is the limit. I met with Jim Campanella and Tom Bucci for the first time, and I told myself this is the team I want to be working for."



Capital Green offers a classic fivestep lawn care fertilization program and supplemental lawn care services as well as a tree and shrub program.

Lawn Dawg President Jim Campanella shares his enthusiasm, "We are very excited about entering the Rochester market as we continue our growth plan to expand throughout the Northeast. What makes this even more exciting is that we are bringing on an industry veteran in Mark Zingaro. Mark is a great addition to Lawn Dawg's management team due to his commitment to outstanding customer service, which is evident in his superior retention rates. Mark has the talent and skills to build a great team and grow our business while maintaining the high level of service that we demand."

ANLA and **OFA**

(WASHINGTON, D.C.) OFA — The Association of Horticulture Professionals and the American Nursery and Landscape Association announce the formation of a joint venture, initially focusing on business education and government relations activities.

ANLA President Bob Lyons, Sunleaf Nursery (OH), states, "The industry is facing significant oppor-

PLANET names

HERNDON, VA — The Professional Landcare Network (PLANET) has announced that Virginia-based Stihl Inc., and Tennessee-based TruGreen have each committed an additional \$25,000 to the PLANET Academic Excellence Foundation (PLANET

MORE where it matters most.

In borders, beds and turf, Nufarm has more ways to give you what matters most to keep your business growing.

MORE CONFIDENCE

Use **Escalade**[®]**2** virtually any time, anywhere for consistent, no-surprises broadleaf weed control.

MORE EASE

Non-turf areas stay clean for months with one shot of 'stays-put' **ProDeuce**[®].

NATIONAL REPORT AND ADDRESS OF A DATA OF









