



Handout 3

Troubleshooting Worksite Issues

"Take responsibility for what you can control."

Troubleshooting begins by preparing for "pinch points" and problems - avoiding them wherever possible.

When it comes to serving worksites, you have the most control in your preparation of your crew, trucks, supplies and a tool kit you develop.

YOUR TEAM

1. Make sure your drivers and service personnel know how to do a good job on behalf of your company. Of course, this means smoothly and quickly delivering and placing units as well as servicing them on the site. They must also know:
 - How to recognize potential issues on the site (e.g., unsafe driving conditions, units that have been overused, long wait times on the site) and what to do when they discover these things
 - Where its appropriate to place delivered units so that they can be easily accessed by service drivers
 - How to speak with workers on the site
 - What to do and say (or not to do and say) if approached by the site supervisor – and how to deal with unreasonable requests
 - What to do if they cannot provide service for whatever reason
 - How to recognize potential business for your company (e.g., new construction signs going up, new subcontractors being added to an existing site)
2. Make sure your crew understands the importance of always wearing their personal protective equipment, including PPE required by COVID-19 guidelines and unique job sites, and that they always practice social distancing during a pandemic.
3. Make sure your crew is nourished and hydrated.
 - Make it clear that crew members are expected eat and take breaks required by law.
 - Consider keeping a cooler of water or other drinks on the truck.
4. Provide your crew with headlamps for early morning and late-night work.
 - Flashlights are impractical. Your crew needs hands-free operation and should not be holding a small light in their mouth.



TRUCK PREPARATION

1. Has the truck been serviced and checked?
2. Has the pump system been checked? Pump Oil? Belts? PTO U-joints? Tires?
3. Are the truck fuel tank and the pump engine full before leaving on the route? How about the fuel can for the pump engine (assuming non-PTO)?
4. Do you have a spare water hose, spray nozzle, hose washer, and 3" gasket on the truck?
5. Does the truck have basic supplies - enough to support the entire route for the day?
 - Trash bucket or pair of tongs
 - EPA-approved disinfectant, hand sanitizer, and soaps both for the technician's use and for replenishing rental equipment on the route
 - Broom
 - Graffiti cleaner
 - Long and short handled brushes (and separate equipment for handwash stations)
 - Separate wands/brushes for cleaning sinks and hand wash stations
 - A spare wand is a good idea too. They snap or become clogged; being able to just switch to a new wand saves time.
6. Do you have a back up plan for your route units if a truck breaks down?
 - Customers don't care about your company's problems – they care about good service. So, make sure you know how you would cover all your routes if one or more trucks is suddenly out of commission.

SUPPLIES

1. How much toilet paper do you have available?
 - Is it where it needs to be on the worksite?
 - Is it stored such that rain and weather won't be an issue?
2. Do you have enough paper towels for the handwash stations?
3. Do you have adequate liquid and spray soap for handwash stations?
4. Do you have extra locks?
5. Do you have spare parts?
 - Door latches
 - Toilet seats
 - Toilet seats
 - Nuts and bolts
 - Toilet paper rods
6. Do you have chemicals appropriate for the planned service schedule?
 - Do you have deodorizer for the tank, deodorizer spray and/or additional odor control products (i.e. scent discs/urinal blocks, etc.)?
 - Be sure to match the strength and duration of the product to the length and use pattern of the site. It is not economical to use the strongest, most costly products intended for a week in the hard sun if you will be servicing the toilets multiple times per week.



- Does each truck carry one or more copies of the SDS for every chemical on the truck?
 - Do you have a spill kit and protocols on the truck?
 - Is every chemical properly labelled, especially everything that is not in its original, manufacturer-supplied/labelled packaging?
7. Do you carry bolt cutters to remove broken locks and personal locks some workers may use to "claim a private toilet?"
 8. Do you carry extra gloves, masks, and sanitizer as well as eyewash for the safety of your technician?

BASIC TOOL KIT

You should carry a basic tool kit. It should contain not only common tools but "spares" your team will appreciate when you are able to produce them during an event. These spares should probably include:



1. 3" screw caps for holding tanks
2. 3" cap for dump port on truck
3. Headlamp to loan if someone forgot one
4. Extra shirts to replace ones that become soiled
5. Insect repellent
6. Sunscreen
7. Wire nuts
8. Volt meter/continuity tester
9. Jumper cables
10. 2" and 3" male caps for hoses
11. Hose clamps
12. Paper/note pads/pens
13. Bleach for hand wash stations
14. Zip-ties
15. Rivet gun and rivets
16. PVC glue and cutter

OTHER CONSIDERATIONS

1. Drivers should check to make sure they have all keys or cards needed for job site access before leaving each day. How do you keep track of these as a company? Are they kept in trucks, turned in each day, etc.? How do you keep them secure?
2. Ask for a combination or key to any gates your team may need to use during non-working hours (if allowed).
3. When working on high rise projects, barges, and other sites where the units may not be accessible for service without the assistance of the site employees, be sure you have a system in place to communicate between your driver and the site superintendent regarding your anticipated service day/time window) so they have all the equipment on the ground and accessible for service.