

Overcoming Challenges in “The Family Business”

According to the University of Southern Maine's Institute for Family-Owned Business, in the United States family businesses account for 50% of U.S. gross domestic product, they generate 60% of the country's employment, and are responsible for 78% of all new job creation. Those are some impressive figures. Yet, despite these contributions to the economy, the failure rate among family-owned small businesses remains high. Every small business faces challenges, and every business owner must deal with issues and problems in the course of building and running a successful operation. In many ways though, the challenges—and advantages—in a family business are unique. The institute defines a family business as “a business wherein one owner either shares ownership or works in the business with at least one other family member (either together simultaneously or over the course of time) and has a commitment to the continuation of the enterprise.”

The advantages are somewhat obvious. You work with people you know well and love, you experience greater flexibility and security, and often you're building a financial legacy for retirement and future generations. These benefits often contribute to a positive business identity and a reputation of trust among consumers. Long Island's liquid waste industry is largely comprised of family businesses, in many cases now being led by third and fourth generations. As such, L.I.L.W.A. has compiled a collection of resources aimed at helping our membership navigate the pitfalls that can potentially impede the success of their family-owned businesses.

We begin by identifying the most commonly occurring challenges family-owned businesses face. As is the case with many problems and challenges we all face, recognizing and acknowledging them is the first step to effectively overcoming them.

- Family issues such as divorce, personal financial crises, and health issues
- An absence of clear policies, procedures, and business norms
- A lack of documented business strategies for operations, growth and succession, (the clear establishment of long term and short term goals.)
- Compensation issues (salaries, benefits, etc.) not being clearly defined



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PRESIDENT'S CORNER



Andrew Andriola

Welcome to our Spring Newsletter, we hope you find this issue inspirational and informative. Many thanks to all those who have contributed to its contents, and to our loyal advertisers. To those who have faithfully sustained our publication over the years—we genuinely appreciate your support. To those who have recently jumped in to participate, on behalf of our membership, I welcome you and thank you. The publication and distribution of our quarterly newsletters is one of our most effective ways of keeping our members up to date and we couldn't do it without you. I encourage our members to return the loyalty and support our advertisers.

As we embark on a new season of warmer weather, the Board of Directors and I look forward to resuming in-person events. It is important that as a trade association we provide opportunities for networking between members, and offer social events which will re-energize our

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LILWA News is published quarterly by Act III Services. Contributions, including ideas, pictures and stories are welcome and should be forwarded to:

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Contributing articles are not necessarily the opinion of the Long Island Liquid Waste Association or Act III Services.

The L.I.L.W.A. News

The LILWA News is a quarterly publication produced by the Long Island Liquid Waste Association Inc. and is distributed to its members and is available on the association's website (www.lilwa.org). This vibrant publication provides members of LILWA with letters from the president, informative articles written by industry professionals and service providers, updates on current legislation, opportunities for licensing certification and contact hours as well as affiliated business advertising. The organization strives to provide our members with timely information and tools needed to keep them informed on issues that impact our industry and those relevant to our customers. The Newsletter Committee is always open to suggestions and in search of new material to share and publish. Contributed articles should be educational, non-promotional in nature, and have a suggested word count between 500 and 1,500 words. LILWA reserves the right to edit articles to conform to content and space requirements. If you are interested in submitting an article for possible inclusion, please contact our Executive Director, Linda Perlow at info@lilwa.org.

Quarterly Deadlines

Winter Issue - December 15 Summer Issue - June 15
 Spring Issue - March 15 Autumn Issue - Sept. 15

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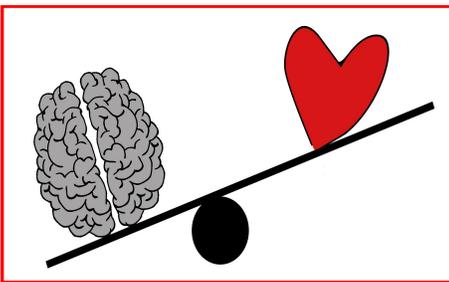
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Overcoming Challenges in “The Family Business”

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- Role confusion, poor control of operations, and a lack of a reporting structure, (the absence of strong leadership and/or a poor transition between generations.)
- Lack of or misplaced talent, skills, and ability for family members
- Issues with non-family employees such as fears of nepotism or favoritism, (do family employees shoulder too much responsibility in comparison to non-family employees, or contrarily shirk their responsibilities as a result of their “security”?)
- Communication problems due to unresolved family issues or relationships (Leave work issues at work, and personal issues at home.)
- A lack of a unified vision for the business
- An absence of documented company values, ethics, and business philosophy



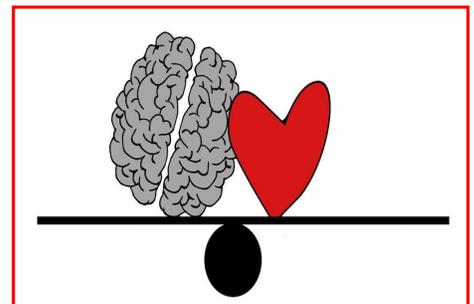
These are only a few. Some other sources of conflict in family businesses stem from personal insecurity, sibling rivalry, differing opinions on spending vs. saving, benefits, a clear succession plan, exit strategy and/or poor estate planning, and the lack of frequent and clear communication about any or all of these issues. Larger companies, non-profits and publicly held firms operated by a board of directors rely on scheduled meetings, with clear agendas, and recorded minutes which all help to keep communication open, attention focused, and reflection and assessment of plans, goals, and strategies. Unfortunately, family businesses sometimes fail to implement these simple tools. Regularly scheduled meetings that address legal,

financial, and logistical plans can be the most effective way to keep those lines of communication open, to improve production, and to continuously re-evaluate goals and how to achieve them – together.

The family that works together

One of the key factors for ensuring a successful family business is the understanding by everyone involved that, at work, the success of the business must be paramount. Verbal communications must become more impersonal and attitudes more objective. Family members who work in the business must accept the employer/employee relationship— just as they would in another business. All job descriptions must be clear, in writing and adhered to. Any personal problems that originate at home should be left there when the workday begins and workplace issues should not be allowed invade the home life. When all family members accept and abide by this distinction between “home” and “work,” not only will it help avoid strained personal relationships, but it will also communicate to other employees that, at work, the needs of the business come first. These five concepts are the foundational components necessary for building, or re-building, a strong and effective and successful family business:

- Clear and effective communication between all family members
- A well-defined reporting structure—a chain of command
- A documented strategic plan for business growth and orderly succession
- Regularly scheduled meetings, in a workplace or neutral environment (not the family table)
- The power of objectivity - Looking for help and advice outside of the business is a good practice for any business owner, and perhaps even more critical for the owners of family businesses. The insight and objectivity that outside advisors, coaches, and mentors provide can prove to be critical to the growth and success of the business.



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Calendar of Upcoming Events

May	5/3/2022	NEOWTP / URI OWT 105: IA Technology
	5/5/2022	Cinco de Mayo
	5/8/2022	Mother's Day
	5/10/2022	LILWA Meeting - 7PM - ZOOM
	5/13/2022	NEOWTP / URI INST 100: Conventional Septic System Installation
	5/16/2022	LILWA Certification Part I 5pm-9pm Zoom
	5/17/2022	Suffolk County Office of Consumer Affairs - Liquid Waste Licensing Board Meeting
	5/18/2022	LILWA Certification Part II 5pm-9pm Zoom
	5/21/2022	Armed Forces Day
	5/30/2022	Memorial Day (Observed)
June	6/1/2022	LILWA Membership Dues Letter Mailed
	6/1/2022	D-Day Remembrance Day
	6/14/2022	LILWA Meeting (T/B/D)
	6/14/2022	Flag Day
	6/15/2022	LILWA Summer Newsletter Submission Request Deadline
	6/19/2022	Father's Day
	6/20/2022	Juneteenth (observed)
	6/22/2022	Suffolk County Office of Consumer Affairs - Liquid Waste Licensing Board Meeting
	6/23/2022	NEOWTP / URI

President's Corner

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common goals. We're calling upon all of our members to reach out with suggestions and input—whether potential locations for in-person meetings, event ideas, or items for discussion in business meeting agendas, or newsletter submissions. We encourage your participation.

If you have not already sent in your annual dues for 2022, please remember to do so, and include your firm's "Update Form" so we can be sure to keep in touch. In between newsletters be sure to check our website for updates periodically, and add info@lilwa.org and news@lilwa.org to your email address book so our messages make it to your inbox and avoid your junk mail filters. (If you haven't been receiving emails from us, please check your spam folders.)

Wishing you a successful, healthy and prosperous Spring season.

Regards,

Andrew Andriola

President

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LILWA's next meeting of the Board of Directors will take place via ZOOM on

Tuesday, May 10, 2022 at 7pm

Members who wish to participate, please email in advance and we will send you a link to join the meeting.

<https://www.lilwa.org/nextmeeting>

Collaborate, Cooperate, Actuate and Appreciate

L.I.L.W.A. extends its appreciation to James Andrews, Administrative Director at Suffolk County's Department of Labor, Licensing and Consumer Affairs and the entire support team who worked in conjunction with the Liquid Waste Licensing Board and members of L.I.L.W.A.'s Board of Directors, in making their recent progress towards redesigning and launching a more informative and user friendly consumer portal on the Consumer Affairs' website. While the previous site search provided basic necessary information, we are grateful for the department's willingness to hear our concerns and suggestions for making the site more easily navigable, convenient, and beneficial to the average consumer. The implemented updates have been designed with an enhanced user interface that makes the process of locating and selecting a potential contractor simpler and even more informative. Users can now search license holders by name, company, phone number, or simply search by license types. Results are displayed in an easy to read columnar layout which provides relevant contact information, as well as license number, status, and the issue and expiration dates. In addition, the output data includes a "category" field which summarizes the current endorsements associated with each license holder. Future updates to the site are expected to provide complaint and violation history in a more concise format as well. (This data is currently available, but through its own search function. Work continues towards presenting a more unified, complete record for each license holder.)

Dissemination of the most accurate and up to date information will ensure this portal will be beneficial to all license holders and specifically communities they serve. Licensees are reminded to periodically look up the information on display for their records. Make sure that Consumer Affairs has the most up to date information on file, and that all information displayed is correct. Remember that Renewal Applications and Reminders are sent via email, so be sure your email address on file is accurate. Hiring a subcontractor to work on one of your sites? Be sure to verify they are licensed before you engage others. Here are some helpful links to help ensure you and your partnering contractors are in compliance in Suffolk County.



Search a Contractor <https://ca.suffolkcountyny.gov/dcsearch>

Apply for a License <https://www.suffolkcountyny.gov/Portals/0/documentsforms/consumeraffairs/CA-L22LiquidWasteApplication.pdf?ver=2022-03-29-102330-837>

Suffolk's plan—Create a County-wide Sewer & Wastewater Management District

Many thanks to New York State Assemblyman Fred W. Thiele, Jr., who took the time to attend LILWA's March 8 meeting of the Board of Directors to discuss NYS Assembly Bill A8039 which proposes to extend the authority of the county of Suffolk to form a county-wide sewer and wastewater management district. Briefly summarized, this legislation would permit the County of Suffolk through the creation of this district, "to recommend and establish one or more zones of assessment within the district, acquire interests in real property, prioritize district projects in accordance with the Suffolk county subwatershed wastewater plan and distribute grant proceeds within the district; makes related provisions. "

The Board members in attendance attempted to learn more about the potential structuring of the district, the intended objectives, and the impact on the industry, taxpayers, and the environment. Assemblyman Thiele explained that while the bill is in committee in the assembly, it was brought for consideration at the state level by Suffolk County, on whose shoulders it would fall to regulate the proposed sewer district. The bill has since been "Referred to Local Government", which we have learned means that in order for the State to continue discussions on the matter, the county must first provide additional information. As the creation of a county wide sewer and wastewater management district would have a significant impact on our members and our industry, (as well as our customers and the local environment), all members are strongly encouraged to read the proposed legislation carefully, sign up for email updates on the bill, and keep your voices heard with your local and state legislators. More information can be found here:

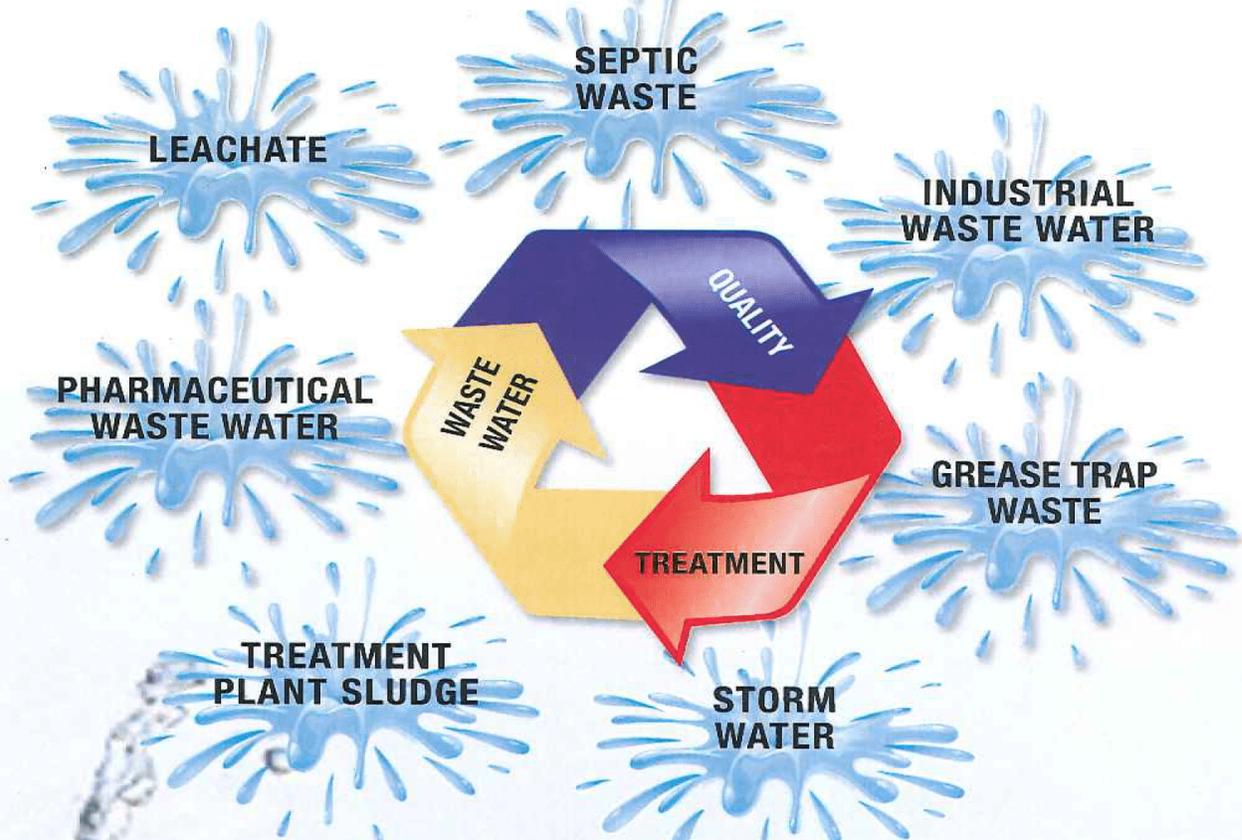
<https://www.nysenate.gov/legislation/bills/2021/A8039>

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New York Requires Employers to Disclose Electronic Monitoring

Employers have many compelling reasons to monitor usage of company devices and networks.

- Employers are required by law to provide a safe workplace for their employees, including a workplace which is free from any harassing communications.
- Employers have a business need to protect their competitively valuable information and trade secrets.
- Employers must ensure that confidential information is protected, such as personnel files.
- Many employee handbooks include disclosure about a company's electronic monitoring.

New York has enacted a law which requires employers to notify their employees of any electronic monitoring. Employers must post a notice in the workplace beginning on May 7, 2022. The law requires all employers who monitor or intercept employee telephone conversations, email transmissions, or internet usage by any electronic device or system to:

- Notify and secure an acknowledgement from newly hired employees who are subject to electronic monitoring. The notice must be in writing or in an electronic form and be acknowledged by the employee either in writing or electronically.
- Post a notice of electronic monitoring in a conspicuous place which is readily available for viewing by employees who are subject to electronic monitoring. Employers are not required to obtain acknowledgement from existing employees.

The law applies to every New York employer with a place of business in New York. Under the law, employers must notify employees that "any and all telephone conversations or transmissions, electronic mail or transmissions, or internet access or usage by an employee by any electronic device or system" may be subject to monitoring "at any and all times by any lawful means." The notice must disclose that the electronic devices or systems that may be subject to monitoring include, but are not limited to, "computer, telephone, wire, radio or electromagnetic, photoelectronic or photo-optical systems."

The law does not cover processes "designed to manage the type or volume of incoming or outgoing electronic mail or telephone voice mail or internet usage." The law also does not cover processes "that are not targeted to monitor or intercept the electronic mail, telephone voice mail, or internet usage of a particular individual," as well as those processes that are "performed solely for the purpose of computer system maintenance and/or protection."

The Office of the New York State Attorney General will enforce the law and may impose civil penalties, against any employer, for violations of the law up to \$500 for the first offense, \$1,000 for the second offense, and \$3,000 for the third offense.

- If you electronically monitor employees' phone, email, or internet:
Provide an electronic monitoring notice to new employees upon hire
- Keep a copy of each employee's acknowledgment
- Post the notice in an easily accessible location

LILWA ONLINE Certification Training Seminar ***May 16 & 18, 2022***

Our certification sessions are Online webinars consisting of two Sessions part 1 & part 2 in the evening 5 – 9 PM. Attendance both evenings earns 8 Training Credit Hour (TCH) - Fee: \$200 per registrant.

The LILWA Certification program has been approved by Suffolk County to fulfill the qualifications of endorsements 1,2,3,4,5,6,7 and 9. It is an **8 Training Credit Hour (TCH)** webinar presentation designed to educate those applying for or renewing a Suffolk County Septic License. **LILWA certification sessions consist of 2 four hour night events Part 1 & Part 2. You must attend both nights.** Study guides and registration forms are available online at <http://www.lilwa.org/certification-program>

Please note: A separate registration form is required for each attendee.

If you have any questions please call the LILWA office at (631) 585-0448 or email info@lilwa.org we are here to assist you. Future Certification Training Sessions are scheduled for:

August 15 & 17, 2022 & November 14 & 16, 2022 from 5 PM - 9 PM each night

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The following local resources, while not exclusively for Family-owned businesses, are geared towards the growth and support of Small Business on Long Island and offer services that can help you achieve your goals.

Farmingdale Small Business Development Center

<https://www.farmingdale.edu/small-business-development-center/>

serves Nassau and Suffolk counties, 934-420-2765, fax: 934-420-2895. Satellite office, Farmingdale State/ E.O.C.: 269 Fulton Ave., Hempstead, 516-564-8672. The Farmingdale Small Business Development Center (SBDC) is located on the campus of Farmingdale State College and provides free, one-on-one business advising. This free technical assistance is available to anyone who wants to start a business or who already owns a business. Services range from answering startup and business structure questions to assisting with business plans, cash flow projections, marketing plans, and loan information.

Stony Brook Small Business Development Center <https://www.stonybrook.edu/sbdc/> at Stony Brook University, 631-632-9837, fax: 631-632-7176. Through the "Suffolk Forward" program, the SBDC offers COVID-19 Economic Recovery Assistance with business advisory, workshops and market research, as well as help with disaster applications. Satellite office in Southampton, 631-632-9837. Provides: Confidential and no-cost one-on-one counseling with our NYS Certified business counselors, On-site assistance available-at your business location, Workshops offered on key topics and areas of specific concern for business owners, Resources at the Research Network that can assist with market information, industry trends, sample business plans, etc.

Upcoming Events—Sponsored in Part by Capital One Bank

Workplace Lessons Learned During the Pandemic—Wednesday, May 4, 2022 from 9:00 AM to 10:30 AM

Choosing the Appropriate Legal Entity For Your Business—Thurs., May 12, 2022 from 9:00 AM to 10:30 AM

Good Contracts -- More Than Just a Handshake—Thursday, May 19, 2022 from 9:00 AM to 10:30 AM

Hofstra University's Business Development Center provides education and support to business owners through seminars, workshops and boot camps <https://www.hofstra.edu/business-development-center/> 516-463-7214. The Scott Skodnek Business Development Center (BDC) assists small business entrepreneurs on Long Island and in the metropolitan area to succeed in starting or expanding a business. The BDC, a designated New York State Entrepreneurial Assistance Center, offers support to these entrepreneurs through EAC, digital marketing workshops, financial management using QuickBooks, and providing assistance with the Minority/Women Owned Business Enterprise (MWBE) Certification application process. The BDC has supported more than 1,400 entrepreneurs since 1991 and received the Outstanding Performance Award from Empire State Development Corp. in 2009, 2013, and 2019.

Institute for Family-Owned Business – although not local to Long Island, this Southern Maine based non-profit has many online resources available, including an accessible YouTube channel with beneficial content. <https://fambusiness.org/Archives>

YouTube Channel <https://www.youtube.com/channel/UC9pZ7kF5lMnO8NfGITXKwBg>

10 Leadership Practices That Will Positively Impact Employee Motivation and Profitability

<https://www.youtube.com/watch?v=6vZ7RbpUxZo>

How To's for Family Business: Succession Planning

<https://www.youtube.com/watch?v=TWCVndM4m8o>



Battling Rising Fuel Costs



Fleet managers are under increasing pressure to reduce costs and one of the most obvious places to start is fuel spending. There's not a vehicle owner out there who couldn't benefit from some diesel fuel economy tips, since fuel is one of a trucker's highest direct expenses and fastest rising costs. With diesel prices at an all-time record high, anything you can do to save, will help improve your profit margin.

Here's a few little gems we hope will help you save some bucks. From fuel cards, mobility management, effective vehicle maintenance, improved driving strategies and route planning, there are a number of ways for fleets to save money and gain greater efficiency.

Vehicle Maintenance and Equipment Optimization

Monitor tire pressure regularly - It's been found that heavy trucks can have as much as a 1% drop in mpg for every 10psi a single tire is underinflated. Before the rubber hits the road, make sure all your tires are properly inflated to their recommended psi. Not only will this save fuel, but it will also make those expensive tires last longer.

Thermostat. A cooler than stock thermostat for the engine. The injector atomizes the fuel going into the cylinder and a hot cylinder can vaporize a portion of the fuel spray before it gets ignited, resulting in a loss of potential power.

Change Fuel Filters. Be sure to change fuel filters regularly, at least once/month and more often in the winter months. Clogged filters can cut into your fuel economy.

Change Air Filters. Change the air filters on your truck annually or every 6 months, if you operate on gravel roads.

Anti-Friction Additives. Moly Anti-friction additives in the entire drivetrain, engine, transmission, and drives. Moly grease for the u-joints and wheel bearings. There's also an additive for automatics for those that like those fuel guzzlers.

Fuel Conditioner. Lucas or equivalent fuel conditioner when filling the tanks. Most are unaware that only 75% of the fuel in the tank can be burned and converted to power. The remaining 25% is mixed with carbon clusters and goes straight out the tailpipe. The conditioner helps to breakup those clusters for a more complete fuel burn, and better fuel mileage.

Fuel Additive. Especially in colder weather, mix fuel additive with the fuel, to prevent gelling.

Injector Cleaner. Add a bottle of injector cleaner to the truck fuel tanks monthly. This can help to prolong engine life.

Smart Strategies Behind the Wheel

Avoid idling - Obviously, engine idling can't always be avoided. But, if you know you're going to be stopped for more than just a few minutes, it's worth cutting the engine.

Stay in a high gear - Higher gears save fuel. You don't want to be lugging in too high a gear, but you also don't want your engine revving up and working harder than necessary. Find the sweet spot for your gearbox and minimize the use of your brake and gas pedals by speeding up and slowing down incrementally.

Use momentum on hills - heavy trucks build lots of momentum, especially on the highway. Start slowing down early when you have an exit coming up and collect as much momentum as possible when approaching a hill. Once you get to the apex of the hill, you should be able to coast downhill without

being on the gas pedal.

Use cruise control - Using cruise control is an easy way for truck drivers to save on fuel, although many don't use it. Cruise control helps keep the engine's rpm in that "sweet spot" which minimizes fuel consumption.

Regulate speed - Faster acceleration and speeds over 55mph burns fuel quicker. In fact, every mile per hour you go over 55mph results in a 0.1 mpg drop in fuel economy. Lower your speed and increase your following distance so you don't have to speed up and slow down frequently.

Don't overfill your tank - Not only does extra fuel add more weight to your vehicle, but it's also about the same as throwing money down the drain. If your tank is way up to capacity or beyond, the fuel will likely expand once you're driving and cause a wasteful overflow.

Keep cargo load low and even - It's all about creating as little resistance as possible. Whether you're using winch straps, chain binders, or tarps – remember to secure your cargo as low and even as possible. If you can't avoid an uneven load, position the higher cargo closer to the front of the truck or trailer to minimize drag.

Improve Driving Style. To get the 'best bang for the buck', when it comes to diesel fuel economy, he said, "Drive like there's an egg under your fuel pedal and you don't want to break it." Ease gently up and apply pedal pressure gently and conservatively. Hard pressure and pumping the pedal will empty those tanks of fuel pretty quickly.

Evaluate Routes and Roads – whether you use a navigation app to help plan the fastest or shortest route, re-order the stops on a driver's route, or get better at planning what you can a day or two in advance, paying closer attention to which roads are traveled, or what day a job can be scheduled for in advance, do what you can to shave the extra miles where you can. While some service calls are emergent and need to be addressed without hesitation or pre-planning, anything you can do to minimize mileage helps reduce expenses and increase the bottom line. Use truck tracking? When was the last time you really reviewed your data and improved strategies?



Savvy Shopping

Points Programs / Loyalty Programs / Rewards. Look for fuel stations with a 'point system'. Some offer discounts as well as discounts on retail items, etc. When all else fails, pay with a credit card that earns you points or cash back. Take advantage of double and triple points or cash back programs and elect "fuel" as your highest earning purchase category. If you're going to pay a premium for the fuel, then

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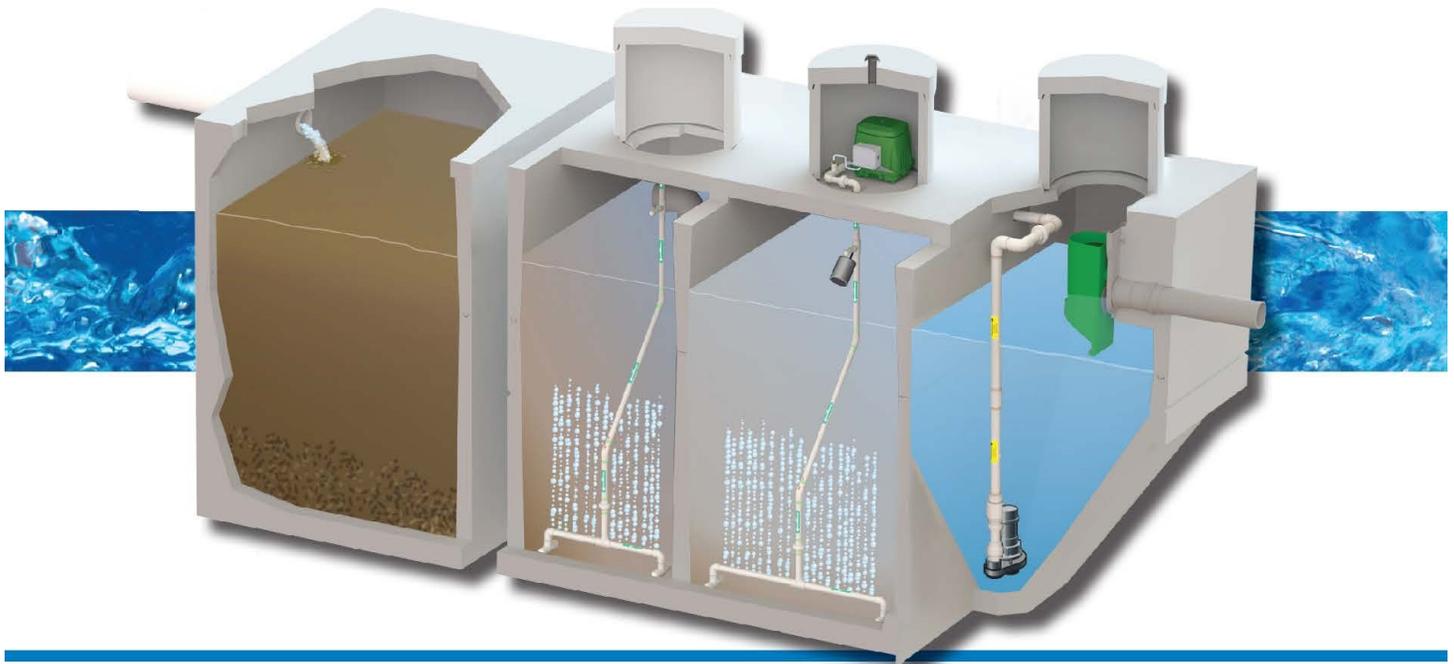
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Battling Rising Fuel Costs *Continued from page 11*

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Seek Out Best Prices. Find the lowest cost fuel - Use the time in your truck to plan ahead for your next fill up. Just a few cents can make a big difference given how big a large truck's fuel tank is.

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Gas Guru, Waze, the GEICO mobile App, AAA TripTik Planner, GasBuddy, and MapQuest are just a few of the options available, all offer varying levels of accuracy, convenience and, let's face it, their share of limitations and banner ads. Do your research and make careful comparisons to find what application is best suited to your needs and tolerances. (we of course don't suggest one over another, or endorse any particular platform.) Use technology to your advantage and shave a few cents a gallon of each fill up when you can.

When the economy is so unstable and the profit margin in trucking is so tight, anything a driver can do to keep even a little bit of \$\$ helps. Have any other tips for truck drivers to save on fuel? Share them at our next on-line board meeting or email to news@lilwa.org.



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Pre-Employment Screening Program

Federal Motor Carrier Safety Administration

Hiring Safe Drivers

When hiring new employees, managers and business owners want to make sure that their new drivers have a safe and clean driving record. Many companies are including use of the Federal Motor Carrier Safety Administrations screening as part of their good hiring practices.

The USDOT Federal Motor Carrier Safety Administration's Pre-Employment Screening Program (PSP) helps carriers make more informed hiring decisions by providing secure, electronic access to a commercial drivers five-year crash and three-year inspection history on prospective drivers. The PSP information is obtained from the Federal Motor Carrier Safety Administration's (FMCSA) Motor Carrier Management Information System (MCMIS), which is the same system which supplies data to the Safety Measurement System (SMS). MCMIS is a federal government database, which is different from the state data sources used to generate Motor Vehicle Records (MVRs).

Records are available for commercial drivers, motor carriers, and companies conducting pre-employment screening for the carrier industry. PSP records may not be used for current employees; they are to be used exclusively for pre-employment screening purposes. A PSP record displays the motor carrier for which the driver was operating for at the time of the crash or inspection, as well as the location and date that a crash or inspection occurred. Additional safety details about crashes such as injuries, fatalities, and tow-aways are included in a PSP record. Likewise, inspections show details like whether a vehicle was placed out of service.

Following a request for data review, a PSP record may be updated to reflect a determination that a crash was not preventable, or to note that a driver was convicted of a different charge. The record displays a snapshot in time, based on the most recent MCMIS data load into the PSP system. A new snapshot is uploaded approximately once per month. The current snapshot date is posted on the PSP home page.

Drivers are not scored in the PSP as they are in the SMS and prospective employers will not obtain a driver's CSA scores. Not all drivers will have information in PSP. Only those drivers that have had roadside inspections or DOT reportable crashes will have data in PSP. A PSP report may include traffic citations or warnings which prompted a roadside inspection but will not include all of the driving record activity.

The list of DOT crashes represents a driver's involvement only, it does not determine responsibility.

An MVR will provide the driver's driving history as reported by a given State's DMV. PSP reports only contain entries of traffic convictions and warnings related to roadside inspection. In contrast to federal PSP reports, the state MVR identifies the status of an individual's driver's license, license type, endorsements (including tank and hazardous materials), restrictions (such as glasses or hearing aids), violations, suspensions, and revocations.

It is important to remember that since state MVR and federal PSP records are maintained by different sources, the two records are not linked, so the information may not match. MVR driving records are reported by each State's Department of Motor Vehicles ("DMV", or similar State agency), and there is no national database housing driver records. However, be sure to note that FMCSA regulations require that a three year MVR report be checked within 30 days of hiring and then rechecked annually.

Companies using PSP to screen new hires lower their crash rate by 8% and driver out-of-service rates by 17%, on average, compared to those that do not use PSP. Use of the PSP in hiring decisions for drivers is not required by regulations. However, it is becoming a fairly common best practice among motor carriers and bus operators.

To learn more about this service, or to enroll in the program visit :

<https://www.psp.fmcsa.dot.gov/psp/Public>

REQUEST YOUR PSP RECORD

<https://www.psp.fmcsa.dot.gov/psp/applicant/1>

Your PSP record includes five years of crash and three years of roadside inspection data from the FMCSA Motor Carrier Management Information System (MCMIS) database.

What you'll need:

- Your current drivers license number;
- A credit card (Visa, MasterCard, Discover, or American Express) or PayPal account;
- A valid email address;
- For your full history, each drivers license number you've held in the last five years; and
- A way to view PDF documents. (Like the free PDF reader.)
- A PSP record costs \$10. This fee includes a search on your current commercial driver's license record, and/or any commercial drivers license you have held during the last five years. You need to provide the license number and license state for each license.

Your record request will take just a minute or two, and you will be able to view your record on-screen or as a PDF. You can save or print your record to keep it permanently. If you would like to print your PSP record, please have a printer ready.



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