



## **OPERATIONS NEWSLETTER**

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**Operations Manual 2025**

The Operations Manual has been updated. You can find it on the Insider by navigating to the Training section of the Insider or by clicking the link below.

We ask that all franchisees discard any earlier versions they may have.

[Operations Manual](#)

## Fleet Planning Forum

redbox+ Dumpsters provided a panel of experts to discuss strategies for the replacement of aging roll-off trucks via Zoom on Thursday, June 26th.

Topics included:

- When should we buy new trucks?
- How about used trucks?
- Should we try to run our trucks as long as they will possibly run?
- What are the financial considerations of truck replacement?

There are pros and cons to all options. We hope our panel of professionals was informative and will help you decide how to manage your fleet. Feel free to view the session below.

[View Recording Here](#)

## Introducing Our New Regional Business Coach

We're excited to welcome Keith Williams to the redbox+ Dumpsters team as our newest Regional Business Coach!

Keith brings a wealth of experience to the role, including 25 years of service in the U.S. Marine Corps, where he developed a strong foundation in leadership, discipline, and operational excellence. In addition to his military background, Keith has extensive experience in business and franchise ownership, giving him a well-rounded perspective on the challenges and opportunities our franchisees face.

In his new role, Keith will be working closely with franchise owners to provide coaching, support, and insights to help them grow their businesses and reach new levels of success. His passion for service and commitment to teamwork make him a fantastic addition to the redbox+ Dumpster family.

Please join us in giving Keith a warm welcome! He's already diving in and looks forward to getting to know each of you.



## June's Top Performers

# redbox+ DUMPSTERS

## Top Performers Rentals

### #1 Galkin-Zhang & Team

redbox+ Dumpsters of Lehigh Valley  
(9 Trucks & 197 Containers)  
653 Rentals

### #2 Bisher & Team

redbox+ Dumpsters of BucksMont  
(7 Trucks & 190 Containers)  
522 Rentals

### #3 Sperry & Team

redbox+ Dumpsters of St. Louis  
& St. Louis Metro East  
(7 Trucks & 169 Containers)  
465 Rentals

### #4 Borden & Team

redbox+ Dumpsters of San Antonio  
(3 Trucks & 133 Containers)  
378 Rentals

### #5 Sapp & Team

redbox+ Dumpsters of Indianapolis  
(5 Trucks & 164 Containers)  
373 Rentals

# redbox+ DUMPSTERS

## Top Performers Turns

### #1 Mitchell & Team

redbox+ Dumpsters of Southeast WI  
(3 Trucks & 72 Containers)  
4.60 Turns

### #2 Hansen & Team

redbox+ Dumpsters of Northern Illinois  
(5 Trucks & 72 Containers)  
3.88 Turns

### #3 Teagarden & Team

redbox+ Dumpsters of Dallas  
(3 Trucks & 51 Containers)  
3.39 Turns

### #4 Galkin-Zhang & Team

redbox+ Dumpsters of Lehigh Valley  
(9 Trucks & 197 Containers)  
3.31 Turns

### #5 Nersten & Team

redbox+ Dumpsters of Orlando, FL  
(3 Trucks & 83 Containers)  
3.18 Turns

## June's Online Sales Leaders

### #1 Galkin-Zhang & Team

redbox+ Dumpsters of Lehigh Valley  
(9 Trucks & 197 Containers)  
141 Online Sales

### #2 Sperry & Team

redbox+ Dumpsters of St. Louis  
& St. Louis Metro East  
(7 Trucks & 169 Containers)  
43 Online Sales

### #3 Majchrowski & Team

redbox+ Dumpsters of Toledo  
(5 Trucks & 120 Containers)  
37 Online Sales

### #4 Wood & Team

redbox+ Dumpsters of Phoenix Southeast Valley  
(2 Trucks & 92 Containers)



32 Online Sales

**#5 Bisher & Team**  
redbox+ Dumpsters of BucksMont  
(7 Trucks & 190 Containers)  
29 Online Sales



## June Leaders Club



**Galkin-Zhang & Team**  
redbox+ Dumpsters of Lehigh Valley  
653 Rentals  
New Monthly Record!



**Bisher & Team**  
redbox+ Dumpsters of BucksMont  
522 Rentals



**Sperry & Team**  
redbox+ Dumpsters of St. Louis & St.  
Louis Metro East  
465 Rentals



**Borden & Team**  
redbox+ Dumpsters of San Antonio  
378 Rentals

**Sapp & Team**  
redbox+ Dumpsters of Indianapolis  
373 Rentals

**Sellers & Team**  
redbox+ Dumpsters of Greater Columbus  
359 Rentals

**Davis & Team**  
dumpster+ Dumpsters of Greater Austin  
342 Rentals

**Ali & Team**  
redbox+ Dumpsters of North Boston  
336 Rentals

**Mitchell & Team**  
redbox+ Dumpsters of Southeast WI



**Beery & Team**  
redbox+ Dumpsters of Madison, WI  
295 Rentals

**Hansen & Team**  
redbox+ Dumpsters of Northern Illinois  
279 Rentals

**Dedon & Team**  
redbox+ Dumpsters of Baton Rouge  
270 Rentals

**Majchrowski & Team**  
redbox+ Dumpsters of Toledo  
269 Rentals

**Nersten & Team**  
redbox+ Dumpsters of Orlando  
264 Rentals

331 Rentals

**Nation, McKee & Team**

redbox+ Dumpsters of North Miami  
327 Rentals



**Covell & Team**

redbox+ Dumpsters of Orange County  
229 Rentals

**Oglesby & Team**

redbox+ Dumpsters of Greater Athens  
217 Rentals

**Coming & Team**

redbox+ Dumpsters of Metro Detroit  
214 Rentals

**Current & Team**

redbox+ Dumpsters of Greater Louisville  
209 Rentals

**Stone & Team**

redbox+ Dumpsters of Richmond  
207 Rentals

**Gilson & Team**

redbox+ Dumpsters of Melbourne  
204 Rentals

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## June Driver Inspection Leaders



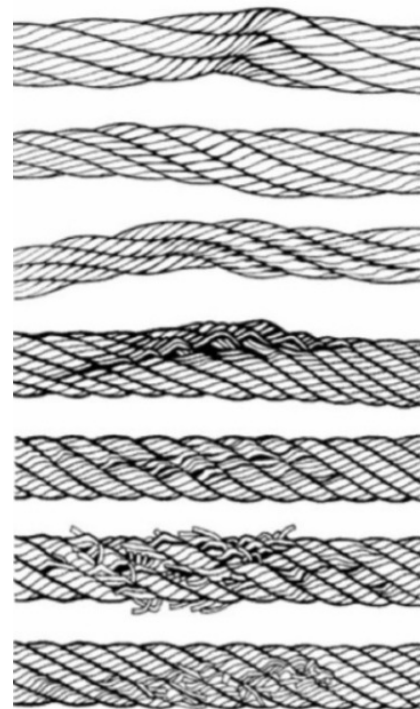
Driver Name	Team Name	Inspections Count
Jose Hernandez	redbox+ of Detroit Metro North	77
Francisco Jaramillo	redbox+ of Denver	72
Luis Then	redbox+ of Bucks County	70
Bob Hedrick	redbox+ of Louisville	68
Kirsten Wise	redbox+ of Bucks County	63
Joseph Matthews	redbox+ of Bucks County	62
Joe Del Bosque	redbox+ of Twin Cities South Metro	60
Michael Abor	redbox + Dumpsters of Dallas	58
John France	redbox+ of Detroit Metro North	56
Tyree Heckstall	redbox+ of Bucks County	56
Justin Freeman	redbox+ of Detroit Metro North	51
Howard Brown	redbox+ of St. Louis Metro East	50
Steven Mayfield	redbox + Dumpsters of Dallas	47
Edwin Vasquez	redbox+ of Boston North	45
Joshua Martin	redbox+ of St. Louis Metro East	45
Gilbert Williams	redbox+ of St. Louis Metro East	45
Javier Blanco	redbox+ Dumpsters of South Florida	44
Reymond De La Rosa	redbox+ Dumpsters of South Florida	43
Anthony Connor	redbox+ of Lancaster & Chester Count	42
Travis Cleggett	redbox+ of St. Louis Metro East	41

**Congrats to the Top Drivers/Inspectors in June!**

## Cable Hoist Alert

### SAFETY ALERT – HOIST CABLE

Inspect your hoist, including hoist cable, regularly. It is part of the Weekly Inspection in Whip Around. This is a great safety concern as a damaged cable can easily break and cause damage, serious injury or death. Hoist manufacturers recommend replacing the cable every year. Look for the following signs to replace your hoist cable:



## Check Your Ride Height

### Pertains to Kenworth T370 Tandem-Axle Trucks with Air Bags:

To prevent very expensive repairs, it is important to check the ride height to ensure the drive train is within alignment. If you do not, and your drive train is out of alignment, it is very likely to cost you tens of thousands of dollars!

Below is some information that may be useful to you!

#### Photo of Ride Height Tool:



[View Ride Height Gage Instructions Here](#)

[View Video of "Ride Height Check for Tandems with Airbags"](#)

## Summer Safety

With summer comes increased traffic and children out of school. Please be cautious and enforce safety now, and always. We have a safety program with a planning guide, huddle and training topics located here: [safety \(redboxplusinsider.com\)](https://redboxplusinsider.com)

## Dashcams can prevent Nuclear Verdicts

Read below to learn how dashcams can help prevent litigation and nuclear verdicts.

[Article Here](#)

## Success and Growth

Congratulations to the following locations for adding equipment to their inventory!

## June 2025 Success and Growth

### Dumpsters Added:

Location	Size & Type Dumpsters	Quantity
Canton, OH	10-yard Mini	9
Canton, OH	15-yard Mini	6
Canton, OH	40-yard Standard	4
Baton Rouge, LA	30-yard Standard	7
Melbourne, FL	10-yard Mini	9
Melbourne, FL	15-yard Mini	6
South Florida	30-yard Standard	2
San Antonio, TX	30-yard Standard	3
San Antonio, TX	40-yard Standard	10
Lancaster, PA	30-yard Elite	8
Lancaster, PA	10-yard Mini	3
Upstate, SC	20-yard Suburban Standard	8

### Trucks Added:

Location	Type Truck	Quantity
Upstate, SC	Kenworth T480 "Baby 8"	1

## KPI Metrics Workbook

Your redbox+ Dumpster team has finished the KPI workbook and now need your input!

The KPI workbook is intended to provide one place for you to track metrics for your business with important brand and industry benchmarks included.

The metrics tracked in the KPI workbook are key areas of your business, decided on in collaboration with your RAC members.

Please find below instructions on how to access the workbook and how to fill it out correctly. Reach out to your RBC if you need further help!

### KPI Instructions:

1. Choose the file with the # of trucks your business has operating. Save the file to your computer.
2. Red Tabs are auto-populated and are Read Only--ignore them until you have entered in data.
3. Green Tabs need manual entry of data:

'2024 EOY'-

All your 2024 historic data. You will need the following reports:

Docket- Driver Summary report  
Docket- Sales report- summary  
Docket- Online Sales report- summary  
Docket- Timed Entries report- summary  
P&L Report

'2025 Goals'-

Goals for your business in 2025. By default, a formula has been provided for 'Docket



Rentals' and 'Total Revenue'. You may change these if you'd like.

Provided on the tab are instructions for setting SMART Goals and typical benchmarks to keep in mind for your business.

'Monthly' Tabs-

Fill in all empty cells with the specific monthly information. You will need the following reports:

Docket- Driver Summary report

Docket- Sales report- summary

Docket- Online Sales report- summary

Docket- Timed Entries report- summary

P&L Report

Grey cells are formulas and will populate automatically.

To download the KPI workbooks click [HERE](#)

## **PACCAR Information on the Insider's Equipment Vendor Page**

We've added a PACCAR section to provide information on the policy, online banking and portal access, payment process, how to make payments, how to dispute charges, and much more.

Check it out here: [equipment vendors](#)

## **redbox+ Dumpsters Truck Rental Program**

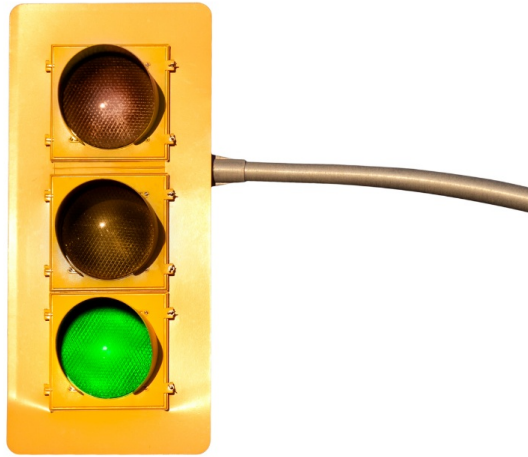
redbox+ Dumpsters implemented the Truck Rental Program to help our franchisees when they are in a time of need and dedicated a 2024 Kenworth T480 "Baby 8" (66K GVW) with a vac system to the Program. This policy serves to express management's commitment to and involvement in providing our franchisees truck support in times of need. This truck is ready to go and available to rent now.

We added a Truck Rental Guide to our "Roll-off Truck Rental Program" page on the Insider here: [Roll-off Truck Rental Program](#)

Click below for the Rental Truck Lease Agreement. Call Steve Jahner at 701-426-4965 for more information.

[Rental Truck Lease Agreement](#)

[Truck Rental Program Guide](#)



**Truck is currently available. Call  
Steve Jahner at 701-426-4965 for details**

## **Smith Truck Body Warranty Process**

Smith Truck Body facilitates the warranty claims for all PTOs, hoists, tarp systems and vac systems. BEFORE authorizing work, send an email and get their authorization for work. If you do not do this, you may be responsible for the repair costs! No warranty claim will be honored unless Smith Truck Body LLC has received a written Warranty Claim Report describing the defect within seven days of discovery of such defect. If a Warranty Claim Report is not received within seven days of discovery of such defect, any warranty claim shall be considered waived by the Purchaser See the Warranty Process and Guidelines here:

[STB Warranty Process](#)

## **2025 Truck Availability**

<b>2025 Next Generation Truck Availability</b>				
<b>Make/Model</b>	<b>Aprox.Price</b>	<b>GVW</b>	<b>Hoist</b>	<b>Tarp System</b>
Ford F600	\$125K	22.5K	Stellar 16KUS Tarp	US Tarp
Kenworth T480	\$261K	66K	60K Palfinger Above-Rail	US Tarp Dual-Stage Gantry
Western Star 47X	\$260K	66K	60K Palfinger Above-Rail	US Tarp Dual-Stage Gantry
Freightliner 108SD Plus	\$244K	66K	60K Palfinger Above-Rail	US Tarp Dual-Stage Gantry

- Approximate prices include all equipment listed above.
- Buyer can change tarp system to Pioneer Hydraulic or US Tarp 7-Spring systems.
- Buyer can waive vac system for ~\$17K savings.

Included on these trucks:

1. Vac system
2. Rolli skates
3. Fold-up Hoist Short Stops

4. Toolbox
5. Fender Boxes
6. Broom/Shovel Racks
7. Rear Hoist Strap Ratchets
8. Gray Paint
9. Decals
10. Hoist DOT Hooks
11. US Tarp Two-Stage Gantry System
12. 5-year/300K Warranty

## Hoist and PTO Maintenance

It is highly recommended to check the torque on the PTO and PTO bracket during every Periodic Maintenance to prevent the loss of an expensive PTO.

To order any PTO, hoist, or tarp system parts, please contact Smith Truck Body at [parts@smithtruckbody.com](mailto:parts@smithtruckbody.com) or 989-444-8813.

## RAC Meeting Notes

Curious about what's being discussed in our RAC meetings? Good news! We'll now be sharing RAC notes on the Insider. Check out the latest meeting notes below.

[RAC Notes Here](#)

## Maximize Your Use of Blue Book

A special announcement from our rep Katelyn Johnson



Over the past few weeks, I've had the opportunity to meet with many of you to review your Blue Book accounts, share best practices, provide tips and tricks, and assist with editing your ProView. To make these resources more accessible, I've created a series of videos you can reference at your convenience.

**These videos cover the following topics:**

**Best Practices Link:** [redbox + Dumpsters - Blue Book Best Practices & Tips and Tricks](#)

**Editing Your ProView Link:** [redbox + Dumpsters - Blue Book How to Edit your Proview to Standout](#)

**High-Level Overview of the Platform Link:** [redbox + Dumpsters - Blue Book High level Overview](#)

If you have additional questions or need further assistance on any of these topics, I'd be happy to schedule a call or meeting to dive deeper. I hope these videos provide a helpful starting point and address some of your frequently asked questions.

Contact Information:

Email: [katelyn.johnson@construction.com](mailto:katelyn.johnson@construction.com)

## REMINDER

Your DOT Number is your PO Number for the Paccar Parts Program

## Docket Support

Remember that Docket Support is available. For assistance and help with Docket, please reach out to the following email address:

**[Crmsupport@belfrangroup.com](mailto:Crmsupport@belfrangroup.com)**

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Thank you,

Your redbox+ Dumpsters Franchise Support Team

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