

MARCH 2018



Tractor Times



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A MESSAGE FROM THE PRESIDENT



Dan Stracener

**Construction
remains
in positive
territory**



Dear Valued Customer:

Economists and industry organizations predict further strength in construction throughout 2018. Many see growth across several market sectors, and if Congress delivers on new infrastructure legislation, that would also add to the positive outlook. At TEC, we are hopeful that will be the case.

Growth in the construction industry means more machinery in the field. TEC is aligned with great manufacturers who we believe engineer and build the best equipment in the industry. Komatsu is a perfect example. No other company can match its *intelligent* Machine Control dozers and excavators, which are making businesses like yours more productive, efficient and profitable. You can read about one such firm in this issue of your Tractor Times magazine.

Of course, there are times when standard machinery is your best choice. Komatsu's extensive lineup of Dash-11 excavators stands out for its unrivaled power, durability, reliability and productivity. Read about several models inside.

These, and many other Komatsu Tier 4 products, are covered by Komatsu CARE for the first three years or 2,000 hours. Our technicians perform the scheduled maintenance at times and locations convenient for you, which minimizes your downtime. We track your machines' hours, contact you when services are due and get them done.

TEC can also service your older Komatsu machines, other brands we carry and competitive equipment as well. If there is anything you need, from sales and rentals to parts, maintenance and repairs, we have you covered. Call or stop by one of our branch locations for more information.

Sincerely,



Dan Stracener
President



Tractor Times

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ALBANY, GA
(229) 435-0982
(800) 733-0982

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Dan Stracener, President/CEO
Steve Day, Executive V.P./General Manager – Product Support
Brett Bussman, Senior V.P., General Manager – AL
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Chad Stracener, Senior V.P., Operations – GA
Jeremy Tolbert, Senior V.P., Operations – AL
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MGL, INC.

Cullman, Ala., company discovers its niche with public utility projects



David Bussman,
Vice President



Dale Morgan,
Supervisor

Sometimes, it's just the right time.

That was the case for David and Valery Bussman when they started MGL, Inc., in 1995. David was working for a contractor who was preparing to leave the business, and Valery had several years of experience in her father's construction company. The couple chose to take the leap and go out on their own.

"We were both in the industry, so we decided to start something together," recalled David. "We had the experience, and the timing was right for both of us."

The couple opened MGL, Inc., and focused on governmental utility installations. Today, the Cullman, Ala., company continues to tackle gas, water and sewer projects throughout the state of Alabama.

"We typically prefer to do public utility jobs for governmental boards," explained David. "I estimate that we bid at least one per week. It's

a very competitive area, but we have developed a strong reputation for delivering quality results and staying on target with our budget.

"We also mix in some private subdivision work or other unique projects," he continued. "Those make up a small percentage of our time. If the schedule allows, or the job makes sense for us, we will take it."

Valery, who is President, heads the 12-employee company. David serves as Vice President.

"We have a small staff, but a few people, like Supervisors Dale Morgan and Joe Collins, have been here for 15 to 20 years," said David. "It's a dedicated group with a lot of experience. They are the reason we have succeeded."

Getting jobs done

MGL, Inc., built its reputation on projects like the one it completed in Susan Moore, Ala. The \$2 million undertaking was the largest of its kind for the firm. It installed 100,000 feet of six-inch HDPE gas line along a 20-mile stretch of highway.

"That contract had some real challenges," noted David. "We had to install the lines deeper than normal because the ground was solid rock. Both in the amount of pipe we laid and the dollar value, it was the largest project we've done. It was a great example of what we can do."

Two recent assignments have also highlighted the company's abilities. On a 2017 water-line installation for the City of Eutaw, Ala., the firm installed a combined total of 60,000 feet of 12-, 8- and 6-inch plastic water pipe. In addition, MGL, Inc. was tasked with changing nearly 1,600 water meters along the lines.

"That was a good opportunity for us," said David. "They needed us to repair the lines that

Komatsu's utility-size excavators, like this PC88MR, are essential pieces for MGL, Inc. "We frequently work in compact areas, and the tight tail swing really makes a difference," said Vice President David Bussman.





Supervisor Dale Morgan uses a Komatsu PC210LC excavator to install a section of pipe on the Winchester Road water-relocation project in Huntsville, Ala. “The PC210 is awesome,” said Vice President David Bussman. “The operators love it. It’s a smooth machine, and it has all the power we need to complete our jobs and then some.”

had developed leaks. We ended up installing an entirely new line and closing off the existing one.”

The Winchester Road water relocation in Huntsville, Ala., is the company’s most recent endeavor. MGL, Inc. crews began installing 5,000 feet of 18-inch and 7,500 feet of 12-inch ductile in October and plans to wrap up construction this spring.

“We really like the water and gas projects because the dig isn’t as deep as it is for sewer,” noted David. “It allows us to get in and out faster and help more customers. I consider those small to medium water and gas jobs to really be our niche.”

Komatsu, TEC deliver

Last year, MGL, Inc. was in the market for new excavators. After running another brand almost exclusively since opening its doors, the Bussmans decided to make the switch to Komatsu. Tractor & Equipment Company (TEC) and Sales Rep Donnie Burgeen have made the decision pay off.

“Donnie was in the right place at the right time,” kidded David. “We were thinking about making a change. Credit to TEC and Donnie, they always came around and beat the bushes – even when we kept telling them no. They built a relationship with us, and when Donnie walked in that day, it finally paid off. I’m glad it happened.”

MGL, Inc. purchased a Komatsu PC210LC excavator in October and put it to work on the Winchester Road water-relocation project. It didn’t take long for operators to switch allegiances.

“The PC210 is awesome,” proclaimed David. “The operators love it. It’s a smooth machine, and it has all the power we need and then some.”

Soon after, the company rented a second PC210LC and added two more utility-size excavators, a PC88MR and a PC30MR.

“We frequently operate in compact areas, and the tight tail swing on these excavators really makes a difference,” explained David. “We can save space while maintaining our power and production. The PC30 is great too, because we can tow it behind a truck. Then we can hook it up and hit several small jobs quite easily.

“It’s also convenient for me when I want to sneak it back to my house on the weekends to play around on,” he joked.

According to the Bussmans, the attention they receive after the sale sets Komatsu and TEC apart from their competitors.

“The service we get from TEC and Komatsu is above and beyond,” pronounced David. “Komatsu CARE came complimentary with our machines, and for the first three years or 2,000 hours, TEC handles all the maintenance. That’s unheard of

Continued . . .

TEC is 'ready to help at any time'

... continued

for us. They service the machines at times when we aren't running them. We don't lose any productivity. The machines are great, and the service has added so much value in our eyes."

TEC's nine Alabama locations also make it convenient for MGL, Inc. to get parts or service as soon as it needs them.

"They always seem to be close by," stated David. "More importantly, they are ready

to help at any time. If I need a part or an attachment, it's usually here by that night. When Donnie says he's going to do something, he does it. Things like that are invaluable to a company like ours. TEC's commitment to us is unmatched."

Looking ahead

MGL, Inc. is entering year 23 and the business remains dedicated to delivering for its customers. The Bussmans hope that they will be able to do that for even more clients in the future.

"We run two crews right now, but we'd like to be at three at some point," said David. "If the economy and confidence continue to grow, there will be an opportunity for us to add another crew."

Fortunately for MGL, today's economic climate might make that hope a reality in the near future. Whether it leads to expansion or not, the company's approach will remain unchanged.

"It's an exciting time in our industry," David continued. "There's a lot of optimism, and that's a great feeling. We'll continue to bid on governmental utility projects and deliver quality results on time and on budget. It's what we do." ■



Tractor & Equipment Company (TEC) Sales Rep Donnie Burgeen (left) meets with MGL, Inc. Vice President David Bussman. "When Donnie says he's going to do something, he does it," said Bussman. "Things like that are invaluable to a company like ours. TEC's commitment to us has been unbeatable."



MGL, Inc. Supervisor Joe Collins uses a Komatsu PC210LC to dig a trench at a jobsite in Madison, Ala.



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Karey Dickerson,
President



Byron Blackburn,
North Georgia
Pipeline Partner and
Vice President

Some people thrive on routine, while others seek variety. Karey Dickerson certainly falls into the latter group as he relishes tackling complex projects with his heavy civil contracting firm, North Georgia Concrete.

“We specialize in work that nobody else wants to do because it’s difficult, or they don’t know how to do it. For example, we like building dams because they have a lot of moving pieces and different challenges involved. A dam will keep you hopping with so many things happening at the same time,” noted Dickerson.

He opened his business with just a handful of employees in 1992, completing small tasks such as sidewalks and driveways; eventually working his way up to slabs for apartments and high-rise buildings, as well as box culverts. In conjunction with the box-culvert projects, Dickerson also took on a few small, storm-drain jobs, leading him to establish the North Georgia Pipeline Division with a partner, Byron Blackburn, in 2005.

Today, North Georgia Concrete employs nearly 150 people and has offices in both

Dahlonega and Fayetteville, Ga. In addition to concrete work, the firm offers pipe installation and earthmoving services. Many of its projects are completed for large utility companies in the region.

While “North Georgia” is part of its name, the firm operates throughout the entire state as well as in Florida, Alabama, South Carolina, North Carolina, Virginia and Maryland. The company typically has 15 to 20 projects in progress at one time.

“We work wherever we’re needed. Some customers have been with us for nearly 25 years, and we take care of them,” said Dickerson. “We have a reputation for finishing jobs on time or early, and that’s what we typically do.”

Distinctive projects

Crews from North Georgia Concrete spent a good part of 2017 working on an earthen dam northeast of the Atlanta metro area. Slated for completion this summer, it is part of the Richland Creek Reservoir Water Supply Program and, once completed, will store more than three billion gallons of drinking water for residents of Paulding County.

“We installed the principal spillway pipes and built a riser structure that is 124 feet tall, which will serve as the main intake spillway for the dam,” said Dickerson, who shared some unique features of the project. “It includes a series of gates that control the water temperature to prevent warming the areas below the dam, which can kill the fish downstream.”

Last fall, the company began another distinctive, multi-year project, this time near

Komatsu equipment from Tractor & Equipment Company is a mainstay of North Georgia Concrete’s fleet. The company has purchased only Komatsu machinery exclusively for the last 20 years because of its reliability and productivity.





A North Georgia Concrete operator uses the company's Komatsu PC360LC excavator to fill a CD110R track dump at a jobsite.



Working in tandem, this North Georgia Concrete crew uses a Komatsu PC200LC excavator to load a Komatsu HM300 articulated truck.

Peachtree City, Ga., where it serves as the prime contractor for a dam that is the first of its kind in the United States. "It will have an unusual spillway called a piano-key (PK) weir design. This dam calls for 7,000 yards of concrete; it's an intricate piece of form work and very different from anything we've ever done before," stated Dickerson.

The PK weir design involves a new type of labyrinth spillway, which offers an alternative method for increasing a dam's overflow capacity. Rather than constructing a long dam that flows into one spot, North Georgia Concrete is building an accordion-style structure. This creates the same amount of water displacement, but, in this case, water drops from various locations throughout the dam.

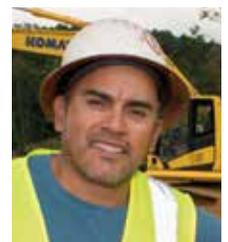
"The water will make its way through a series of elevations and slopes so that it's in every part of the structure, and it doesn't all splash into one spot. If you can imagine piano keys going up and down, that's what this dam will be like," explained Foreman Izidro Villafranca.

Keys to success

Whether North Georgia Concrete employees are building a dam or laying pipe, crew members put safety first. "We have stringent practices," noted Dickerson. "Our people are veterans in this field, so they know to put on a (safety) harness; it's a habit. Many of the jobs we do require strict standards, so we are always proactive and focus on protecting our employees."

In addition to a stellar safety record, Dickerson credits three core values for his company's growth. "The most important things are working hard, keeping your word and building the job right. To do that, you need good people, and we have the best employees of any company in the state of Georgia," he shared.

Along with Villafranca, key staff members include Foremen Eraclio Desantos and Gregorio Vasquez; Superintendent Mark Rouse, Senior Estimator and Project Manager Jeff Rudiger; as well as Vice Presidents Allen Harp and Blackburn. Dickerson says this group, together with all of his employees, is the driving force behind the company's accomplishments.



Izidro Villafranca,
Foreman

Continued . . .

Only Komatsu equipment for 20 years

... continued

Long-term relationship

Dickerson credits the success of North Georgia Concrete to Tractor & Equipment Company (TEC) and Komatsu as well.

"TEC has helped us for more than 25 years. They had my back when I really needed it, provided references and were my biggest supporter," recalled Dickerson.

"If we require something on a job, anywhere, it's there instantly, even at 6:00 p.m. We have a lot of equipment that we need to have running, so if we experience a breakdown, TEC provides a machine on loan until the other is fixed," said Dickerson. "That's a big deal for us."

North Georgia Concrete President Karey Dickerson (left) calls on Tractor & Equipment Company (TEC) Branch Manager Andrew Pettit for his equipment needs. "If we require something on a job, anywhere, it's there instantly, even at 6:00 p.m. TEC provides a machine on loan until the other is fixed," said Dickerson.



This Komatsu *intelligent* Machine Control D51PXi-23 dozer is an important part of North Georgia Concrete's fleet. "It's amazing what this dozer can do," said President Karey Dickerson. "It has revolutionized the industry for excavating and moving dirt."



North Georgia Concrete owns a wide variety of Komatsu equipment including excavators ranging from a PC27MRX-1 to a 490LC-10, three wheel loaders all with skidder tires and hydraulic couplers for tool interchanges, several articulated dump trucks and two dozers. Due to its productivity and reliability, the company has purchased Komatsu equipment exclusively for the past 20 years.

Dickerson is particularly impressed with his *intelligent* Machine Control D51PXi-23 dozer. It makes grade control possible without the masts and cables that aftermarket GPS systems require. The fully integrated technology works to maximize efficiency by automatically reducing track slippage, monitoring blade loads and maintaining grade from first cut to final pass.

"It's amazing what this dozer can do, even with an inexperienced operator," shared Dickerson. "It has revolutionized the industry for excavating and moving dirt."

As a hands-on business owner, Dickerson can be found on jobsites running a backhoe, tying rebar, operating a crane or doing just about anything else that is needed to keep a project running smoothly. Because he is always on the go, Dickerson welcomes the convenience of the complimentary Komatsu CARE program, where TEC performs factory-scheduled maintenance for the first three years or 2,000 hours on eligible Tier 4 equipment. "I appreciate not worrying about oil changes or other services, because TEC takes care of them at our convenience."

Another value-added service that Dickerson uses is Komatsu Financial. "I don't think I've ever financed an equipment purchase anywhere other than Komatsu Financial; they've been wonderful to work with," reported Dickerson.

As for the future, Dickerson sees continued growth for North Georgia Concrete, perhaps even doubling in size within the next 10 years. "We're capable of building anything of any size, so we can go where we want to go with this company," stated Dickerson. ■

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JUMP RIGHT IN

Demo Days gives customers opportunity to operate latest equipment



Bill Chimley,
Director of Training
and Publications

More than 300 customers and industry professionals attended Komatsu's most recent Demo Days event at its Cartersville Customer Center in Cartersville, Ga. Attendees were treated to an abundance of sunshine and warm temperatures as they enjoyed the latest Komatsu has to offer.

"It was a great event to showcase our machines, technology and employees to a large group of customers," explained Director of Training and Publications Bill Chimley. "Demo Days is the perfect opportunity for customers because they can come here and operate the newest machines, and our staff members can answer any questions they have."

The entire lineup of Komatsu *intelligent* Machine Control dozers and excavators – the industry's first machines with integrated GPS and machine control technology – were available

for attendees to operate. In total, nearly 30 pieces of equipment were on-hand for demonstration, including a remote-control D155AXi *intelligent* Machine Control dozer and a Hybrid HB365LC excavator in addition to haul trucks, dozers, excavators and wheel loaders.

"The *intelligent* Machine Control pieces are always a big hit at Demo Days," noted Chimley. "Customers get the chance to jump in an integrated dozer or excavator and see exactly what the technology can offer. Plus, they can operate it in a safe, controlled environment with an expert right there to provide proper training. There is a lot of interest in the technology, and Demo Days is a great opportunity to test it out."

Manufacturing operation tour

Customers had two options for the morning. They could attend information sessions at the Cartersville Customer Center focused on Komatsu technology or tour the Chattanooga Manufacturing Operation (CMO) facility in Tennessee to see how the

Continued . . .

(L-R) David Bussman, Joe Collins and Dale Morgan of MGL, Inc. get together with TEC Territory Manager Don Burgreen.



Chad Snow (left) and Mitchell Blevins of Snow Timber get ready to demo equipment.



▶ VIDEO

Komatsu's recent Demo Days event in Cartersville, Ga., featured nearly 30 pieces of equipment – including excavators, dozers, wheel loaders, haul trucks and a motor grader – available for customers to operate.



(L-R) Chase Hall of S.A. Graham Company, Inc., Johnny Taylor of Carsenn Construction, Chris Kirkland of L&K Contracting talk with TEC Territory Manager Tanner Rhea.



(L-R) Justin Aiken and Tim Pace of CEMEX along with Shay Holliday of TEC check out the latest excavators from Komatsu.



Gareth Evans (left) and David Bulger of David Bulger, Inc. inspect Komatsu equipment.



(L-R) Jason Hyatt of Jaco Materials meets with Komatsu Product Marketing Manager Sebastian Witkowski and TEC Territory Manager Robert McKee.

Great time to demo new technology

... continued



(L-R) Matt Basden and Logan Sims of PowerGrid Services meet Dwight Swaim of TEC.



(L-R) John Jones, Scott Peterson and Johnny Peterson of Russell Lands enjoy the day.

Attendees had the opportunity to operate Komatsu's full family of *intelligent* Machine Control dozers at Demo Days.



machines are made. The two groups then came together for lunch and a safety briefing before operating machines in the afternoon.

"We want everyone who attends Demo Days to get all the information they need, and the morning sessions are a great way to do that," said Chimley. "Our product managers and technology solutions experts lead sessions on emerging technology and also host question-and-answer sessions.

"The CMO tour is a neat experience as well," he added. "Seeing the machines being assembled and then operating them that afternoon gives customers a chance to really get a feel for our equipment – from fabrication to operation. Sometimes we'll have customers on tour when their machines are being assembled, and we let them sign the frame or do something to personalize it. This year, we had a customer whose excavator was just assembled, and he took a photo with it."

The Cartersville Customer Center also featured Komatsu's operator-training simulator, Worksite VR. The simulator uses a computer program in conjunction with a virtual-reality headset, an operator's chair, pedals and joysticks to recreate excavator operations at a jobsite. The simulator was available for attendees to test out throughout the day.

"Demo Days provides an opportunity to operate several machines and get a great deal of information in a short time," noted Chimley. "Customers who are interested in attending Demo Days should contact their distributor to set up a visit." ■

Bryan Lucas (left) and Randy Ellison of Russell Lands attend Demo Days.



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CONSTRUCTION OUTLOOK

FORECAST 2018

Industry experts predict further growth in most construction industry sectors

Ten years ago, the construction industry faced a major crisis. The nation's worst economic period since the Great Depression had pulled it down. New starts were relatively small, firms were closing at a rapid pace and many of those that were hanging on were forced to slash staff in an effort to stay afloat.

A decade later, the landscape looks quite different. The end of 2017 saw construction employment at its highest level since November 2008, totaling nearly 7 million jobs. The Associated General Contractors of America's Chief Economist Ken Simonson noted that the year-over-year growth rate in industry jobs of 2.7 percent from November 2016 to November 2017 was nearly twice the rise in total nonfarm payroll employment. He also pointed out that factors such as a lack of skilled workers and tight profit margins prevented an even higher number.

"Employment and pay in the construction industry have risen more rapidly throughout the past year than in the economy overall,

as the supply of unemployed, experienced workers continues to shrink," said Simonson. "With low overall unemployment, contractors are likely to have increasing trouble filling many types of hourly craft and salaried openings."

While there is a lack of skilled workers, there are seemingly plenty of upcoming project opportunities in 2018. Construction finished 2017 on a positive note with nearly every sector showing strong growth. Industry groups and individuals largely see more of the same for 2018, especially if Congress passes proposed infrastructure legislation that has been under discussion for nearly two years.

There is apparent consensus that construction as a whole will increase this year. Simonson expects growth of 2 to 7 percent overall. ConstructConnect forecasts a 4.8 percent increase to \$773.1 billion. The American Institute of Architects (AIA) Consensus Construction Forecast panel predicts 3.5 to 4 percent growth, and Dodge Data & Analytics sees a 3 percent climb to \$765 billion.

"For 2018, there are several positive factors which suggest that the construction expansion has further room to proceed," said Robert Murray, Chief Economist for Dodge Data & Analytics. "The U.S. economy is anticipated to demonstrate moderate job growth. Long-term interest rates may see some upward movement but not substantially. Overall, the year is likely to show some construction sectors register gains, while other project types settle back."

Single-family housing leads the way

All economists and organizations point to single-family housing as a bright spot in

Construction industry organizations and individuals see single-family housing continuing to gain momentum. Dodge Data & Analytics says housing starts will rise 9 percent in dollars, corresponding to a 7 percent increase in units to 850,000.





Public works spending, including highways and bridges, is expected to increase after falling last year. The American Road & Transportation Builders Association believes air terminals; public transit; Class 1 railroads; and private driveway, street and parking lot construction associated with residential and commercial developments will also be up in 2018.

the construction industry. Dodge Data & Analytics says it will rise 9 percent in dollars, corresponding to a 7 percent increase in units to 850,000. Dodge cites continued employment growth for easing caution by potential homebuyers as well as older millennials in their 30s helping to lift demand.

That fits with ConstructConnect's analysis, which notes that residential construction should remain strong in 2018, but is partially contingent on whether millennials start making the move from living in downtown metropolitan areas to becoming homeowners.

"If millennials decide they want to have single-family housing like their parents and grandparents, it will help to drive residential starts," said ConstructConnect Chief Economist Alex Carrick. "We've had 10 years when housing starts were less than the 1.4 million benchmark that represents equilibrium. So, if housing really gets going, it's going to drive the economy for years to come."

Much of the commercial and industrial sectors were red hot last year, with most up 6 to 10 percent. That growth trend will continue, albeit at a slower pace. Overall, those two categories accounted for 8.8 percent growth in 2017. AIA foresees a 4 percent uptick in 2018, with retail growth leading the way at 4.6 percent, followed by office space, hotels and industrial facilities. The latter category was down nearly 7 percent

last year, but AIA predicts a 1.1 percent rise this year.

Public spending rebound

Another area of agreement is public spending, including transportation, which fell 2.8 percent in 2017. Modest improvement is expected, although it will vary from state to state and region to region. That's due in part to several states passing referendums or legislation to increase their gas taxes to pay for infrastructure. The last surface transportation bill (FAST Act, 2015) also calls for rising federal funds for highways and bridges in 2018.

The American Road & Transportation Builders Association (ARTBA) believes air terminals; public transit; Class 1 railroads; and private driveway, street and parking lot construction associated with residential and commercial developments will be up this year.

"The fundamentals of this market are positive," said ARTBA Chief Economist Dr. Alison Premo Black in a Rock Products News article detailing the organization's outlook. "There are a lot of things going on that could support growth in the coming year, including the local and federal investment part of it. It really depends on where you are working. We are seeing much more variation in the regional, state and even local or urban level. There are states and areas that are showing very strong, significant growth and potential for growth throughout the next few years." ■

PREVIEW PAYOFF

How virtually designing infrastructure jobs with building information modeling saves taxpayer dollars



Jim Lynch,
Vice President,
Autodesk
Construction
Products Group

Jim Lynch is a 30-year veteran of the computer-aided drafting industry. He has served in a variety of senior management roles in the AEC (architecture, engineering and construction), manufacturing and electronic design automation industries.

Jim Lynch, Vice President of Autodesk Construction Products Group, says using building information modeling will allow the federal government to do far more with taxpayer dollars by virtually building first in order to validate the approach and costs.

No longer the infrastructure envy of the world, many of the United States' roads, bridges and tunnels are crumbling and in need of substantial maintenance or replacement. Compounding these challenges are the pressures of increased urbanization and population growth, which will place added stress on already strained systems.

So, while the Beltway banter continues about addressing infrastructure funding, we can no longer focus solely on the amount of spending, but rather the manner by which those dollars are spent. Secretary of Transportation Elaine Chao captured the point perfectly in her confirmation hearing last year when she said, "It's also important to recognize that the way we build and deliver projects is as important as how much we invest."

Using building information modeling – BIM – will allow the federal government to do far more with taxpayer dollars by virtually building first in order to validate the approach and costs.

But what is BIM? Simply stated, BIM allows project teams across all disciplines – designers,

engineers, construction teams and project sponsors/owners – to build in the digital world before doing so in the physical world. The benefits? Reduced risk, waste and rework in construction, which typically lead to cost overruns.

Many governments around the world have or are in the process of creating requirements for spending funds more responsibly with an eye on long-term growth and modernization of government-funded infrastructure. China, Germany, Japan, the United Kingdom (U.K.), France and others are in the lead on developing BIM policies or standards and demonstrating real value on behalf of their constituencies.

Perhaps the U.S. Department of Transportation should take a page out of the U.K.'s playbook. That nation implemented a technology policy that all government-funded projects, including infrastructure, are required to use BIM. Using the BIM process, between 2009 and 2015, the policy saved U.K. taxpayers 15 to 20 percent in construction costs, roughly the equivalent of more than \$1 billion U.S. dollars.

Ben Franklin popularized the phrase, "a penny saved is a penny earned." When it comes to spending taxpayer dollars on infrastructure, the proverb has even greater meaning. Millions saved means we can put America's roads, railways, airports and bridges reliably back to work and help create many thousands of meaningful jobs. ■

Editor's note: This article is excerpted from one that was originally published in The Hill. To see the full article, please visit <http://thehill.com/opinion/technology/363166-to-address-americas-crumbling-infrastructure-follow-britains-lead>.





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EXTRA BENEFITS

Tier 4 Final technology brings more than fuel efficiency to Komatsu excavators



Justin Lantin,
Komatsu Product
Manager,
Excavators

Whether your business loads trucks, digs trenches, provides mass excavation or all of the above, Komatsu has a Tier 4 Final construction-size excavator equipped to get the job done. Komatsu designed the excavators to do more than meet the stringent emissions standards that come with Tier 4 Final regulations.

“They maintain, or improve, the production of their predecessors, while being more fuel-efficient,” said Justin Lantin, Komatsu Product Manager, Excavators. “As an added bonus, with new Komatsu technology and innovation, in some cases you can do the same work with a Dash-11 excavator that’s a size-class-smaller than the one you are replacing. For example, a customer who owns an older PC400, which we no longer manufacture, may be able to get as much or

more production with a new PC390LC-11. In that case, they wouldn’t need to go to the next size class to replace it. We would work with them to find the right fit.”

Performance and production

Production is the name of the game when it comes to excavators. Each Komatsu Tier 4 Final machine features a Closed-Center Load Sensing Hydraulic System that provides quick response and smooth operation to maximize productivity. An electronic-control system optimally controls the engine and hydraulic system according to the operating conditions.

Operators can match the machine to the work at hand by selecting the proper working mode, each of which matches the engine speed, pump delivery and system pressure to the application for maximum efficiency. Six modes are available, including Power, Economy, Lifting, Breaker, Attachment Power and Attachment Economy.

“Today’s market requires excavators to be more than digging machines. For example, customers want hydraulic packages to run multiple attachments,” said Lantin. “Our Dash-11 excavators have standard electrical connectors that allow users to easily add proportional joysticks, either at the factory or as a kit that doesn’t require extensive wiring. Operators can control attachments with a thumb button on the joysticks.”

The PC360LC-11 and PC390LC-11 feature an enhanced Power mode that provides improved performance in demanding applications. In standard Power mode, the new logic provides up to a 12 percent increase in production, compared to Dash-10 models.

The PC210LC-11 features additional horsepower and increased operating weight, compared to its predecessor.





Quick Specs on Komatsu's Dash-11 Excavators

Model	Net Horsepower	Operating Weight	Bucket Capacity
PC138USLC-11	97.2 hp	34,563-37,547 lb	0.34-1.00 cu yd
PC238USLC-11	165 hp	54,230-55,660 lb	0.66-1.57 cu yd
PC170LC-11	121 hp	38,720-43,115 lb	0.48-1.24 cu yd
PC210LC-11	165 hp	51,397-53,882 lb	0.66-1.57 cu yd
PC240LC-11	177 hp	55,763-56,360 lb	0.76-1.85 cu yd
PC290LC-11	196 hp	70,702-72,091 lb	0.76-2.13 cu yd
PC360LC-11	257 hp	78,645-80,547 lb	0.89-2.56 cu yd
PC390LC-11	257 hp	87,867-90,441 lb	0.89-2.91 cu yd
PC490LC-11	359 hp	105,670-110,220 lb	1.47-4.15 cu yd

Komatsu's standard Dash-11 excavator lineup features nine models, ranging in size from the tight-tail-swing 97.2-horsepower PC138USLC-11 to the 359-horsepower PC490LC-11. Each provides excellent production, stability, durability and power along with features that make them more efficient and offer lower owning and operating costs, compared to their predecessors.

"The enhanced Power mode combines flow from both pumps and provides greater available torque to the hydraulic pumps when digging," said Lantin. "That creates better cycle times and digging performance and lowers per-ton costs."

Durability, stability

All Komatsu excavators are built to last. Komatsu uses one-piece steel castings in the booms and arms, providing increased durability to the front work equipment. The loads are spread out through the use of castings, minimizing high-stress areas. Larger machines used for heavier workloads have unique characteristics that further improve their durability and stability. The PC290LC-11 has a longer arm and boom for extended reach and a heavy-duty undercarriage for stability and long life.

"The PC240LC-11 is a great machine that fits a lot of contractors. The next-size-larger PC290 is a PC240 on steroids," said Lantin. "It has a larger counterweight, and a larger and longer boom, as well as bigger arm and bucket cylinders. The PC290 also has improved lifting and digging performance. The productivity is fantastic."

The PC360LC-11, PC390LC-11 and PC490LC-11 feature a heavy-duty design. For instance, the PC390LC-11 has a more robust undercarriage that uses larger-size-class

components. The bigger undercarriage has a 6 percent wider track gauge and offers up to 18 percent greater over-the-side lift capacity than the PC360LC-11.

"The PC360LC-11 is a good fit, right in between a utility-size machine and bigger excavators," said Lantin. "It's great for pipeline and general construction, site development and trenching. When a company needs extra lift capacity, that's where the PC390LC-11 comes in, and the PC490LC-11 is great for moving mass quantities of material in short order."

New standards

Komatsu added standard features to the Dash-11 excavators to increase operator comfort, efficiency and monitoring. Enhanced work environments in the ROPS-certified cab meet Level 1 Operator Protective Guard requirements. Features include a high-back, heated, air-suspension seat with adjustable arm rests; a large, LCD color-monitor panel with a 7-inch, high-resolution screen; Eco-Guidance that offers tips for lowering fuel consumption; and enhanced attachment control. In addition, an Equipment Management Monitoring System continuously checks the machine operation and vital systems to identify issues and assist with troubleshooting.

Continued . . .

Dash-11 excavators armed with latest technology

... continued

Komatsu carried over the standard rearview camera from its Dash-10 models and improved operator usage. The monitor now has a combination screen that shows a view from the camera, and it sits alongside all the main gauges.

“That gives operators greater situational awareness and helps improve productivity,” according to Lantin. “They don’t have to pause operation and push a button to get the camera view.”

All Tier 4 Final excavators have Komatsu Auto Idle Shutdown that helps reduce unnecessary idle time and operating costs. They also include a standard Operator Identification System, which reports key machine information for multiple operators, applications and job locations.

“Operators are only limited by their imaginations when it comes to using the system,” Lantin pointed out. “They can get data for a particular project, do bucket-versus-hammer or other attachment analyses and a whole lot more. It allows them to set very specific benchmarks.”

All Dash-11 excavators feature the latest version of KOMTRAX monitoring technology, which is available via the Internet or through a mobile app on a smart phone or tablet. Data now includes

diesel exhaust fluid (DEF) levels, ambient air temperatures and pressures, as well as standard items, such as locations, hours and codes.

“Every manufacturer is required to use DEF in Tier 4 Final equipment, but we stand out in a couple of ways,” said Lantin. “I believe Komatsu is the only manufacturer that puts a site gauge on the tank, which allows users to quickly check the DEF level without getting in and turning on the machine to read the gauge. More significantly, we separated the DEF pump from the tank, placing the pump in a more accessible location. If the pump needs a new filter, it’s done in minutes, whereas other manufacturers combine the pump and tank, requiring a lengthy process to simply change a pump filter.

“Another standout feature is that Komatsu’s design gives operators some peace of mind when it comes to DEF level and working on slope,” he added. “Even if the gauge reads empty, there is actually enough reserve margin in the tank. The DEF pick-up will remain submerged up to the slope limit of 70 percent. Overall, we’re seeing that DEF usage is running close to where we expected it to be – at about two gallons for every 100 gallons of fuel, if not a little lower. Komatsu has also designed DEF tank capacity to run through two full tanks of fuel before requiring DEF.”

When Komatsu rolled out its Tier 4 Interim machines, it also introduced Komatsu CARE, which provides complimentary scheduled service for the first three years or 2,000 hours. Factory-trained technicians perform all work at a convenient time and location and conduct a 50-point inspection at the same time. Komatsu distributors track the machines through KOMTRAX, contact the owner when a service is due and schedule the work.

“Komatsu CARE also covers two Komatsu Diesel Particulate Filter (DPF) exchanges in the first five years,” Lantin noted. “Most manufacturers charge for changing the DPF. That is complimentary with Komatsu and done with minimal downtime because the service tech puts in a fresh filter, versus waiting for the old filter to be cleaned and reinstalled. Komatsu CARE is a great program that provides world-class support to world-class machines.” ■

The PC390LC-11 has a robust undercarriage that uses larger-size-class components. The bigger undercarriage has a 6 percent wider track gauge and offers up to 18 percent greater over-the-side lift capacity than the PC360LC-11. “When a company needs extra lift capacity, that’s where the PC390LC-11 comes in,” said Justin Lantin, Komatsu Product Manager, Excavators.



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INTELLIGENT DOZING

Experienced earthmoving contractor boosts efficiency with Komatsu D51EXi dozer

Cody Weaver started moving dirt at the age of 12 and hasn't stopped. Throughout the years, the Owner of CW Construction learned how to do it as efficiently and competitively as possible by maximizing production time. Approximately a year ago, he upped the ante further with the addition of a Komatsu D51EXi *intelligent* Machine Control dozer.

Weaver uses it to prep subgrade for roadways, level pads, cut and move massive amounts of dirt, as well as place sub-base materials, among other tasks. The dozer features factory-integrated machine control that requires no masts or cables like traditional aftermarket GPS grading systems.

"I love that it provides automatic dozing from rough cut to finish grade, and that the system is integrated into the machine," said Weaver. "The accuracy is impressive. It eliminates overcutting and the need to replace materials with expensive fill."

Once engaged, Komatsu's *intelligent* Machine Control system automatically starts the cut and

lowers to grade in a typical dozing pass. If the load increases to maximum capacity, the blade automatically raises to minimize track slip, ensuring productive dozing. This allows the dozer to achieve up to 8 percent greater efficiency in moving materials, based on start-to-finish grade testing against typical aftermarket machine-control systems.

Four modes

Operators can select from four distinct operating modes (Cut and Cutting, Spreading and Simple Grading) to optimize performance to the application. They can also tailor blade loads to material conditions by choosing from light, normal or heavy blade-load settings.

"It virtually eliminates the need for staking and grade checkers," Weaver stated. "You can just plug in the plans, set the machine and it does the work, making even the newest operators look like they have been running a dozer for years. Our time, material and labor savings are remarkable." ■



Cody Weaver,
Owner,
CW Construction



▶ VIDEO

CW Construction's *intelligent* Machine Control D51EXi dozer cuts, grades and pushes material. "I love that it provides automatic dozing from rough cut to finish grade, and that the system is integrated into the machine, so there are no masts or cables to install or remove," said Owner Cody Weaver. "The accuracy is impressive. Our time, material and labor savings are remarkable."

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INTELLIGENT MACHINE CONTROL

"We have a Komatsu PC210LCi, and it's been better than I even expected. The speed and time you save just having your line work and not having to worry about over excavating—that's huge. I hated those bigger commercial jobs where you'd have hundreds of stakes marking all your corners, offsets and gridlines. And to not have a need for any of that, especially if it's an export site or it doesn't even really have to be, just room for your spoil piles. Keeping track of corners—major time saver! I'd say, with iMC, I'm about a third faster getting the job done."

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ALL ABOUT QUALITY

General Manager Walt Nichols says Komatsu's CMO builds products to stringent standards

QUESTION: What products are produced at the Chattanooga Manufacturing Operation (CMO)?

ANSWER: From a construction standpoint, our focus is standard hydraulic excavators from the 21-ton PC210LC-11 to the 49-ton PC490LC-11, as well as *intelligent* Machine Control PC360LCi-11 and PC490LCi-11 models. We mainly supply the North American market. In addition, CMO produces forestry excavators, tracked harvesters and tracked feller bunchers. This is the only Komatsu plant in the world that builds those forestry-tracked machines. Nearly everything we manufacture is Tier 4 Final. CMO is the only plant in North America that cleans diesel particulate filters from Tier 4 Final machines.

QUESTION: Why is it a good choice to buy a machine built at CMO?

ANSWER: It's all about quality. Komatsu has stringent standards, from the fabrication and welding of frames to genuine Komatsu parts and components. Outside vendors who supply certain items have to meet Komatsu's engineering standards, or we don't use them.

Our team of more than 400 people takes great pride in assembling what we all believe are the best machines in the construction and forestry industries. Many staff members have been here 20 years or more. Each is dedicated to ensuring that every piece of equipment is built correctly, tested and ready to move dirt or timber productively and efficiently.

QUESTION: How do you determine how many machines to build?

ANSWER: There are several factors that come into play. Markets are one of them. We also

Continued . . .



Walt Nichols,
General Manager, Chattanooga
Manufacturing Operation

This is one of a series of articles based on interviews with key people at Komatsu discussing the company's commitment to its customers in the construction and mining industries – and their visions for the future.

Approximately 12 years ago, Walt Nichols and his wife, Kelly, were looking to make a change. The couple was living in the Atlanta area with their young daughter. However, both were natives of Chattanooga, Tenn., and still had family there, so they wanted to move back.

They relocated to Chattanooga, and Nichols landed a job with Komatsu in the Supply Chain Division. "Growing up, I actually lived close to Komatsu's Chattanooga Manufacturing Operation. I drove past it nearly every day.

"My background was in operations and management with one of the major delivery companies. I didn't know much about manufacturing, but I learned quickly and was hooked," he said.

Within a year he was managing the Import Department, procuring machines from all over the world. A move into the role of Production, Planning and Control Manager for the plant followed.

From there, he became Director of Manufacturing Administration, a position he held for the past seven years before becoming General Manager in October 2017. Nichols is now responsible for overseeing every department within the plant, including quality, safety, production, material management and more. "Each successive role was good preparation for this position," said Nichols. "I really enjoy it here. We have a dedicated staff with many years of experience who take great pride in building Komatsu equipment."

Long-tenured staff takes pride in craftsmanship

... continued



The 21-ton PC210LC-11 is the smallest excavator that Komatsu's Chattanooga Manufacturing Operation produces. The largest is the 49-ton PC490LC-11.



Four sizes of forestry-tracked harvesters and tracked feller bunchers are built at the Chattanooga Manufacturing Operation, including the XT460L-3.

work closely with distributors and customers to ensure we are meeting their needs. There are other Komatsu factories around the world that build the same machines, and we coordinate with them. For instance, if they can't meet their current demand for some reason, CMO may ramp up to help and vice versa. As an example, when a tsunami hit Japan a few years ago, it devastated many areas of the country. Our Japanese excavator plant was occupied building machines to assist with the cleanup. That caused a spike in our production because, for a time, we had to build all the machines to supply North America.

QUESTION: Do you manufacture custom-order machines?

ANSWER: From a planning standpoint we keep ourselves flexible enough to be able to accommodate those requests. Our commitment on an order is eight days from when it's submitted to the time we have it on a truck ready to ship. In most instances, we beat that. Some super-specialty items might take a little longer.

QUESTION: Speaking of customers, do you encourage them to visit CMO?

ANSWER: Absolutely, and the public as well! We have a lot of visitors come through every year. We want them to see how Komatsu machines are manufactured and the quality that's built in. ■



Komatsu's Chattanooga Manufacturing Operation builds standard excavators ranging from the PC210LC-11 to the PC490LC-11, as well as *intelligent* Machine Control PC360LCi-11 and PC490LCi-11 models. Additionally, it produces log loaders as well as tracked harvesters and feller bunchers for the forestry industry.



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Want to make your next machine acquisition really count? Komatsu's lineup of automated excavators, including the all-new PC360LCi-11 and PC490LCi-11, feature a revolutionary, factory integrated, machine control system. The exclusive *intelligent* Machine Control technology lets operators focus on moving materials efficiently, without worrying about digging too deep or damaging the target surface. Contact your Komatsu distributor to learn how you can hit pay dirt today with Komatsu innovation.

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020



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Komatsu Service Institute provides valuable education for distributor personnel



▶ VIDEO
Brian Wysocki,
Manager of Business
Development

Komatsu Instructor/
Developer Kevin Dunphy
explains the finer details
of the Komatsu *intelligent*
Machine Control D155AXi
dozer during a Komatsu
Service Institute session at
the Cartersville Customer
Center in Cartersville, Ga.

More than 130 employees from 26 Komatsu North American distributors attended the Komatsu Service Institute (KSI) at the Cartersville Customer Center in Georgia last fall. The week-long conference, which Komatsu has hosted annually for the last four years, enabled attendees to gain valuable leadership, organizational and interpersonal skills in addition to information on Komatsu equipment and technology.

“Our goal is both professional and technical skills development,” noted Manager of Business Development Brian Wysocki. “Originally, KSI was designed for our distributors’ service managers, but it has grown to include branch managers, general managers, vice presidents and warranty administrators. It has become a valuable experience to attain specialized skills that they can take back with them to their branches, and it helps advance their careers.”

The a la carte offerings range from technical classes focused on Tier 4 and *intelligent*

Machine Control equipment, to leadership courses geared toward identifying personality styles and developing customer service skills.

“There is no defined course schedule, some people come for a day and some for the week, depending on their needs,” said Wysocki. “We designed the classes to be a mix of lecture and hands-on training, especially with the Tier 4 and *intelligent* Machine Control topics.

“The leadership courses were developed because there was a demand for them among our distributors,” he added. “Most of our service managers have advanced their careers through technician training and similar courses, but they have never had exposure to these interpersonal-type training sessions. These classes have been attendee favorites each year.”

Scenario-based course

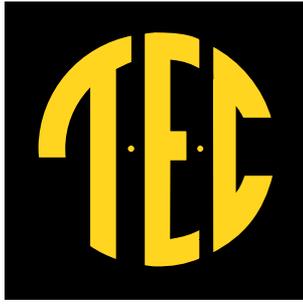
Another popular class is KSI’s two-day War Games simulation focused on financial-skill development and operations management.

“It’s a scenario-based game with teams of four people managing a distributor branch over a two-year simulation,” stated Wysocki. “They work together to make financial decisions and navigate issues that a distributor might encounter, like economic trends and employee morale. It’s very helpful for those employees who aspire to move into or advance in their managerial roles.”

The event also provided attendees the opportunity to operate machinery and earn a certification as an Expert of Customer Support.

“Attendees look forward to KSI each year,” shared Wysocki. “We ensure that the courses remain relevant to our industry, so that it’s a valuable asset for our distributors.” ■





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TAXES, TOLLS

Most Americans want better roads, and they are willing to pay for them

Two recent surveys showed that a majority of Americans support higher taxes and/or increased tolling to fund transportation infrastructure. In one study from HNTB Corporation, more than 75 percent of respondents said they back paying more at the pump or the tollbooth, especially if the money is earmarked specifically for road projects.

Fifty-five percent supported a gas tax increase in a Bloomberg national poll. It noted that the idea has bipartisan support with 51 percent of Republicans saying yes as well as 64 percent of Democrats.

“People are fed up,” stated former U.S. Transportation Secretary and gas tax supporter Ray LaHood, in a Bloomberg article. “They’re ready for politicians to take action.”

Several states have recently raised their gas taxes – many by public vote – but the federal levy has remained at 18.4 cents per gallon since 1993. The federal tax is the primary source of revenue for the Highway Trust Fund (HTF).

Shoring up the shortfall

Factors such as inflation and more economical cars have led to a shortfall in funds needed to repair roads and bridges. Congress has transferred money from other areas of the federal budget to fill the gap. The Congressional Budget Office says the HTF will be insolvent by 2021 without additional funding.

Seventy-three percent of those surveyed are in favor of public-private partnerships,

according to HNTB’s research, which also showed that 80 percent of respondents are behind increased tolling. Avoiding congestion and saving time were major reasons why, with respondents saying they would pay on average \$1.70 to use an express lane if that saved 15 to 30 minutes of travel time.

“People are willing to pay higher taxes and tolls, if they know that the money was going to pay for transportation,” said Kevin Hoefflich, Chairman of Toll Services at HNTB in a recent Reuters article. “They’ve seen... funding get diverted to other areas and not where they expected.” ■



Recent polls show most Americans are willing to pay more at the pump, or in tolling, if it means better roads and bridges. “People are fed up,” stated former U.S. Transportation Secretary Ray LaHood in a Bloomberg article. “They’re ready for politicians to take action.”

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EMPLOYEE RECOGNITION

Tractor & Equipment Company celebrates service, education and sales milestones



Panama City's Mark Meadows, TEC Master Technician



Anniston's Chris Reynolds, TEC Master Technician



Birmingham's Mark Hall, TEC Master Technician



Anniston's Keith Reynolds, Komatsu Master Technician



Montgomery's Larry Smith, Komatsu Master Technician



Tuscaloosa's Brian Carroll, Komatsu Master Technician

Tractor & Equipment Company (TEC) recently recognized 29 employees as they marked milestone anniversaries, reached commodity sales benchmarks and achieved Master Technician-level status in one or more of three programs.

A total of 17 long-tenured staff members, who have served TEC for 40, 45, or 50 years, were honored at their respective branches.

Six TEC employees earned the Komatsu Master Technician distinction, the



Regional Product Support Sales Manager, GA Greg Carroll (left) with Hoschton's Jeff Garner, Komatsu Master Technician

(L-R) Tractor & Equipment Company President/CEO Dan Stracener; Albany Service Manager Kenny Blevins; Komatsu Master Technician Ben Davis from Albany; Senior VP Operations, GA Chad Stracener; and Executive Vice President/General Manager, Product Support Steve Day



Birmingham's Brandon Cox, Komatsu Master Technician



(L-R) Dan and Chad Stracener, Commodity Sales Achievement Award recipient Johnny Armand of Forest Park and Steve Day

highest of four levels awarded in the Komatsu-sponsored program. This distinction is attained by completing a series of online and classroom courses that are tailored to the latest advances in Komatsu construction equipment. Other program requirements include years of work experience and testing. Company-wide, TEC has 20 Komatsu Master Technicians at its 20 locations.

In addition, TEC recognized service technicians who completed education milestones through the company's self-sponsored programs, including three TEC Master Technicians and two Road Technology Service Masters bringing the company-wide totals to 44 and 4, respectively.

Johnny Armand from TEC's Forest Park, Ga., branch earned the Commodity Sales Achievement Award in recognition of his contributions to the success of the company's commodity sales.

Continued . . .



Tuscaloosa's Jeremy Taylor, Road Technologies Master Technician



Savannah's Steven Monroe, Road Technologies Master Technician

Tractor and Equipment Company Employee Recognition

Albany

Ben Davis, Komatsu Master Technician

Anniston

Buck Brown, 40 years of service

Chris Reynolds, TEC Master Technician

Keith Reynolds, Komatsu Master Technician

Birmingham

Brandon Cox, Komatsu Master Technician

Darlene Dilly, 40 years of service

Cecilia Foltz, 40 years of service

Mark Hall, TEC Master Technician

Marty Hayes, 40 years of service

Jeff Siler, 40 years of service

Diane Stearns, 45 years of service

Janet Tubbs, 40 years of service

Larry Watkins, 40 years of service

Dennis Woods, 50 years of service

Tim Woods, 45 years of service

Jerry Young, 45 years of service

Forest Park

Robert Adams, 45 years of service

Johnny Armand, Commodity Sales Achievement Award

Aaron Jinks, 45 years of service

Hoschton

Jeff Garner, Komatsu Master Technician

Macon

Frank Hall, 40 years of service

Mobile

Buddy Nabors, 40 years of service

Montgomery

Larry Smith, Komatsu Master Technician

Panama City

Mark Meadows, TEC Master Technician

Renew Center

Johnny Hall, 40 years of service

Danny Wright, 40 years of service

Savannah

Steven Monroe, Road Technologies Master Technician

Tuscaloosa

Brian Carroll, Komatsu Master Technician

Jeremy Taylor, Road Technologies Master Technician

Hats off to long-serving TEC staff members

... continued



Anniston Branch Manager Alan Preston (left) and Buck Brown, 40 years of service



Birmingham's Jeff Siler, (left) 40 years of service with VP Regional Sales, AL Joe Patton



(L-R) Steve Day; Forest Park's Aaron Jinks and Robert Adams, each with 45 years of service; and Dan Stracener



Mobile's Buddy Nabors, 45 years of service



Birmingham's Larry Watkins, 40 years of service



Birmingham's Cecilia Foltz, 40 years of service and Joe Patton



(L-R) Chad and Dan Stracener; Macon's Frank Hall, 40 years of service; and Steve Day



Joe Patton (left) and Birmingham's Dennis Woods, 50 years of service



Renew Center's Danny Wright, 40 years of service



Joe Patton and Birmingham's Janet Tubbs, 40 years of service



Birmingham's Tim Woods, (left) 45 years of service shares a laugh with Joe Patton



Renew Center's Johnny Hall, (left) 40 years of service and Joe Patton



Birmingham's Jerry Young, (left) 45 years of service and Joe Patton

Birmingham's Marty Hayes, (left) 40 years of service with Joe Patton

Birmingham's Darlene Dilly, 40 years of service with Joe Patton

Birmingham's Diane Stearns, 45 years of service and Joe Patton



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