

# LINDER LINK

A publication for and about Linder Industrial Machinery customers • January 2021



Pictured above: A Bullseye Construction, Inc. operator loads dirt into a truck using a Komatsu PC360LCi-11 excavator during a recent project.

## Feature Stories:

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## A Message from Linder



John Coughlin

**Technology  
takes center  
stage**

# LINDER

Dear Valued Customer:

This has certainly been an interesting year. While it would be easy to dwell on the negative, we choose to look forward with great optimism.

What will normal look like in the construction industry going forward? We learned during the past few months that technology can play a big role in maintaining productivity. Remote meetings helped us realize we can get things done even when we are not physically together. That means owners, contractors, subcontractors and other project stakeholders can review plans and share progress updates from their own locations without gathering on site.

That's just one more way that technology is playing an ever-increasing role in construction. During the past decade, equipment has become more advanced with integrated GPS systems and remote monitoring of systems and production that help owners and operators manage their machinery.

Komatsu has been at the forefront of this movement and is upping the ante with Smart Construction that goes beyond the machine and digitally transforms your job site. It delivers solutions for everything from pre-bid to project completion and from 3D designs of plans to cost-effective project management that includes cost tracking.

A Smart Construction job site is currently underway at Komatsu's future global mining headquarters. In this issue of your Linder Link magazine learn how the contractors moving dirt and digging trenches on the project are using technology to save time as well as material and labor costs.

There are also interesting articles on topics such as the acceleration of digital ways of working. I believe you will find them informative when planning for the next evolution in your business. Here's to 2021!

As always, if there's anything we can do for you, please call one of our branch locations.

Sincerely,  
Linder Industrial Machinery Company



John Coughlin,  
President and CEO

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# North Carolina's Bullseye Construction, Inc. hits the mark with adoption of latest construction technology



**Kevin Johnson,**  
Owner and President

For Kevin Johnson, a fortunate turn of fate right after grad school led him down a successful career path in the construction industry.

"Like any smart college grad, I took the first job offer I received and started working for a family-owned, general contracting company," joked Johnson, who is now the Owner and President of Bullseye Construction, Inc. "I had no background in construction before going to North Carolina State for my bachelor's degree in civil engineering followed by a master's in construction management. I knew my job choices were either engineering or general contracting.

"I was fortunate to really enjoy what I was doing, although I quickly reached a ceiling at the company," continued Johnson. "However, I was still young enough that I could take a chance and start my own business."

In 2003, Johnson teamed up with James Broughman and Lucky Silcox as partners, hired General Superintendent and Project Manager Daniel Manies and established Bullseye Construction in Pineville, N.C. After Broughman passed away, Johnson and

Silcox continued as equal share partners until Johnson bought out Silcox in 2019.

When the company was first starting, it focused on public projects throughout the Charlotte metro area.

"At the time, we didn't have a name for ourselves, so we did a lot of work for the City of Charlotte as well as NCDOT jobs," recalled Johnson. "Through the years, we made some contacts and slowly transitioned into site development. Now we're 100% private and focus on turnkey site-work solutions for residential subdivisions and commercial property projects throughout Charlotte."

Typically, Bullseye Construction has 10 active projects that range from \$1 million-\$10 million. It has grown to 45 employees and partners with many large homebuilders in the area. Johnson attributes much of his company's growth and success to the implementation of technology on the job site.

"We've transitioned from really old-school dirt guys to new school," explained Johnson. "We're able to fly a job using a drone and accurately adjust how much dirt we need to move in real time. Everything we do is tied in with technology."

### Intelligent difference

Adding GPS capabilities to its dozers and excavators was a natural step for Bullseye Construction. Today, its fleet of Komatsu equipment with integrated intelligent Machine Control (iMC) GPS technology includes PC360LCi-11 and PC490LCi-11 excavators in addition to multiple D51PXi-24 and D61PXi-24 dozers.

"GPS increases our operators' speed and efficiency and eliminates the need to get out string line and measure," said Fleet Manager Seth Burleson. "By pairing an iMC dozer and excavator, we can really reduce our completion times. An operator can turn on automatics in the excavator and cut a pad straight to grade before the iMC dozer slicks it up at the end."

"Once we have a design for the site, anybody can get in the operator's seat and go to work," added Johnson. "The technology doesn't



Operator Eric Hughes grades a pad with a Komatsu D51PXi-24 dozer at a job site in Charlotte, N.C. "The Komatsu dozer has better visibility than any of the other dozers, which allows me to see the front of the blade," stated Hughes. "It has great power and almost runs itself once I'm close enough to grade."







A Bullseye Construction operator cuts to grade and loads dirt into the bed of a truck using a Komatsu PC360LCi-11 excavator. "GPS increases our operators' speed and efficiency and eliminates the need to get out string line and measure," said Fleet Manager Seth Burleson. "By pairing an iMC dozer and excavator, we can really reduce our completion times. An operator can turn on automatics in the excavator and cut a pad straight to grade before the iMC dozer slicks it up at the end."

allow an operator to dig past grade. I don't know how we did things the old way; it's like doing math manually and then using a calculator."

At its Redwood Ridge job site, Bullseye Construction is building more than 100 pads for single-story apartments with attached garages. "We're able to stay on schedule, if not beat it, due to the production and capabilities of the Komatsu intelligent machines," said Manies. "We'll take the project from clearing to final pavement before handing it over to go vertical."

Other recent assignments include Matthews Charter Academy as well as multiple subdivisions for several large homebuilders. Occasionally, Bullseye Construction completes jobs that other contractors cannot finish.

"We've built a reputation with developers and homebuilders that we complete projects the right way the first time," noted Burleson. "We get calls to come in and fix things if someone gets removed from a job, because the developers trust us. A lot of that has to do with the quality of the equipment we run."

To find the best machinery, Johnson tested multiple options from various manufacturers. When comparing competitive brands, Bullseye Construction's operators preferred Komatsu.

"The Komatsu dozer has better visibility than any of the other dozers, which allows me to see the front of the blade," stated Operator Eric Hughes. "It has great power and almost runs itself once I'm close enough to grade. I appreciate the comfort as well, because I can go home at the end of the day and not feel wiped out."

"When running the excavator, our operators like the strength and smoothness of the machine," added Burleson. "Some of the competitive brands have so much happening in the cab that operators need special training to run them. When they get in a Komatsu, it feels like home."

### Linder gets it done

Limiting downtime helps ensure that Bullseye Construction stays on schedule and under budget. It relies on Linder Industrial Machinery's parts and service department to keep machines serviced and running at a high level.



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# 'Service through Komatsu Care is convenient'

... continued

"Other brands have cost us a fortune in downtime," explained Burleson. "With the Komatsu equipment, we've only had a couple of minor problems, and those were few and far between. When we do need a part, Linder brings us the correct one the first time. I can call anybody on their staff, and they'll get the job done."

The Komatsu Care program, a complimentary three year or 2,000-hour factory-scheduled maintenance service for Tier 4 Final machines and a warranty plan play important roles in Bullseye Construction's relationship with Linder as well.

"Service through Komatsu Care is convenient and takes some of the machine maintenance off our plate," said Burleson. "Through the warranty program, the DPF filter exchange has been phenomenal. We get two free replacements up to 9,000 hours, which is something no one else offers."

When looking for new equipment, Johnson works closely with Linder Territory Manager Bill Cross to find the right machines for his company's upcoming projects. Looking back on the relationship, Johnson can recall working with Cross to finance Bullseye

Construction's first excavators soon after the company was formed.

"In our first year, we worked with Bill to buy two Komatsu PC200 excavators because we jumped from completing \$20,000 jobs to taking on a \$500,000 subdivision project," shared Johnson. "We hit some rocks as big as a dump truck, and those two trackhoes handled everything, which really put us on the map. We didn't have a lot of money at the time, but Bill was willing to work with us and made sure we got the right machines. This whole venture could have gone in a different direction if we didn't have those machines at the time."

## Looking ahead

Bullseye Construction plans to continue full steam ahead. With a high demand for housing in the Charlotte area, there is little sign of the industry slowing down.

"We've increased revenue every year since I've been in business, and I don't see that changing," said Johnson. "With the relationships we've built, we're able to take on more work each year. My goal is not to double or triple in size, but to continue growing revenue-wise. The future looks promising." ■

(L-R) Bullseye Construction Fleet Manager Seth Burleson along with General Superintendent and Project Manager Daniel Manies work with Linder Industrial Machinery Territory Manager Bill Cross to find the right equipment.







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# Turnkey site work projects and new warehouses keep Orlando Construction, LLC busy year-round



**Danny McConnell,**  
Co-owner



**Daniel McConnell II,**  
Co-owner



Dirt Foreman Mark Farrell pushes dirt at a job site in Orlando, Fla., using a Komatsu D61PXi-24 dozer. "It's a better grading machine than competitive brands because the extra roller on the track adds stability and makes for smoother grading," said Farrell. "Not worrying about setting up poles or masts makes it simple to set up and go."

To say that construction runs through the blood of the McConnell family is an understatement. Danny McConnell and his son, Daniel McConnell II, grew up operating machines and together boast more than 61 years of experience in the construction industry. In 2012, the father-son duo split from their separately owned construction companies and founded Orlando Construction, LLC.

"My brother and I started a business in 1985 called Total Site Development that we ran together," explained McConnell. "We went our separate ways because we each had a son in the construction industry and were eager to create businesses with them. Daniel and I established Orlando Construction and have continued to grow the business year-over-year."

Since 2012, Orlando Construction has expanded from its original six employees to approximately 60. The aptly named firm specializes in mass grading and site work in the Orlando metropolitan area. It provides turnkey operations that transform job sites from foundation to finish.

"We start with clearing a site and will take it all the way through striping the parking lot," said McConnell. "We'll do the sewer, water, storm, base, paving, curb and anything else needed to get the project ready to go above ground. Other than subbing out concrete and asphalt, we handle everything else in-house. Ideally, what we like to do is pipe work and push dirt."

### 'Warehouseaholics'

Warehouse projects comprise a large portion of Orlando Construction's portfolio.

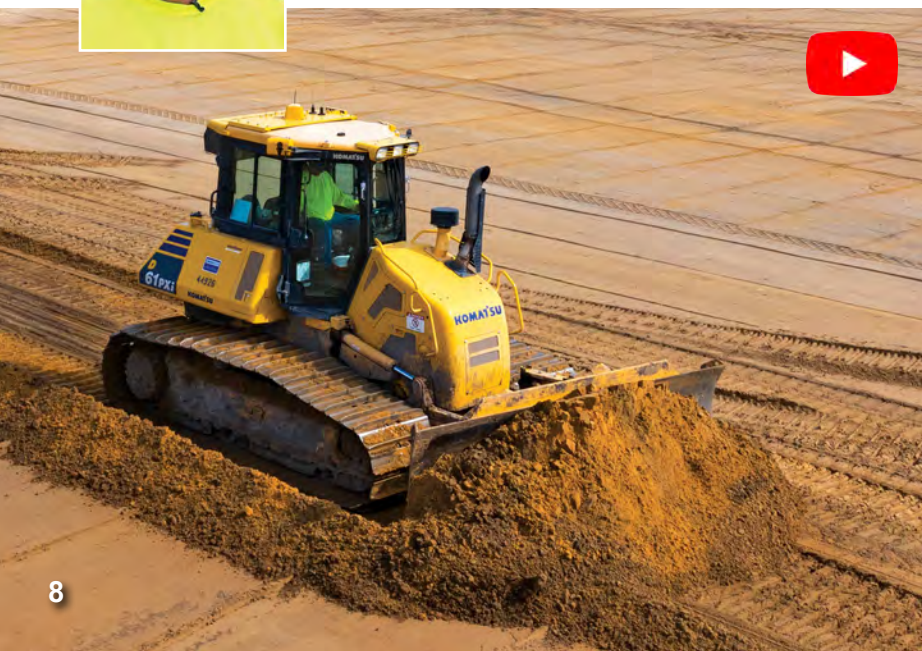
"We're like warehouseaholics," joked McConnell. "We do a lot of tilt-up warehouses for some of the major retailers in the area. A majority of those are big dirt jobs that require either a lot of material import or include digging and shaping ponds and putting the dirt on the pads."

"We'll have 15 jobs going at any given time, most of which are eight-month warehouse projects," continued McConnell. "We'll also throw in the occasional apartment complex so that people know we still do them. Typically, our projects range from \$2 to 5 million, but we'll do smaller jobs for our customers as well."

In central Florida, frequent rainstorms make meeting deadlines more challenging. To stay on schedule, Orlando Construction relies on its fleet of Komatsu dozers and excavators with integrated intelligent Machine Control (iMC) GPS technology, including multiple D51PXi and D61PXi dozers and a PC490LCi-11 excavator.

"At our Oak Ridge job, we pushed 486 truckloads of dirt in one day with the D51i," said McConnell. "As we were importing, the dozer took the pad straight to finish grade using the iMC technology. The time and cost savings were amazing."

"Our operators don't want to run machines without the GPS," continued McConnell. "It's easier for them because the project is displayed on their screen, and they don't need stakes to stay on grade. I don't know how we could do this now without those capabilities."







Orlando Construction operators work in tandem using Komatsu D51PXi-24 and D61PXi-24 dozers. "As we were importing, the dozer took the pad straight to finish grade using the iMC technology," said Co-owner Danny McConnell. "The time and cost savings were amazing."

At another site, Orlando Construction used its Komatsu PC490LCi-11 excavator to dig multiple retention ponds in wet conditions.

"We moved about 25,000 yards of material using the excavator," shared McConnell. "As we were excavating, water kept filling up the ponds, and the operator couldn't see the bottom. Because we were able to create as-builts for the ponds using GPS, the operator couldn't over dig, and the ponds were finished exactly on grade.

"From a time and efficiency standpoint, the iMC excavator outperforms any other," continued McConnell. "We don't have to rely on our dozers to keep the excavator on grade, which frees them up to work on other projects. The (PC)490 can practically dig the ponds itself."

### Counting on Linder

When McConnell began looking for new equipment in 2015, he was immediately impressed by the visibility from Komatsu dozers.

"Being able to see the blade on a dozer is a big deal," stated McConnell. "Removing

the radiator from the front of the machine so that the operator could see the blade really sold me. Combining the visibility with the GPS capabilities and operating comfort made buying the Komatsu dozers an easy decision."

Since obtaining its first dozer, the firm has worked closely with Linder Industrial Machinery and Sales Rep Mike Jones to add new equipment every year.

"In the last five years, we've added four dozers, five wheel loaders and several excavators of various sizes," said McConnell. "I still have original equipment from when I started the company, but ideally we would trade all of it for Komatsus. When I'm pushing 486 loads of dirt, I can't have something break down. I know I can rely on our Komatsu equipment to run when we need it.

"When we were considering which equipment to buy, we demoed several options," continued McConnell. "There was no comparison between Komatsu and other brands. If somebody asked if I would switch from Komatsu to something else, the answer would be no."



Discover more at  
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*Continued . . .*



# Versatility will fuel future growth

... continued



Co-owner Danny McConnell (right) works closely with Linder Sales Rep Mike Jones to find the right equipment for Orlando Construction's needs.

When Orlando Construction was still a young company, Linder was there to support it.

"We were very small when we first started, and Linder still wanted to work with us," recalled McConnell. "They've always stepped up to the plate when we need something. It's been an easy relationship to build."

## Flexibility is key to the future

Orlando Construction has built a sustainable model to continue growing year-over-year. Through the COVID-19 pandemic and uncertainty, the business has remained profitable and busy.

"We had a couple of jobs shut down and several others start up," explained McConnell. "Although we like the warehouse jobs, we're flexible enough to handle a wide range of work. We plan to continue taking on new projects as they become available." ■



To stay on schedule, Orlando Construction uses this Komatsu PC490LCi excavator with integrated intelligent Machine Control technology.





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# We must make changes to become digitally resilient, starting by moving civil infrastructure projects to the cloud



**Orla Pease,**  
Vice President of  
Digital Innovation,  
AECOM

More than 5.2 million Americans filed for unemployment in early April, bringing the total number of jobless claims to around 22 million during the early days of the COVID-19 pandemic.

One way we can soften the impact of a pandemic is to enable people to continue working and contributing to their families and the economy – all while adhering to social distancing directives. Moving civil infrastructure projects to the cloud is a simple step that companies and agencies can take to keep projects running, people working and the economy moving during this unprecedented crisis.

As one of the oldest industries in the world, the civil engineering and construction (E&C) sector has a reputation for lagging other industries when it comes to digitization and virtual design. Companies that embrace digital technologies to improve how they do business, rather than to ride the wave of digital transformation and keep pace with the competition, often fare much better with these initiatives.

I have firsthand experience of the power of digital transformation born out of the need to collaborate across a global organization, and the results have not only brought us closer to our colleagues but also to our clients.

### All about the cloud

The coronavirus pandemic has accelerated the need to adopt digital ways of working and has made it clear that E&C cannot afford

to rest on the laurels of traditional ways of working to be satisfied with the occasional digital innovation. We must make changes quickly to become digitally resilient – and that starts with transitioning civil infrastructure projects from local servers to the cloud.

This simple step can keep civil infrastructure projects moving so they will be shovel-ready when recovery begins, helping to keep America working now and when the crisis subsides. E&C companies that are solidly on the path to digital transformation are uniquely positioned to bring their clients along on the journey, and it all starts with a cornerstone of digital resilience: the cloud.

It's time the industry stops perceiving the digital transformation as an experiment in competitiveness, and instead sees it as a necessity of resilience. The term "digital transformation" itself can have the impact of analysis paralysis – seeming to mean that everything in an organization must transform. Rather than trying to go digital all at once or in fragmented efforts, focus first on enabling virtual collaboration and digitizing civil infrastructure projects so we can keep working and keep the economy moving during the coronavirus pandemic. ■

*Editor's note: Orla Pease is Vice President of Digital Innovation at AECOM, a fully integrated global infrastructure firm. This article is excerpted from a piece that originally appeared on SmartCitiesDive.com.*

The coronavirus pandemic accelerated the need to adopt digital ways of working, according to Orla Pease, Vice President of Digital Innovation at AECOM. "We must make changes quickly to become digitally resilient – and that starts with transitioning civil infrastructure projects from local servers to the cloud," she wrote. "This simple step can keep civil infrastructure projects moving so they will be shovel-ready when recovery begins, helping to keep America working now and when the crisis subsides."





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# LINDER



# Smart Construction increases efficiencies, production during site prep for Komatsu's new global mining headquarters



**Jason Anetsberger,**  
Komatsu Director,  
Customer Solutions



**Andie Rodenkirch,**  
Senior Project  
Manager,  
Hunzinger Construction  
Company

If you want to ensure new ideas and technology work as planned, you need to put theory into practice. Komatsu is doing just that by partnering with three contractors to pilot specific aspects of Smart Construction, its suite of solutions designed to digitally transform job sites.

General contractor Hunzinger Construction Company, and subcontractors CornerStone One, LLC and A.W. Oakes & Son, Inc. are putting Smart Construction Remote and Dashboard solutions to the test during site work for Komatsu's new global mining headquarters in Milwaukee's Harbor District. By all accounts, the pilot has been a success.

"Smart Construction is a mix of hardware and digital solutions as well as human-derived services," explained Jason Anetsberger, Komatsu Director, Customer Solutions. "The latter involves Komatsu's personnel out in the field collecting feedback and knowledge from job sites. Our goal is to redeploy that information to our customers, who can use it to positively affect practices."

Hunzinger Construction Company Senior Project Manager Andie Rodenkirch said that's already happened at the Milwaukee

headquarters' site. With Smart Construction Dashboard, Hunzinger utilizes drone flyovers to map the site and track progress. The construction firm used data from those flights to adjust original cut/fill plans.

"We compared what we saw as existing grade to planned subgrades and found that there was a severe overage of fill not accounted for that would have to be hauled off site at a great expense," said Rodenkirch. "Using information from the drone flyovers, we were able to have the design team adjust the grading plan to balance out the site. Completing this adjustment will save time and labor by eliminating any rework, ultimately keeping us on schedule and on budget. Dashboard is a great tool to collect the information we need throughout all phases of the project, from design to practice to coordination with the owner – Komatsu in this case – and our subcontractors."

### Bringing it all together

CornerStone One, is digging the building foundations and installing site utilities, and A.W. Oakes & Son, Inc. is providing footing and mass excavation in addition to site grading. Along with Hunzinger, they are utilizing Smart Construction Dashboard and Remote. Both contractors are also moving materials with Komatsu PC360LCi-11 intelligent Machine Control (iMC) excavators, as well as iMC dozers, including D61PXi-24 models with factory-integrated GPS.

Digital 3D plans are utilized throughout the site by all three contractors. With Smart Construction Remote, changes can be sent directly to the excavators and dozers in near real time.

"I can log in from anywhere I have internet access and see where we are at the moment in relation to target elevations, and updates can be done in minutes as opposed to hours or days, which is a huge savings in downtime," said Scott Christman, CornerStone One's Earthwork Division Manager. "Smart Construction increases our flexibility and agility because we're able to switch tasks or start on a change quickly, without waiting for a third-party surveyor to come lay it out."

"The amount of information (with Smart Construction) is a great advantage," stated Kevin Hokanson, Vice President - Operations for A.W. Oakes & Son, Inc. "You can take the data and transfer it to the machine, get data from the machines and bring it all together to utilize it across the board for estimating, bidding, project management, documentation, billing and more."







Earthmoving operations are handled with a mix of Komatsu intelligent Machine Control and standard equipment. "I can log in from anywhere I have internet access and see where we are at the moment in relation to target elevations, and updates can be done in minutes as opposed to hours or days, which is a huge savings in downtime," said Scott Christman, Earthwork Division Manager, CornerStone One, LLC.

## SMARTCONSTRUCTION

This suite of solutions is designed to digitally transform your job site, including planning, management, schedule, costs and optimize processes remotely and in near real time.

### Featured solutions:

**Smart Construction Design** – Go from rolled up paper plans to robust 3D designs and more with 3D data generation.

**Smart Construction Remote** – Send new design data to machines in the field or remotely support operators, without traveling to the job site.

**Smart Construction Dashboard** – Graphically visualize design, drone and machine data to measure cut/fills, quantities and productivity.

A.W. Oakes & Son, Inc. has long been a proponent of technology, including implementing GPS grading when it was first introduced in the construction industry. It adopted iMC equipment several years ago. A.W. Oakes & Son, Inc. Vice President - Operations Kevin Hokanson said Smart Construction takes the job site to another level.

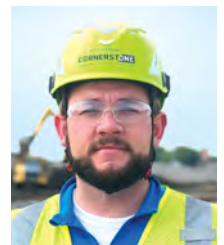
"The amount of information is a great advantage," he said. "With Dashboard, we monitor progress, production and quantities almost constantly. Drone flyovers give an accurate picture of where we are in relation to the original design and the finished surfaces. You can take the data and transfer it to the machine; get data from the machines; and bring it all together to utilize it across the board for

estimating, bidding, project management, documentation, billing and more."

### More solutions coming soon

Anetsberger added that during the next year, Komatsu will roll out additional Smart Construction solutions designed to optimize fleets, track productivity and progress across multiple projects and much more.

"The technology really highlights the connection between Komatsu as the owner, Hunzinger as the GC and CornerStone and A.W. Oakes & Son, Inc. as the subs," said Anetsberger. "Work done by CornerStone and Oakes is measured digitally and fed



**Scott Christman,**  
Earthwork  
Division Manager,  
CornerStone One, LLC



**Kevin Hokanson,**  
Vice President -  
Operations,  
A.W. Oakes & Son, Inc.



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*Continued . . .*



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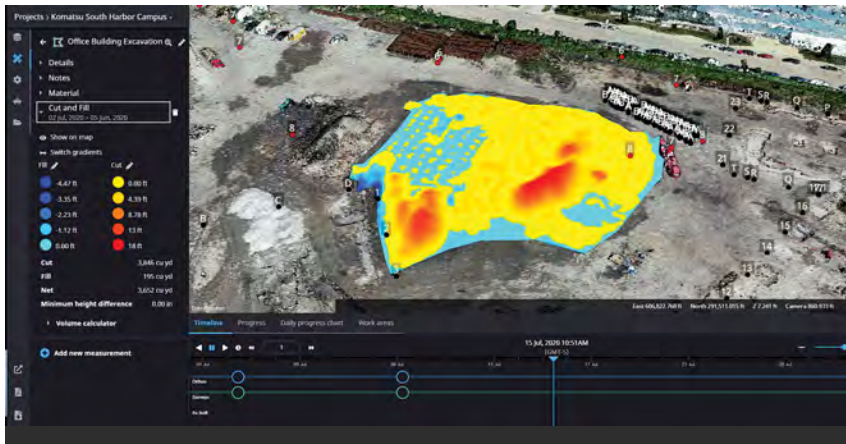






# 'We are more productive with gathering information'

... continued



Smart Construction Dashboard lets users graphically visualize data with relation to cut/fill, quantities and productivity. "As a general contractor, the detailed information is extremely valuable as we make decisions and coordinate with subs during construction. It's more efficient and increases productivity," said Andie Rodenkirch, Senior Project Manager for Hunzinger Construction Company.

taken during drone flights help in providing detailed progress data as we go."

Hunzinger Construction Company's Rodenkirch said that information helps in making faster decisions, which saves time and cost.

"In most cases, I would send a question and wait for a response," explained Rodenkirch. "With everyone using Smart Construction, we get answers faster, almost immediately in some instances, which saves valuable time."

Christman said he sees the benefits now, as well as for upcoming projects. "In the future, CornerStone will use Smart Construction wherever possible. It's proven to give us advantages in production and efficiency, and I envision being able to utilize it on large underground projects across multiple divisions in our company." ■

## Contractors save time, material costs with intelligent Machine Control

Contractors handling site work at Komatsu's future global mining headquarters in Milwaukee, Wis., are using Komatsu intelligent Machine Control (iMC) equipment with factory-integrated GPS machine control technology that requires no masts or cables. Plans are uploaded to the machines, and changes can be sent directly from the office via GPS.

"You just turn the machine control on and let the equipment do the work," said CornerStone One, LLC Earthwork Division Manager Scott Christman. The company is subcontracting footing excavation and utility installation. "We are using PC360LCi-11 excavators to perform trench digs. With iMC, you can put them right to grade, and once you reach target elevation, it prevents you from overexcavating. You save time on trucking, material, backfill, you name it."

CornerStone One uses a D51PXi-24 to backfill and spread material. "Whether they are cutting grade or pushing backfill, there is no confusion about where the dozer is in relation to final grade at any time," said Christman. "Operators have much better control over placing consistent lifts."

A.W. Oakes & Son, Inc. has used iMC equipment for several years and knew it would be the right choice for this project. It is utilizing a PC360LCi-11 for mass excavation and D61PXi-24 dozers for grading.

"These machines allow us to train new operators and make them proficient sooner. They love the technology," said Kevin Hokanson, Vice President - Operations at A.W. Oakes & Son, Inc. "It saves staking and restaking time and costs. For example, we did a project with an iMC excavator where we put in about 1,200 feet of storm sewer and laterals without a plan in-hand. In addition to not allowing the operator to overdig once reaching the target elevation at the bottom of a trench, it's great for putting bedding materials down. You can put it right to the elevation you want, so all you need to do is put the pipe in place." ■



A CornerStone One, LLC operator digs with a Komatsu intelligent Machine Control (iMC) PC360LCi-11 excavator at Komatsu's future global mining headquarters. "With iMC, you can put them right to grade, and once you reach target elevation, it prevents you from overexcavating," said CornerStone One Earthwork Division Manager Scott Christman.



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## Director, National Accounts Tom Suess says every customer, regardless of size, deserves the best Komatsu has to offer



*This is one of a series of articles based on interviews with key people at Komatsu discussing the company's commitment to its customers, and their vision for the future.*

**Tom Suess,**  
Komatsu Director, National Accounts

Tom Suess, Director, National Accounts, rejoined the national account team in 2017 after spending two years leading the Cartersville Customer center as the Director of Training and Publications.

"Although I immensely enjoyed my time meeting with people from across the country while in Georgia, I was excited to get back on the sales side and work with national account customers on a daily basis," said Suess.

Suess began his career with Komatsu in the finance division more than 20 years ago after graduating from Illinois State University. He later went on to obtain a master's degree in business administration from the University of Phoenix.

After working in finance, Suess transitioned into sales and served as a District Sales Manager, then as a Regional Sales Manager before earning a promotion to Director of Business Planning and Development. Suess later advanced to Director of the West Region before moving to a National Account Manager role. His diverse background allowed him to easily transition back into national accounts in a leadership position.

He and his wife, Erin, recently celebrated their 18th wedding anniversary. They have three children: Addison (14), Avery (11) and Jack (4). In addition to spending time with his family, Suess also likes to golf, fish, play basketball and is a die-hard Cubs fan. ■

**QUESTION: What are the benefits of national accounts to all customers?**

**ANSWER:** National account customers operate in multi-states and have large fleets. These customers may work under different names depending upon the state. Komatsu national accounts focus on the following four segments: aggregate/quarry, waste, construction and energy. The product support business associated with servicing these large fleets provides certainty for Komatsu, our dealers and our customers from a planning perspective. This allows us to forecast what is needed from a parts standpoint so that we can keep all customers' uptime maximized. At all levels of size, Komatsu and our dealers are looking for long-term partners that we can grow and improve with, focusing on our collective success.

**QUESTION: In what ways are you working toward collective success?**

**ANSWER:** All customers want quality products and excellent product support. We believe across the board, Komatsu delivers. We have some of the most innovative and technologically advanced machinery in today's marketplace. And, we back it with solutions that are proven to increase uptime, utilization, production and efficiency.

For example, we recently engaged with a large national aggregate company and completed a fleet analysis through our Business Solutions Group in order to provide recommendations on whether they should replace or rebuild key production units. We focused on what would save the customer the most money in the future, and we provided this service at no charge. This consultative style provides customers with valuable information, and we believe it differentiates Komatsu from competitors by developing a long-term relationship, not a transactional one.

Similar studies have been done with a variety of customers, some with just a couple of machines. In one instance, the study proved that it would be most beneficial for this customer to have less equipment and of a smaller size than they originally planned for. It increased their production for less than they planned to spend. In fact, they saved so much, they were able to buy additional machinery.





Tom Suess, Komatsu Director, National Accounts, says every business is looking for the same from Komatsu and its distributors: component longevity, innovation and ease of doing business.

In other instances, we have shown quarries how to maximize production by changing practices or the types of equipment they use. Our Business Solutions Group has numerous instances such as this, and again, it's complimentary no matter what size or type of operation. We encourage anyone who wants to be more efficient, productive and cost-effective to contact their distributor and/or sales rep to set up an analysis.

**QUESTION: So, customer service is no different for any account?**

**ANSWER:** It certainly should not be. Every business is looking for the same from our distributors and us: component longevity, innovation and ease of doing business. Each point is critical to their success, our dealers' success and our success. Komatsu has long been a leader in trailblazing technology that enhances performance and lowers total cost of ownership to all customers. Our dealers are playing a big role in that with industry experts in areas such as Smart Construction, which looks at the total job site picture, from surveying, estimating and bidding to completion, all with greater efficiency. Everyone benefits from innovations like this. The contractor with one machine can get more jobs done by using Smart Construction and an intelligent machine because it's reducing time in staking, grading, digging and more. He can also keep track of his machine's performance and production with technology such as Komtrax, and with Komatsu Care our distributors also track it and stay on top of scheduled maintenance.

Of course, that same equipment and technology is available to larger customers with bigger



Direct, customer-facing interaction helps develop a deep understanding of customer needs and facilitates strong working relationships, according to Tom Suess, Komatsu Director, National Accounts. "All customers want quality products and excellent product support. We believe across the board, Komatsu delivers," said Suess.

fleets. In the mining industry, we have Komtrax Plus, which is the same platform with some additional items geared directly toward those customers.

No matter the size of the operation, we have the tools and support to meet their needs. Across the board, we adhere to these guiding principles:

- Direct customer-facing interaction
- Develop a deep understanding of customer needs
- Facilitate a strong working relationship
- Direct and coordinate Komatsu activities to grow. ■



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**Marv Selge (with Noah & Justin) / Selge Construction, Inc. / Niles, MI**

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# Water and sewer firm trims costs with iMC excavator that reaches target depths faster, with less labor

As an owner in his family's multi-generational business, it would appear to most that Lee Meyer's future was already set. That was until he purchased a specialty water and sewer company and set off on his own path.

"We partnered with the company on some jobs, and I knew they did good work," recalled Meyer. "When I heard there was an opportunity to buy it, I jumped on it."

Meyer bought the business in 2014, changed its name to PWS and began expanding. While specialized water and sewer projects remain the primary focus, the operation introduced other services, such as excavation and demolition that Meyer carried over from his previous work.

As he began to secure contracts, Meyer knew that finding more efficient methods would improve PWS' competitiveness and profitability. Upgrading his fleet to include additional GPS-equipped machines became part of the plan. PWS demoed a Komatsu intelligent Machine Control (iMC) PC360LCi-11 excavator with factory integrated GPS and acquired it immediately.

"We dug footings with it," detailed Meyer. "We had a number we wanted to hit, and we crushed it, digging 2,000 feet in one day with an operator who didn't have a ton of experience. We were going so fast that the concrete guys behind us could not keep up. They actually asked us to slow down. We knew at that point we had to have the excavator in our arsenal, so we bought it."

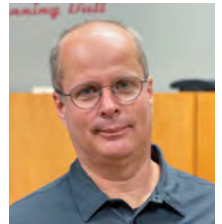
### More aggressive bidding

Like all iMC excavators, PWS' PC360LCi-11 features Auto Grade Assist. As the operator moves the arm, the boom automatically adjusts the bucket height to trace the target surface and minimize the chance of digging too deep. Auto Stop Control halts the working equipment when the bucket edge reaches the design surface.

"The excavator is set up so you can't overdig," added PWS Vice President Rich Schmid. "The machine won't let you dig deeper than the target depth you set it to. The equipment cost per unit for performing our work is amazing; we see a higher proficiency in production with a lower equipment and labor cost factor. It allows us to be more aggressive in our bidding." ■



**Lee Meyer,**  
President and CEO



**Rich Schmid,**  
Vice President



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A PWS operator uses a Komatsu intelligent Machine Control PC360LCi-11 excavator to dig footings. "This excavator is set up so you can't overdig," said Vice President Rich Schmid. "The equipment cost per unit for performing our work is amazing; we see a higher proficiency in production with a lower equipment and labor cost factor. It allows us to be more aggressive in our bidding."





## Linder's Greenville, N.C., branch hosts open house in its unique new location



Jason Weeks, Jason Weeks (second from right) takes time to meet with members of the Greenville-Pitt County Chamber of Commerce during the December open house.



(L-R) Linder's Coy Martin, Trey Moore, and Aaron Williams take a break for a quick photo.

Linder Industrial Machinery's Greenville, N.C., branch held a delayed open house on December 3. In March 2020, the branch relocated to a facility on 1501 N. Memorial Boulevard, just as the state of North Carolina put in COVID-19 restrictions.

This location is different from the company's other 15 in North Carolina, South Carolina and Florida because here it sells Kubota's line of compact construction equipment along with Komatsu and WIRTGEN GROUP machines.

Chris Wilkes, Linder's Vice President of the Carolina division, said, "This branch offers the best of both worlds with the top machinery in the industry."

This wasn't the usual kind of open house. Organizers stressed social distancing and gave all guests a face covering before they toured the yard. Vendors from across the United States joined employees to welcome invited customers, members of the Greenville-Pitt County Chamber of Commerce and Greenville's Mayor P.J. Connelly.

"We're excited that Linder made this investment in our community and excited to see the company grow," noted Connelly. ■



Linder's Tony Bradley is always ready to talk to customers about CemenTech products.





Chris Wilkes (left) describes a pontoon machine's features to a member of the Greenville-Pitt County Chamber of Commerce.



J.T. Thomas (left) and Rob Leavel have their game faces on as they get ready for the open house.



Greenville Mayor P.J. Connelly (left) joined Linder Industrial Machinery President and CEO John Coughlin for the event.

## Future home in Fort Myers



Linder Industrial Machinery will soon have a new home in Fort Myers, Fla. The new state-of-the-art facility is scheduled to open in 2021.



Plans for the new Fort Myers branch were shared with several dozen customers at a groundbreaking event, which was held in December at the site of the future facility.





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# Linder Industrial Machinery welcomes VP of Corporate Sales and VP of Mining and Aggregates to its team

Linder Industrial Machinery recently added Gino Morin to its staff as Vice President of Corporate Sales. Morin brings a wealth of experience to the position after working for multiple companies in the heavy equipment industry throughout the United States and Latin America. Most recently, Morin spent seven years in a similar role for a Komatsu distributor in Pennsylvania.

"I'm comfortable with my role and look forward to continuing to represent the Komatsu brand," noted Morin. "When this position became available, the opportunity to work with Linder and stay in the Komatsu family really intrigued me. I'm excited to build new relationships with everyone at Linder while continuing to work with many of the same people at Komatsu America."

Morin is not shy about his expectations for the position.

"My goals are to grow Linder's business and improve processes," said Morin. "Every decision I make has the end-customer in mind because we want to make sure the relationship is smooth and easy for everyone."

As a Florida native, Morin couldn't pass up the opportunity to move closer to home.

"I'm from Miami, which is where my parents still live," noted Morin. "My wife and I have a four-year-old daughter who we want to grow up around her grandparents. I was fortunate this position was available because I'm able to give her that experience while doing something I'm passionate about."

### Myron Jones

Vice President of Mining and Aggregates Myron Jones has built a career in the Komatsu mining industry. His extensive knowledge working for both distributors and mining operations makes him invaluable to Linder's mining customers.

"Most of my time from 1987 forward has involved Komatsu Mining products, with a heavy emphasis on large shovels, excavators and electric-drive trucks," explained Jones. "I think of myself as

a solutions provider. I want to optimize our customers' experience with our products and work to reduce their operating costs, improve productivity and maximize efficiencies."

A career in mining seemed inevitable looking back at Jones' childhood.

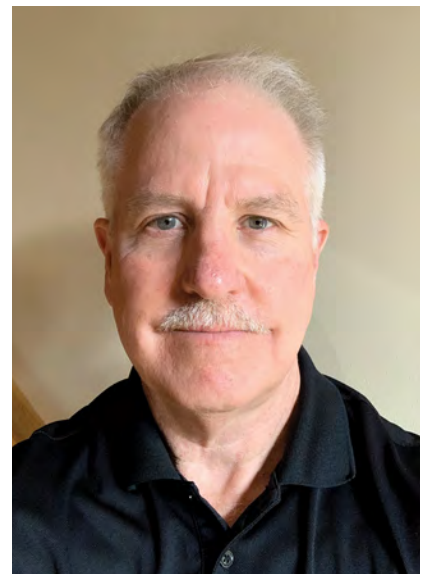
"I had a toy dump truck as a kid and dug holes throughout the backyard," recalled Jones. "When I got a little older, I started drag racing and worked on street cars and hot rods. Eventually, I combined my mechanical inclination with an interest in moving dirt into a career in the mining industry."

Jones works closely with two of Linder's largest mining customers to optimize their operations.

"We're helping one mine on a variety of potential productivity enhancements for its fleet," explained Jones. "The overarching goal is to make its fleet as productive and economically reliable as possible by maximizing uptime and increasing efficiency in all aspects of its operation." ■



Gino Morin,  
Vice President of Corporate Sales



Myron Jones,  
Vice President of Mining and Aggregates



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# Surface drill adjusts to changing conditions to achieve optimal performance in wider variety of your applications

Too often equipment is viewed as having only one function or being geared to a particular industry. Case in point are track drills, which are mainly associated with drilling blast holes in mining.

“The right drill can be a versatile tool in a variety of operations, especially those that perform multiple applications,” explained Matt Koss, Product Manager, Track Drills, Komatsu Mining Corporation. “You can use it for aggregate production one day, then put it on a project that requires drilling to dewater a construction site.”

Koss indicated that Komatsu’s new ZT44 fits that mold. “Its main function is to serve as a down-the-hole surface drilling rig for mining-duty applications. However, with a relatively small footprint, it excels in quarry, aggregate and construction environments, too. Its low center of gravity gives it excellent stability, so your operators can be confident on nearly all types of ground, including climbing hills.”

Koss added that the dual-pressure compressor enables high- and low-pressure drilling and can efficiently adjust to changing conditions to achieve optimal performance. In hard rock it provides up to 500 psi at 1,160 cubic feet per minute. In most applications, it delivers 350 psi at 1,360 cubic feet per minute. The ZT44 drills up to 20 feet in a single pass and as deep as 140 feet total. The onboard carousel holds up to six pipe extensions.

### Built for longevity

Whatever the task at hand, the ZT44 was built to keep projects moving with minimal downtime, according to Koss. The drill features a robust structure for key component longevity.

“Target life is 40,000 hours, consistent with industry standards,” said Koss. “In addition to the compressor, it has a sturdy power unit and a best-in-class heat exchanger that mitigates high thermal loads during drilling. A second cooler keeps hydraulic temperatures at an optimum working state, to dedicate more time to the task.”

For maintenance, personnel can remotely position the rig and the boom or mast to efficiently change out consumables. An external

catwalk and handrails provide accessibility around the machine for routine service. The internal walkway through the canopy gives access to the internal componentry, such as the engine and compressor.

“Reduced mean time to repair was essential to the ZT44’s design,” said Koss, “So was comfort. An operator can fully stand in the spacious cab; the seat is adjustable, and it has an operator assist function. It’s very ergonomic, so an operator remains comfortable and productive throughout the shift, no matter the drilling application.” ■



**Matt Koss,**  
Product Manager,  
Track Drills, Komatsu  
Mining Corporation

### Quick Specs on Komatsu’s ZT44 Surface Drill

Horsepower	Operating Weight	Hole Size	Air System
800 hp	80,000 lb	4.5 to 8.5 in	HP mode: 1,160 cfm @500 psi LP mode: 1,360 cfm @350 psi

Komatsu designed the ZT44 for mining-duty applications, but with a small footprint, the ZT44 also excels in quarry, aggregate and construction environments, according to Matt Koss, Product Manager, Track Drills, Komatsu Mining Corporation. “Its low center of gravity gives it excellent stability, so operators can be confident on nearly all types of ground, including climbing hills,” he said.





# FAST Act funding extended a full year as part of short-term continuing resolution to avert government shutdown

**T**he FAST (Fixing America's Surface Transportation) Act, the current surface transportation bill, received a one-year extension as part of a continuing resolution (CR) passed by Congress and signed by the President in September. The FAST Act was set to expire at the end of that month.

The FAST Act extension includes \$13.6 billion to maintain the Highway Trust Fund's solvency at current funding levels through fiscal year 2021. Of the total, \$10.4 billion would go to the fund's highway account with the transit account set to receive \$3.2 billion.

"A full one-year extension of highway funding provides states and communities the certainty required to plan for critical road and bridge projects," said Senate Environment and Public Works Committee Chairman John Barrasso (R-Wyo.) in a statement following the legislation's passage.

The FAST Act was signed into law in 2015. It was the first federal law in more than a decade to provide long-term funding for surface transportation. It authorized \$305 billion from fiscal year 2016 to fiscal year 2020.

### Pleased, but wanting more

Industry groups seemed generally happy with the full-year extension as part of a short-term

CR to finance the federal government for 72 days. Money for the extension comes from the general fund.

"We are pleased that Congress approved the \$13.6-billion transfer to the Highway Trust Fund and that states will have certainty for planning their 2021 programs, knowing that current surface transportation legislation remains in place for another year," said Jim Tymon, Executive Director of American Association of State Highway and Transportation Officials in a statement.

Many were hoping for a longer-term solution.

"While a one-year extension of the FAST Act isn't the multi-year surface transportation bill the equipment industry was hoping for, in the current political environment, it's a win," said AED President & CEO Brian P. McGuire. "AED members from across the country participated in our unprecedented grassroots campaign, and Congress' action demonstrates the effort's success. Lawmakers heard loud and clear that short-term doesn't work when it comes to the Highway Trust Fund, and the industry needed a longer-term solution with additional funding to ensure critical road and bridge projects continue well into next year." ■

Congress passed and the President signed a continuing resolution that includes a full-year extension of the FAST Act, the current surface transportation bill. It approves \$13.6 billion for the Highway Trust Fund.





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#E00052897



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**2014 Komatsu D51PXi-22**  
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Hours - 7,483  
#E00051453



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**2014 Komatsu PC88MR-10**  
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