

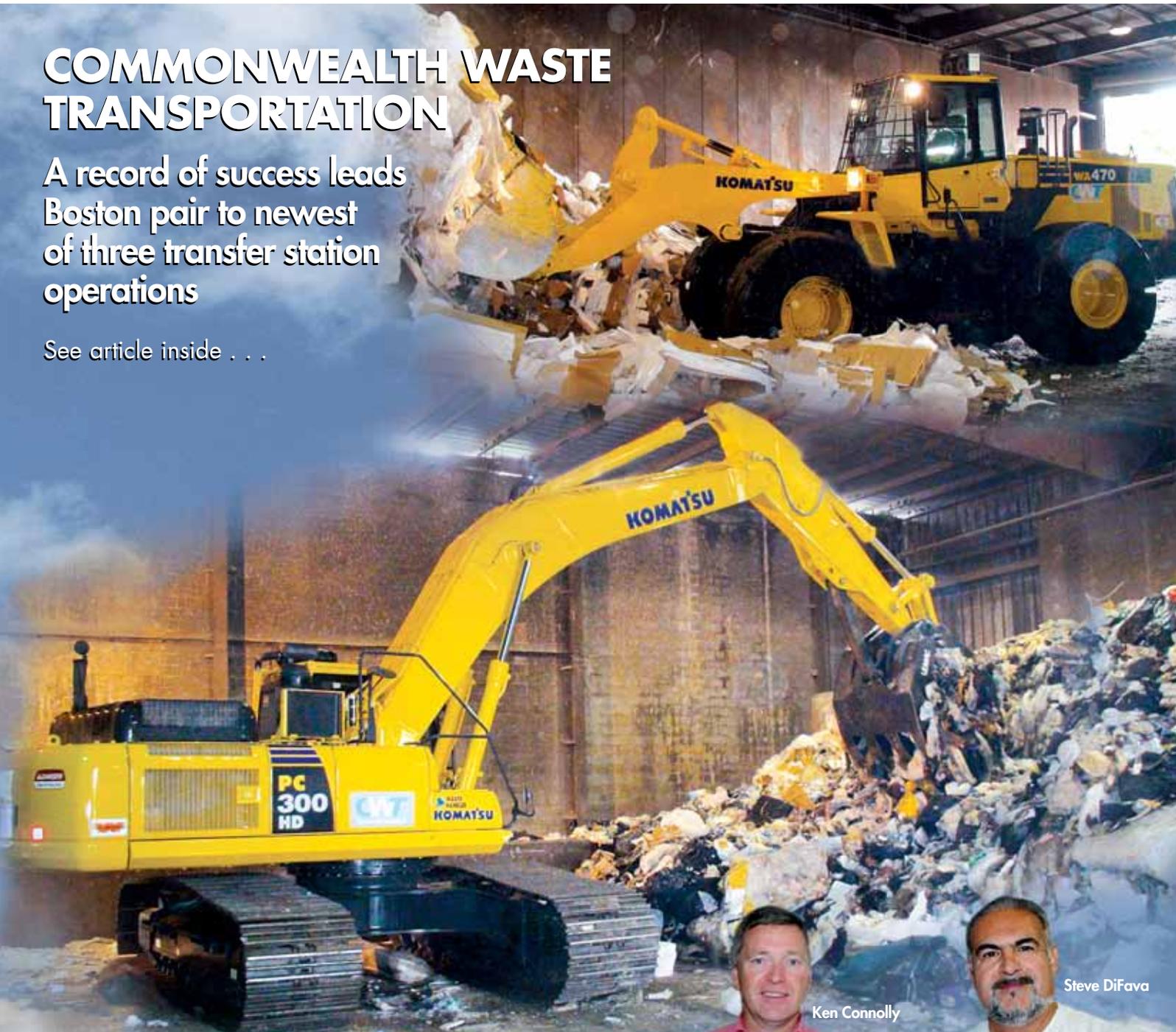
WOOD WORKS

A PUBLICATION FOR AND ABOUT C.N. WOOD CO., INC. CUSTOMERS • 2010 No. 2

COMMONWEALTH WASTE TRANSPORTATION

A record of success leads
Boston pair to newest
of three transfer station
operations

See article inside . . .



Ken Connolly

Steve DiFava

KOMATSU

A MESSAGE FROM THE CHAIRMAN

200 Merrimac Street
Woburn, MA 01801



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Dear Valued Customer:

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Sincerely,
C.N. WOOD COMPANY, INC.

A handwritten signature in black ink that reads 'Robert S. Benard'.

Robert S. Benard
Chairman

**More than an
equipment
distributor**

WOOD WORKS

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COMMONWEALTH WASTE TRANSPORTATION

A record of success leads Boston pair to newest of three transfer station operations

It takes at least two things to start a business and make it a success. One is opportunity, the other is desire. Of course, there are other aspects, such as knowledge, financing and good help that you need as well, but if you have the opportunity and desire, you can usually acquire the rest. That's how it's worked for Ken Connolly and Steve DiFava, owners of three waste transfer companies in the metro Boston area.

Connolly grew up in the waste collection business. His grandfather started MJ Connolly back in 1918. His father, uncle and brother all ran the family business at various times, as did Ken, until he sold it to Waste Management in 1997. Steve DiFava worked for MJ Connolly as an operations manager. After the sale, both men worked for Waste Management before joining together in 1999 to start their own company, Waste Support Services.

"Two things went into the decision to go into business for ourselves," Connolly recalled.

"First, the opportunity presented itself. BFI needed someone to take over operation of a waste transfer station in Peabody, Mass., (current owner is Allied Waste) and I was asked if I'd be interested. I approached Steve and we decided to do it because we felt it suited our personalities better. We'd both grown up in a small, family-business environment and we preferred that to the big corporate structure. Although our background was more in roll-off pickup and commercial collection, we were confident we could do transfer work, so we just decided to take the chance."

"Starting out in 1999, it was kind of a leap of faith," noted DiFava. "I had a good job and young children, so I was a little hesitant. We hoped we would be able to grow and expand, but you never know if that's going to happen. On the plus side, we'd both been in the business for a while so we had some contacts — especially Ken. We also believed we knew what we were doing. After getting the first opportunity, it was a matter of doing a good job for our customers and building a good reputation for our company. Fortunately, we were able to do that."

In 2001, Connolly and DiFava's success with Waste Support Services led to another opportunity — this time to run a transfer station in Lynn, Mass., for Covanta Energy. The company they formed for that job was called CD Transfer Station Management. Then, in 2010, the pair won a bid to operate a transfer station for Waste Management in Somerville, Mass. That was the start of their third company — Commonwealth Waste Transportation.

Managing Partners
Ken Connolly and
Steve DiFava joined
forces in 1999.



“All the facilities are fairly similar,” said Connolly. “They all run from 500 to 800 tons a day. We primarily handle municipal solid waste (MSW) and some construction and demolition debris (C&D). Companies bring the waste into our facilities and we reload it onto trucks to take to its final destination. Most of the waste that comes to us goes back out to ‘waste-to-energy’ facilities, which burn the material to generate power.”

Employees are key

Today, Connolly and DiFava’s three companies employ more than 30 people. About half of them work at the transfer stations. The other half are Class A truck drivers.

“We have great employees and they are certainly one of the key reasons for our success,” said Connolly. “Our people are very loyal. Turnover hasn’t been an issue for us and neither has absenteeism. Our employees come to work every day.”

Steve DiFava’s wife, Michele, runs the office, his son Eric is an operator and another son, Vic, is a mechanic. Other key employees include Mechanic Dan Desmond and General Manager of Commonwealth Waste Transportation, Bob Langlais. “Bob came on board with an existing crew when we assumed the contract for the Somerville operation and has made it a seamless transition,” said Connolly.

Hands-on ownership

Connolly and DiFava are equal partners in the businesses. Both hold the title of Managing Partner. Both are active in the day-to-day operation of the companies.

“We’re hands-on owners,” said DiFava. “We’re out in the field making sure everything runs smoothly. We don’t operate equipment or fix machines much anymore, but we can if we have to. I think that’s the attitude we bring to the job, and it’s why having our own business suited us better than working for a large company.”

“We’re on the job every day,” added Connolly. “If customers have any concerns,



Operator Steve Angelakis uses a Komatsu PC300HD at Waste Management’s Somerville transfer station.



Operator Paul Drolet pushes the pile at the Somerville operation using a Komatsu WA470 wheel loader. “I like the WA470,” said Drolet. “It’s comfortable, strong and the long arms make it especially good for pushing trash.”

they know where to find us and they can call us directly. We’re easy to reach, so customers don’t have to go through a list of people to get an answer.”

Reliable equipment and top service

Connolly and DiFava turn to C.N. Wood almost exclusively, primarily for Komatsu equipment, to run their operations. Their Komatsu machines include two hydraulic excavators (a PC300HD and a PC270) and five wheel loaders (two WA500s, two WA450s and a WA470). They also have three Elgin sweepers from C.N. Wood.

Continued . . .



To see Commonwealth Waste Transportation machines in action, find this article in our online magazine at www.CNWood-Works.com

Record of success in transfer stations

... continued

"The best things about Komatsu machines for us are reliability, longevity and low owning and operating costs," explained DiFava. "Compared to a contractor, we use the heck out of our equipment. It's not unusual for us to put 5,000 hours or more on a machine in a year. With that kind of usage, we need equipment we can count on and equipment that will hold up. Our Komatsu units do that."

"Komatsu also keeps improving its machines for our application," said Connolly. "For example, it now has waste-handling packages installed on the units at the factory. We used to work with C.N. Wood to reconfigure the machines' air conditioning and radiator to lessen the negative impact of our dusty environment. Now, our Komatsu excavators and wheel loaders come from the factory as industry-specific machines."

In addition to the performance they get from Komatsu, the support they get from C.N. Wood is at least as important to DiFava and Connolly.

"Pretty much whatever we need, if C.N. Wood sells it, that's where we're going to go to buy it," said DiFava. "They give us great service. They give us machines to demo. They lend us machines. They see that we get the

right machine that will do the best job for us in a particular environment and application. They take care of any issues promptly. Because of all the hours we run, we buy extended warranties on our engines, but honestly, dealing with C.N. Wood is like an extended warranty all by itself."

"Bottom line — we trust them to do what's right by us," added Connolly. "C.N. Wood Chairman Bob Benard sold equipment to my dad 50 years ago. It's been a great relationship."

Optimistic about the future

Like the rest of the economy, there's not as much activity at transfer stations the past couple of years compared with pre-recession. "C&D debris is way down because of the lack of home construction, but overall volume is also down as collection companies themselves deliver more frequently to the end disposal site," said Connolly. "Transfer stations are always needed to some extent, but they're more of a necessity when waste volume is high."

Despite the slowdown, both Connolly and DiFava are optimistic about the future.

"We've been fortunate to grow a lot by acquiring new businesses and we think there will be future opportunities to continue doing that," predicted DiFava. "There aren't a great number of people who do what we do. We have a good fleet of equipment and trucks. We've been in the industry for a while and have a good track record of providing services to our clients."

"Despite the fact that we've grown and hope to grow more, we remain the same, small, family-business type of operation that we were 10 years ago," added Connolly. "We're a local company. We work metro Boston and transport waste throughout New England. We know the area and we know the industry. If there's an issue, we know how to solve it, or we know who to contact to help us solve it. As when we started, we're always looking for new opportunities. If you're a company that needs waste transfer services, we'd like to talk with you to show what we have to offer." ■



At Waste Support Services' transfer station in Peabody, Mass., Operator Eric DiFava uses a Komatsu WA500. "It's a heavy, powerful machine," said DiFava. "If you have enough room to maneuver, which we do here, it's an awesome unit in this application."





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THE WRONG APPROACH

Legislation to expand OSHA's power would be detrimental to businesses

Congress is seeking to expand the power of the Occupational Safety and Health Administration (OSHA) in the wake of the tragedy at West Virginia's Upper Big Branch mine explosion in April. The Robert C. Byrd Miner Safety and Health Act of 2010 (HR 5663) would be the most far-reaching expansion of OSHA's power since the agency's inception. While the bill focuses on the mining industry, the sweeping OSHA expansion would affect all businesses.

The legislation, introduced by House Education & Labor Committee Chairman Rep. George Miller, D-Calif., would greatly increase and impose new criminal liability on company executives for "knowing" of OSHA violations at their business. Additionally, the bill would give OSHA inspectors (who are not industry experts) the authority to single-handedly shut down workplaces without a hearing or judicial review. HR 5663 also creates new complicated and costly procedures for adjudicating cases involving whistle-blowers who believe they received unfair treatment after reporting an unsafe condition.

The legislation is built around the costly and incorrect assumption that greater penalties and regulations yield safer workplaces. This faulty and reactionary reasoning would expand expenses on companies, particularly small businesses, yet do little to prevent accidents and increase safety.

AED joined our allies in the Coalition for Workplace Safety (CWS) in a letter to the House Education & Labor Committee expressing the view that "the provisions of this bill are not the right approach to assist both employers and employees in our

shared goal of maintaining safe and healthful workplaces." AED is a steering committee member of CWS.

The Education & Labor Committee approved HR 5663 with a party line vote in July. However, the legislation is unlikely to be considered on the House floor in the near future and would certainly not overcome a filibuster in the Senate. AED will continue to advocate for safer workplaces and remind Congress that reactionary, punitive, and burdensome requirements will not achieve that goal. ■

AED and others expressed their views on proposed OSHA expansion, saying passage of the legislation would be unnecessarily burdensome to businesses.



Christian Klein,
AED VP of
Government Affairs



CONEXPO COMING

Next year's big construction industry event to be even larger than its predecessors

When CONEXPO-CON/AGG was held in 2008, it counted itself the largest construction industry event of its kind with attendance topping 144,000. When it returns to Las Vegas in 2011, that claim may not hold, as CONEXPO-CON/AGG is expected to be even larger.

CONEXPO-CON/AGG will be held at the Las Vegas Convention Center March 22 to 26 with more than 2 million square feet of exhibit space that features a wide variety of equipment, educational opportunities and technology. The event is held in conjunction with the International Fluid Power Expo (IFPE), an exposition and technical conference dedicated to the integration of fluid power with other technologies for power transmission and motion control applications. It's on pace to top more than 126,000 square feet.

"These numbers are especially gratifying given the continued slowdown in the manufacturing

sector," said Megan Tanel, Vice President Exhibitions and Events for the Associated Equipment Manufacturers (AEM). "We value the industry support we're receiving as we strive to offer the industry a gathering place to sell their equipment, products and services as well as network with their peers."

More networking opportunities will be available with the addition of the International Concrete (ICON) Expo, which will be co-located with CONEXPO-CON/AGG and IFPE. Presented by the National Concrete Masonry Association (NCMA), ICON is designed to serve the needs and interests of all producers, suppliers, designers, architects and others involved in the concrete products industry.

Learning opportunities

Attendees can also learn how to make their businesses more efficient and profitable with a wealth of educational opportunities presented by industry experts.

More than 125 educational sessions are available in nine categories: Aggregates, Asphalt, Concrete, Earthmoving and Site Development, Equipment Asset Management, Management Best Practices, Recycling/Sustainability, Safety and Workforce Development. Within each, attendees can find such topics as how to secure the most profitable projects in your area; unlimited alternatives to money — business to business credit; cash management and forecasting through tough times; tips on working with federal and state legislators to help shape projects; and work force 2012 and beyond.

Sessions generally run 90 minutes and include materials attendees can take with them for future reference. Educational credits are available for many sessions.

CONEXPO-CON/AGG will be held March 22 to 26, 2011, at the Las Vegas Convention Center. More than 2 million square feet of exhibit space will feature the latest in machinery and technology for the construction industry.





Komatsu will highlight its Hybrid PC200LC-8 excavator, as well as new equipment with Interim Tier 4 engine technology that goes into effect at the beginning of next year.

Also new in 2011 is an enhanced Safety Zone with an innovations theater and simulators that feature exhibits and demonstrations from industry and government groups, including OSHA, MSHA and others.

In addition, CONEXPO-CON/AGG will hold a Green Roads Summit designed to offer insight into how sustainability efforts affect current and future road construction projects.

Easy navigation

As in the past, event organizers are making it easier to navigate around the site. Similar products and companies will be grouped together. For instance, those interested in earthmoving equipment can find it in the North Hall, part of the Central Hall, the Riviera Pavilion and the Gold, Blue and Riviera lots outside the convention center.

Komatsu will display more than 20 products, including its revolutionary Hybrid PC200LC-8 excavator as well as products that feature new Interim Tier 4 engine technology which goes into effect at the beginning of 2011 for a large number of construction machines. In its 30,000 square feet of display area in the North Hall (Booth 1009) will be excavators, dozers, motor graders, trucks and more. Komatsu personnel will be on hand to provide information and answer questions.



Komatsu's 30,000-square-foot display area will showcase machinery as well as technology, such as its KOMTRAX remote machine-monitoring system that allows users to track hours, location, service intervals and other valuable information from a secure website.

A theater presentation in its exhibit space will highlight product features and the service and programs Komatsu and its distributors offer in support. One program Komatsu will showcase is its KOMTRAX remote machine-monitoring system that's standard on most new machines and free for the first five years.

Continued . . .

Komatsu display features new technology

... continued

Past attendees enjoyed Komatsu's video simulators, so a six-person video game center will be part of the exhibit space at the upcoming expo. It features a Komatsu HM300 articulated truck in a race through a fictional construction site. A company store with items

such as apparel and die-cast models rounds out Komatsu's display.

Other product concentration areas for lifting equipment, asphalt paving and production, concrete paving and production, aggregate processing and heavy-duty trucks and mixers will be set up at the expo. Sub-specialties such as engines, hydraulics, lubricants, tires and components have their designated areas as well.

Information stands will be set up throughout the show, and interactive product locators, searchable by company and product, will be on the show floor. These will also have information regarding seminars and meetings. Other show services include a free shuttle system to transport visitors from hotels to and from the convention center and an intra-show shuttle system.

A positive experience

In addition to AEM, there are several organizations that sponsor CONEXPO-CON/AGG, including many with which attendees are affiliated. Among them are the American Concrete Pavement Association, American Road & Transportation Builders Association, The Associated General Contractors of America and Land Improvement Contractors of America.

Statistics show that the vast majority of those who attend CONEXPO-CON/AGG and its co-located shows see it as a positive experience. About 80 percent of attendees at the 2008 event rated it as excellent or very good.

According to a recent AEM survey of contractors, industry customers cite new products, such as those displayed at CONEXPO-CON/AGG, IFPE and ICON, and access to industry experts as key reasons for attending these types of shows. Organizations believe the shows provide valuable benefits to attendees and exhibitors alike.

"What remains the same is (our) commitment to offer a quality show experience and outstanding customer service," said IFPE Show Director Melissa Magestro. "We are industry-run shows and delivering maximum value to attendees and exhibitors is our top priority."

For more detailed information on the show, visit www.conexpoconagg.com. ■



Product managers and other personnel will be on hand to provide information and answer questions about how Komatsu can help your business.

As in past years, Komatsu will feature a large display area that highlights many of its new products, including wheel loaders and excavators.



TAX ADVANTAGES RETURN

Jobs Act reinstates depreciation bonus and additional Sec. 179 expensing

The depreciation bonus and Sec. 179 expensing were reinstated when President Obama signed the Small Business Jobs Act in September. As before, the depreciation bonus is at 50 percent on new equipment purchases made in 2010 and is retroactive to the beginning of the year.

New equipment must be purchased and put into service this year in order to be eligible for the depreciation bonus. The depreciation bonus offers tax advantages to businesses purchasing tangible personal property, including construction, mining, forestry and agricultural equipment with a Modified Accelerated Cost Recovery System (MACRS) recovery period of 20 years or less.

Previously available as part of economic stimulus measures in 2008, the depreciation

bonus was further extended under the Economic Stimulus Package before being eliminated at the end of last year. It proved positive when in effect, according to a study by industry groups.

Sec. 179 expensing was popular as well, and its reinstatement runs through 2011. The Small Business Jobs Act doubled the previous expensing level to \$500,000 and the phase-out threshold to \$2 million. New and used equipment is eligible for the additional expensing.

The depreciation bonus and Sec. 179 expensing can be combined. For further information on how these advantages may help you, contact your sales representative or one of our branch locations. ■

New equipment purchased and put into service this year is eligible for the 50-percent depreciation bonus reinstated under the Small Business Jobs Act signed into law in September. The law also reinstates additional Sec. 179 expensing, with increased levels to \$500,000 and a \$2 million phase-out on new and used equipment. The depreciation bonus and Sec. 179 expensing can be combined.



NEW PRODUCTS

NEW PC228USLC-8

Tight-tail-swing excavator provides increased lifting capacity in a variety of applications



Doug Morris,
Product Manager



To see this machine in action,
find this article in our online
magazine at
www.CNWood-Works.com

There are times and conditions when a large excavator is not feasible, but you still need power and lifting capacity to get the job done. Komatsu's new tight-tail-swing PC228USLC-8 provides both in a compact and efficient package.

The new PC228USLC-8 replaces the previous Dash-3 model with nearly 3,000 pounds of added counterweight mass that helps provide additional lifting capacity over the front and side. More counterweight mass adds operating weight as well and provides better stability in all digging and lifting projects, including road and bridge construction, as well as urban applications.

"The new PC228 is really a versatile machine that practically anyone who moves earth can appreciate, and that includes utility contractors," said Product Manager Doug

Morris. "Customers tell us they love the tight-tail-swing excavators, so we took the best features of our previous model and built upon that with their input. The results are great."

At the same time Komatsu beefed up the PC228USLC-8, it decreased fuel consumption and hydraulic loss through an enhanced Closed Center Load Sensing system that features variable speed matching (VSM) that optimizes performance of the engine and hydraulic systems. VSM gives operators power on demand when needed. In addition, piping size on the bucket circuit is increased, and a newly added quick-return valve reduces hydraulic loss for better efficiency.

The operator can further control efficiency using the machine's five working modes (Power, Economy, Lifting, Breaker and Attachment) that match engine speed, pump flow and system pressure to a specific application. The PC228USLC-8 also has a one-touch Power Max Function that increases digging force by 8 percent for 8.5 seconds in hard-digging applications.

Cab enhancements reduce operator fatigue

By making the PC228USLC-8 cab spacious and comfortable, Komatsu reduces operator fatigue for increased productivity. The pressurized cab minimizes the amount of dust entering the operating platform and its rigid frame is damper mounted for reduced noise and vibration levels.

"The PC228USLC-8 is really the best of both worlds," said Morris. "You get plenty of power and stability in a more efficient package. That means lower operating costs, which is something everyone can appreciate." ■

Brief Specs on Komatsu PC228USLC-8

Model	Operating weight	Horsepower	Bucket capacity
PC228USLC-8	53,195-54,405 lbs.	148 hp	0.66-1.57 cu. yds.

Added counterweight highlights a list of features that give the PC228USLC-8 greater lifting capacity, productivity and efficiency.



MORE NEW PRODUCTS

KOMATSU'S 143,000-lb. EXCAVATOR

Increased comfort and performance in the new PC650LC-8

Depending on your point-of-view, the Komatsu PC650LC-8 hydraulic excavator is a large mid-size machine or a smallish large machine. Regardless of where it fits in your fleet, the approximately 143,000-lb., 429-hp unit is a productive, reliable piece of equipment that has improved upon the PC600LC-8.

The most significant improvements of the PC650LC-8 center around an improved operator environment that provides better operator comfort and control. The new, highly rigid cab includes a heated, high-back, air-suspension seat; a seven-inch LCD color monitor panel; and a standard rearview camera that gives the operator the visibility and control to maximize productivity.

Additionally, an Arm Quick Return Circuit on the PC650LC-8 returns a portion of oil flow to the hydraulic tank at arm dumping to reduce hydraulic pressure loss. Combined with a new Arm Regeneration Valve, the work equipment speed has increased, enabling faster truck loading.

Beyond these direct comfort and performance improvements, the PC650LC-8 has other features that owners and operators will appreciate. For example, the boom and arm have been strengthened; a fuel pre-filter with water separator is standard equipment; and the renowned Komatsu hydraulic system is protected with the most extensive filtration system available, including high-pressure in-line filters for each main pump. These features improve machine reliability and reduce the likelihood that the unit will break down on the job, resulting in costly downtime.

The PC650LC-8 is also a class leader in terms of reducing fuel consumption and harmful emissions. It offers several operational modes

that allow the operator to match engine output to the work at hand, thereby lowering fuel consumption.

As with all Komatsu excavators, the PC650LC-8 comes with an industry-leading, low-noise, comfortable cab; easy access to maintenance and service functions; and the KOMTRAX machine monitoring and management system that allows your distributor to help you keep an eye on your machine to assure that it's running properly and to remind you about service intervals. ■

For more information on the PC650LC-8, contact your Sales Rep or the nearest branch location.

Brief Specs on Komatsu PC650LC-8

Model	Power	Operating Weight	Bucket capacity
PC650LC-8	429 hp	143,411 lbs.	2-5 cu. yd.



Significant improvements in comfort, control and performance make the new Komatsu PC650LC-8 a more productive excavator.



D155AX-6

100%

performance
(using 25% less fuel*)

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NEW D65-16 DOZERS

A long list of new features, including 6-way and sigma blade options, adds to efficiency and lowers O&O costs

More dozing capacity and greater efficiency in a variety of applications are always an advantage. Komatsu's new D65-16 model dozers — EX, WX and PX — provide both, thanks to a long list of new features, including a Power Angle Tilt (PAT) blade and a fuel-efficient, 205-horsepower, Tier 3 engine.

Unavailable in some previous models, a six-way PAT blade can now be used on all new D65s. The hydraulic blade tilt, angling functions and manually adjustable blade pitch expand versatility and productivity in a wide range of applications. It's well balanced for light and medium dozing operations as well as providing precise grade cutting required in site prep, golf course or house pad applications. The blade is 100-percent Komatsu, and is stringently tested for durability.

"Users like the PAT blade because it rolls material forward so well, it takes less horsepower to move it," said Product Manager Bruce Boebel. "Komatsu designed the blade to keep that material rolling in front of it and away from hoses and cylinders. That extends their life and reduces maintenance costs."

Boebel said adding a PAT blade to all new D65s came about as a result of customer feedback, but it's not the only blade option. A revolutionary Komatsu SIGMA blade is available for the D65EX-16 and D65WX-16 models. It's designed for heavy dozing applications and keeps more material to the center, giving it a 15-percent boost in productivity when compared to a typical semi-U. PX and EX models can also be equipped with a straight blade.

"Having blade options allows users to choose what's going to best suit their business and the type of work they do," said Boebel.

"Each blade has its particular purpose, and matching the blade to the application is a vital part of being able to move material efficiently so per-yard costs stay low."

Lock-up torque converter, two modes

Power to push any blade full of material comes from a highly efficient lock-up torque converter that automatically transfers engine power directly to the transmission. The result is increased dozing speeds compared to

Continued . . .

Brief Specs on the Komatsu D65-16 Dozer

Model	Operating Weight	Net Horsepower
D65EX-16	43,980 lbs.	205 hp.
D65PX-16	46,960 lbs.	205 hp.
D65WX-16	45,570 lbs.	205 hp.

All new D65-16 models can be equipped with a six-way Power Angle Tilt blade that rolls materials forward, resulting in less horsepower used and better fuel efficiency. A lock-up torque converter and two-mode transmission are also new features in the Tier 3 machines.



Bruce Boebel,
Product Manager



To see this machine in action, find this article in our online magazine at www.CNWood-Works.com



Longer undercarriage life, easier maintenance

... continued

previous D65 models. Operators can select from two gearshift modes, automatic and manual, to fit the appropriate application.

At the same time, in Auto mode the lock-up torque converter helps reduce fuel consumption by as much as 10 percent with the new D65s. New Power and Economy modes allow operators to match the needed performance to the job for maximum efficiency. E mode can be used for all general dozing, leveling and spreading applications, providing the right mix of speed and power for maximum fuel savings. P mode is for slot dozing, ripping or other applications requiring maximum production where engine power has priority over fuel efficiency.

“Our excavator users rave about the ability to choose modes based on work load, and it makes sense in dozing as well,” stated Boebel. “If you don’t need full power to get the job done, why use it? The ability to change modes to suit the application gives users added versatility. They have one machine for multiple uses.”

PLUS extends undercarriage life

The new D65-16 models come with Komatsu’s Parallel Link Undercarriage System (PLUS) — the EX and WX models also have an additional foot of track on ground — that provides up to double the wear life of conventional undercarriages. The rotary bushing system virtually eliminates bushing wear, and wear

limits of the link and carrier roller are increased to balance the extended life of the bushing.

Added undercarriage life also comes from an improved, self-adjusting, idler support that applies constant downward pressure to the wear plate of the idler guide, preventing bouncing and vibration and reducing noise. It also acts as a scraper that keeps materials out. A full guarding package, designed with customer feedback, offers added durability and lower maintenance time and cost.

“The biggest cost of owning and operating a dozer is the undercarriage, and by extending its life, Komatsu is keeping that cost down,” noted Boebel. “We want customers to produce with these machines for a long time to come, and the new and enhanced features we added to the undercarriage accomplish that.”

Efficient maintenance

Added efficiency in the D65-16s comes from better visibility in the larger ROPS/FOPS cab that puts the operator higher and more forward for improved sight to the blade. The cab is ultra quiet at a 75-decibel rating, and an air-ride seat and rear hydraulics are standard. A seven-inch, in-cab, color monitor allows owners and operators to track fuel consumption and idle time, as well as other functions, using Komatsu’s KOMTRAX technology that comes standard and is free for the first five years.

KOMTRAX helps provide better maintenance tracking to ensure proper service intervals are met, further keeping owning and operating costs down. Komatsu’s new D65 models also feature easy routine maintenance that includes daily engine checks grouped at the left-hand side of the engine compartment. A wide-core cooling package and manually reversing fan allow for quick cleaning of the radiator without leaving the cab.

“There are so many things you can point to that make these new models an upgrade over previous ones,” said Boebel, who noted that the dozers can come with Topcon plug-and-play or Trimble ready. “We designed these from the ground up with a list of enhancements our customers wanted. The result is more efficient and reliable machines, which is what they asked for.” ■

EX and WX models can be equipped with a SIGMA blade designed for heavy dozing applications. Blade visibility is better in the new D65s as the cab was designed to move the operator up and forward.



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KA-14

ON-TIME DELIVERIES

Komatsu's Central Parts Operation works around the clock to minimize your downtime

Tour Komatsu's Ripley parts facility and you will find what looks like a beehive of activity. Row upon row of parts bins stretch out in every direction. Employees on foot, on carts and on forklifts are in constant motion, darting down aisles and aisles of Komatsu parts. They're restocking shelves and bins, pulling parts for routine and emergency distribution and working to ensure orders are filled and in customers' hands quickly.

Sitting on 56 acres of an industrial park in Ripley, Tenn., the warehouse is Komatsu's Central Parts Operation (CPO), the main hub that handles parts distribution for Komatsu distributors and their construction, utility and mining customers throughout the world. General Manager Terry Varner, who oversees operations, said the importance of what the CPO does cannot be overstated.

"What we do has a dramatic effect on people's livelihood," stated Varner, a nine-year veteran of the CPO. "We supply the parts that people make their living with, and how quickly we get parts to them often determines profit or loss on a job. It's not like the automotive industry, where, if a part isn't available, owners can find an alternate way to get where they're going until it is. There are more time constraints with construction and mining businesses. We're working to ensure they have what they need just as quickly as possible.

"For example, we have overlapping shifts throughout the day, with one time period from about noon to the middle of the afternoon that's dedicated solely to filling emergency orders," Varner added. "Emergency orders are shipped the same day they're placed, no matter where the order comes from. Our goal is to get those parts where they need to be first thing in the morning. That's not always possible on

international shipments, but limiting customer downtime is an obvious priority."

In order to ensure that the hundreds of daily parts orders are delivered in a timely manner, the CPO is open 24 hours a day, seven days a week. Filling that many orders may seem like a daunting task to someone visiting the CPO — something Varner encourages — but he says it's all in a day's work for the dedicated and experienced staff. There are about 150 employees working at the warehouse, which has 584,000 square feet of indoor storage and another 150,000 outdoors.

"Komatsu started using this facility in 1991, and several staff members have been here since day one," said Varner, who noted recent additions to the facility include Spanish-speaking customer service agents. "We have a very self-motivated work force



Terry Varner,
General Manager

Continued . . .

Komatsu's Central Parts Operation in Ripley, Tenn., has more than a half-million square feet of indoor storage space and 150,000 square feet more outdoors.



CPO stocks new parts, reman components

... continued



George Terrell,
Parts Distribution
Manager

that knows exactly what to do when an order comes in, whether it's a routine function, such as putting items in the bins, or filling an emergency order. They understand deadlines and work hard to meet them."

Parts for classic Komatsu machines

More than 60 inbound trucks pull up to one of the facility's 32 dock doors each day with parts for excavators, mining trucks, wheel loaders and every other type of equipment Komatsu manufactures. Much of the inventory is placed in bins where it's ready to be pulled to fulfill an order. Some parts go to one of Komatsu's eight regional parts depots in North

America, Komatsu distributors or directly to customers.

Varner noted that the CPO warehouse contains parts for new and old machinery alike. "Customers appreciate the longevity of their Komatsu equipment; that's why we carry parts for equipment going back two decades or more. So, the customer running equipment that was manufactured several years ago can be confident we'll have what he needs." Varner also oversees a core processing center that's located near the Ripley CPO. "At our core processing center, we take back old cores — engine and transmission blocks and other major components — remanufacture them and stock them here, along with new OEM parts."



Gordon King works to fill a parts order at Komatsu's Central Parts Operation. As Komatsu's main hub for parts distribution, the warehouse employs more than 150 and is open around the clock.



The Central Parts Operation carries thousands of items for Komatsu machines, from routine maintenance items to engines. It also carries remanufactured engine and transmission blocks and other large components.

Komatsu's Central Parts Operation is expanding with a 100,000-square-foot addition that's designed to improve efficiency. The CPO handles parts for Komatsu's construction, mining and utility equipment around the world, including both new and remanufactured components.

Always working to improve

In addition to construction and mining, the CPO recently took on distribution of parts for other Komatsu products such as forklifts and industrial presses. Those additions, as well as a growing number of Komatsu machines in the field, dictated some expansion at CPO. Currently under construction is a new 100,000-square-foot addition.

"For years, many of our inbound parts have first gone through a third-party logistics company about 50 miles away before coming to us," explained Varner. "The new addition will house that company, which will save significant time. It will increase efficiency and improve customer service."

Those are areas the CPO staff is always striving to improve, according to George Terrell, Parts Distribution Manager. Terrell has been with Komatsu 40 years and helped set up the Ripley facility when it opened. He said technology and other initiatives have made filling customer orders faster over the years.

"It's a never-ending task to find the most efficient and productive ways to get parts to our distributors and customers," said Terrell. "We're much more efficient and productive than when we started here, but we're never satisfied. When Komatsu first moved here, order accuracy, along with other start-up issues, was a challenge. The error rate is now below 1 percent. That sounds great, but we want zero." ■





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FOCUSED ON QUALITY

General Manager Don Russell says Komatsu's NMO is dedicated to customer satisfaction



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.

**Don Russell, General Manager
Newberry Manufacturing Operation**

While he's only been working at the Newberry Manufacturing Operation (NMO) for about the last 12 months, General Manager Don Russell has been with Komatsu more than 24 years. Don started with the company as a welder in its Chattanooga plant, and while he was doing that, he took classes to earn a mechanical engineering degree and later earned a degree in business management from the University of Phoenix.

Don quickly moved into manufacturing engineering at Chattanooga, programming robots as part of his duties, and eventually became Operations Manager. About a year ago, he and his wife, Brenda, moved to Newberry where Don oversees operations of the wheel loader and forklift assembly plant.

"I'm responsible for all aspects of the operation," said Don. "That includes planning, financial, human resources and other duties. I enjoy it because I'm working with an excellent staff of people who are dedicated to building quality products for Komatsu customers."

Don noted that the staff has increased in size within the past few months. "We're seeing some uptick in orders, which is good. We believe as the economy improves, we'll see even more."

When not at work, Don enjoys woodworking, gardening and trout fishing with the family at their cabin in the mountains of North Carolina.

QUESTION: How has the Newberry Manufacturing Operation (NMO) changed?

ANSWER: This facility opened in 2002 as Komatsu's utility plant with the production of backhoe loaders, and it continued as our utility location until last year. About a year ago, we began producing wheel loaders ranging in size from the 170-horsepower WA320-6 to the 350-horsepower WA500-6. We shipped our first loader from here in December 2009 and have steadily increased production.

Primarily, it's an assembly plant, although we do manufacture a wheel loader frame, and we have product support engineering. NMO has the capacity to produce about 900 wheel loaders a year. We're also producing 13 models of Komatsu fork lifts in LP gas, regular gasoline and diesel configurations for both indoor and outdoor use.

QUESTION: What hasn't changed?

ANSWER: As with all our manufacturing operations, the focus on quality remains our utmost priority. We produce some stock machines, but the vast majority of our loaders are custom-built for customers who have unique specifications for their machines that are used in a wide range of applications — agriculture, construction, forestry and mining. Those specs could include a high-lift boom, a certain size bucket or a number of other things. They rely on Komatsu machines for their livelihood, and each of the approximately 160 employees who work here understands that.

Every machine that's shipped out of here goes through a thorough inspection to check all systems, functions and a long list of other items. NMO is certified as both ISO 9001, which means it meets strict standards of operation, and ISO 14000. The latter



Larger parts are moved around the NMO using Komatsu fork lifts, which are also produced the plant.

shows that we're a facility focused on using environmentally sound practices.

QUESTION: Why are those certifications important?

ANSWER: Equipment users have high standards and they want to do business with a manufacturer that also sets and meets high standards. The ISO certifications reinforce the commitment to outstanding manufacturing practices that Komatsu has. If customers want to see that in action, we encourage them to visit the plant and take a tour. We're always excited about the opportunity to show customers how their machines are built.

QUESTION: Do customers give you input on machine features when they visit?

ANSWER: Certainly, and we pass that along to our product marketing personnel who work more closely with customers and distributors to get feedback on development of new machines. Our primary focus is on the manufacturing process and what we can do to improve delivery of a product. One area where we work closely with customers is in quality and warranty claims. If there's an issue, we work to resolve it quickly.

QUESTION: We've discussed the past and present. What's the future hold for NMO?

ANSWER: Interim Tier 4 regulations begin next year on machines in the 175- to 750-horsepower range, so we'll start manufacturing the machines in that category. As far as that affecting our operations, it won't have much of an impact. We'll still continue to produce loaders using the same quality standards we always have.

The plant is 250,000 square feet of building sitting on 80 acres of land, and was built with future expansion in mind. I'm sure at some point that will be a consideration. ■



Komatsu's Newberry Manufacturing Operation produces six wheel-loader models, ranging from the 170-horsepower WA320-6 to the 350-horsepower WA500-6, as well as fork lifts.



Subassemblies are part of the NMO's operations, including putting together engines before they're installed on the machines.



The Newberry Manufacturing Operation, which produces wheel loaders and fork lifts, is ISO 9001 and ISO 14000 certified. "The ISO certifications reinforce the commitment to outstanding manufacturing practices that Komatsu has," said General Manager Don Russell.

GOING TO THE RACES

Komatsu sponsors NASCAR and NHRA funny cars

Komatsu entered the auto racing world with sponsorship of two NASCAR cars and two cars on the National Hot Rod Association (NHRA) circuits. Among the drivers behind the wheel of a Komatsu-sponsored car was two-time Funny Car World Champion Tony Pedregon.

Komatsu was primary sponsor on Tony Pedregon's funny car, as well as an associate sponsor on his brother Cruz's car. Cruz won the funny car race at Charlotte in September and at Reading, Pa., in October. Komatsu teamed up with Pedregon Racing to sponsor the cars for six races, including during the six-race Countdown to the Championship in which Tony was one of 10 drivers competing for the world title.

"Komatsu is excited to sponsor Tony Pedregon's car," said Erik Wilde, Vice President, Product Marketing for Komatsu. "Tony's reputation as a world champion aligns well with Komatsu's worldwide reputation for producing outstanding equipment."

During the September announcement that introduced the funny car, Pedregon said he was pleased to run under the Komatsu logo. "Komatsu is an international leader in the field of construction and mining equipment. We are pleased to promote awareness of the brand to our race fans as well as the Komatsu dealers and their customers."

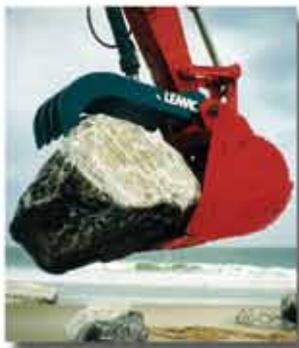
NASCAR sponsorship

Komatsu put itself in the NASCAR mix by sponsoring a car in each of two races after teaming up with the Phoenix Racing team. The first was at the Daytona Subway 250 in a Nationwide Series race. The other was at the NASCAR Sprint Cup AMP Energy Juice 500 in Talladega on Halloween.

"We have many customers who follow NASCAR," said Wilde. "This seemed like a natural fit." ■

Komatsu sponsored this funny car driven by two-time NHRA World Champion Tony Pedregon. Komatsu was also an associate sponsor on Tony's brother Cruz's funny car. Employees of Komatsu's Newberry, S.C., Manufacturing Operations — which produces wheel loaders and forklifts — recently got a chance to see Tony's car up close.

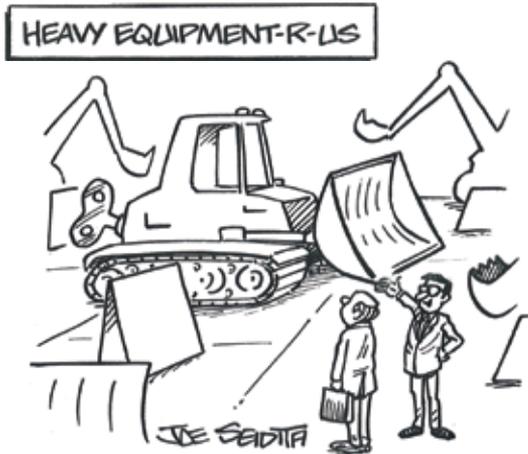




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Brain Teasers

Unscramble the letters to reveal some common construction-related words. Answers can be found in the online edition of the magazine at www.CNWood-Works.com

1. RILATFONIT _____
2. OCIRATLABIN _____
3. APRIPR _____
4. FENITSAFIDERL _____
5. KERUBOAT _____
6. GARTOHREBSURC _____

Did you know...

- Leonardo da Vinci, Winston Churchill, Albert Einstein, Thomas Edison and General George Patton were all dyslexic.
- On every continent there is a city named Rome.
- Men blink half the number of times that women do.
- Saudi Arabia has no rivers.
- In the 1830s, ketchup was sold as medicine.
- When leaving a cave, bats always turn left.
- Animal crackers come in the shape of 18 different animals.
- In Switzerland it is against the law to slam your car door.
- You burn more calories sleeping than watching television.
- Americans eat about 18 acres of pizza a day.
- There are 86,400 seconds in day.
- Earth is the only planet not named after a pagan god.
- Scissors were invented by Leonardo Da Vinci.

THE PEOPLE INSIDE

BILL LINANE

Working to improve the speed and quality of service calls for C.N. Wood customers

Bill Linane joined C.N. Wood a little more than two years ago as Sales Coordinator. Prior to that, he worked in manufacturing in an operations capacity.

“The sales coordinator job is primarily a purchasing, sourcing, inventory-control position, so the fact that I was new to heavy equipment was not a detriment,” said Linane. “I had basically been doing the same work for a number of years previously. It involves working closely with the salesman to outfit a machine the way the customer wants it, as to bucket size, attachments, etc. I put the package together and let the sales department know the price.”

In addition to sales coordination, Bill recently began working with the service department to improve the dispatching of technicians.

“The goal is to develop a system that allows the dispatching process to flow a little more smoothly — to get the right technician on the job, get him to the customer’s jobsite sooner, and make sure he has the parts he needs to do the job. Customer support is a crucial aspect of what a dealer is supposed to do and it’s something C.N. Wood has always stressed. This is just a continuation of our efforts to constantly improve the quality of the service we provide our customers.”

Get the machine up and running

Much of Linane’s efforts will center around improving communication.

“From the moment the customer calls in with a problem, it’s all about communication. Understanding what he needs and knowing where our technicians are so we not only get the one who’s closest to the job, but also the one who’s best suited for it. For example, some technicians are better on hydraulic excavators. Some are better on electrical systems. Some are

engine specialists. Our goal is to send the tech who will be able to get the customer’s machine up and running the fastest.

“We also want to always keep the customer in the loop as to what’s happening. After I’ve contacted a service tech, I call the customer back and let him know who’s coming and when he’s going to be there. I also often give him the technician’s number so they can talk to each other if need be. Again, the goal is to take care of the customer, and at C.N. Wood, we’re going to do whatever it takes to do that to the best of our ability.”

When Bill isn’t on the job, you’ll generally find him one of two places — either working on his house or riding his 2005 full-dress Harley.

“I’m a motorcycle enthusiast. I enjoy riding around New England. I’ve actually ridden out to the Sturgis (South Dakota) Motorcycle Rally. It’s a long way to ride on a Harley, but it’s definitely a good time.” ■

Bill Linane is Sales Coordinator for C.N. Wood and is also working to improve service technician dispatching and customer communication.



MORE INDUSTRY NEWS

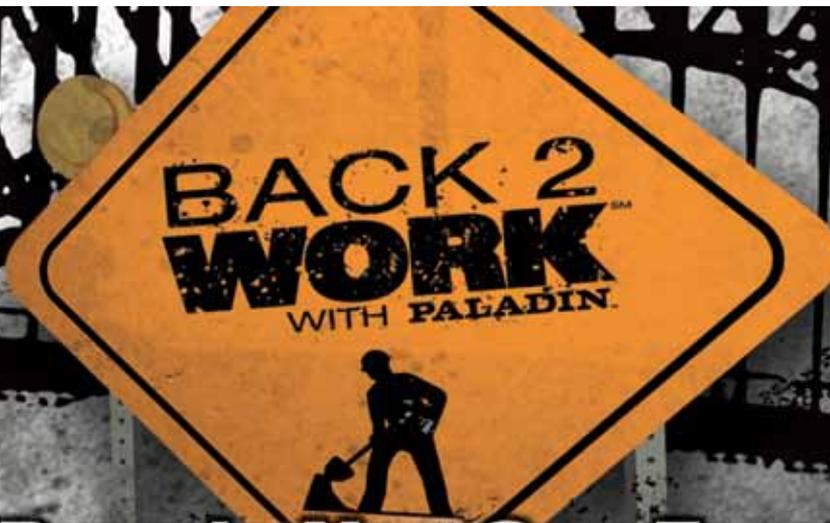
Study: Mass transit needs mass investment to upgrade it to good condition

A study released by the Federal Transit Authority (FTA) shows an estimated cost of \$77.7 billion to bring the nation's mass transit systems into a state of good repair. The systems include bus and rail, with rail accounting for the largest portion of the billions needed. More than 40 percent of the nation's buses are in poor or marginal condition.

According to the study, an annual average investment of \$14.4 billion would be required

to maintain the status quo. The study is based on data provided by 36 rail and bus operators in rural and urban areas.

"Transit remains one of the safest forms of transportation, but this report shows the clear need to reinvest in our bus, subway and light-rail systems," U.S. Transportation Secretary Ray LaHood said. "As a nation, we must lead when it comes to infrastructure development and commit ourselves to rebuilding America." ■



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