FALL 2018

A CATERPILLAR PUBLICATION SERVING GOVERNMENTAL AGENCIES



MOTOR GRADER PURCHASES HELP COUNTY IMPROVE EFFICIENCY, ROADWAY QUALITY

SEEING IS BELIEVING

REARVIEW CAMERAS HELP IMPROVE EXCAVATOR

INVESTING IN THE FUTURE

HOW TO FIND AND KEEP GOOD TECHS

CATERPILLAR®

NEW GRAPPLES INTRODUCED

IMPROVED BULK-MATERIAL HANDLING EFFICIENCY

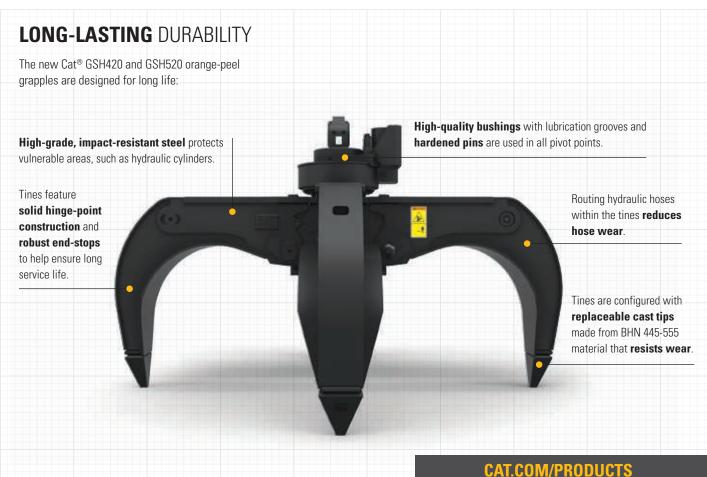
The new Cat® GSH420 and GSH520 orange-peel grapples, replacing the GSH15B Series grapples, provide durable and efficient bulk-material handling and waste handling at recycling and transfer stations. The new grapples are designed by Caterpillar to work with the Cat MH3022, MH3024, and MH3026 material handlers.

Horizontal placement of the cylinders enables effective material penetration and efficient bulk-material handling. The design enhances the strength, reliability, and durability of the new grapples, which are available in four-tine and five-tine shell configurations and in closed or semi-open versions.

The new HR10 rotation group, featuring a new swivel, significantly reduces hydraulic restriction by increasing return-flow capacity by 160 percent and by increasing open-flow capacity by 30 percent for faster cycle times. Less restriction, of course, lowers fuel burn.

All mounting brackets feature a solid pin to keep the bracket in an upright position for easy installation. The new GSH grapples feature a standard lifting eye on the bottom of the housing for expanded versatility, such as mounting a magnet.







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CAT.COM/GOVERNMENTAL

Cat.com/governmental includes specifications for all machines. Download them or contact our dealership. Check this out and more at **Cat.com/governmental**

UNDER ONE ROOF

CAT FINANCIAL STREAMLINES SERVICES FOR IMPROVED EFFICIENCY



Whether acquiring machines for your agency's fleet, protecting the machines, or managing your finances, Cat Financial provides a variety of options to support your fleet using a single financing source. And Cat Financial's close ties to Caterpillar's equipment operations and Cat® dealerships streamline services.

DAVE WALTON, vice president of Caterpillar Inc. and president of Caterpillar Financial Services Corporation, discusses how Cat Financial serves customers.

Tell us about Cat Financial and how, different from a bank, it delivers value for customers?

What we do is provide financing to customers who want to buy Cat equipment. Customers finance with

us because we make the process simple, we understand their business and the equipment they are acquiring. And over time, the longer they are with us, we hope we have demonstrated

that we are there to help them when they need us the most.

What types of customer does Cat Financial serve? Is it primarily larger customers? Our portfolio is filled with customers owning one to four machines. We're proud of the fact that when a customer does business with us at Cat Financial, they tend to do business with us for many years afterwards. For first-time buyers and borrowers, that's the first time that we have the opportunity to help them when they need us the most. One particular customer started out with a single used bulldozer, and then grew to a fleet of hundreds of machines.

What is the relationship between Cat dealers and Cat Financial? The

dealer relationship is essential to our business model. We want them to understand that they personally will be more successful when their customers finance through Caterpillar than when they finance through a bank or pay cash. That additional touch point for Caterpillar, that opportunity to create an exceptional experience, is only made when Caterpillar finances it.

Visit our dealership or **CatFinancial.com** to learn about the resources available to help you make the most of your agency's budget and your staff's time. **3**

ONE PARTICULAR CUSTOMER
STARTED OUT WITH A SINGLE USED
BULLDOZER, AND THEN GREW TO A
FLEET OF HUNDREDS OF MACHINES."

WHAT'S THE MOST

VALUABLE TECHNOLOGY

INTRODUCED RECENTLY?

DANIEL OVERTON



County Engineer, Washington County, Alabama, said: "The motor graders have improved greatly. They're smaller, and they're lower profile. They're lighter, and the horsepower has gone up. The 12M2s that we run are more powerful and lighter weight than the older motor graders that we used."



Highway Engineer, La Crosse County. Wisconsin, said: "The reuse and recycling of existing pavement and base structure have been very big for us. It's an older technology that is

becoming more common in our area. Specifically, cold, in-place recycling of asphalt. We can go to an existing road, mill the road, add some oil, and resurface it

"Doing that, we improve the base, and we have a new road. We don't need to add new base material because we're recycling the existing stuff. Our crews aren't adding aggregate. We're reducing the time that our crews work on the roads, we're getting a better product, and we're recycling material."

of the roads

"In some cases, that system has enabled us to receive a significant repayment from FEMA following a major event because of the ease of using the system and being tied back to a geocoded location where the damage happened. The GIS, along with the tablet, means that we can take that tablet to the field and very cost effectively log and catalog all of our data. In real time, we send that information back to the office so that we can start making decisions."

webinars, and you can download information. GPS data is available online.

"Before, if you wanted a topographic map you had to send surveyors out and run a detailed survey. Now, there's enough Lidar information and GPS information, that you can pull that data and get a rough design that way. The information, and availability to use the information have really exploded."

money."

reporting programs. This

saves us a lot of time and

GILBERT AGUILAR



Superintendent, Dallas County Road & Bridge District 4, Dallas, Texas, said: "One of the most valuable technologies introduced in recent years is onboard diagnostic computers like Cat Electronic Technician (Cat ET). It enables technicians to communicate, diagnose, and service electronically controlled Cat engines and machines connected to an Electronic Control Module (ECM).

"We recently purchased a Cat PM620 Cold Planer with this technology. Cat ET has proven to be extremely effective in maximizing productivity, reducing downtime, and ensuring that our milling machine performs at maximum efficiency."

PAMELA DINGMAN



County Engineer, Lancaster County, Nebraska, said: "The higher usability of tablets for our systems has been big. We're now able to take tablets out into the community and remote parts of the county and get geocoded pictures of pipes and the conditions

LARRY ROEHL



County Engineer, Louisa County, Iowa, said: "What's helped us out is the technology transfer. Before, the only way to get information was to go to a convention, or a meeting. Now, there's access to so much online information. There's

RANDY GRAY



Residuals Supervisor, City of Eugene, Oregon, said: "The most valuable technology introduced in recent years is the iPad. Our technicians can perform daily tasks while accessing operating systems, communicating with maintenance management systems, and transferring data to recordkeeping and

SEEING IS BELIEVING

LARGER WINDOWS, STANDARD REARVIEW CAMERAS AMONG NEXT GENERATION EXCAVATORS' BUILT-IN SAFETY FEATURES

It's safety first at your agency. You wouldn't have it any other way. It's the same with the three new Next Generation 20-ton excavators — the Cat® 320 GC, 320 and 323. Numerous safety features are built into these fuel-efficient machines:

Improved visibility – Large windows at the front, sides, and rear provide excellent visibility in all directions from the operator's seat. The ROPS structure's narrow front cab pillars provide a wider field of view

Rearview camera – A rearview camera is standard with all Next Generation machines. This provides an unobstructed view of any dangers, obstacles, or workers at the excavator's rear.

No twisting – Operators can easily reach control switches from the seat. Most machine settings can be controlled through the easily accessible, high-resolution 8-inch touchscreen monitor. A handy

jog dial control and shortcut keys are also ergonomically positioned on the right console. This means the operator can concentrate on completing the work safely and efficiently.

Secure machines – The keyless push-button engine start system prevents theft and unauthorized operators from using the machines. Operator ID codes limit and track machine access. Codes can be entered manually, via an optional Bluetooth key fob, or smartphone app.

Feet on the ground – All daily maintenance checkpoints are accessible from ground level, eliminating the risk of falling. This makes maintenance faster, easier and safer. Checkpoints include the engine oil dipstick, fuel water separator, fuel tank water and sediment drains, and cooling system coolant level check.

Engine shutoff switch – A ground-level engine shutoff switch improves safety, and is standard on all Next Generation excavators.

Visit our dealership or **Cat.com** to learn more about the safety features built into the 20-ton excavators, which can also lower your agency's operating costs. **©**





MOBILE PLATFORM ENABLES CREWS TO ACCESS DATA FROM VIRTUALLY ANYWHERE

Smartphones are enriching people's lives with the many benefits of mobile software. Mobile operating systems enable your agency's employees to connect to the internet and run software applications from almost anywhere. This can save your agency time, money, and greatly improve efficiency and recordkeeping accuracy.

Improved Efficiency

With mobile technology, your employees can work from anywhere using a smartphone, tablet, or laptop. Because staff members can receive work orders wherever they are, trips back and forth to the office are greatly reduced. When high-priority work orders come in, managers are able to assign jobs in real time to workers closest to the location.

Better Data

GIS (Geographic Information System) mapping enables your agency to capture detailed information at specific locations on a map. Your

staff can quickly pull up detailed reports of where and when work has been completed. Because the data is stored in a secure, cloud-based platform, it is readily accessible and cannot be lost.

More Accountability

When residents or reporters call for information, mobile technology provides your workers with easily accessed evidence of the work that has been completed, as well as jobs that are still active. To confirm compliance, your agency can rely upon up-to-date, location-specific records.

Preventive Maintenance

With added details, your agency is able to focus on preventive maintenance, rather than reacting. Tying work history to a map gives you a clearer understanding of the work that is being completed, which areas require more attention, and the amount of funding necessary to reach your goals.

Contact our dealership for more information about how to improve your agency's efficiency. ${\mathfrak B}$

CAT.COM/GOVERNMENTAL



HOW TO FIND AND KEEP GOOD TECHS

You put a lot of effort into purchasing machines that efficiently and reliably complete your agency's work. You count on your shop's technicians to keep the fleet in top shape and working efficiently. Good technicians are essential to your agency's success. Here are six ways to find and keep technicians:

- **GO TO SCHOOL** Partner with local technical colleges to hire graduating students. Go beyond attending career fairs, and work with instructors and counselors to help develop relevant areas of study and to familiarize them with the benefits of employment at your agency.
- **HIRE VETS** Military veterans are another source of recruits who are actively seeking employment. Their excellent training and experience enable military techs to make an easy transition to your agency's shop.
- **PROMOTE FROM WITHIN** Consider promoting highly motivated, younger workers within your agency. Identify potential applicants, and help develop a career track for those employees. As you develop career paths for those employees, find opportunities to continue their technical training. This allows your technicians to improve their personal abilities, while improving your agency's capabilities.
- **R-E-S-P-E-C-T** Treating workers with respect is key to employee retention. All people want to be treated as if they are important and their opinions matter. This applies to your agency's shop employees, too.
- **OPEN COMMUNICATION** Younger employees require communication to be successful. This includes communication from others, and being encouraged to communicate with others. Younger workers have a great need for understanding, acceptance and direction. Open communication facilitates these things, and is essential to retaining younger workers.
- **6 EXPLAIN WHY** Younger employees are interested in knowing why things are done in a particular way. Teaching employees why work is done the way that it is helps them better understand the requirements of the task. This improves performance, and keeps employees engaged.
- **DEVELOP YOUR SUPERVISORS** One of the greatest impacts on employee retention is their direct supervisor. Many times your supervisors are former technicians who haven't been trained as leaders. Make sure they have the time and skills to properly coach and mentor all employees, but especially new technicians.

Working to attract and retain high-quality technicians will benefit your agency and fleet in untold ways. It is well worth the effort. 5





APWA CALENDAR

Upcoming training and education programs from the American Public Works Association (APWA) include:



NOVEMBER 6

The class, Dirt Roads Workshop, will be held in Kingman, Arizona.

DECEMBER 6

The webinar, Talking Top Tech: Global Positioning Systems (GPS) and Automatic Vehicle Location (AVL), will be offered at no charge.

MAY 19-22, 2019

The 2019 North American Snow Conference will be held in Salt Lake City, Utah.

For more information or to register online, visit **APWA.Net/Events**. Questions? Call the APWA's Education Department at 800.848.2792.

NIGP CALENDAR

Training and educational programs offered by the National Institute of Governmental Purchasing (NIGP) include:

OCTOBER 25

The class, World Class Procurement Practices, will be held in Albuquerque, New Mexico.

NOVEMBER 15

The course, Total Cost Analysis for Best Value Decisions, will be held in Lansing, Michigan.

AUGUST 25-28, 2019

Forum 2019 will be held in Austin, Texas.



For additional information or to register online, visit **nigp.org**. More details are also available by calling 703.736.8900.



JONATHAN LARGE, PE, COUNTY ENGINEER, MAHNOMEN COUNTY, MINNESOTA, IS ALWAYS SEARCHING FOR WAYS TO IMPROVE EFFICIENCY. PURCHASING CAT® MOTOR GRADERS AND HAVING COUNTY EMPLOYEES MAINTAIN ROADWAYS, RATHER THAN HIRING PRIVATE CONTRACTORS, HELPS ACCOMPLISH THIS GOAL.

The small, rural county lies within the state's largest reservation, the White Earth Indian Reservation. The local agencies (county, township and tribal) all face the same struggle of serving the community with limited funding. "We're one of the poorest counties in the state, but we still have to provide a level of service to the public that they expect," Large states.

Mahnomen County had been hiring private contractors to maintain roadways until 2012. "It became more difficult to have control over the

contracted motor grader operators to do what we wanted, when we wanted," Large notes. "Using our own motor graders, we felt we could provide a better level of service and improved control. It's worked out quite well. The public says the roads are in better shape."

Lyndon Bendickson, maintenance supervisor, says, "We're getting more bang for our buck. We know where operators are, and how often roads are being hit. And the work is being done when we want it done."

The Mahnomen County Highway Department owns a Cat 140M2 Motor Grader and a 140M3 Motor Grader. The machines operate approximately 1,000 hours annually, working primarily to maintain 144 miles of unpaved roadways.

Heavy farm equipment and trucks take a toll on unpaved roads, especially during harvest season. "Displacing gravel, putting mud on the roads, there's a lot of pressure on the roads," Bendickson says.





CROWNING ACHIEVEMENT

When purchasing Cat® motor graders, Mahnomen County, Minnesota, selects the Cat Grade Control Cross Slope option to help keep proper crowns and efficiently maintain roads.

Cross Slope helps maintain a four to five percent crown on roads, which is vital to proper drainage. "It works really well," Lyndon Bendickson, maintenance supervisor, says.

"The nice thing about Cross Slope, one side of the blade is set. You're only maintaining one side, not manually moving both joysticks. Cross Slope is more efficient. It saves time and fuel," Andrew Hariluk, machine operator, says.

Motor graders blade unpaved roadways each week or two. Shoulder maintenance, frost boils, and washboards are some of the challenges. Snow removal is a big part of the workload. "The Cat machines perform really well in snow removal. They have plenty of power to bust through snowbanks and push snow into ditches," Bendickson says.

Dealer Support

Warranties were an important factor in the county's decision to purchase motor graders. "Ziegler Cat and Cat warranties cover the machines for the period of time that we run them. We know that any costs are operational costs and consumables like tires, cutting edges, oil, and filters. That removes unknown costs," Large says.

"Service on the warranties is excellent," Bendickson says. "I call, and they're here. They have a 24-hour hotline that we can call." Ziegler Cat provided a simulator and demo operators to ease the transition to the M Series motor graders' joystick controls. "They stayed here as long as we needed them," Bendickson says.

"The simulator helped me become familiar with the machine's functions and controls," Andrew Hariluk, machine operator, says. "The operator took me out on the road, and I learned how it handles."

With the 140M3, grade controls are all on the joystick, which makes operation simple and efficient. "All you have to do is move your thumbs, and you can operate everything on the joystick," Hariluk says. "It's a big time-saver."

Bendickson says, "Variable horsepower provides more horsepower in the higher gears, and less horsepower in the lower gears. That saves fuel."

That helps the Highway Department's operating budget, and Mahnomen County drivers enjoy the use of well-maintained roadways. ®

NO ACHES, NO PAINS

SEVEN WAYS NEW OR REPLACEMENT COMFORT SERIES SEATS HELP BOOST OPERATOR EFFICIENCY

Machine operators are some of your agency's most valuable resources, but their value is only as good as their ability to focus on the job. Operators need to be comfortable to complete their work efficiently.

Cat® Comfort Series seats improve work focus by reducing operator fatigue, aches, and pains. Seven seat features and benefits your operators will appreciate are:

1. Seats can be easily adjusted to accommodate all operator weights and sizes.

2. Adjustable lumbar support distributes pressure over a broad area for added back support.

3. Backrest extensions (available on some models) provide superior upper back support.

4. Thick, contoured back cushions, with side bolsters, limit side-to-side movement on slopes and in rough terrain.

5. A second shock absorber can be added to the air suspension for increased operator comfort in demanding applications.

- **6.** Thick, contoured seat cushions are upholstered with rip-resistant materials. Rolled front edges reduce leg pressure.
- **7.** Heated seats (available on some models) provide extra comfort on cold days. Heated-cushion conversion kits are available for most unheated seat models.

Visit our dealership or **Cat.com** to learn more about the ways new or replacement Cat Comfort Series seats can help your agency's operators enjoy a hard day's work. &



STAYING **HEALTHY**

Today, many people sit for most of their waking hours. From a seat at the breakfast table to an evening on the couch, many people sit for the majority of the day. For equipment operators, this includes time in the cab.

Although sitting requires less physical effort than standing or walking, it puts a lot of stress on the lumbar area. That's why a good seat, such as a Cat® Comfort Series seat, is important to help prevent back problems and other health issues.







NO LOST TIME

SIX SHOP SAFETY TIPS

Your agency's shop employees are responsible for the service that helps keep your fleet running efficiently. To accomplish this vitally important work, safety policies and housekeeping procedures are needed to keep employees safe and healthy:

CREATE A SAFETY PROGRAM – Formal safety programs significantly reduce lost-time injuries, keep workers safer and reduce overall labor costs.

WIPE UP SPILLS IMMEDIATELY — Slip-and-fall accidents are a leading cause of on-the-job injuries. Wiping up spills immediately eliminates a slippery floor hazard that can be tracked and spread throughout the shop. Place clean-up chemicals and tools in easy-to-access areas in the shop.

WEAR PROPER PERSONAL PROTECTIVE GEAR – Require all shop employees and visitors to wear proper personal protective equipment, from safety glasses and ear protection to long sleeves and steel-toe work boots.

ELIMINATE CLUTTER – Keeping walkways clear between machines and exits prevents employees from tripping on tools and helps ensure a safe exit in an emergency. Store cords and vacuum hoses out of travel paths. Keep floors around power equipment clean and free of scrap materials, oil, grease and debris.

POST SIGNS – Identify all hazardous areas in the shop with proper signage. Also, clearly mark emergency eye wash and relief stations with safety procedures for workers to follow.

FOLLOW POWER TOOL SAFETY PRECAUTIONS – Never leave power tools running and unattended. Make sure that the motor is switched off before connecting any power tool to a power supply. When changing cutters and blades, always unplug the tool.

Contact our dealership or visit **Cat.com/safety** for more tips to help your shop employees work safely. \mathfrak{B}





CAT GRADE CONTROL CROSS SLOPE ELIMINATES DEVIATION TO REDUCE MATERIAL AND FUEL COSTS

Deviation from original specs is one of the greatest challenges facing crews maintaining unpaved roads. Variations in sub-base can cost your agency thousands of dollars annually in increased material costs and added grading time.

Cat® Grade Control Cross Slope is an optional, fully integrated, factory-installed blade control system that helps eliminate road spec variations and reduce material use. The system not only maintains roads more accurately, but helps establish proper slopes, shoulder elevations and road widths. This decreases material use, and reduces the number of motor grader passes needed to maintain roads.

Left unchecked, deviations develop as unpaved roadway widths tend to grow over time, and shoulder elevations differ. This results in varying cross slopes from centerline to the shoulders. When re-rocking roads, this creates variations in road thickness and shoulder elevations that can differ by several inches.

Cat Grade Control Cross Slope ensures that the desired cross slope is consistently met. Increased cross slope accuracy results in almost zero difference in shoulder elevations.

The system utilizes Cat motor graders' standard electro-hydraulic circuit to adjust the automatic side of the blade by mimicking the manual elevation adjustments made by the operator. Cross coupling ensures a uniform elevation correction is made across the entire cutting edge.

Using Grade Control Cross Slope to improve accuracy levels to within spec can save your agency thousands of dollars in material costs per mile annually, as well as reduce fuel costs. Visit our dealership or **Cat.com** to learn more.

SIMPLE, EFFICIENT GRADE CONTROL

The Cat® Grade Control Cross Slope system can be used by your motor grader operators anywhere, anytime. That's because the system doesn't rely on satellites or ground infrastructure (base stations, laser transmitters, etc.) The fully onboard control system uses three simple sensors, wiring, cross coupling software, Cat Advanced Control Joysticks and your motor grader's standard display to help your operators maintain roads more efficiently. It's that simple.

VISITORS ALWAYS WELCOME

Learn the history of one of the nation's great companies and have fun exploring current products with a hands-on visit to the Doug Oberhelman Caterpillar Visitors Center in Peoria, Illinois.

The fun begins with a virtual ride in the bed of a gigantic, two and one-half story Cat® 797F Mining Truck. You can also design your own machine, and test your skills on

a simulator to experience for yourself what it's like to operate Cat equipment.

The visitors center is open 10 a.m. to 5 p.m. Monday through Saturday. Visit Caterpillar.com to learn more about the educational opportunities and good times to be had at the Doug Oberhelman Caterpillar Visitors Center, fast becoming a popular tourist destination.



ORDERING PARTS ONLINE IS FAST AND FASY

When you need parts, you need them now. With Parts.Cat.com, ordering Cat parts is as easy as point, click, order. And it's accessible 24/7.

Using **Parts.Cat.com**, you can order parts, look up machine schematics to find specific parts, save and reuse frequently used parts orders, and pay online by credit card. Cat Classic, Cat Remanufactured, Cat Genuine and Cat Original parts are all available at the site.

Visit Parts.Cat.com to see for yourself just how easy — and fast — ordering parts can be.



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USED MOTOR GRADERS



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& EQUIPMENT PROTECTION PLAN** AT NO EXTRA COST

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To the extent that the above publication(s), bulletin(s), and/or any designated contract(s) are ambiguous or inconsistent with the policy language, the policy language shall determine the coverage under this policy.

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CAT FINANCIAL PROVIDES NUMEROUS **OPTIONS FOR GOVERNMENTAL BUYERS**

A wide variety of **financing options** is available from Cat Financial for all types of state and local governmental agencies.

Financing options available to agencies include: non-appropriations clauses, extended protection and insurance services, low interest rates, and **tax-exempt options** when financing new or used equipment.

Or consider a governmental lease or tax lease, either of which can be cancelled without penalty on the last day of an appropriations period, if funding isn't approved for the following year. Contact our dealership or visit **Cat.com/governmental** to learn more about the financing options available from Cat Financial that help reach your agency's budgetary objectives.

