

RELIABLE SHUTTLE FLEET

Emphasis on peak operating condition enhances profitability



Founded in 1998, RIPA & Associates has grown to become one of Central Florida's premier civil and utility contractors. As a full-service site development company, RIPA & Associates specializes in land clearing, excavating, grading, stormwater and sanitary sewer installation, water main installation, wastewater pumping stations, asphalt paving and more.

Recent residential projects included doing all of the sitework for several large subdivisions. Commercial work involved all of the site prep for a 24-screen movie theater and restaurant village, as well as numerous shopping centers and big-box stores. A road-widening contract including drainage and utilities and all of the sitework for a new medical center typify civic projects.

With that amount and variety of work, efficiently and reliably transporting equipment between jobs is critical—especially when the work is scattered throughout much of central Florida.

To accomplish the work, RIPA & Associates relies on a fleet of trucks, most of which are powered by Cat® engines. The trucks are used to tow a variety of trailers that can accommodate everything from large excavators to compact machines, such as skid steer loaders and backhoe loaders.

DEALER SUPPORT CRITICAL

Over the years, RIPA & Associates has found Cat® truck engines to be exceptionally reliable with the power and performance to handle the heaviest loads. To keep those engines operating in tip-top condition, RIPA & Associates relies on its Cat Dealer—Ring Power—for service and maintenance.

“Our business philosophy has always been an unwavering commitment to unparalleled expertise and providing superior customer service,” says Chris LaFace, executive vice president. “It’s the same philosophy we see in our Cat Dealer. Their customer service and expert knowledge are second to none. They are prompt and professional and we truly enjoy working with them.”

Keeping its fleet in top-notch condition is also important for another reason. “In this economy,” LaFace says, “we have to keep our existing equipment going as long as we possibly can. Doing so keeps us competitive and enhances our bottom line.”

OVERHAUL PROTECTION

One of the programs RIPA & Associates relies on is Overhaul Protection for Trucks (OPT). OPT is a Caterpillar® engine overhaul protection program



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developed specifically for truck engines that have received a certified overhaul from a Cat Dealer.

OPT provides up to 36 months of standard warranty coverage against unexpected repair costs for qualified parts that fail due to defective materials or factory and dealer workmanship during normal engine use and operation. There are no deductibles with the OPT program should a repair be needed, and coverage includes 100 percent of parts and labor costs.

According to LaFace, OPT provides RIPA & Associates with peace of mind and protection from unexpected repair costs.

FLUIDS ANALYSIS

RIPA & Associates also utilizes S•O•S Services—oil and coolant analysis—as part of its preventive maintenance program. “Minimizing our equipment operating costs is essential for a healthy bottom line,” LaFace says, “and S•O•S Services helps us do that.”

S•O•S Services is the fastest, most accurate and reliable way to know what’s going on inside a truck engine. S•O•S Services keeps minor repairs from becoming major ones by predicting wear-related problems, which provides greater flexibility in repair scheduling and downtime minimization.

Using an S•O•S Services Report, service technicians can go directly to the core of a problem, saving valuable time and resources. S•O•S Services also optimizes oil change intervals and manages component life and equipment availability, reducing customer owning and operating costs.

“We’ve been very pleased with the high quality and superior level of service provided by our Cat Dealer,” LaFace says. “They truly are the best in the business.”

SAFETY FIRST

RIPA & Associates is firmly committed to offering quality services, solutions and value to its customers using the safest, most efficient means available. As such, it expects and demands that its employees act and work in a manner that preserves the company’s reputation for safety and prompt and courteous service that complies with local, state and federal regulations.

“Our primary objective is to meet or exceed regulated requirements to ensure an injury-free, safe work environment,” says Chris LaFace, executive vice president. “We strive to perform all of our operations in a manner that safeguards health, protects the environment, conserves valuable materials and resources, and minimizes risk.”

To ensure that it upholds those sustainable practices, RIPA & Associates relies on five key principles:

1. Promoting a strong, healthy, and safe work environment at work and with management leadership and employee compliance.
2. Providing appropriate and timely environmental, health and safety training to all employees throughout the company.
3. Holding all employees accountable for their actions or inactions in reporting environmental, workplace and occupational hazards.
4. RIPA & Associates’ environmental and health and safety professionals consistently develop and improve effective standard operating procedures to prevent, minimize or mitigate workplace and occupational hazards. All employees are required to understand and adhere to the highest standards while performing their respective job duties.
5. RIPA & Associates’ management team periodically recognizes employees who advocate and demonstrate superior environmental and health and safety awareness and practices.

