



The 2021 Annual Conference & Products Show



Round Rock, Texas
July 21 - 25, 2021

Co-Hosts of the 2021 Conference, our Diamond and Platinum Sponsors

The Products Show has grown significantly in recent years and offers you an excellent opportunity to explore new products and services, as well as catch up with friends and business partners!

The Products Show is Thursday, July 22nd, 3:30 pm, Kalahari Salon E

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Our 2021 Diamond, Platinum and Gold Sponsor companies are our industry partners! Many of them are long time supporters and have been with us for many years, through good economic times and bad. Please let them know just how much you appreciate their partnership with our Association. Additional **Exhibitors** joining us for our Products & Services Show this year are Champions Marketing, Harrington, IAPMO, Preferred Climate Solutions, Texas Air Products and Total Positioning Solutions.

Social Events and Entertainment this year:

The [Opening Reception](#) features a chance to catch up with old friends and make some new ones! Hors d'oeuvres and hosted bar. Open to all fully registered attendees.
[Wednesday, July 21, 6:30 pm, Kalahari Salons H-I](#)

[Dinner Party](#) exclusively for those registered Contractors, Project/Service Managers, Diamond and Platinum Level Sponsors.
[Thursday, July 22, 7:00 pm, Kalahari Salons A-D](#)

[Dessert and Ice Cream Party](#) exclusively for those registered Contractors, Project/Service Managers, Diamond and Platinum Level Sponsors.
[Thursday, July 22, 8:00 pm, Kalahari Salon F](#)

[Casino Night](#) We'll serve food and drink from 7 - 8 pm. Our Casino, with all the glitz and glamour of Las Vegas will come alive at 8 pm. Enjoy a night of authentic casino gaming tables and professional dealers! Drawings for prizes with tickets issued for winnings. Open to all fully registered attendees.
[Friday, July 23, 7:00 pm, Kalahari Salon E](#)

[The Children's Party - Contractors in the Making!](#) We'll feature the E.S.T.E.A.M. Academy program; Children will have the opportunity to construct a battle bot, make a movie, plus play additional games and activities; Pizza buffet; Ages 4 (potty trained) to 12. See the enclosed brochure for more information.
[Friday, July 23, 6:45pm - 11:00 pm, Kalahari Salon A-B](#)

[2021 Golf Tournament](#)

[Saturday, July 24](#)

[6:30 am](#) Transportation from Kalahari Resort Main Entrance to the Golf Club at Star Ranch;

[7:00 am](#) Breakfast, Golf Club at Star Ranch;

[8:00 am](#) Shotgun Start, Golf Club at Star Ranch;

[1:00 pm](#) Transportation for return to Kalahari Resort

[Annual Meeting Reception and Dinner](#) Enjoy our Reception and Dinner, along with the Annual Business Meeting, as we celebrate the closing of our 2021 Conference. Open to all fully registered attendees.
[Saturday, July 24, 6:30 pm, Kalahari Salon E](#)

[Annual Meeting Entertainment](#) Comedian Derek Hughes. Open to all fully registered attendees.
[Saturday, July 24, 8:30 pm, Kalahari Salons F-G](#)

2021 Conference Education Programs

These Programs are open and available to all registered attendees



Breakfast with Armand Kilijian

Thursday, July 22, 7:30 am, Kalahari Salons H-I

Meet and hear of the latest efforts and initiatives from your National Association. We will be joined by **Armand Kilijian**, the President of MCAA for 2021. Armand is the President of O'Brien Mechanical, Inc., a family-owned, full-service plumbing/piping/HVAC contractor headquartered in San Francisco, CA. The company self-performs a wide range of plumbing and piping installation work for commercial projects throughout the Greater Bay Area. Mr. Kilijian will be joined by MCAA CEO Tim Brink.

The What If Experience

Thursday, July 22, 9:00 am, Kalahari Salon A

Mike Rayburn is an accomplished musician who asks “What If...” as a means to take on problems and change. Within 30 seconds you will know that the impossible is possible. Within two minutes you will be laughing and totally engaged. By the end you will be on your feet, energized and equipped with solid business tools and wisdom. Mike Rayburn’s “What IF? Experience” is about:

- ▶ Innovation... finding and creating the opportunities, products and processes that others miss.
- ▶ Change... moving from managing change to creating change.
- ▶ High Performance... making those opportunities happen.

You will leave with the tools to do just that. Oh, and you’ll laugh so hard it hurts!

Takeaways...you will:

- ▶ Learn three powerful tools to access unrealized potential.
- ▶ Create change, rather than manage change.
- ▶ Discover the opportunities you are currently missing.
- ▶ Set and achieve bold, empowering goals.
- ▶ Embrace your uniqueness as your competitive edge.

More than anything... “The What IF? Experience” is just that: An EXPERIENCE. “What IF?” will be memorable, valuable and unforgettable. There is no one who does what Mike Rayburn does.

Mike Rayburn is TEDx Presenter who teaches innovation, change and peak performance using world-class guitar and humor to create a transformational experience and generate exponential results. He has headlined Carnegie Hall, Las Vegas, and performed more than 5,000 presentations in 20 countries on five continents. Rayburn is a music/internet pioneering entrepreneur, feature artist on Sirius/XM and Artist In Residence at High Point University. His more than 1000 corporate clients include most of the Fortune 500.





Inspired Talent

Thursday, July 22, 10:30 am, Kalahari Salons C-D

Employee engagement is paramount. Without it, organizations struggle and employees remain disengaged, operating on the low end of performance and fulfillment. Research confirms only 29% of the workforce is fully engaged – meaning they like what they do, feel supported, productive and rewarded. The other 71%? Most are just trading hours for dollars, with their heart, head, and focus somewhere else. As a result, companies get less than they need from their workforce and suffer with poor results in sales, profit, growth, turnover and customer satisfaction.

The answer? “Inspired Talent.” Because truly engaged employees are those who are motivated, committed and fulfilled. Motivation comes from within. Commitment is a decision that is made. Fulfillment is the result. And none of these happen unless leaders inspire – which is the

powerful external influence that drives employee engagement. In this presentation, Jason Young shows leaders how to create an environment where employees are inspired, engaged and can do their best work. In this inspirational keynote, Jason teaches that Inspired Talent is the result of proven leadership practices that lead people to their full potential and help them, not just survive, but to thrive. Participants will come away with the practical insights and tools needed to have what every organization desperately needs... Inspired Talent.

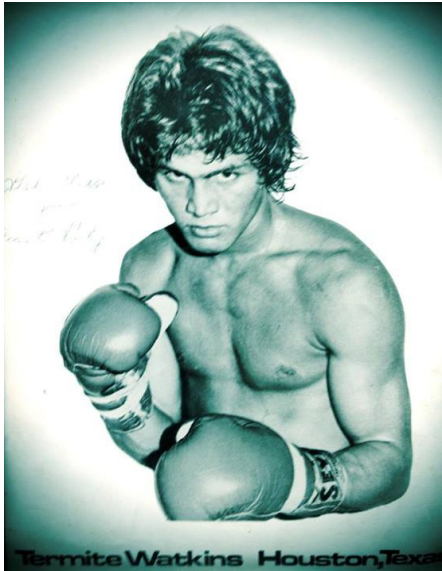
Jason Young has been called a “rare breed” when it comes to developing leaders and customer service initiatives. As a former senior-level manager at Southwest Airlines, Jason learned the value of a successful workplace culture. During his 10-years with the airline consistently rated No. 1 in customer service and employee satisfaction, he was a key driver in creating and developing the company’s innovative training programs for its successful leadership and customer service culture that have become renowned in the business world. Today, as president of Culturetopia, Jason shares his vision in developing successful corporate culture with forward-thinking companies, including Starbucks, Ericsson, Farmers Insurance and Tyson Foods – among hundreds of others. He has even captured his philosophy of creating high performance cultures in his books, *The Culturetopia Effect* and *Servicetopia*.

Texas Legislative Recap / Ask the Attorney

Thursday, July 22, Noon, Kalahari Salons H-I

The 2021 Texas Legislative Session has just concluded. It was one of the more memorable, for a variety of reasons. For the construction industry, significant legislation was finally passed addressing issues like Design Defect Liability Reform, Lien Laws Updates, Payment and Performance Bonds on all work on public property, Public Project Prompt Pay/Disputed Funds and Updates to Retainage Laws for Public Works. There are other, less high profile pieces of legislation that will have a positive effect for contract law governing construction contracts to learn about, as well. Our friend, Ben Westcott, co-managing shareholder at Andrews Myers, PC with offices in Houston and Austin, will be on hand to discuss these legislative solutions, and to answer any questions.





An Olympic Dream That Changed the World

Friday, July 23, 9:00, Kalahari Salons C-D

Maurice “Termite” Watkins was at the time the youngest ever Gold Gloves national champion boxer. He turned pro his senior year in high school, and set his sights on a world title. His 58 professional wins included 48 knock-outs. In 1980, he fought in Caesar’s Palace for the coveted world title in a double main event that featured Muhammad Ali and Larry Holmes. In a fifteen-round brutal fight, Termite lost to champion Saoul Mamby.

Retired from boxing and enjoying a successful sales career, Termite was settled into a suburban life with his family in Deer Park, Texas until the events on 9/11 changed his life. Termite felt an overwhelming desire – he believed it was a calling of God – to serve his country. He asked what he could do for his country. The surprising answer was pest

control, the business he’d learned as a child from his father. The coalition needed someone to go into Iraq and to rid military camps of snakes, scorpions and bugs. Over his family’s strong objections, Termite headed to Iraq.

Termite’s patriotic service soon spread beyond vipers and flies – he offered boxing classes to soldiers, officers, and aid workers. News spread of this high-energy boxer with the infectious “can-do” attitude. Visionary coalition leader Mike Gfoeller presented an amazing challenge to the Texan: Ousted for the unspeakable crimes against its athletes, Iraq had not been in the Olympics in decades. “It was a slim-to-nothing chance, maybe one in a million,” Termite said. Meeting his team of forgotten, rusty athletes in Baghdad, Termite was unimpressed with their skills but amazed by the hearts of these 14 Iraqis. Some arrived without shoes; none had headgear or mouthpieces. “It took tremendous courage for these men to show up on that soccer field to meet an American,” said Termite. He fell in love with them and put his life at risk every day to help them reach their Olympic dreams.

Termite’s incredible perseverance and total devotion to a goal was called upon to overcome daunting obstacles. The quest of this unlikely team and their colorfully charismatic coach inspired the world. At a time of tanks and the toppling of Hussein statues, Termite’s team sent the message of hope and freedom in a war-torn nation. CNN, Fox, NBC, ABC, CBS, The New York Times, Sports Illustrated, and every other major news outlet heralded the triumph of spirit represented by Termite and his men. This story will be produced into a movie by Sylvester Stallone.





Moving Forward With Confidence

Economic Outlook For Texas and the Nation: 2021

Friday, July 23, 10:30, Kalahari Salons C-D

There are a lot of things happening in Texas. Alan will look at construction trends in Texas and the region, labor issues, interest rates and construction price index. He will also look at US and global economic trends that will impact Texas. Thinking and planning for the changes before they are on your doorstep is key to being successful as we go through the business cycle. Attend and learn what the leading indicators are telling us and what it all means for budgets and cash planning, and what we can do about it. We'll also take a closer look at the 2020s, and what opportunities and potential problems await us there.

Dr. Alan Beaulieu, is the President and a Principle at the Institute for Trend Research (ITR). ITR Economics is First in Forecasts

Worldwide because of its reputation for reliable forecasts and actionable content. Additionally, Alan co-authored three books, including a children's book "But I Want It" to shape young minds in a way that will prepare them for prospering in the future.

Conference Identification - You, and your registered participants received name badges at registration. These badges are your ticket for entrance into each of the Conference activities - please be sure to wear your badge throughout the Conference.

Resort Casual - Dress for all of our Conference events is resort casual! The Kalahari Resort is a comfortable resort and casual attire is acceptable for all of our conference events!

Kalahari Resort - Round Rock features America's Largest Indoor Waterpark! Each Guest Room will receive four (4) Waterpark passes per day. Additional Waterpark passes are available for an added fee.

Project / Service Managers Education Series for 2021

Thursday, July 22, 1:30 - 3:00 pm, Kalahari Salon A

For those registered, as well as any of our registered Contractors, Sponsors and Exhibitors interested to attend.

Serviceetopia – The Ultimate Customer Service Experience

In this keynote, Jason Young explains how a company can deliver a transformational service experience — Serviceetopia — with each and every customer encounter. What is Serviceetopia? Imagine an environment where all employees are aligned with the mission and vision of the company and every day they go to work committed to providing exceptional service to every customer. They understand their purpose in the organization. They perform their duties with passion as they seek to meet every customer's needs. They are professional and work tirelessly to build customer loyalty. They follow a carefully outlined process to ensure customer satisfaction and eliminate pain and frustration. And in the end, they add a little pizzazz to surprise and delight the customer. Purpose. Passion. Professional. Process. Pizzazz. These are the hallmarks of Serviceetopia, the behaviors required for delivering exceptional customer service, every day. In this keynote, Jason Young shares how a company can deliver on Serviceetopia, where high levels of customer satisfaction and retention are sustained; and where employees derive personal and professional satisfaction from delivering great service and the customer is the beneficiary. You'll discover that a commitment to Serviceetopia can help your organization make a name for itself and impact the bottom line.

Jason Young has been called a “rare breed” when it comes to developing leaders and customer service initiatives. As a former senior-level manager at Southwest Airlines, Jason learned the value of a successful workplace culture. During his 10-years with the airline consistently rated No. 1 in customer service and employee satisfaction, he was a key driver in creating and developing the company's innovative training programs for its successful leadership and customer service culture that have become renowned in the business world. Today, as president of Cultureetopia, Jason shares his vision in developing successful corporate culture with forward-thinking companies, including Starbucks, Ericsson, Farmers Insurance and Tyson Foods – among hundreds of others. He has even captured his philosophy of creating high performance cultures in his books, *The Cultureetopia Effect* and *Serviceetopia*.





2021 MCA of Texas Annual Conference

Registrations as of July 12, 2021

Kalahari Resort
Round Rock, Texas

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A & G Services, Fort Worth
Bryan Peterson, Noah Yates

Anthony Mechanical, Inc., Lubbock
John Anthony, Matthew Anthony,
Mark Rucker, Stacy McMinn,
Jason Richards

The Brandt Companies, Austin
James Marek

The Brandt Companies, Dallas
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Carlos Calzada, Trey Calvery

The Brandt Companies, San Antonio
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Chuck Fell, Roy Hennick,
Jimmy Soileau, Roy Cizmar

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Adam Roche, Jay Rohan,
James Martinez

Dynamic Systems, Inc., College Station
Paul Stein

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Rick Gopffarth, Kevin Oeding

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Ben Kohn, Brent Watts

Dynamic Systems, Inc., Houston
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Jeff Vogt, Justin Russell,
Alan Warwas, Chris Reidy,
Stephen Grothues

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Greg Foster, Kevin Bottom

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Doug Gregory, Billy Gregory,
Brandon Walker

Har-Con Mechanical, Houston
Matt Ford, Travis Welch
Randy Allen, Jason Grymes

Harold James, Inc., Fort Worth
Chad James

Lasco Process Systems, LLC, Mesquite
Don Potosky, Carlos Rodriguez

Letsos Company, Houston
Jim Letsos, Joe Morrison

MIINC, LP, Dallas
Alan Milby, John Medley,
Brian Riley, Cory Kent

MLN Company, Houston
Rusty Minchew, Mike Bradby
Michael Cosgriff, Chad Smith

Service Mechanical Group, San Antonio
John Gargotta

Straus Systems, Houston
Jack Farr, Nick Kiser

Way Engineering Ltd., Houston
Gage Davis, Scott Dusek,
Matt Sullivan, Tony McCorvey, Jr.
T. C. Wilson, Jeff McCaskill,
Derrick Williams, Corey Gill

2021 MCA of Texas Annual Conference
Registrations as of July 12, 2021
Kalahari Resort
Round Rock, Texas

Staff , Labor Leaders and Guests

MCAA President/O'Brien Mechanical Inc.
Armand Kilijian

MCAA CEO
Tim Brink

MCA - SMACNA of Austin
Jim Reynolds

MCA - SMACNA of San Antonio
Sandee Morgan

MCA of Texas / MCA of Houston
MCA of Dallas / MCA of Fort Worth
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Pipefitters Local 211
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Doug Roden, Whitney Lampe

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Benjamin Luna, Zach Rother

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Dany Grantham

Tyler Pipe
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Jack Dunaway, Patrick Leonard

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Jim McStravock, Thomas Deleo
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Bill Summers, Daniel Summers

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Chaz Balthazor, CJ Huprich

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Isaac Henson, BryanSublett,
Peter Giannagelo

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Matt Hetrick, Lauren Rice

SVF Flow Controls

Ricky Seward

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Champions Marketing

Keith Mayfield, Michael Stanaway,
Jeffrey Sutton

Harrington

Will Folse, Jon Parker,
Mark Monroe

IAPMO

John Mata

Preferred Climate Solutions

Brian McCourt

Texas Air Products

Andrew Collier, Kenner Coon,
David Payne, Josh Bailey

Total Positioning Solutions

Chad Long



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Mechanical Contractors Associations of Texas
2022 Conference and Products Show

July 27 - 31, 2022

La Cantera Resort & Spa
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Mechanical Contractors Associations of Texas

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