

THE PUMPER

SPRING 1992

YPSS - GAS WITH CLASS

NEXT EDITION

In your hands you are holding your personal copy of "The Pumper", the evolving YPSS newsletter. Welcome to those of you who will be arriving in the next few weeks for your first summer season with YPSS. If the past is a reasonable guide to the future, you can look forward to a great summer in Yellowstone. Welcome back to you folks who have been here before and know what this is all about.

This publication was born in July of 1991 in an effort to share information, ideas and some entertainment with and between YPSS employees. It is hoped that some of the information herein might actually be helpful, some entertaining, and occasionally some may be both. We have received several pieces from various YPSS employees, see the story of Shawn and Ben, and would love to see more.

The YPSS staff reaches its peak level sometime in late June every year and holds that level until mid-August. At that time we usually have about 95 people in our employ, about 56% of whom are Service Station Attendants. In honor of these front-line folks, affectionately referred to as "Pumpers", this publication is titled "The Pumper". We hope you enjoy it.

ARE YOU READY FOR THIS?

Conoco will be working with YPSS this spring to install electronic credit card machines in our locations. These will be hooked up to dedicated phone lines and the word is that they will take only 7 seconds to verify a card and print an invoice.

We will all have some things to learn but there is significant potential here for reducing credit card mistakes, saving time at the stations and in the office, and turning those credit card transactions into cash quicker. Installation should begin sometime in May.

TOO BAD YOU WEREN'T READY FOR THIS

The K-Bar, source of the best pizza in Gardiner for the past 20 years, was sold recently. The new owners received the pizza recipe along with the business and don't anticipate significantly changing the place.

Saturday night, April 25th, from 7 to 10, the previous owners provided drinks and food for free. Don't expect this to happen again anytime soon. Sorry we didn't get the word to you in time on this one. There really wasn't any room for you in the place anyway.



Because of a shallow snow pack and warm weather, the plow crews made very quick progress through the Park this spring. All of the park roads are being cleared ahead of schedule and on April 15th all park roads, with the exception of Dunraven Pass, were scheduled to open to the public. We were there shortly after. Clark Bomgaaars, Dan Brown and Billy Maddux had taken the locks off the doors and YPSS was open for business at Old Faithful and Canyon on the 18th.

Coincidentally, on the 18th of April it snowed. Business was somewhat slow. From these humble beginnings the 1992 summer season will emerge.

Flora came back to work in March, Bill Popernik arrived the first of April, Jerry Egbert has arrived and Dan Bowlin has been working a couple of weeks already to get things ready to go. From here until the middle of June the level of business, the number of locations open and the staff will be growing.

515's FACE LIFT: THE SAGA OF TWO YOUNG MEN AND A COMPANY IN YELLOWSTONE WHO JUST DIDN'T KNOW WHAT THEY WERE GETTING INTO!

This story began in July of 1991 when Ben and Shawn purchased 515, a 1949 Ford Pick-Up, from YPSS's illustrious stockpile of antique vehicles. The plan was to fix the truck up with a new paint job and countless other items which it may stand in need of, then turn around and give it a good home with some nice person with no common sense and a lot of money. No Problem! In late August the work began. First in the Canyon repair garage and later in the Grant Village Garage (sorry Steve). Boy did we make a mess of that place! Don't worry Steve, we cleaned it up. As October rolled around we moved back to Canyon Repair. We were planning to paint the truck late in the month, but when temperatures got to 30 degrees below zero we decided to change our plans. Mostly because you can't stir paint at that temperature, let alone spray it. I hope this is not too technical. Anyway, at the end of October we made our biggest trek yet, down to my home in UTAH. Through the help of my college, we were able to paint in the school spray booth. Now after many hours of toil and reassembly through the months of November and December it is looking pretty good. When all is said and done we figure that we will get about 25¢ per hour for our labor. It's great to be young and dumb!

We would like to thank all those who made this project possible:

- Nelson Scott and his desire to increase company profits. It was his idea to sell the truck in the first place!
- The garbage man at Canyon!
- Don Kossler and Dan Brown who kept us from starving in the late fall by cooking for us!

○ All those who told us it couldn't be done. Boy, why in the heck didn't we listen to you?

Thanks again for all your support and patience. Being a part of the YPSS team means a great deal to me. See y'all in the spring.

By Shawn "Roy" Sturgeon in collaboration with Ben Naylor.



The New Improved 515

Welcome Back!

As of April 23rd, the roster shows that of the 95 people we have hired, 47 will be those of you who have worked here one or more seasons already. You folks are counted on to get the doors open and get things going every year.

We would like to welcome you returning employees back and get you started in a little different way this year. Don't worry, you'll still get your picture taken and, no, we're not going to take fingerprints like we used to. We would like the opportunity to take you out to lunch on the day that you arrive and spend some time with you getting reacquainted and discussing the 1992 season. Every year there are some changes from the previous year and we'd like to see if we can informally formalize a "reorientation" session.

Most returning employees have been scheduled to arrive in Gardiner on a Monday or a Friday. If you could arrange to be in the YPSS office by 11 AM on your arrival day we can get a head start on lunch and take some time to visit afterwards. Please drop a note in the mail or give us a call if you are a returning employee who will not be able to make it into Gardiner by 11 A.M. on your arrival day.

We're looking forward to having you all back and hope that we can work this out. Have a safe trip out here. See ya' soon.

Recycling in '92

Some Conoco personnel will be coming and going throughout the summer as they continue to celebrate 75 years of doing business in Yellowstone. For those of you who will be putting in your first year this summer and who haven't heard of Conoco, they are the oil company that provides YPSS with the gas that we sell in the Park.

Among other things, they will be coordinating some recycling consulting in Yellowstone. Conoco is owned by DuPont, and experts from both companies as well as the James River Corporation will be in the Park working with all of the concessionaires and the National Park Service to determine how to maximize and streamline recycling opportunities.

Last year 70 tons of recyclables were recovered from the waste stream. There is the potential to recover a great deal more but the program in the Park is at the point where that can't be accomplished without making significant investments in personnel and equipment for handling, processing, storage and transportation. We are looking forward to working with Conoco on this project and applaud them for taking it on.

The prospects are looking very good for getting back to recycling # 2 plastic. For the short term we will be handling it the same way as last summer, but until we have further details worked out we will be storing it in Gardiner.

Stay tuned. Your ideas and energy will be needed to keep this working.

Boxtops

For the past few years CARQUEST, our auto parts supplier, has sponsored a program that allowed YPSS to trade in filter box tops for merchandise from their merchandise catalog. That program has been expanded and this year we can redeem part numbered box tops from all CARQUEST products for merchandise.

On the low end it takes 150 box tops to trade in for a tea-pot or a clock. Or you can let those things gather some dust until you have 7,500 to swap for a canoe or a Nikon.

ADOPT-A-HIGHWAY

Montana has just joined the Adopt-A-Highway program. YPSS is applying for 2 miles of road near Gardiner. We hope to be able to count on 20 YPSS volunteers, 3 times a season to pick up litter. Interested? We'll need you. Some type of picnic/party would definitely be a part of it.

To Your Health

You received a brochure with your employment agreement describing the 1992 Health Care Program. This program is sponsored by Yellowstone Park Medical Services (YPMS) which provides health care at 3 locations in the Park. All concession employees participate in this plan at a cost of 58¢ per day. This payroll deduction will be made for employees during their employment between May 25th and October 11th in 1992.

Review the brochure sent with your employment agreement for details. Keep in mind that under this plan you have coverage only if you receive treatment in the Park from YPMS.

Last summer a "Seasonal Accident Insurance" (SAI) plan was introduced in Yellowstone. YPSS made this available because this plan provides coverage for the treatment of accidental injuries if treatment is received outside of Yellowstone. Besides providing accidental death and dismemberment benefits this plan comes with a \$100 deductible for each accident after which the Plan will pay 100% of the reasonable and customary charges for eligible expenses to \$5,000. It is important to note that illness is not covered, just accidental injuries.

The SAI plan is voluntary. If you choose this coverage YPSS will handle it as a payroll deduction. The cost is 51¢ per day and the coverage is available throughout the term of your employment in the Park.

Neither of these plans constitutes a comprehensive major medical insurance plan, which is something everyone ought to have. It has become apparent that many seasonal employees do not and for that reason YPSS has made this plan available.

If you have questions about either of these plans please don't hesitate to ask. If you would like more information on the "Seasonal Accident Insurance" we can send you a brochure and we will have brochures and enrollment forms available when you arrive.

Phone

We've been wasting a lot of time tracking personal long distance phone calls. This has not worked out well for YPSS.

Our business gets stung twice when a personal call is charged to a YPSS phone. First, the phone is tied up and is unavailable for any business use. Secondly, it takes considerable time and effort to sort out the personal calls of the 15 separate phone bills, identify who to bill for those calls if possible, then do the actual billing. It is not good business. It is not smart.

YPSS pays to have the pay phones available in our dorms. There are also pay phones near most of the stations. PLEASE USE THEM!

If you will be making several calls throughout the summer get used to picking up a roll of quarters first, or make arrangements to get a telephone credit card number, or better yet for you, call collect.

DO NOT MAKE PERSONAL LONG DISTANCE PHONE CALLS ON YPSS BUSINESS PHONES!

Thanks for your cooperation.

Cleaning Up Our Act

We are investigating some alternative cleaning products for use in our shops and stations. Quite a few of the products that we have used in the past are not particularly good for the water, land or air that they are eventually washed into, dumped on or burned into.

We will be switching to some products that are free of phosphates and are citric based. These products contain natural, double distilled, insecticide residue free citrus solvents and citric acid. They are non-toxic and do not produce hydro-carbon pollution as do petroleum solvents. They are biodegradable and break down into harmless substances. If you need more, the citrates are imported from South America in order to help create jobs and thereby reduce the deforestation of the Amazon Rain Forest that is taking place by providing other types of jobs in the area.

The company we are working with is called "Naturally Yours". They are working with several National Park concessioners throughout the country and will customize products for specific applications.

We will be looking at their products for use in window washing, floor mopping, bathroom and toilet scrubbing, scrubbing lanes, cleaning parts and for a hand cleaner. We will be able to purchase these in larger quantities to eliminate some of the packaging and reduce the price.

We'll need your help making the adjustment. The products are cost competitive, but only if used properly. Most of them are shipped undiluted and need to be diluted with water. If they are not we would be wasting a good bit of money.

We're looking forward to trying these things out and getting your feedback.