



New Tanks for Grant Village

The Grant station went under the knife this fall. The station closed the day after Labor Day and work began to replace the underground storage tanks, the piping, and the pumps. The weather was ideal for this project and the job was pretty much wrapped up by the first of November.

The new layout consists of 2 islands instead of 3, and the pumps are configured similarly to the new setup at Canyon - there are 4 stands of pumps with 2 regular unleaded hoses available at each. In addition to regular unleaded, Grant will offer super unleaded and diesel.

We have now installed new tanks at Mammoth, Tower, Canyon, and Grant. This is part of a plan to come in line with the EPA's underground storage tank regulations by their 1998 deadline. Still on the drawing boards, and in pencil, are plans to deal with Fishing Bridge and Old Faithful. It remains to be seen if YPSS will upgrade the Fishing Bridge station or build a new facility in the Lake area. Likewise, the fate of our Old Faithful stations are tied up in the National Park Service's planning process. There could be a new Old Faithful station and shop to replace the 2 current stations in the future.

Past Gas

Charlie Gallagher relays a story from the 50's: At that time there was a device on each gas pump called a "set-back crank". We had a few of these in the park just a couple of years ago but the last have been retired. The crank is on the side of the pump and in order to "zero" the pump you had to grab the crank and turn it. Only then could you pump any gas.

Stations opened at 6 AM and that is about the time Charlie received a call one morning from a station. All of their set-back cranks were gone and they couldn't sell any gas. Pretty bad news. As Charlie began to sort through the options the phone rang again - then again, and . . . In a short time all of the stations had call report that there was not a pump in the park this use.

Pretend you're the General Manager - just another day at the office right? What do you tell the Park Service to explain why we can't sell any gas in the Park. What do you tell a growing number of upset customers?

Charlie called our supplier in Butte to find out that they didn't have enough cranks in the state of Montana to refit all of the pumps in Yellowstone. Our supplier called the Wayne Pump company in Indiana to find that they were on their annual 2 week vacation when the whole company shuts down.

After some serious brainstorming Charlie set into motion a plan to locate and purchase a number of wrenches from area hardware stores which were used park wide in place of the cranks. The cranks were eventually replaced and we are still using some of those wrenches in the Park.

The old cranks never reappeared and the perpetrator was never identified. You folks whose fathers worked here, have a talk with them and find out what they know about this.

Good story now - not so great then.

Pranks have always been a part of the spirit of YPSS. Another prank gone bad occurred in the 70's when the Lake crew broke into the Fishing Bridge Station and were gleefully decorating the place with toilet paper when they were surrounded by patrol cars and rangers with shotguns. A concerned passer-by had seen the late night activity in the station and called in a burglary.

That one did not play very well either.

Many rangers were called out after hours and our employees had not anticipated facing shotguns. There is still some ill-will over this one.

What's the moral of the story? Use your judgment. Pranks can be great for morale and build cohesiveness. These two stories are good for a chuckle years later but they demonstrated bad judgment, compromised our operation, put people in danger, and damaged our image. It takes years to "fix" some of that. Some of it can't be fixed.

Winter

It is not often that YPSS opens a new business. For the past several years we have (sort of) opened Fishing Bridge late in the winter season when we have run out of fuel at Canyon. Never slow to take a hint, we've decided it's time to open Bridge up for the whole winter.

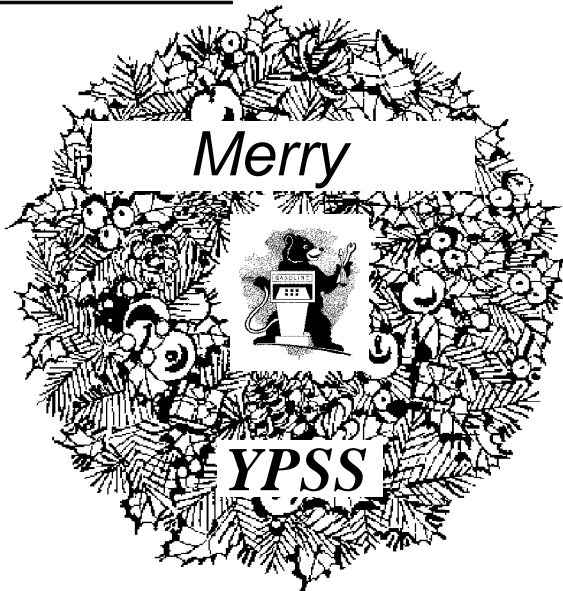
Chris Benden is the pioneer who will be working at Fishing Bridge Snow Gas. His freezer is loaded, he's set up in a Park Service trailer, the firewood is stacked, and just the other day he *REALLY* sprained his ankle playing hoops. Smooth move Chris.

Monica Gillow is breaking new ground (snow?) this winter. She is the first woman to work full-time for YPSS in the winter. Monica will be working with Billy Maddux at Canyon. Chris is at the mercy of these two for his days off. They are responsible for seeing to it that he doesn't get cabin fever and shoot up his trailer.

Jerry Egbert, Pops, and Mike Nelson are working at Old Faithful this winter. Lisa Egbert, Dan Woodford, and Kevin Pfeifer are working for TW at Old Faithful. Monica is working for the fishing company to Chris on the disabled list. She is going to fancy skiing at Old Faithful and managed to kneecap her knee. It's not safe out here.

Abke and Bill Lang are working for TW out of Gardiner. Steve Krumm, Tara Munroe, and Chad Kies are in West Yellowstone, and Clark Bomgaars and Paul Kaliton are in Bozeman for the winter.

Don't forget; Flora says you're welcome to move to Montana as long as you find two people to move from Montana back to your home state.



See You in Cyberspace

Here in Gardiner, YPSS has a subscription to the Internet. If you are also a member or if you are tuned into the Internet (the Net) we can communicate via E-Mail. It's cheaper and faster than the regular mail and it doesn't use any paper.

We don't do a lot of this but after reading a recent US News and World Report article on the "Electronic Frontier" and Internet we realized that some of you out there may be pretty familiar with this stuff. We're learning. And what we've learned is that we can send and receive E-mail through the "Net".

If you're too lazy to put pen to paper and hike to the post office to make your case for a promotion, give us the address of a friend who might make a good YPSS employee, or share your ideas for leading YPSS into the next century here is how we can keep in touch:

- Our CompuServe "address" is 71067,456. If you're on CompuServe you need no more information.
- If you have access to Internet, our address is 71067.456@compuserve.com

We received an employment inquiry from an individual who spotted us in the CompuServe directory last year, and we kept in touch with YPSS employees in the States and England last winter this way. (Someone should have thought to put our CompuServe address on the recruiting poster this year.)

If we get any on-line responses from you folks out there we'll share your cyber-addresses in the next Pumper.

And no, you won't be able to dial up our computer and change your pay rate.©

A lot of people mistake a short memory for a clear conscience.

- Doug Larson, United Feature Syndicate

We Remember Them Well

We lost two friends this fall. Flora's husband, Don Cameron, lost his fight with Alzheimers Disease and passed away in November. In the 30 plus years that Flora has worked in the YPSS office Don has been a friendly familiar presence at pot lucks, steak fries, and highway cleanups. His stories of an earlier Montana taught us a lot. We miss him already and we wish Flora the best.

Bob Rowland also passed away this fall. Bob's friendly face was a part of the

Enlight(e)ning Experiences

By Scott Herring

Finally, here is the quote of the year from Tower/Roosevelt, and perhaps for all of YPSS for '93.

Early in the season, when I was still there alone, an elderly couple, perhaps in their seventies, pulled into the lanes. A very tough pair of septuagenarians, as you shall see. The woman got out, and delivered the quote of the year:

“Can you help us? We think we have a blown fuse. Our car was struck by lightning.”

I write “tough” because they were in the car at the time of the strike, with one of the doors open. While they were somewhat shaken up, it was not what you might expect, especially considering that the force of the blast had blown out the windows in the car parked next to theirs.

The bolt had struck a removable CB antenna clamped into the rear driver’s-side door. The antenna had simply vanished; about two inches of it were left semi-intact. Although this had happened at Mammoth, I could still smell burning paint; about one square foot of the roof had been blistered. The chrome strip along the top of the door looked as if it had been pounded by a baseball bat (I suppose that’s where the antenna lamp had been). Both the window (which was smoking and deformed) and the door had been spattered by drops of molten copper from the disintegrating antenna.

“Well,” I said, “look on the bright side: it’s a heck of a conversation piece.”

The intermittent wipers no longer worked. Neither, I suppose, did the CB. I could find no blown fuse, so I sent them on to Canyon repair. It took Ken and Ernie a while to figure it out. It was the electric door locks, also tweaked, that finally provided the clue that told them the car had a lot more blown than a fuse. The entire on-board computer system was fried.

Oh; but we do got to see some marvelous violence done to automobiles.

The World According to Benden

This article should not be considered or thought of as mere filler material. Don't think for a minute that this was the last article to make the paper. The stuff for this paper is doltish and inexpensive (that is a kind way of saying thick-witted and cheap). We don't know the meaning of fluff around here so let all those thoughts pass about having nothing to say. As is evident by what you have read so far I or we have plenty to say. It is the manner in which you say it is what really matters. For instance, if I were to say the reader who has lasted this long into this article is a knucklehead you may quit reading. But if I say that you the reader is in pursuit of knowledge which will take you a step further than the non-reader thus making you wiser. Please don't look for my article in the Next Edition.

Top 10 Reasons to Send Cookies to the Snow Gas Guys

by Billy Maddux

10. It might have a positive effect on your rehire status
9. We like real mail and not just bills
8. We work so hard we don't have time to make cookies
7. We need something to eat
6. Somebody has to give Carol a run for her money in the cookie department
5. We will actually be nice to you if you get gas
4. If you visit you won't have to sleep in a snow cave
3. This way YOU get to eat all the cookie dough
2. Dunkin' Donuts Don't Deliver
1. We could be your boss next summer.

HELP WANTED!

The next issue of *The Pumper* will come out in the spring, to be sent to new hires, a select group of YPSS alumni, and you folks. Please share your ideas and your writing skills - make a contribution so we can keep Benden off of these pages.

Submit your work to *The Pumper*, P.O. Box 11, Gardiner, MT 59030.

It's All in the Family (continued)

Here's a couple we missed in the last "Who's related to Who" with YPSS story:

☛ Christine Soczek (Grant in '93) and Dan Talbot (Mammoth in '93) are cousins.

☛ Flora Cameron's nephew, David, worked at Mammoth a few years ago.

Heads You Win, Tails You Lose

This article is taken from the June, 1993 issue of *Motor Age* magazine -

I have been servicing and repairing automobiles for over 52 years. I never thought I would see the day that automobiles would change so drastically in such a short period. The days of bailing wire, hacksaws and hammers are over; today's auto technicians must be highly skilled and well educated in order to repair and service the new cars on the highway. When it comes to automotive service, I find that technicians are not training themselves properly to skillfully provide what car owners are screaming for. I would like to pass on to you some suggestions that will help you be better at your automotive career:

☛ Become ASE-certified. This will not only help you, but will help your customers also. ASE credentials are meaningful and can increase your business revenue.

☛ Improve your communication skills. I find that most consumer complaints can be eliminated through good communication. Join a Toastmasters club.

☛ Become a good reader. If not, you're going to have a very difficult time understanding your tech manuals. Take my advice - read, read, read, and read.

☛ Be a good listener. This is important; so many times we fail to listen to what the customer is explaining and a customer can tell when you're not listening.

☛ If you want to succeed as an auto technician, make time to attend automotive training classes offered by automotive equipment manufacturers. Not having the time for training is a poor excuse.

☛ I teach myself; try spending at least five hours a week with the books. You would be amazed how much you can learn. Abraham Lincoln was self-taught and became President of the United States.

☛ Take management courses. You'll never know when you might go into business for yourself. Many auto shops have closed their doors because of poor management.

Excellence can be obtained if you ... care more than others think is wise; risk more than others think is safe; dream more than others think is practical; and expect more than others think is possible.

Do not follow where the path may lead. Go instead where there is no path and leave a trail.

What does it all mean? What do I want for myself; what kind of achievement am I seeking; what do I have to hide; and what will I leave behind?

Nothing in the world can take the place of persistence. Talent will not; nothing is more common than unsuccessful men with talent. Genius will not; unrewarded genius is almost a proverb. Education will not; the world is full of educated derelicts. Persistence and determination alone are omnipotent.

Calvin Coolidge

Many of the subject areas mentioned are available through continuing education centers at local colleges and universities. Take the time to enroll and attend. I often stress one thing while teaching auto mechanics - be professional and look professional. I am a firm believer in education. If you have made up your mind that you are going to make a career in the automotive field, be good at it. The only way to accomplish this is through education, not trial and error.

I am 65 years old and hardly a day goes by that I'm not teaching myself on the latest changes in the automobile. If I can do it, you can too. You can waste your time complaining about the complicated cars it doesn't do a bit of good. The advanced technology is here to stay and all your moaning and groaning is not helping a bit. If you're not happy repairing automobiles, my advice to you is to get out of it as soon as possible. Why? Because if you're not happy, I don't think you can perform well.

And lastly, you can sit on your rear end and do nothing, or you can use your head and be something. Heads you win, tails you lose.

Emilio Masciovecchio, a.k.a. Mac the Mechanic is the author of this article. Though retired from his shop, his 3 sons run Masciovecchio's Car Care Center in Columbus, Georgia. After 50 years in the automotive business, his goal is to reduce consumer complaints in the auto service industry and improve the auto mechanic's image. He does this by counseling consumers about automotive service through his 3 radio shows in the Georgia and Alabama areas.