



Spring 1994

THE PUMPER

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.

MSU-ES + YPSS = P2

by Karen Sanchez & Bill Berg

MSU-ES = Montana State University Extension Service

P2 = Pollution Prevention

"Pollution Prevention: Coming To An Automotive Shop Near You -This Summer!"

YPSS will be working with the Montana State University Extension Service this summer to research and develop techniques for minimizing waste at the Canyon Village Repair Shop. Karen Sanchez is the Pollution Prevention Coordinator at the MSU Extension Service P2 Program and will be offering her talents to this project. MSU Extension Service, the Montana Association of Automobile Dealers, and the U.S. Small Business Administration have put on several "Pollution Prevention in Automotive Service" workshops in Montana. YPSS and TWRS participated in one of these last fall. When Karen put out the word that MSU was looking for a shop to use for a Pollution Prevention Demonstration Project we asked her for details. We're happy to say that MSU picked our Canyon Repair Shop for the project. Our isolation worked in our favor - because - what works at Canyon Village will probably work in Glasgow or Two Dot, Montana.

Karen's background is in environmental engineering. She worked in pollution control and waste clean up for years and thinks prevention is the way to go. She will visit the shop in early May to get a look at our facility before things get rolling. We will assess the operation with her and examine opportunities for reducing our exposure to hazardous chemicals and our disposal costs without sacrificing quality in the work that we do.

P2 - Pollution Prevention: the idea is to avoid worker health, disposal, and clean up problems by finding better ways to do things. We have all heard about the high cost of cleaning up an environmental spill - prevention is cheaper and smarter than clean-up - it makes sense!

We hope to build a data and experience base that will be useful to other YPSS locations and to shops throughout Montana. Karen will be documenting the project with notes, photographs, and videotape to be used by MSU-ES in their outreach programs. Some of this material may find its way into nation-wide P2 programs.

YPSS has made progress here already. We have significantly reduced our waste through source reduction, recycling, and reuse strategies. We have also reduced our use of toxic materials through sampling and switching to alternative products.

Here's some of what we have done so far:

Reduce:

- ♣ antifreeze purchased in 55 gallon drums instead of plastic gallon containers;
- ♣ switched to citrus-based cleaner instead of solvent in parts cleaners;
- ♣ use citrus-based hand cleaner;
- ♣ reduced the size and number of forms used where possible;
- ♣ use "No Carbon Required" paper;
- ♣ use compact fluorescent light bulbs where appropriate;
- ♣ using paper-less communication such as e-mail & fax-modem.

Reuse:

- ♣ use cloth shop rags where possible;
- ♣ use second side of old forms for scratch paper;
- ♣ use post-consumer waste, unbleached toilet paper;
- ♣ YPSS forms printed on unbleached, recycled paper with soy-based ink;
- ♣ used oil as heat source in shop waste oil burner.

Recycle:

- | | | |
|---------------|----------------|---------------------|
| ♣ newspaper | ♦ office paper | ♦ aluminum |
| ♣ cardboard | ♦ antifreeze | ♦ vehicle batteries |
| ♣ scrap steel | ♦ plastic | ♦ glass |

This summer we will be looking at the pollution prevention options, economics and feasibility of five vehicle maintenance shop waste streams:

- ♣ waste oil;
- ♣ improve used oil filter handling;
- ♣ streamline use of antifreeze from 55 gallon containers;
- ♣ find and rate chlorinated aerosol product substitutes;
- ♣ refine use of and recycle citrus cleaners in parts washers.

All products and methods will be rated by YPSS Automotive Technicians. The ideas and experiences you bring to this project will be vital.

The P2 programs of many states are operated by regulatory agencies. Montana is one in which the program is managed by an educational institution. We like that approach: educate rather than regulate.

This is a great opportunity for YPSS. Stay

The YPSS Melting Pot

The preliminary roster shows that the 1994 YPSS crew comes from 28 different states. Here's a list of how many of you are coming from which ones. Welcome to the melting pot.

Ohio	11
Texas	10
New York	6
Alabama & California	5
Georgia, Michigan, Montana	4
AZ, IL, IN, MN, MO, NC, PA, WA & WI	3
Florida, Kansas, Tennessee & Virginia	2
AR, CO, CT, MA, MS, IA & WY	1

Adopt-A-Highway Trash Pick-Up & Garbological Banquet

May 18, 1994 - 6 P.M.
Meet at the 5-Mile Marker
An Appointment with

What to Expect

You folks who haven't worked for YPSS before should be scheduled to arrive at our office in Gardiner on a Tuesday. There will be several other new folks arriving that day as well. Please get here by 5 - we'll set you up with accommodations in town, let you rest up Tuesday night, then assemble Wednesday morning to begin a day and a half training and orientation session. By mid-afternoon on Thursday you will be on your way to your home for the summer in the Park. Please call if you have any questions.

Anyone who isn't pulling his weight is probably pushing his luck.

FUNDRAISING

Remember when we auctioned off the old YPSS junk artifacts last summer to raise money for midwest flood relief? The following is an excerpt of the thank you letter we received from the Red Cross:

December 7, 1993

Dear Friends:

On behalf of the American Red Cross -- its governors, volunteers, and staff -- please accept our deep appreciation for your generous gift of \$1,908.10 for the Midwest Floods Relief Fund. Thank you for helping to maintain the American heritage of neighbor helping neighbor.

Sincerely,

Norman R. Augustine

Chairman, American Red Cross

OBQ II: YPSS TAKES THE TEST AGAIN

In 1992 forty one YPSS employees participated in a survey designed to analyze the values and beliefs of this company. In 1993 we sent out the same survey and 38 were sent back. We reported the results of the 1992 Organizational Beliefs Questionnaire {OBQ} a year ago and wanted to show you how the results from 1993 compared.

Marshall Sashkin, Ph. D. is with the U.S. Department of Education and developed the OBQ as an analytical tool for business. Drawing from the book "In Search of Excellence" Sashkin identified 10 beliefs that were found in firms recognized for corporate excellence.

- ♣ A belief in the importance of having **fun** through one's work.
- ♣ A belief in **being the best** at what the company does.
- ♣ A belief that employees should be innovators who are **rewarded for taking risks**, not punished.
- ♣ A belief in the importance of **attending to the details** in doing a job.
- ♣ A belief in the **importance of people** as individuals.
- ♣ A belief in superior **quality** and service.
- ♣ A belief in the importance of informality to enable the flow of **communication**.
- ♣ A belief in the importance of economic **growth and profits**.
- ♣ A belief in the importance of **"hands-on" management**. Managers as doers, not just administrators.
- ♣ A belief in the importance of a **recognized organizational philosophy** developed and supported by those at the top.

Check out the chart for the results of the two surveys. The ten categories listed above go in order from left to right on the chart. A score of 16 to 17 in any of these categories is considered average, 17 to 18 is moderately high and 19 to 25 is high.

Our overall "score" fell from 189.80 in 1992 to 188.47 in 1993. What does it all mean and how can you boil YPSS' culture down to a "score"? In a survey of 100 companies 20% fell within the range from 174 to 198. Sashkin puts only the top 10% of businesses in the bracket from 190 to the maximum of 200. He considers a score of 150 to 174 to be average.

You can't boil our culture down to a score but the survey provides some interesting food for thought about what its like to be a part of this outfit and where we might improve. What do you think?

Culture: the set of beliefs or values with which most of an organizations' members would agree. With two years of results we have some interesting data. It's been said that the unexamined life is self-sustaining. So too is the unexamined organization. A little YPSS navel gazing is always appropriate

Past Gas

The scrapbook. Gas prices
room and board rates

YPSS News

- ☛ All YPSS facilities will be designated non-smoking areas this summer.
- ☛ Charlie Gallagher, YPSS General Manager for 40 years, was recently pulled out of Butte, Montana to appear on the Leeza Gibbons Show on less than a days' notice. The show will be air some time in May. Charlie was invited for his role in helping fix a local handicapped boy up with some specialized equipment that allowed him to play baseball. Charlie appeared with his friend Zach on Nickelodean last fall.
- ☛ We will be selling a re-refined 10W30 motor oil this summer. Arco makes the stuff and it comes in containers made from recycled plastic.
- ☛ Bill Berg is going to graduate school next fall. He's giving up a perfectly good job with YPSS to enjoy his mid-life crisis in Seattle. He has been accepted into the MBA and Environmental Management Programs at the University of Washington.
- ☛ We will be selling recycled anti-freeze this summer.
- ☛ The Old Faithful Lower, Canyon, Fishing Bridge and Mammoth Service Stations will be open by May 13th.
- ☛ Spring skiing has been great in the Park but the snow is melting fast.
- ☛ Chris is working as a sports columnist for the Washington Post. He told us he ran into Bob Woodward and Jesse Jackson in the men's room.
- ☛ Ken LaFontaine underwent surgery for cancer in his kidney this spring. He should be patched up and ready to go by June.
- ☛ The YPSS fleet has been upgraded again. Several 1970-ish vintage vehicles were replaced this spring. Look for new editions of a warehouse truck, maintenance truck, and suburban.
- ☛ YPSS Adventure Boy and disaster expert Scott Herring added to his repertoire of life experiences by rocking with LA during the quake in January. His school was trashed. You may recall that Scott, a regular contributor to "The Pumper", also enjoyed the LA riots up close and personal. We can hardly believe he missed the 1988 Yellowstone Fires.

Snowed in at Fishing Bridge

THERE AREN'T USUALLY SO MANY

We're talking about YPSS weddings, all taking place in Yellowstone in 1994.

The 1994 line-up is Tara Munroe and Steve Krumm, Windy Tamplin and Rick Van Slyke, Sue Barker and Mike Vissage, and Chris Benden and Julie _____.

These folks all met in Yellowstone and all but Julie and Sue worked for YPSS. Just so you know how these things can happen and where they can go, Tara and Steve first laid eyes on each other at last years' May Trash pick-up. And some folks named Conrad and _____ Swedenborg met while working for YPSS a few years back. Jason Swedenborg will be working for us this summer - Jason is their son.

I'm not sure how it all began with me at Fishing Bridge for a first time winter. It was my first winter pumping gas but also the first full winter for gas at Fishing Bridge. I had driven oversnow vehicles for TW the previous winter and was signed up for that same job again. From that experience I did have some concept of what I was committing to.

The thought was that I would lose my mind before all was said and done, and it would have happened if not for videotapes and good weather. A couple of times I brought a dog in on snowmobile and we enjoyed days of fun at the station and skiing in the snow. Ever see a 2 foot dog in 3 feet of snow. We received enough snow to do just about any winter activity and with reasonable temperatures for doing it.

I rode about 2,000 miles on a snowmobile and skied about 200 miles. My skiing started late because of an ankle injury which I think many are calling Nelsonitis (the direct cause of the injury occurring within pushing distance of Nelson Scott).

I began skiing to work through the woods as soon as possible. The worst part was that the trail I broke one day was either covered or blown in by the next day. So I broke trail about one and a half miles each way every day like new. A particular tuffly was dressing right because you could work up a good sweat going to work but it would be cold at the station.

The Fishing Bridge station is the icebox of Yellowstone. It would not get any