



Spring 1995

# THE PUMPER

YPSS - GAS WITH CLASS

NEXT EDITION



Here is your 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. We have received several pieces from various YPSS employees and would love to see more. See the poem by Zach Jett in this issue. Zach was a winter snowgas person at Old Faithful and will be back as an Assistant Manager this summer.

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, 56% of whom are Service Station Attendants. This publication is named in honor of these front-line folks, respectfully referred to as "Pumpers". We hope you enjoy it.

## *Machines vs Humans*

One machine can do the work of fifty ordinary men.  
No machine can do the work of one extraordinary man!

Elbert Hubbard

## O NELSON

### (A DAY IN THE LIFE)

PUMPER BE LIMBER & QUICK

DISTRIBUTING CLAY O'ER A FRESH OIL SLICK

RV'S COME STEADY - SWEAT, HOW IT BEADS

FROM WORKIN 'THOSE WINDOWS SO HIGH MY NOSE BLEEDS

JUST SOLD A WIPER

TAPE'S OUT IN THE SWIPER

O, NELSON, HOW HARD CAN IT BE?

O, NELSON, PROVE SOMETHIN TO ME.

THAT SIGN THAT SAYS 'CLOSED' ON THE JOHNNYHOUSE DOOR?

SURELY YA'LL HEARD O' THE HAMILTON STORE

YOU WANT PROPANE, SO I GUESS I'LL SUSTAIN

THOUGH I'M ON MY 6TH ONE & ITS' WASTED MY BRAIN

I JUST BEEN THINKIN 'BOUT PUB RULES & DRINKIN

O, NELSON, YA SOCKED IT TO ME

O, NELSON, TAKE PITY ON ME

GERMANS TIP - FRENCH SAY 'AU REVOIR'

ALL SPEAKIN IN TONGUES 'BOUT THE BISON THEY SAW

A CLICK & A SHAKE, JUST TEN DOLLARS THAT MAKES

NO, I'M NOT A MECHANIC 'N I DON'T KNOW 'BOUT BRAKES

I'VE CLIMBED UP THE RUNG

ONE MORE COUNTRY SONG SUNG

O, NELSON, IT'S JUST FIVE PAST THREE

O, NELSON WHAT'S POPS GOT FOR ME?

by Zach Jett

## WOLVES IN YELLOWSTONE

By now I'm sure many of you have heard or read that wolves have been returned to Yellowstone. On June 15, 1994, Secretary of the Interior, Bruce Babbitt, signed the paperwork necessary to enable the restoration of wolves to Yellowstone National Park and central Idaho. After the signing, work was immediately begun to put the plan into effect this winter.

Early on January 12, 1995, a truck hauling a horse trailer containing metal crates holding eight Canadian gray wolves drove through the stone arch at the north entrance to Yellowstone at around 8:45 a.m. Hal and Darlene watched this procession from the YPSS office. The wolves could not actually be seen as they were contained in traveling crates which had been placed in the horse trailer. A much better view of the overall procession was actually from a distance such as we had at the office. The newspaper reporters could be seen at various locations identified by the flashes from their cameras. There were school children also present to observe this historic event.

Interior Secretary, Bruce Babbitt, was in the park for the wolves' arrival and traveled with the wolves into the park's backcountry to the acclimation pens. Of the eight original wolves, six were placed in a pen at Crystal Bench, and two were placed in another pen at Rose Creek. Six more wolves were brought to Yellowstone from Canada late in the evening of January 19, 1995. Five of those wolves were placed in an acclimation pen at Soda Butte and one was placed at Rose Creek with the original two.

The first wolves scheduled to be released from their acclimation sites will be the Crystal Bench group on March 21, 1995. The other two groups, Rose Creek and Soda Butte, are scheduled for release as soon as it is determined the first group and then the second group have left the immediate area.

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

May 24, 1995 - 6 P.M.  
Meet at the 5-Mile Marker

*An Appointment with TRASH!*

## SUCCESS SECRET

Here's one secret of success: Avoid being against anything. Instead, be for something.

*Examples:* Instead of being against illiteracy, be for literacy - and you will help to improve literacy.

Instead of being against your company policy, be for an improved policy.

*What happens:* Whatever you are against works *against you*. You begin fighting it and become a part of the problem. But when you

state what you are for, you begin focusing on the potential for positive change. *Source: You'll See It When You Believe It*, by Dr. Wayne W. Dyer

## 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 people 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 new summer home in the Park. Please call if you have any questions.

## How Do You Describe Value?

Having a clear understanding of value is important in the 1990s, according to a study by a GTE consulting team, because it's a cornerstone of competition.

Customers of varied service providers were interviewed in focus groups about how they perceive "value."

The concept was elusive, but they uncovered six general themes that service customers use to define value:

**1. Quality** - is strongly linked with value, in fact it's practically synonymous. Customers mentioned many components of service quality, such as: good attitudes and responsiveness in employees, quick service, reliability and flexibility. Consistency - getting the same service every time, and honesty - being told the truth about what they would receive and when - are also important. Perhaps most critical is getting the service done right the first time.

**2. Getting something extra** - such as when customers said they'd have been willing to pay more for what they got, ("a real bargain") or they expect to spend more time than it took ("it was convenient").

**3. Satisfying a need** - A valued service isn't frivolous; it must meet a "need." Needs may be individual tastes, requirements of a situation, or a cost constraint.

**4. Meeting expectations** - The customers receive what they expect (or more). They get what they want, when they want it and how they want it. The service compares well with what competitors offer, what the firm advertises, what they herd via word of mouth and anything else that influenced what they expected.

**5. Helpful company salespeople or representatives** - is especially critical to determining value in a service. Whether customers have short-term encounters with company people or long relationships, they want to deal with people who provide information, answer questions, show care and concern and make them "feel good".

**6. Measurement of benefits** - Finally, the more the benefits of a service can be measured (the more the company can "tangibilize" what it provides) the more value customers perceive. *Add Value to Your Service, Carol Surprenant.*

## YPSS NEWS

\*Tom Tercek was married last October to the lovely Miss Kate that he brought to Montana last season. Guess she approved of all us folks because Tom will be back again this year! Looks like we will be triple Terceked this year as Tom and Mike will be joined by sister Shanna.

\*Dan Brown was married in February to Amanda Jaspersen. He must have taken that Valentine stuff plumb serious. Dan and Amanda will be back to work in the Park this year - bringing with them Dan's brother Doug.

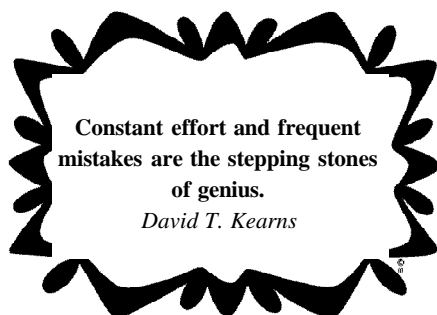
\*For whoever of you that were led to believe Anita wasn't coming back this year----Surprise! What can we say, she just gets lonesome for this place and all of YOU!

\*Former YPSS employee, Nate Halladay, was in an auto accident the first part of March. He is recovering at home with two broken arms and two broken legs. If you are interested in passing along a word of cheer his address is:

2804 Colony Drive Apt. G12  
Audubon PA 19403

\*Kim Chaplin joined Monica Gillow for the winter as our second Snowgas Woman! She was located at Old Faithful with Zach Jett.

\*Chris and Julie Benden spent the winter in Australia and New Zealand. Faithful (Julie's dog) spent the winter at the Broadheads. I don't expect that Faithful will be to anxious to return home now that she has adopted THREE boys to entertain!



## Places and Things to do Outside of Yellowstone

by Samantha Snyder, 1994

### NORTH ENTRANCE

Gardiner - K-Bar pizza, Outlaw Pizza, Two-Bit Saloon chicken, Helen's hamburgers and shakes, white-water rafting, old movie theatre and the great guys at YPSS.

Livingston - great for recent movies and 4th of July rodeo, closest McDonalds to the Park.

Bozeman - real city, malls, fast food, thrifty shops, college book store.

### NORTHEAST ENTRANCE

Cooke City - no it's not pronounced Cookie City. During the fires of 1988 some called it Cooked City. Small town before the BearTooths (a must drive to Red Lodge, breath taking) and eat at the BearTooth Cafe. Oh, and don't forget to stop and see the people at Tower Gas Station. They love to see people!

### EAST ENTRANCE

Cody - real city, Buffalo Bill Museum. Wal-Mart, fast food and great rocks to climb.

### SOUTH ENTRANCE

Teton National Park - Beautiful, take a look around! Stop and look at the Transfiguration Chapel.

Jackson Hole - after the Tetons, real city, awesome shopping, fast food, go to the climbing wall and check out the bead shop.

### WEST ENTRANCE

West Yellowstone - great for shopping, Eino's, The Playmill, and an alternative route to Bozeman through the Gallatin Mountains. A beautiful drive if you have time to do it.

## What Should You Do if You Encounter a Bear?

- ♣ Stay calm, don't make abrupt moves or noises to startle the bear, it will probably leave.
- ♣ Give the bear plenty of room. Slowly detour, keeping upwind so it will know you are there. If you can't detour, climb a tree until the bear leaves.
- ♣ If a grizzly charges, options are:
  - drop pack or jacket to distract the bear.
  - attempt to climb a tree, only if you are sure you can get 12 ft. up the tree before the bear reaches you.
  - last resort, assume a "cannon ball" position to protect your stomach and head while playing dead.
- ♣ While camping, hang your packs between two trees with 4ft. min. from each tree and at least 10 ft. high and also 100 yards away from your tent.
- ♣ Never hike alone and let someone else know where you and your buddies plan to go that day. Also if it is an overnight, let a ranger know where you are and don't forget to get a backcountry permit. They do check!!
- ♣ Most of all, if you encounter a bear NEVER RUN AWAY!!!!!!
- ♣ If you encounter a bear, report it to a ranger. It could save a life.
- ♣ Happy hiking and remember to be safe.