

THIS WEEK

Salt Lake lawyer named No. 1 in Mountain states

See page 3.



Staffing Matters

See page 13.



Legal Matters

See page 15.

• **Industry Briefs** •

Begin on page 7.

Insurance call center moves to Provo, will bring 360 jobs

By Barbara Rattle

The Enterprise

Secure Customer Relations Inc., a seven-year-old firm that operates a call center serving some of the nation's largest property and casualty insurers, has moved from California to Provo, where it plans to have a staff of 360 people by the end of next year.

Formerly located in Clovis, the firm now operates from 15,000 square feet at 585 E. 1850 S., Provo, where 80 people are employed and another 30 should be added within about a week. CEO Carter Beck said the "lion's share" of the firm's positions remain open.

"The whole purpose of coming over was to position ourself for growth," Beck said. "We've made some really good headway with some of our large property and casualty customers, solidified some really good agreements."

The majority of the positions Secure Customer Relations will fill are calling positions that support technology the company has developed for the property



and casualty insurance industry. The firm offers term agreements, a money-back guarantee and turnkey annual insurance review appointment-setting services in addition to commercial insurance prospecting, birthday and thank-you-for-your-business contacting as well as concierge/customer satisfaction contacting.

"We've got two call floors there [Provo]. The majority of our positions are part-time," Beck said. "Provo made a lot of sense because we've had a lot of success hiring college students. We're flexible with their school schedules. It's not a sales position. They're just reaching out on behalf of our customers and creating what we call customer touchpoints for them."

Beck said the firm left California because "unfortunately, it became too difficult go grow there."

see SECURE page 4

491-unit climate-controlled storage facility to be built in Orem

By Barbara Rattle

The Enterprise

A real estate trust plans to break ground no later than August for a 60,000 square foot, climate-controlled self-storage facility in Utah County.

Utah County resident Dennis O'Brien, head of Obok Realty Trust, said Obok Storage will be located at 1650 No. State St., Orem, and will have 491 units, the vast majority climate-controlled. It is expected that Menlove Construction will complete the two-story project nine months after ground is broken. Because the units will sit on 5.5 acres, there is room for two additional structures of a similar size.

O'Brien said he has wanted to build a climate-controlled self-storage facility in Utah County since he moved there five years ago from Massachusetts.

"I came out from New England and tried to find storage and noticed that there was a waiting list and the pricing was about 30 percent higher than back East," O'Brien said. "I took those two factors, and the fact that I had to drive all the way west of I-15 and none of the [storage facilities] had climate control. That's something you need."

In addition to individuals, O'Brien said he plans to attract corporate customers as well, such multi-level marketing companies that need space to store product and small firms such as carpenters and cleaning services.

Garage-style doors will ring the exterior of the OBOK Storage building, which will contain 452 units ranging in size from 20 x 40 feet to 5 x 5 feet, with nine to

see STORAGE page 4

Utah tech industry thriving thanks to tech bubble survivors

By Brice Wallace

The Enterprise

Utah's technology sector continues to "thrive" despite the recent recession, and the leader of the Utah Technology Council attributes that to the strength of survivors of the tech bubble popping a decade earlier.

Richard Nelson, the council's president and chief executive officer, cites statistics showing that the number of Utah technology establishments and overall tech employment rose every year between 2007 and 2010. Based on data from late 2011, Utah has 7,125 technology companies. At the end of 2010, it had overall employment of nearly 103,000.

"I think on especially the IT [information technology] side, getting through the bubble of 2000

to 2003, if you got through that bubble and you weren't one of those hundreds of companies that went out of business, you were a survivor," Nelson said. "And because you became a survivor, Utah had such a concentration [of tech companies], even back then, now you have those survivors who know how to do well even with a tough economy. ... Utah's technology industry is doing extremely well because of our survivors. We learned some lessons a decade ago and it made these executives and scientists and technologists much stronger and much better able to grow and thrive in the national and global markets."

Based on data compiled from the U.S. Census and Utah Department of Workforce Services,

see TECH page 2

Rocky Mountain Power to test Utah-made electric trucks



Gov. Herbert spoke at a recent event at which Rocky Mountain Power announced it would use a VIA Motors vehicle.

By Brice Wallace

The Enterprise

It's a utility that generates and transmits electricity, but this summer Rocky Mountain Power will give that power a road test.

The company will use at least one and maybe more electric pickup trucks produced by Orem-based VIA Motors to evaluate whether a more widespread conversion of its fleet makes sense. Rocky Mountain Power (RMP) is one of the first utilities to demon-

strate the new vehicles and check their performance, emissions and fuel economy.

RMP joins California utility Pacific Gas & Electric (PG&E) — a partner since VIA Motors' founding in 2010 — and Duke Energy in the Southeast as utilities testing VIA Motors' vehicles.

"We've worked with PG&E for several years, and RMP will be soon be deploying their first electric truck in their fleet to test it

see ELECTRIC page 2



ELECTRIC

from page 1

out and try it and see if it can perform the duties they're interested in," said David West, VIA Motors' chief marketing officer.

RMP is one of several utility, government and commercial fleets nationwide participating in an early evaluation program of the VIA Motors vehicles — designed to stretch a gallon of gasoline to 100 miles — in coordination with the U.S. Department of Energy.

"An electric utility fleet is a really great place to demonstrate this technology," West said. "One, they're very demanding. They really work their trucks. If they hold up in a utility fleet operation, they can hold up for any consumer. Secondly, they really do

value the mobile power provided by this electric truck generator and battery power combination. It can be used for emergency power to support the grid."

What's more, the utility expects its future will include meeting the recharging needs of millions of electric vehicles "and they want to be prepared for that transition," West said. "The electric utilities play an important role in the electrification of America's transportation. Not only are they America's gas stations of the future, you might say, but they operate fleets themselves. As they prepare themselves to accommodate customer needs with electric vehicles, many want to lead the way with electrifying their own work fleets."

VIA's new extended-range electric pickup trucks average

more than 100 miles per gallon with a daily charge and in zero-emissions mode for a majority of fleet driving. The company works with General Motors to electrify GM trucks, vans and SUVs using VIA's proprietary powertrain technology. The company says its electric pickup trucks deliver more power and acceleration than a gas truck, with a 402-horsepower electric motor standard.

"The light-duty pickup truck drives like Prius instead of like a gas guzzler," West said.

He estimated that a large utility could save \$5 million to \$10 million annually on fuel, and that RMP's pickup fleet numbers about 500. After sales to fleets, VIA Motors plans to target consumers.

VIA Motors is participating in a national program, along with the U.S. Department of Energy and the Electric Power Research Institute, to deploy the vehicles with utilities. "I think that most of the fleets, after a few months, will start to place orders, once they see

the savings," West said.

"The introduction of electric vehicles marks a new era for the utility industry, and we expect to play an important role in the electrification of America's highways beginning with our own working fleet," said Richard Walje, president and chief executive officer of Rocky Mountain Power.

West said electric vehicles are "a much more ideal fuel" for transportation than petroleum. The price of electricity, relative to oil and gasoline, rarely fluctuates. "And with China and India and everyone wanting to drive cars now, there's not enough oil around anymore and it's going to get more and more expensive," he said.

As for emissions, West said utility trucks average 12,000 to 15,000 miles per year, or an average of about 31 miles per day. "That falls within the battery range of the truck. Some days they will go beyond the battery range, and some days they won't go so far. We expect that they run about

75 to 80 percent of the time on battery and the rest on gas. Their emissions will go down by that battery proportion, or about 70 to 80 percent."

The electric vehicles are more expensive as an upfront cost, but fuel savings make it a better long-term investment, he said. "It's not impossible to consider that some day soon we will find ourselves out of the clutches of fossil fuels. This is one small step forward."

West said RMP's move and the continued work of privately held VIA Motors positions Utah near the top among states advancing the use of electric vehicles. "Utah truly has entered the auto industry but in a new generation, the electric auto industry," he said. "All of our R&D (research and development) is done here and we're assembling cars here as well. The manufacturing will be done in Michigan, but we hope to bring some of that here in the future."



RWC
Residential Waterproofing Consultants

At RWC, we make it our mission to provide our clients with expert analysis of construction related assemblies and to generate and implement innovative solutions to sustain building envelope integrity.

(877) 594-4433
WWW.RWC-INC.NET

- FORENSIC INVESTIGATION
- CONDITION ANALYSIS
- PEER REVIEW
- BUILDING QUALITY CONTROL
- LITIGATION SUPPORT
- REPAIR SPECIFICATION
- SPECIALIZED DIAGNOSTIC TESTING
- COST ESTIMATING
- RESTORATION & REPAIR

TECH

from page 1

at the end of 2010, Utah's tech sector accounted for 8.6 percent of the state's workforce but 14.3 percent of its annual payroll. Tech jobs paid 57 percent higher, on average, than the typical non-agricultural wage.

Most of Utah's tech jobs were in information technology, which had 49,511 workers. Life science had 26,944, while a new category, clean tech, had 26,223.

Utah's per capita figure for tech establishments was 20 percent higher than the nation's per capita figure and was 13.7 percent

above the national figure in tech employment. Among six western "innovation" states, Utah trailed only Colorado in per capita tech establishments, and was behind only California and Colorado in per capita tech jobs.

"We're continuing to grow. We're thriving," Nelson said. "[The recession] certainly affected some of our companies, but we have the strong economy here and these are three strong sectors that continue to be the growth engine for the state."

Information technology "continues to be solid, with some growth," he said. Regarding life science, "we more than hold our own from a national standpoint." Green technology is burgeoning, in part because many high-tech executives and technologies have moved there from other sectors, he said.

Utah also is maturing as a tech state.

"We used to be a start-up state. We're still ideal for start-ups. But now we're into growing those companies. That's the new story. We're not going to see as many numbers of [new] companies, but we're going to see the strong health of those start-ups. Now we've got companies moving into stronger, more solid growth companies. Instead of five or 10 employees, they have 50 or 100 or 200 employees. And you continue to see the \$100 million to \$400 million companies. There was only one or two before. I think we're moving down that spectrum in an extremely positive way," he said.

The council's stats also showed a small shift in technology from Salt Lake County to Utah County. From 2010 to 2011, the number of tech companies in Salt Lake County fell from 53.5 per-

cent of the state's total to 52.9 percent. Meanwhile, Utah County's figure rose from 19 percent to 20.5 percent.

Nelson noted a recent *Forbes* magazine ranking of the best places for business and careers. Provo topped the list and Ogden was sixth among 200 metropolitan locations. "We all know we're in an extremely strong growth state for technology. ... We're one of three states [on the *Forbes* list] that have multiple locations. We're no longer the backwaters. We're clearly front and center. This really is a spectacular place to grow your business and your career."

As for the future, Nelson expects Utah's tech sector to remain strong.

"Even though it's a challenged economy, our technology companies are going to grow and a number of them are going to thrive. I'm very confident," he said. "If we have another financial meltdown, who knows? That would be extremely disruptive."

SUGAR HOUSE OFFICE SPACE

2257 South 1100 East
Salt Lake City, UT 84106

Sugar House \$16 / RSF / Year
500-12,000 Sq. Ft. Available

Call 801-486-8157 or email
gary@garyayork.com for
property information and
features.

Secure prime office space
now as Sugar House looks
forward to light rail and
major developments in the
near future.



BPG
SALES TRAINING
INCREASES
PROFITS

Proven • Guaranteed • Endorsed
GephardtApproved.com

Contact Us for Your Free Sales Evaluation
bpgutah.com | 801-484-1285

THE BUSINESS PERFORMANCE GROUP, INCORPORATED

Utah firm opens fourth recycling facility in Salt Lake City



Metro Group's newest facility sits on 40 acres, 25 of which are currently being used.

Utah-based Metro Group Inc. has opened its fourth Salt Lake area recycling facility, this one at 3150 W. 900 S.

The new facility is located on 40 acres — 25 of which are currently being used — and includes an 80,000 square foot building that will be used as a warehouse and a 16,000 square foot office building. The latest plant processes both scrap metals and recovered fiber.

The company has installed a Harris baler and a Sierra 900 model shear at the site. Chris Bond, a spokesperson for Metro Group, says the goal of the new facility is to process around 25,000 tons of ferrous scrap per year and eight million pounds per month of nonferrous metals. The new facility also will be used as Metro's main yard and headquarters location. Metro's other facilities will be used as feeder yards. The new facility has drive-through drop-

offs and industrial service scales. Both businesses and individuals can utilize the plant.

The plant also has an 80-car rail spur on its site designed to give the company greater flexibility when shipping material to offshore sources and allows the firm to offer customers the cost advantages of rail freight without requiring the capital investment of railroad access, additional personnel or equipment needed to unload rail cars.

Metro Group said its recycling efforts helped reduce greenhouse gas emissions in Salt Lake County by more than 20 million pounds and conserved the energy equivalency of over one million gallons of gasoline through automobile recycling last year.

In business under its present name for 35 years, Metro Group currently operates transloading stations in Salt Lake City and Carlin, Nev.

Industrial Supply names Bateman CEO

Industrial Supply Co., Salt Lake City, has promoted Chris Bateman to the position of CEO.

He joined the company in 1982 and has worked his way up the company ladder — from the warehouse, through will-call and inside sales and onto the company's board of directors. Most recently he has served as senior vice president of national contracts, where he was central

to developing the sales channels, relationships and long-term contracts held by Industrial Supply.

Industrial Supply provides maintenance, repair, operations and production (MROP) materials for the manufacturing, energy, utilities, mining, government and construction sectors. The company has six locations in Wyoming, Utah and Nevada, and has been in business since 1916.

Salt Lake lawyer named No. 1 in Mountain states by rating service

Alan Sullivan, an attorney with the Salt Lake City office of Snell & Wilmer, has been named the No. 1 lawyer in the Mountain States by Mountain States Super Lawyers 2012, a rating service of outstanding lawyers from more than 70



Sullivan

practice areas who have attained a high degree of peer recognition and professional achievement. The selection process is multi-phased and includes independent research, peer nominations and peer evaluations.

Sullivan has been practicing in Utah for over 30 years, concentrating in commercial and intellectual property litigation,

health care litigation and securities litigation.

He represented Debra Brown, a Logan woman convicted of the 1993 murder of her friend and employer and imprisoned since 1995. She was found innocent by Judge Michael DiReda on May 2, 2012. Sullivan is on the board of the Rocky Mountain Innocence Center and took the case pro bono.

In 2005, Sullivan obtained the largest jury verdict in the history of the state court system — over \$173 million — in a technology licensing case involving the production of synthetic fuel for

electrical power plants.

He represented The Church of Jesus Christ of Latter-day Saints in litigation relating to the constitutionality of speech limitations on Main Street Plaza in Salt Lake City and represented the University of Utah in a constitutional challenge to the Utah Legislature's prohibition of campus gun regulations.

Sullivan represents Park City Mountain Resort in a dispute with Talisker over property leases that the resort uses to operate, and represents Northwest Pipeline in a matter versus Chevron over the interstate pipeline in Wyoming.

The Redevelopment Agency of Salt Lake City

DEVELOPER ROUNDTABLE

Interested developers are invited to participate in a roundtable discussion about the future of a **new mixed-use urban neighborhood immediately adjacent to Utah's primary transit center**, the Intermodal Hub/Central Station located at approximately 300 South 600 West in Salt Lake City.

Participants will be able to **comment on plan alternatives and influence the parameters of future project RFP/Q(s)**.

July 12, 2012
1:00 to 4:00 p.m.

Rio Grande Depot
Lecture Room (Main Floor)
300 South Rio Grande Street
Salt Lake City

RSVP required by July 10

For more information, visit
www.SLCRDA.com



SLCRDA

AMERICAN LUNG ASSOCIATION of Utah

VEHICLE DONATION PROGRAM

We'll take the car, you take the tax break!

CLEAN UP THE AIR
CLEAN UP YOUR PROPERTY

1-800-LUNG-USA

What does driving Ford Mustangs on a race track and a round of golf have in common?
...Absolutely nothing.

Your best corporate event ever at Miller Motorsports Park.

23 7 CORPORATE & GROUP EVENTS
TWENTY-THREE TURNS SEVEN DAYS A WEEK

MILLER MOTORSPORTS PARK

MillerMotorsportsPark.com // 435-277-RACE (7223)

THE ENTERPRISE
[USPS 891-300]
Published weekly by Enterprise
Newspaper Group Inc.
825 N. 300 W., Suite C309,
Salt Lake City, UT 84103
Telephone: (801) 533-0556
Fax: (801) 533-0684
Website: www.slenterprise.com
For advertising inquiries,
e-mail david@slenterprise.com. To contact the newsroom, e-mail barbara@slenterprise.com.
Subscriptions are \$55 per year for online only, \$65 per year for print only and \$75 per year for both the print and online versions,
or \$1.50 per copy. Opinions expressed by
columnists are not necessarily the
opinion or policy of The Enterprise
Copyright 2012 Enterprise Newspaper Group Inc.
All rights reserved
Periodicals postage paid at
Salt Lake City, UT 84199.
POSTMASTER: Send address
corrections to P.O. Box 11778,
Downtown Station
Salt Lake City, UT 84147



**BANK
of UTAH**

Equal Housing Lender | Member FDIC

**BUSINESS
LENDING
IS OUR
BUSINESS**

• SBA Loans •

• 504 •

• Commercial
Mortgage •

• LOC •

2605 Washington Blvd.
Ogden, UT 84111

(801) 409-5241

Steve Diamond
Business Banking
VP Relationship Manager
(801) 698-6283



SECURE

from page 1

"I expect by the end of next year we're going to have 360 employees," Beck said. "Then it will be fully staffed. We've got growth planned beyond that."

A "handful" of managers chose to relocate to Utah, but most of the firm's 98 employees in California opted not to move.

According to Secure Customer Relations' website, the company's clients include Farmers Insurance, SF Insurance, American Family, Farm Bureau Insurance, Nationwide and Allstate.

STORAGE

from page 1

12-foot ceilings. Outside, and not climate-controlled, there will be 39 garage-sized units.

To get the word out about the new project, O'Brien said he plans to embark on a marketing campaign, "but I really do feel confident, and our studies show, that we should fill up pretty quickly, especially given the location on the corner of State and 16th."

Prices will range from \$8 to 32 per square foot on an annual basis. The project is being self-financed.

O'Brien and his wife operate a national cleaning company, Cleaning Services Group Inc.

Louise Kelly of EnerBank USA to lead Utah bankers group

The Utah Bankers Association has elected new officers and board members for 2012-2013.

Louise P. Kelly, president and CEO of EnerBank USA, Salt Lake City, is chairman of the association. Anthony Hall, president and CEO of



Kelly

Lewiston State Bank, was elected first vice chairman, and Greg Winegardner, regional president of Community Banking, Wells Fargo, was elected second vice chairman.

Kelly is the founding executive of Salt Lake City-based EnerBank USA, a Utah-chartered ILC and wholly-owned subsidiary of CMS Energy Corp. Her banking career has had an emphasis on business banking, commercial marketing and consumer lending. EnerBank's only business is unsecured home improvement lending. Kelly is a member of EnerBank's board of directors, chairman of the Utah Association of Financial Services, and an Executive Committee member of the National Association of Industrial Bankers.



An aerial view of the Outlets at Traverse Mountain site.

Future outlet shopping center releases initial roster of tenants

Craig Realty Group, Newport Beach, has topped out construction of the Outlets at Traverse Mountain in Lehi and revealed some of the tenants that will occupy the 225,000 square foot shopping center at the I-15 Alpine/Highland exit.

Outlets at Traverse Mountain will open in November with up to 52 upscale outlet stores at 3700 N. Cabela's Blvd.

Confirmed tenants are Auntie Anne's Pretzels, Banana Republic Factory Store, Bass, Calvin Klein, Carter's, Chico's Outlet, Coach Factory, Famous Footwear Outlet, Gap Outlet, GoLite, Gymboree Outlet, Izod, J. Crew Factory, Le Creuset, Levi's Outlet Store, Nike Factory Store, OshKosh B'gosh, Polo Ralph Lauren Factory Store, Rocky Mountain Chocolate Factory, Skechers, Tommy Hilfinger, Under

Armour, Van Heusen and Vans Outlet.

Outlets at Traverse Mountain, located on a 50-acre parcel 30 miles south of Salt Lake City, is a joint venture between Craig Realty Group and Lehi-based Legacy Retail LLC. The general contractor of the project is Layton Construction of Salt Lake City.

A tour of the project showed a 12,000 square foot grand lobby anchored by a 50-foot fireplace, soon to be covered in natural stone. There will be radiant-heated walkways and two outdoor fireplaces, glass canopies covering exterior paths, upscale public and family restrooms, a mother's lounge and a tour bus drop area.

Craig Realty Group owns and operates a number of other outlet complexes in California, Texas, Colorado and Oregon.

Designed, Manufactured and Installed by



**Allied Electric Sign
& AWNING CO.**

ALLIED-SIGN.COM 801-972-5503

Home sales rise in Salt Lake area, prices rise statewide, inventory decreases

Home sales throughout the Salt Lake area continued to show gains in May, moving the housing market closer to a seller's market, according to the Salt Lake Board of Realtors.

In addition, home prices throughout Utah were up for the second consecutive month in May, according to the Utah Association of Realtors.

Salt Lake County Sales and Prices

May marked the 12th consecutive month of home sale increases in Salt Lake County on a year-over-year basis. Over the past year, roughly 200 more homes sold each month compared to the previous year.

Donna Pozzuoli, president of the Salt Lake Board of Realtors, said the monthly supply of home inventory is at five months, down



Ground has been broken for a new Hampton Inn at 332 W. Park Lane in Farmington, across the street from the Lagoon amusement park and near the growing lifestyle shopping center Station Park. The hotel is being developed by Shreya Management, a firm based in Evanston, Wyo. that already has two hotel properties in Utah, both in Provo. Company president Dharmesh Ahir said the new Hampton Inn will sit on 1.88 acres and have 83 rooms, and will feature a four-story interior corridor, the newest prototype design, an indoor pool and hot tub, fitness center, business center, boardroom and meeting facility. It is scheduled to open in spring 2013.

from more than a nine-month supply last year at this time.

More buyers than sellers, resulting in rising home prices and sales, typically characterize a seller's market. During the past four years the Salt Lake market has largely been a buyer's market.

Sales of previously owned homes and condominiums in Salt Lake County in May increased 15 percent (1,229 compared to 1,066 homes sold in May 2011). In the first five months of 2012, there were 5,049 homes sold compared to 4,216 homes sold in the same period in 2011, a 20 percent increase.

The median price of homes sold in May increased to \$199,950, up 7 percent compared to \$187,000 last year during the same time.

Pending home sales (homes under a purchase contract) in May rose to 1,393, up 30 percent compared to 1,076 pending sales in May 2011. Homes that sold in May were on the market for an average of 68 days, down from 78 days last year.

Sellers are beginning to see offers closer to asking (list) prices. In May, the percent of original list price received was 95 percent, up from 90 percent last year during the same month.

Overall Utah Sales and Prices

The median price of homes sold statewide was \$180,500 in May, up 2.6 percent from \$176,000 during May 2011. This is only the second time in four years that the Utah median sales price has increased compared to the same month a year earlier.

Among the more populated areas (those with at least 30 sales), median price increases were strongest in Uintah County (up 17.2 percent), Tooele County (up 10 percent) and Salt Lake County (up 6.9 percent).

Meanwhile, home sales remained strong, rising 11.8 percent from May 2011. This is the

12th consecutive month transactions have increased compared to the same month of the prior year. Utah Realtors sold 3,385 homes, townhomes and condominiums during May 2012 compared to 3,028 sales last year.

For the year as a whole, the January-to-May period had the most sales since 2007. With 13,929 properties sold, this year has been stronger than the first five months of 2011, 2010, 2009 and 2008.

Among areas with at least 30 sales, closed sales were strongest in the following counties: Tooele (up 32 percent), Weber (up 28.6 percent) and Summit (up 26.7 percent).

Over the past 12 months, the \$150,000-and-below price range had the highest increases, with sales rising 35.6 percent. The \$750,001-and-above category had the smallest gains, with sales increasing 1.5 percent over the past year.

In May, the inventory of homes on the market fell 23.2 percent from last year. At the end of the month, the 20,472 units available for sale represented a supply

of 6.9 months.

In May, it took an average of 83 days for a seller to accept a sales contract. That's down 10.6 percent from last year's average of 93 days. This is the fastest May homes have sold since 2008 when the average was 74 days.

Sellers also sold closer to their asking prices. On average, sellers received 94.3 percent of their original list prices. That's the highest level since October 2007 when sellers received an average of 94.9 percent of their asking prices.

Edible Arrangements coming to SLC

Edible Arrangements, the pioneer and leader in hand-sculpted, fresh-fruit arrangements, will soon enter the Salt Lake City market.

The Connecticut-based company, which has more than 1,000 locations, has inked a Salt Lake City franchise agreement with Robert and Jennifer Lang, who currently operate seven Edible Arrangement stores in Colorado. They are now scouting for locations.

"It's been an incredible success over the past years and I am looking forward to wowing customers in Salt Lake City with our great products and exceptional service," said Robert Lang.

The couple's first experi-

ence with Edible Arrangements came in a Valentine's Day flyer in a local newspaper when they were living in the Phoenix area. While flying shortly after that first glimpse of the product, they were again exposed to the concept in an in-flight magazine, which prompted them to contact Edible Arrangements upon return of that trip.

Since Edible Arrangements was founded 12 years ago, the fresh-fruit retailer has grown to over 1,100 operating and coming soon locations in 14 countries worldwide. The company has earned a number of accolades from the franchise industry since its inception.

 Cruise the great Alaskan adventure with Disney.



Set a course for the last frontier! Alaska beckons the adventurous spirit in us all — filled with historic mining towns, awe-inspiring glaciers and breathtaking natural beauty. Couple this with the outstanding personal service, enchanting experiences and unmatched entertainment that is distinctive to *Disney Cruise Line*®, and you have a vacation dream come true.

7-Night Alaska Cruises sailing May – September 2012 from Seattle, Washington to:
Tracy Arm Fjord ♥ Skagway ♥ Juneau ♥ Ketchikan

 DISNEY CRUISE LINE.

GS2012-6366 ©Disney

Ships' Registry: The Bahamas

 TO BOOK YOUR MAGICAL DISNEY CRUISE VACATION, CONTACT US TODAY! 

Cruise & Travel Masters
4376 So. 700 E., SLC UT 84107
801-268-4470 ~ 800-264-0557

 AUTHORIZED DISNEY VACATION PLANNER
©Disney

Kennecott Utah Copper, LLC has an opening for a Senior Engineer – Value Planning position in Bingham Canyon, UT. Employer will accept Master's in Business Administration, Finance, Accounting or related field; and 2 years of work experience in job offered or 2 years of work experience in a process analysis-related occupation. Experience must include: 1) Technical or operational experience in a mining, processing, or manufacturing environment; 2) Spreadsheet modeling; 3) Data capture from plant historian databases; 4) Statistical data analysis and stochastic modeling; 5) Financial analysis; 6) managing projects; 7) SAP or other ERP systems; and 8) production planning. Any suitable combination of education, training, or experience is acceptable. Apply online at <http://www.riotinto.com/careers/> > Search and apply > Search and apply for current vacancies > Search for Job Number SAL001C2 > Click Apply Online. Rio Tinto supports workforce diversity.

Nelson to be sworn in as Utah Bar president

Jones Waldo veteran litigator Lori W. Nelson will be sworn in as the Utah State Bar's 80th president on July 19 at its annual convention in Sun Valley, Idaho. Of the 79 preceding presidents, only three were women, the last of whom was president nearly a decade ago.



Nelson

Nelson, an Idaho native, has been a member of the Utah State Bar for almost 20 years, and has practiced domestic law with Jones Waldo for the last six, holding leadership positions both on

the board of directors and in the domestic practice group.

Nelson has been an integral player in the development of two programs aimed at making legal services more accessible to clients who could not otherwise pay. The Lend a Learned Hand program encourages attorneys to provide pro bono work, and Modest Means, which will roll out in the coming year, connects underemployed attorneys with clients who have limited financial resources.

Focusing on value to members will be a priority as president, Nelson said, especially in terms of providing more resources on the Web. In addition, she said she would like to see lawyers get more credit for the substantial amount of work they do giving back to the community.

Shrink wrap firm to add jobs in Tremonton

Intertape Polymer Group Inc. (IPG) has announced a shuffling of its operations that will result in 16 more jobs at its Tremonton plant that produces shrink wrap.

IPG, based in Montreal, Quebec, and Bradenton, Fla., said the Tremonton facility will become its only North American facility producing shrink film after it shifts that shrink film production there from a plant in Truro, Nova Scotia.

All the new hires will be local, according to Rick Leckner, corporate spokesman for IPG. Leckner declined to reveal the number of employees at the

115,000 square foot Tremonton plant. The Utah Department of Workforce Services' online database indicates the headcount is between 50 and 99.

The shrink film produced in Tremonton is used primarily by companies in the food and beverage industry.

Tremonton previously served a large portion of the U.S. market but now will serve all of North America for the company. "Tremonton clearly supplied more [of the shrink film market] than Truro but now will supply all of those markets," Leckner said.

Lawmakers mull privatizing sale of surplus property

By Brice Wallace
The Enterprise

Legislators are still considering privatizing the sale of state surplus property despite an online auction pilot program that so far has yielded mixed results.

Kent Beers, director of the Division of Purchasing and General Services, told the Government Operations Interim Committee in late June that the state is using a couple of online auction companies. Rather than state workers driving around to pick up items to be sold at a state-run store in Draper, the items remain at their respective agencies. Information about the items goes to the companies, which auction them online, with winning bidders having five days to pick up the items at the agencies.

Among the advantages of selling online are the elimination of collection costs; a reduction in expenses related to personnel, the collection vehicles, warehousing and the state store; and pilferage, Beers said. The disadvantages include state staffers having to field phone calls about auction items and, so far, the state getting lower prices online than through the sale at the state store.

Beers said a state official contacted used-furniture dealers, who said "the only way they make money is if we bear the expense of driving all over, picking it up, taking it out to Draper, warehousing it, and then they can come

out one day a week and see what they want to buy. But they know that they can't make money doing what we're doing currently."

What kind of surplus property is available? Among the surplus items listed at the agency's website are a cargo van, road grader, pallet of steel posts, light bars, cargo cover and bed slide, police motorcycle, table, snowplow, refrigerator, desks and file cabinets.

Beers said vehicles and equipment have been sold on-site, his agency's website, live auctions and online auctions and the activity typically is profitable. Sales of used furniture, office supplies and miscellaneous items — collected, sorted, warehoused and sold at the Draper store — have been "generally unprofitable," he said.

Sen. Todd Weiler, R-Woods Cross, said he is exploring the idea of privatizing the sale of surplus property because he wonders if the state can gain efficiencies through the use of eBay-type auctions. He also said another concept would be for companies to bid to buy all of the property for a set price.

"We could just basically receive a set payment for all of our surplus property and let them sell it and dispose of it as they will," Weiler said. "If we could save the current cost of driving all around the valley, that's something I think we should at least study."

Sen. Margaret Dayton, R-Orem, said Utah could join

many other states that allow companies to acquire surplus property. "It has saved states so much money, not only in [not] having to warehouse anything and transport anything, but they've made money on things they didn't think that would benefit [the states]."

She cited as an example a rubble heap following a building demolition in Chicago. A company wanted to take out all the steel and concrete, "whereas it was a blight to them [the government], they ended up getting money for something they didn't realize was beneficial," she said.

But Rep. Craig Frank, R-Pleasant Grove, urged a cautious approach. "As we have tightened the privatization laws over the years and as we've worked with purchasing and other departments of our state government, we're finding out that some things aren't efficiently handled by the private sector," Frank said. "Former property of the state may be one of those issues that we're having to deal with. ... This may be one of those conditions where our state agency may be better suited to deal with this."

GOED on near-record pace for helping Utah firms land gov't contracts

The Governor's Office of Economic Development is on a near-record pace for helping Utah businesses land government contracts.

During the GOED board's June meeting, Fred Lange, director of the Procurement Technical Assistance Centers in the state, said that with one month left in the current fiscal year, PTAC is on pace to be above \$400 million in contracts it helped secure for Utah companies.

The highest level for PTACs was \$518 million two years ago. "This year we're on target for about \$430 to \$450 (million), so almost another half-billion [dollars]," he told the board.

Lange noted that the figure includes only the contracts reported to GOED. He estimated that perhaps 1,200 companies have reported victories in securing contracts.

"We're working with mainly the small to mid-sized business, but we try to engage the large prime contractors to be a partner or a mentor to the smaller companies, and that's been one of the reasons for the success we've had," Lange said. "When they team, it's a win-win for everybody."

Details about GOED's procurement activities are at <http://business.utah.gov/contracting/PTAC>.



You love your employees. They are your greatest resource. Protect their future and your company by sponsoring a **preventative heart disease screening** at your offices.

CardioCare conducts corporate wellness events by utilizing a simple, non-invasive screening device to quickly determine the health of the heart and blood flow through the cardiovascular system. The device is FDA approved, highly accurate like a traditional invasive procedure, and provides immediate screening results to the participant.

Medical Science has proven that Heart Disease is not only preventable, but reversible. Along with the screening, your employees will be educated and have the opportunity to combat this epidemic by improving their own heart health.

Healthy employees means happy employees, less downtime, more productivity, and decreased insurance premiums.

Invest in your work force by scheduling a screening event today with CardioCare.



CardioCare
Listen to your HEART!

• Industry Briefs •

ASSOCIATIONS

• **Rotary Club of Ogden** was recently recognized with several awards at the Rotary District 5420 annual conference that was held at Zermatt Resort in Midway. The top award received was "Club of the Year." The Ogden club was selected from 47 Rotary clubs in Utah and recognized as the top Rotary club in Utah. This recognition was attributed to the club focusing on foundation giving, membership growth, community outreach, local and international service as well as support of youth leadership development, awarding over \$30,000 in college scholarships, supporting youth student foreign exchange and literacy.

• The **Utah Taxpayers Association** recently honored **M. Keith Prescott** for his work on the Governor's Tax Review Commission. Prescott is a tax partner with the CPA firm of Wisan, Smith, Racker & Prescott LLP and most recently served as the chair of the Tax Review Commission after having served for a number of years on the commission. Previous to serving on the commission, Prescott was the chair of the Corporate Tax Task Force of the Tax Review Commission, which rewrote the Utah corporate tax laws. In all he has served the State of Utah in excess of 20 years, all without receiving any compensation.

• The **Utah Valley Chamber of Commerce** has appointed **Val Hale**, vice president for university relations from Utah Valley University, as president and CEO. Current president Steve Densley will retire on Aug. 1 after 30 years with the organization. Additionally, a new leadership position has been created, executive vice president. The new position will be filled by **Donna Milakovic**, who has been president and executive director for the Lehi Area Chamber of Commerce since 2009.

• **Robert C. Gross** has been elected president of the Utah Chapter of NACD, the **National Association of Corporate Directors**. Gross, owner of Robert C. Gross Associates of Salt Lake City, succeeds Ronald S. Poelman, who will serve as board chair. The national organization's mission is to provide "the information and insights that board members rely upon to confidently navigate business challenges and enhance long-term shareowner value. Importantly, directors and boards turn to NACD to gain the knowledge and wisdom to become a strategic asset to their companies, and NACD amplifies the collective voice of directors in the national dialogue on board governance issues."

BANKING

• **Celtic Bank**, headquartered in Salt Lake City, has named **Steven L. Mathews** and **Brian Lawlor** vice presidents of business development. Mathews was previously with Oce North America, also of Salt Lake City, and brings over 17 years of local lending experience at both consumer and commercial levels. Lawlor was formerly with Ocean Capital in Warwick, R.I.

• **Mountain America Credit Union** garnered five awards at the recent **Marketing Association of Credit Unions (MAC)** conference in Seattle. Its MyStyle

Checking campaign earned three of the MAC honors, including a gold award for print ads and silver for comprehensive campaign and broadcast and video. Mountain America also won bronze for electronic marketing with its 2.74 percent low auto loan rate campaign and for social media with the Ten Days of Giving campaign.

• The increasing popularity of **Bank of Utah's** 10-day mortgage loan process has prompted its mortgage services division to hire additional loan officers and promote employees. Two of Bank of Utah's long-time employees have been promoted — **Christy**

Pirlet to loan officer and **Amber Wykstra** to mortgage loan production manager. Other new loan officers are **Ronald E. Pippin**, **Rod Hunter**, **Ginger Peel** and **Bob Peterson**. The bank said the average financial institution takes 30 days to process a mortgage loan, while it can complete the process in as little as 10 business days.

COMMUNICATIONS

• **Spring Mobile**, a Utah-based retailer of AT&T wireless phones, recently purchased Northern Nevada's **JCC Wireless** and opened two new retail loca-

tions in Yuma and Prescott, continuing the company's rapid growth throughout the West and Southwest states. The acquisition marks Spring Mobile's entrance into the Reno market with six new locations and makes Spring the only AT&T dealer in the greater Reno area.

COMPUTERS/ SOFTWARE

• A group of technology companies in the Intermountain area has **launched a local chapter** of the fast-growing **International**

continued on page 10

THEY

SAY THEY CAN GET YOU FINANCING.

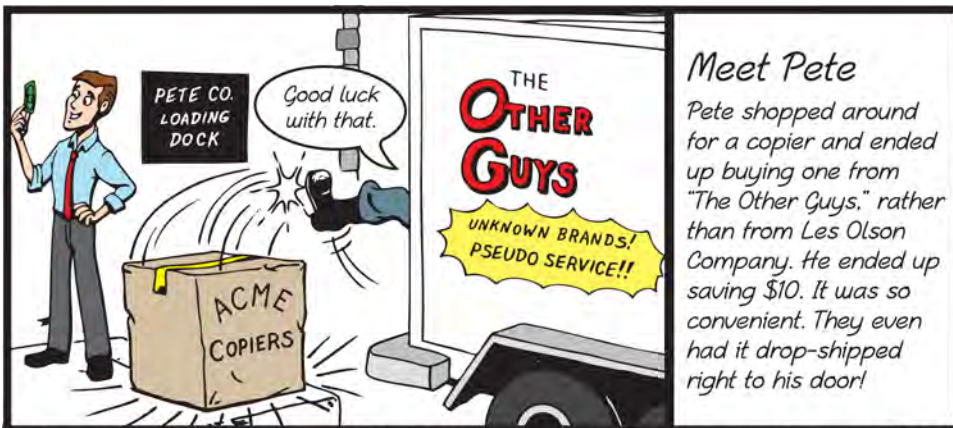
WE

ACTUALLY CAN.

Unlike a traditional bank, TAB measures a business not by its balance sheet ratios and cash flow projections, but by its assets, such as its accounts receivables and inventory. Because of this, we are able to lend to businesses in any situation, and any economic climate. [For more information, visit tabbank.com/different](http://tabbank.com/different) or call 801.336.5174.



A DIFFERENT WAY TO BANK REQUIRES A DIFFERENT BANK.



Meet Pete

Pete shopped around for a copier and ended up buying one from "The Other Guys," rather than from Les Olson Company. He ended up saving \$10. It was so convenient. They even had it drop-shipped right to his door!

The copier didn't come assembled, but that's alright, Pete's a smart guy and if he needs help, he can just call technical support.



Pete decided to call the experts at Les Olson Company. They delivered his copier, installed it,

and even trained him on how to use it! And with their great service, Pete can trust their team to keep his copier running in top shape so he can focus on his business!



What is the value? Where is the value? Who perceives the value?

You have been making value perceptions and value judgments your entire life.

You may call them decisions, moments of truth or actions. Intuitively they focus around value — and your perception of it — or the weight you put toward it as these decisions or actions are taken or made.

It's the same in sales, but in the selling process there are two values of perception and two value judgments. One is the value perception and judgment you make, and the other is the value perception and judgment the customer makes.

Obviously the customer's value judgment and perception rules the selling process. However, you, the salesperson, have a major impact on how the value is perceived and ultimately how their judgment is made.

Your value judgments come from:

- How you feel about your company.
- How you feel about your product.
- How you feel about yourself.
- How you feel about the customer and their buying process.

You've placed a value on yourself that reflects in your selling skills, your attitude, your belief system, your truthfulness and your ethics. If you are willing to compromise any of those, you'll never be a successful salesperson in the long term.

That's you.

And then there is the customer. Whether they're an existing customer or a prospect, they're making all kinds of value judgments about you, your product and your company — in that order.

Much of their judgment about you is being made during the presentation itself, but as the digital age progresses many of these perceptions and judgments are made way before you (the salesperson) enter the scene.

These days, Mother Google can create preconceived value notions that don't simply revolve around your product or your price; that's just one part of the equation. Your personal reputation and your company's reputation play a major role in the customer's perception and judgment of value.

MAJOR UPSIDE-DOWN CLUE: Every salesperson uses Google to find more information about the company and the person they are going to meet. That same salesperson NEVER takes the same amount of time to Google themselves to see what the potential customer is finding out about them.

It's a major mystery to me why salespeople still believe they are invisible. Meanwhile, your reputation (and/or lack of it) is totally available to the customer way before you ever enter their office.

The majority of salespeople, most likely including you:

- Do not have a business Facebook page.
- Have never tweeted.
- Do not have a personal website.
- Do not have a blog.
- Do not have a YouTube channel.

• Have less than 500 LinkedIn connections.

What could they (you) be thinking?

It will take your prospective or existing customers less than one minute to do a complete Internet search on you, and it's most likely you have never done one on yourself. Your sales hang in the balance.

WRONG THINKING: People with no Internet presence, people with no brand presence, and people with little personal reputation will all make the feeble excuse that the customer is only buying price anyway. They (you) are foolishly incorrect.

If your customer is looking to make a value judgment before you arrive, what are they going to find?

NOTE WELL: If a customer is looking to make a value judgment or value perception during your presentation, a good portion of that will occur long before the presentation takes place.

I've just given you a re-definition of the word "value" by adding the words *perceived* (perception) and *judgment*. These are the words your customer mentally uses as he or she is deciding.

Notice I have not used the words "add" or "added" when referring to the word value, nor will I ever.

Your biggest job as a salesperson is to create your own value and reputation in the marketplace, so that when your prospective customer is looking for information about you, it will credibly be there.

I have listed the value-based elements you need to succeed. I am challenging you that you probably don't have them, and now it's time for you to make your own value judgment if it is worth the investment of time to create them.

In my opinion it's not an option, it's an imperative.

Show me the value, and I'll give you the sale.

Jeffrey Gitomer is the author of *The Sales Bible*, *Customer Satisfaction is Worthless*, *Customer Loyalty is Priceless*, *The Little Red Book of Selling*, *The Little Red Book of Sales Answers*, *The Little Black Book of Connections*, *The Little Gold Book of YES! Attitude*, *The Little Green Book of Getting Your Way*, *The Little Platinum Book of Cha-Ching*, *The Little Teal Book of Trust*, *The Little Book of Leadership*, and *Social BOOM!* His website, www.gitomer.com, will lead you to more information about training and seminars, or e-mail him personally at salesman@gitomer.com.

© 2012 All Rights Reserved

Buy
**local
FIRST**
KEEP UTAH INDEPENDENT

**MULTI-FUNCTION
BUSINESS COPIER**

\$99 per mo.

...SERIOUSLY!

800-365-8804 • www.lesolson.com

LES OLSON COMPANY
SHARP COPIERS



Real estate seeing significant shift to outsourcing

Outsourcing has experienced a somewhat rocky transition from an MBA buzzword to a competitive necessity for most organizations. In recent years, financial pressures have driven companies toward more outsourcing as executives look to extract maximum capacity out of their organizations for as little cost as possible. More and more non-core functions are being outsourced in an effort to transform business operations and create higher shareholder returns.

One area that has experienced a significant shift to outsourcing is real estate. Recent studies indicate that most top executives (almost four out of five) feel that real estate is not a core function. Yet real estate is typically one of the largest expenses on a company's P&L – often second only to labor costs. This non-core perception of real estate coupled with its dramatic impact on an organization's financials has led companies to take a look at outsourcing as a strategic solution to facilitate real estate operations.

In contemplating the merits of real estate outsourcing, companies must be very cautious. Depending on an organization's real estate needs and structure, outsourcing may not be the right choice. Various roles and responsibilities in the real estate process can be outsourced, and organizations must choose carefully to outsource those that will add the most value for their specific situation. Additionally, the strengths of an outsource service provider must be considered carefully to ensure that they align well with the company's strategic objectives. Typically, real estate outsourcing strategies are most beneficial when an organization has various real estate needs in multiple markets across state, regional or national boundaries.

Once a company decides that its real estate needs and structure are conducive to outsourcing, it must decide what and how much to outsource. Outsource companies (often referred to as providing corporate services or corporate solutions) are typically engaged as part of a broad cost reduction initiative that requires organizations to do more with less. However, where these cost savings are derived depends upon the roles and responsibilities given to the outsource partner.

Answering the "what to outsource" question depends

on the complexity and depth of a company's real estate needs. Historically, companies looked to service providers solely for assistance with transaction management (i.e., coordinating the leasing, disposition or acquisition of property). It is the simplest real estate function to outsource and often derives the most value and cost savings.

However, as cost cutting initiatives have become more intense, many companies have started to look for all-inclusive options. Other real estate functions such as property management, construction build-out, project management, lease administration and even facility management (i.e., maintaining the up-keep of occupied space) are being handed over to outsourcing partners.

Within each of these functions, the depth of outsourcing can also vary. One of the most common approaches we're seeing in determining which responsibilities to outsource is to divide each real estate function into delivery activities and planning activities. This division allows companies to control decision making and strategy issues while the outsource partner handles the day-to-day issues of a property.

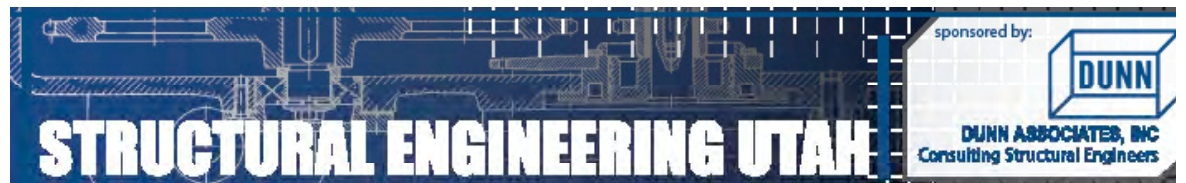
Outsourcing strategies are not only here to stay, but are growing as businesses focus on core competencies and pass ancillary responsibilities to niche partners. The outsourcing of the real estate function has developed over time and continues to evolve. There is no cookie-cutter solution. Each company must carefully analyze their overall strategy and determine the best real estate structure and process to fulfill their specific strategic objectives at optimal cost.

Jason Smith is vice president with NAI Global Corporate Solutions, Salt Lake City. Since 2009, the Corporate Solutions team has completed over \$300 million in transaction value and more than 400 transactions globally for corporate clients.



Jason Smith

Buy
**local
FIRST**
KEEP UTAH INDEPENDENT



What do structural engineers really do? We're 'mathematical prophets'

By Ronald Dunn

"What is it that you really do?" Being involved with a profession that has been around for thousands of years, it is surprising just how many times I am asked this question. Since the Egyptians placed large stones on the bottom and smaller stones on the top, there have been those who wonder how they can make structures stand and support loads. Each successive generation has benefitted from the previous, and our abilities to understand, envision and comprehend more complex structures evolved.

My answer to the question on what we do has evolved into my close friend's response. "We are mathematical prophets." We predict the way structures will behave. We understand the various forces and loads that the structure will experience and make material and member size selections in an attempt to satisfy and preserve. There are perhaps as many solutions to these questions as there are questions themselves and there is no substitute for experience. Although the solution may be perceived as a commodity, our profession is very much a professional service and investment.

As science moves forward and building materials advance, new methods and systems become advantageous from both a strength and economic perspective. As seismic and wind events occur, structural weaknesses and failures inspire better solutions to resist these forces. Every three to five

years changes take place in the prescriptive building codes that may require significant departures from the way things were done before.

So what is it that we do? We must enable great building design. We must utilize our educations and acquired skills to select those elements which can satisfy all of the different loads and forces imposed upon a structure. We must do all this with architectural aesthetics, contractor constructability and economic feasibility. Relatively few people will ever hire and pay for our services compared with the countless inhabitants that may benefit from our solutions.

Like doctors, lawyers, accountants and other professional services, we are commissioned to protect the public at large. We cannot hide behind a corporate veil, and must be responsible for our actions. Be careful in your selection and realize that we are not a commodity that makes selections from charts and graphs. Like other professionals, there is no substitute for experience. The more experience we have the better able we are to predict just how your structure will perform during that "big" seismic event.

Ronald Dunn is the owner and founder of Dunn Associates Inc., a structural engineering firm in Salt Lake City. Since founding Dunn Associates in 1995, he has been directly responsible for structural designs as well as supervising a large staff of professional engineers.

Enabling
Great
Design

David Eccles School of Business at the U of U

DUNN
DUNN ASSOCIATES, INC.
Consulting Structural Engineers

380 West 800 South
Salt Lake City, UT 84101
801.575.8877
www.dunn-se.com

from page 7

Association of Microsoft Channel Partners. The new chapter will be led by Kevin McMillen, CEO at RyanTech and Ryan Redmond, CEO at Customer Dynamics in Salt Lake City. IAMCP operates chapters worldwide, including more than 30 chapters in the United States. The organization, which is sponsored by Microsoft Corp., is comprised of Microsoft partners – Certified Partners, Dynamics Partners and Registered Partners. For more information on the new chapter, contact Amy Solomon at (866) 804-9040 or via e-mail at amys@ryantechinc.com. Additional information is available at <http://www.iamcp-us.org>.

• Sandy-based **Content-Watch** has released an update to its **Net Nanny for Android with App Manager** to address issues of children being exposed to inappropriate content, malicious apps and unintentional in-app purchased by

giving parents the tools they need to protect their kids, whether they are browsing or using apps. It includes Internet safety features Net Nanny is known for plus the new App Manager, which gives parents control over the apps used on smartphones and tablets. The firm said that in some cases, apps associated with a credit card have resulted in more than \$2,000 of unintentional in-app purchases; in other cases, malicious apps can access text messaging plans and private information on the device.

CONSTRUCTION

• **Clent Wright** has accepted the position of NDE (non-destructive examination) services department manager with **PSI's** Salt Lake City operations office. Wright has more than 17 years of experience providing safety, quality and production in NDE inspection. Professional Service Industries Inc. (PSI) is an Illinois-

based independent engineering and testing firm and one of the largest consulting engineering firms in North America.

• **Randy Evans** has been promoted to president of construction, safety and mining at Salt Lake City-based **Industrial Supply Co.** Evans is a 34-year veteran of the company. Since joining Industrial Supply in 1979, Evans has worked his way through various positions and has been the leader in refining the processes and operations of the company. He currently serves on the board of trustees and the Association of General Contractors, Utah and has previously served as chairman of the Utah Safety Council Board and president of the Salt Lake Chamber. He is the grandson of the company's founder.

• **Landscape Supply of Utah**, a new do-it-yourself landscape supplies store, has **opened**

continued on next page

Death or public speaking: what do you fear most?

As Jerry Seinfeld famously said, "According to most studies, people's number one fear is public speaking. Number two is death. This means to the average person, if you go to a funeral, you're better off in the casket than doing the eulogy."

Every day I coach folks on their public speaking skills. Typically, I'm prepping them to speak before at least a six-figure audience rather than just an auditorium of people. The difference between what I do and what a public speaking coach does is that my speakers can't see everyone in their audience. They are speaking through TV or radio news, or via the printed pages of a newspaper.

I've coached everyone from nine-year-olds to public officials on how to put their best face forward in the news media. If you find yourself faced with the equally exciting and frightening opportunity of doing a news interview, here are my top 10 tips.

1. Ask for time to prepare. If a reporter calls and wants a comment right away, get their name, number and the angle of their story. Then say you will call back in 20 minutes. Use that 20 minutes to review your talking points and consider the most important points to share. If 20 minutes is impossible, take three minutes. Never speak without giving yourself a few moments to gather your thoughts.

2. Never miss a deadline. Reporters live in a fast-paced world of breaking news, and typically have more than one story to write or produce each day. Return press calls as quickly as possible. Get them the information they need before their deadline and they will be much more likely to ask you to share your expertise again.

3. The microphone is always hot! I can't tell you how many times I've seen a spokesperson beautifully prepared to speak to a television audience, only to have them mutter a discouraging remark under their breath while wearing a microphone. If a microphone is near you, assume the role of spokesperson immediately, even if you think it's turned off or it's a commercial break.

4. Pay attention. Live interviews happen quickly and the reporter isn't always able to give you a lot of warning when you are front and center. Although you want to appear calm and confi-

dent, don't get too relaxed. Stay on your toes and pay attention to absolutely everything that is whispered, muttered or shouted so that you look your best.

5. What to wear? The most common question I get from folks prepping for a TV interview or newspaper photo is what to wear. First of all, represent your brand.



Anna West

For instance, if you work in a gardening center, it will look strange if you show up wearing a tuxedo. However, a gardening apron and gloves would be perfect. Second, avoid busy patterns and white or light blue for TV, because those colors don't trans-

mit well. And finally, wear a normal amount of makeup — but a little powder and lipstick can't hurt.

6. Prepare for demonstrations. If you are going to show the viewers at home how to make a craft, art project or recipe, plan it for the magic of TV rather than showing every step. Have all of the materials prepared in advance, show no more than three quick steps, allow the journalist to participate and then have the final product ready for a big reveal at the end.

7. "No comment?" While there are legitimate times when you can't legally comment to a reporter, for instance in case of litigation, think about how it sounds when you hear someone say "no comment" in the news. It makes you look guilty, right? Try other ways of phrasing for the same meaning, without the negative impact.

8. Practice changing the subject. Sometimes a reporter asks a question that leads you away from the main point of the interview. This is particularly common in lighthearted TV and radio interviews. Don't get so caught up in the fun that you forget to share your most important points. A gentle change of the subject should get things right back on track.

9. Keep eye contact with the reporter. When you are being interviewed on TV, look at the person who is speaking to you. It's so tempting to stare into the camera, but if you give in, the viewers at home will see deer-in-headlights rather than a well-spoken expert.

10. Don't sweat the small stuff. You are an expert in the topic you are discussing on TV, and the details are critical in your

see SPEAKING page 12

Layton
CONSTRUCTING WITH INTEGRITY

www.LaytonConstruction.com
(801) 568-9090

CENTURY
EQUIPMENT COMPANY

Everything for the
Contractors

We rent the best

4343 Century Drive
Salt Lake City, UT 84123

801-262-5761

www.centuryeq.com

COLORADO - WYOMING - UTAH - IDAHO

HONNEN
EQUIPMENT

4055 S. 500 West, SLC 801-262-7441

www.honnen.com 1-800-616-6636

mycricket.com

NATIONWIDE UNLIMITED
DATA • TALK • TEXT • MUSIC

AS LOW AS
\$55
A MONTH
NO CONTRACT

cricket
your call

Limited-time offer. Rate plan contains a data usage level. Once you reach your usage level, your speeds will be reduced. See mycricket.com/fairuse for details. Coverage details at mycricket.com. Service may be limited or terminated without notice if you no longer reside and have a mailing address in a Cricket-owned network coverage area or if a majority of your voice and/or data usage is on a partner network. Terms, conditions and other restrictions apply. Sales tax not included. Muve Music and the Muve Music logo are trademarks of Cricket Communications, Inc. Patents pending. The Android robot is reproduced or modified from work created and shared by Google and used according to terms described in the Creative Commons 3.0 Attribution License. Google, Android, and other marks are all trademarks of Google Inc. Other third-party trademarks are the property of their respective owners. © 2012 Cricket Communications, Inc. 10286-4/12

SUGARHOUSE
675 E. 2100 S.

LAYTON
760 N. Main St.

WEST VALLEY
2644 W. 3500 S.

RIVERDALE
750 W. Riverdale Rd.

PROVO
2275 N. University Parkway

Take advantage of Cricket's everyday low monthly rates and see if your company's employees can qualify for a

15% DISCOUNT

Call **801.975.6718** to find out how.

cricket
your call

from previous page

in Draper. It offers wholesale pricing on landscape materials to the public: boulders, flagstone, decorative gravel, bulk barks, soil, quality nursery stock, sod, fire elements and more. The company also has designers available to create master plans, and it can provide help with labor and equipment if customers believe they need professional assistance. The store is owned by Kendal Doyle, owner of All States Landscaping, which since 1985 has been assisting Utah homeowners and businesses with custom landscaping services, including waterfalls, fire and water elements, patios, gazebos, professional planting and water-wise sprinkler systems.

EDUCATION/TRAINING

- **Stevens-Henager College**, a provider of on-campus and online higher education, **graduated 232 students** on June 21, 60 percent of them female. The college awarded 139 associates degrees, 87 bachelors and six masters.

INTERNATIONAL

- **Utah** was named the number one importer of “traditional” **Peruvian products** in the United States for 2011, according to data released by the Peruvian government agency, Prom Peru. “Traditional” products, according to the survey, include minerals, petroleum, natural gas and produce. Prom Peru, an agency that promotes exports and tourism in Peru, recently compiled the export data to the U.S., with Utah importing 22 percent (No. 2 overall) of goods sent from the South American country, slightly behind Florida at 23 percent.

LAW

- **Bryan Norton** joined the Salt Lake City office of real estate, construction bankruptcy and finance practice of **Holland & Hart**. An experienced litigator, Norton represents banks, loan servicers and financial institutions with respect to finance issues. Norton has defended individual and class claims arising from federal and state consumer protection statutes, including the Truth in Lending Act, Fair Credit Reporting Act, Fair Debt Collection Practices Act, Real Estate Settlement Procedures Act and Unfair Trade Practices statutes. Prior to joining Holland & Hart, Norton was employed as vice president and senior counsel for one of the nation’s leading loan servicers.

MANUFACTURING

- **Earth Environmental Services**, a new Utah nonprofit, is **seeking funding sources** to support its manufacture of

mobile toilets for use by emergency response teams and others. Husband and wife team Vincent and Linda Julian, both Army veterans, operate the company, whose roots go back to 1988. Vince Julian said he would like to place his products with the 63 fire departments and five large units within Homeland Security in the Salt Lake Valley; the reusable units could be towed to emergency sites and command centers. The units have been purchased and used, on a very small scale, by the Bureau of Land Management, Utah National Guard and Tooele Sheriff’s Department. Earth Environmental will build the units at cost for donors who could then take tax credits and give them to those whom they deem fit. The couple hold four U.S. patents. Learn more by calling (801) 466-7369.

- Orem-based **Mity-Lite**, a manufacturer of institutional furniture, has introduced a new seating line specifically designed to accommodate needs of places of worship. The new **Worship Series** line of church chairs come with a 10-year warranty. Worship Series chairs are built on a 19-inch wide frame and feature a 1.5-inch thick backrest, a 2.5-inch padded seat and a plush 4.25-inch waterfall seat front for long-term comfort. A retractable ganging mechanism comes standard and is useful in creating even seating rows in the worship environment. The chairs support more than 1,000 pounds of static load and safely stack up to eight chairs high.

- **PoolandSpa.com**, the oldest active pool and spa website, recently presented **Bullfrog Spas**, Bluffdale, with the Best in Class Award for the Hot Tub Category for 2012. Bullfrog Spas’ most noteworthy feature is the patented JetPak System. JetPak Technology includes modular jetted seats that allow spa owners to completely customize their spa before they buy and to interchange their massages at any time after that.

MEDIA/MARKETING

- Full-service advertising and communications firm **Penna Powers Brian Haynes (PPBH)**, Salt Lake City, won three **Telly Awards** for its creativity in broadcast, online and theater ad concept and production. PPBH earned bronze awards for Henry Walker Homes “Henry Has It” theater spot in the local TV and local cable category for real estate; Nevada Department of Transportation’s Zero Fatalities “Crash” TV spot in the local TV and cable category for public service; and Primary Children’s Medical Center and Utah Department of Transportation’s Zero Fatalities Boost Til 8 “Kyle’s Story” Internet/online commercial

continued on page 16

Transportation in Utah



House, Senate sign off on two-year transportation bill

By Abby Albrecht

While most people were focused on the Supreme Court’s decision upholding the Affordable Care Act, the big news in transportation is that the House and Senate signed off on a two-year transportation bill. The 10th and current temporary extension expired on June 30 and final voting was held on June 29. Utah Congressman Rob Bishop and Sen. Orrin Hatch were on the limited-member conference committee that was formed after the last extension. All three Utah Congressmen voted for the bill, but, disappointing many in the transportation industry, both Hatch or Sen. Mike Lee voted against the bill.

Details of the bill include:

- Reauthorizes federal public transportation programs at current funding levels for two fiscal years.
- Improves the safety of public transportation systems by improving the effectiveness of federal and state oversight and requiring public transportation safety plans at transit agencies.
- Establishes a system to monitor and manage public transportation assets to improve safety and increase reliability and performance.
- Eliminates earmarks from federal transit programs.
- Streamlines the New Starts process for transit construction to accelerate project delivery by eliminating duplicative steps and speed federal decision-making.
- Establishes a State of Good Repair program to assist public transportation systems in addressing the backlog of maintenance needs.

It is not clear what the actual financial impact would be to Utah or any specific program because of the program changes and because the formulas by

which almost all highway and transit funding is apportioned are still unresolved. The Keystone XL pipeline provision, which most Republicans wanted, was not included in the bill.

Below are the statements released by House Transportation and Infrastructure chairman John Mica (R-Fla.) and Senate Environment and Public Works Chairman Barbara Boxer (D-Calif.), the two lead negotiators:

Chairman Mica:

“The measure focuses on unprecedented reforms by cutting red tape and consolidating federal transportation programs. ... This agreement will help strengthen our nation’s construction industry and provide stability to highway, bridge and infrastructure projects across the country. The tentative agreement establishes federal highway, transit and highway safety policy and keeps programs at current funding levels through the end of fiscal year 2014. Unlike the last transportation bill, which contained over 6,300 earmarks, this bill doesn’t include any earmarks. This bill also does not increase taxes. ... This is the jobs bill for the 112th Congress. The unprecedented reforms in this legislation – cutting red tape, truly making projects ‘shovel ready,’ shrinking the size of the federal bureaucracy, attracting more private sector participation and giving states more flexibility to address their critical priorities will ensure that we more effectively move forward with major highway and bridge improvements and put Americans back to work. ... The Highway Trust Fund is going bankrupt, and this paid-for measure provides necessary, real reform that

see TRANSPORT next page



GRANITE™ CONSTRUCTING OUR FUTURE
www.graniteconstruction.com

TRANSPORT

from previous page

focuses our limited resources on critical infrastructure needs. ... If a majority of House and Senate conferees approve the conference report, both bodies are then expected to take up the measure before the end of the week, prior to the expiration of the current extension of transportation funding on June 30."

Chairman Boxer:

"The bill is funded at current levels, and it will protect and create three million jobs. ... For the first time, we send half of the funds for bike paths and pedestrian walkways directly to local entities, and we protect those funds while giving states more flexibility on their share."

Abby Albrecht is the Utah business development and public affairs manager for Granite Construction Co., one of the nation's largest diversified heavy civil contractors and construction materials producers. Albrecht currently chairs the Transportation Task Force Committee through the Salt Lake Chamber.

SPEAKING

from page 10

day-to-day life. However, sometimes a news story isn't able to share every nuance of your business. Just do your best to communicate the most important points, and avoid jargon. The viewer or reader who needs further information can visit your website or give you a call.

Being prepared for an interview can change it from a terrifying experience into one of the greatest marketing opportunities your business will ever have. Media training, practice, talking points and messaging are all tools PR professionals use to help you get ready to share your expertise with the world.

Anna West is a PR veteran with 14 years of experience. She spent nine years as a spokesperson and marketing director, and worked for an ad agency for another five. Now she owns her own PR firm serving small businesses and nonprofit groups. For more information, visit www.westpublicrelations.net.

At Work Perk

JOIN THE... CLUB TODAY!

Sponsored by:

Biaggi's - 10% off entire meal purchase (lunch only)

Franklin Covey - \$15 off any \$75 purchase

At The Gateway, we believe that when you work hard, you deserve some perks. That's why The Gateway, FM100 and The Enterprise have created an exclusive "Office Worker At Work Perk Card" for all of you hardworking people. (Fill out your At Work Perk Card application at The Gateway Concierge desk.)

Flash your card and get savings and discounts at participating shops and restaurants at The Gateway.

Just keep your card in your wallet and look for special deals throughout The Gateway. FM100 will be e-mailing you ever Monday with the "Perks of the Week." Log on to www.fm100.com or check out The Enterprise for the most up to date list of specials.

Turn in your completed form to The Gateway Concierge, located across from Urban Outfitters or to any participating retailer to be eligible for monthly drawings.

MEIER'S CATERING MENU

BAR-B-QUE CHICKEN & RIB MENU

- | | |
|--|---|
| Bar-B-Que Chicken
<i>Smothered in our special bar-b-que sauce</i> | Country Style Spare Ribs |
| Fresh Cut Fruit | Baked Chuckwagon Beans |
| Pasta Shrimp Salad | Meier's Homemade Potato Salad |
| Utah Corn on the Cob
<i>(seasonal)</i>
<i>Cooked on site</i> | Glazed Orange Rolls |
| Ice Cold Lemonade | Brownie Sundae
<i>Brownie, vanilla ice cream, covered with deep rich chocolate sauce</i> |
| Bar-B-Que Boneless | |

- Bar-B-Que Beef
Shredded bar-b-que beef on a bun
- Dutch Oven Bar-B-Que Chicken/Ribs
Potatoes Au Gratin
Peach Cobbler
Cooked in Dutch Ovens
- Top Sirloin
10 oz. USDA Choice
Top Sirloin Steak
Baked Idaho Potato
Grilled on site

- Hamburger/Hot Dog
Meier's own quarter pound
Hamburger w/all condiments
Jumbo all Beef Franks
Grilled on site
- Tri Tip Roast/Marinated
Grilled Chicken Breast
Grilled on site
- Pork Back Ribs
Smoked with Applewood
Marinated Grilled Chicken Breast

- Hamburger/Grilled Chicken
Meier's own quarter pound
Hamburger w/all the condiments
Marinated Chicken Breasts
Grilled on site
- Chuckwagon-K-Bobs
Beef & Chicken-K-Bobs
w/fresh vegetables
Grilled on site
- Boneless Ribeye Steak
10 oz. USDA Choice Boneless
Boneless Ribeye Steak
Baked Idaho Potato
Grilled on site

WE DO PIG ROASTS!



Complete Catering
Service for 40-10,000
Western Chuckwagon Bar-B-Ques
Company Picnics • Family Reunions
Business Luncheons
Open Houses • Dutch Oven Cookouts
801-278-4653 or 1-800-431-4655
www.meierscatering.com

Call for complete menus and pricing: 278-4653



Staffing Matters

How is your customer service impacting your bottom line?

The pervasiveness of social media and wireless communication has made consumers a lot more vocal about their customer service experiences. A quick Facebook post, tweet, text or online review can convey more about your company in a few minutes than a year's worth of advertising. The question is, "What is your standard of customer service saying about you?"

In a recent survey, consumers attested to this truth. If they receive great customer service, 47 percent will tell a company representative, 17 percent will share it via social media and 15 percent will write an online review about it. If they receive poor customer service, 36 percent will write a complaint to the company, one in four will express



Ron Zarbock

their displeasure on social media sites and 19 percent will write a company review. And, what they say can have serious implications on your business success. Half of consumers (49 percent) are very unlikely to do business with a company they receive a bad report about from a trusted source. On the contrary, if they receive a great recommendation, 61 percent are likely to choose that company in the future. The connection is clear: The way you treat your customers will have a real impact on your bottom line.

Getting Serious about Customer Service

How can you make sure you are providing the kind of customer service that brings in business and generates positive PR? According

to Spherion, a recruiting and staffing company, you make it the guiding philosophy and priority of your business.

If you want to be known as a company that takes great care of its customers, it must be integrated into every fiber of your business — from high-level corporate strategies and company culture to employee training, performance metrics, accountability, recognition and rewards. It's an overarching initiative that dictates the way you do business and the standard of service and support you provide customers.

From the executive suite to the reception desk, every employee is responsible for carrying out this initiative, whether they are servicing an internal department or an external client. It's amazing what you can accomplish when everyone is fully

engaged and committed to ensuring the customer experience is nothing shy of excellence.

More than a fancy mission statement, service excellence becomes an everyday mentality that drives business decisions and defines your success. Practically, it's knowing your customers well, anticipating and responding to their needs, providing the right solutions at the right time and following up to ensure their goals have been met and satisfaction is high. If you can consistently deliver that caliber of service, you've got a customer for life!

Ron Zarbock is the area owner and manager for Spherion Staffing and Recruiting and Today's in Utah, with several locations along the Wasatch Front. Zarbock has more than 30 years of business experience in process and distribution, automation and workforce solutions.

spherion[®]

recruiting and staffing excellenceSM

**TRY ME
FOR FREE**

Test our talent
with your company.

We are so confident in our services that we will pay our talent for one day's work at your business. Spherion has over 60 years of experience in staffing and recruiting.

Spherion • Radiating Excellence



Are you talented,
hard working and looking
for a better job?
Register at
Spherion.com/Jobs today.
We'll market you
for free.
We match the
right people
with the right job.

Salt Lake 801.261.8880
Ogden 801.825.1100
Orem 801.221.0550

facebook.com/SpherionUtah 



Thank You!

To our charity golf tournament sponsors.





Legal Matters

The best advice a divorce lawyer can give

As a divorce lawyer who handles complex cases, I get asked frequently to comment and write on issues related to divorce. I am asked to address issues related to asset protection and distribution, custody, spousal support, taxes and a whole host of other things. Here, I resist the urge to address, yet again, how to preserve your assets in divorce or those other topics. Rather, I give you the best advice I think a divorce lawyer can give — don't come to me. Allow me to explain.

Divorce is Complicated – Because You Were Married

As you can imagine, I see and hear heartache. Nearly every day, a new story comes into my office speaking of anger, resentment, betrayal and upset. With each new client, I take the time to discuss the process of divorce. I also take the time to address concerns over cost, timing and speed, and the toll the divorce process takes on individuals and families. Almost regardless of the circumstances of a situation, it is complicated. It is complicated because you were married. Think about the process and time that is devoted to courting and marriage, how your lives were intertwined, and that people have strong, deep and emotional feelings that can't be



Bryant McConkie

severed in an afternoon.

The Process of Divorce

Divorce begins like any other lawsuit — with a complaint. Despite the fact that divorce is nothing like a commercial or criminal case, we force divorces through the same process, and there are certainly some limitations. Divorce through litigation is not exactly a process that builds cooperation and understanding. As if the process of divorce were not hard enough, this uniquely family problem walks the same path as other lawsuits.

Having filed the complaint, the complaint is served on the other spouse. Once served, the other spouse has 20 days (30 if the other spouse is served out of the state) to file an answer. The answer, when compared with the complaint, defines the issues that will be covered during litigation. If any allegation in the complaint is denied in the answer, the case is officially "contested."

When the basic issues are clear, the parties enter a period called discovery. In discovery, using techniques similar to all other litigated cases, lawyers in divorce try to create a clear picture of what is going on. We try to discover what property exists,

how much things are worth and how much equity there is in that property. Lawyers try to determine whether the property is marital (subject to division by the court) or non-marital. When there are children, we sharpen our focus and gain clarity by using experts. Using the facts that are available and often relying on the insight of an expert, lawyers try to discover what is in the best interest of the children.

If the parties are unable to resolve their differences, the case may be tried in front of a judge. If tried, the parties give their control to the court and the court has the final say. Having tried many cases, I have yet to hear a client walk out of the courtroom and feel like their confusion and concerns have been addressed.

Divorce Mediation

Perhaps the best chance for parties to maintain control and resolve their differences in a productive way is through mediation. Mediation is assisted negotiation where a neutral third party helps the parties resolve concerns, develop and define issues and come to agreements. The mediator does not have authority to determine outcomes or render decisions. Rarely do parties leave mediation totally satisfied, but they often leave having resolved their case (two very different things). At mediation, parties often

feel heard. Parties are often able to address concerns that a court may just gloss over because the law does not effectively cover the area of concern.

What is the Point?

What is the point of me telling you not to come to me and describing the divorce process? How does my telling you about the basic divorce process and its limitations relate to me saying the best advice I can give is don't come to me? Well, the answers to these questions are relatively simple.

First, my advice is don't give up too early on your relationship. Regardless of whether you have children, remember that you have invested a great deal of time and effort into your relationship. Don't toss it aside too early, even if there are problems. There are good counselors and people who can help get things on track.

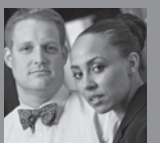
Second, be trustworthy. Whether you divorce or not, the divorce process goes more smoothly when you have been trustworthy in the relationship — even as it deteriorates. Ironically, being trustworthy can save you a lot of money in litigation. Don't hide money, don't hide assets, and don't play games with spending. These types of behaviors don't often work, and they are

see DIVORCE next page



STRONG & HANNI
LAW FIRM

KEEPING YOUR BUSINESS LEGAL™



Business & Real Estate Transactions
Labor & Employment Law
Securities Law
Taxation

Corporate & Commercial Litigation
Business Formation & Acquisition
Construction Law
Estates & Trusts

POWERFUL

RESPONSIBLE

KNOWLEDGEABLE

from page 11

in the public service category.

• Salt Lake City-based **positivemusicanddownloads.com**, which caters primarily to the LDS audience, reached a **10,000th download milestone** recently. Through Web software tracking, PMD learned that the 10,000th download was a customer in Highland. PMD was launched in November 2008 with dozens of mainstream and LDS artists and musical groups. Today,

there are hundreds of featured musicians. Films, songbooks and sheet music are also available. Currently, foreign sales represent 10 percent of PMD's transactions and this past month, product was shipped to El Salvador, Germany, France, Indonesia, South Africa and Switzerland.

OUTDOOR PRODUCTS/ RECREATION

• **Deer Valley Resort** is scheduled to make **\$8 million worth of improvements** for the

2012/2013 season. Leading the list of upgraded amenities is the replacement of the Deer Crest chairlift on Little Baldy Mountain with a high-speed detachable quad lift to be named Mountaineer Express chairlift which will increase the uphill skier capacity by 1,200 skiers per hour.

REAL ESTATE

• **Coldwell Banker Residential Brokerage** has hired **Nina McGee** as its relocation

manager. McGee had most recently been the chief executive officer of Keller Williams Salt Lake City since 2005. Prior to that, she served as vice president of corporate relocation for Prudential Prestige Real Estate in Salt Lake City for eight years. McGee is a licensed associate broker and current member of the Salt Lake Board of Realtors. She earned the Certified Relocation Professional (CRP) designation in 1999.

• **Hines**, an international real estate firm, has acquired the **South Towne Corporate Center** in Sandy through a joint venture with a subsidiary of a real estate fund managed by Oaktree Capital Management L.P. The seller was KBS Realty Advisors. The two-building, 248,352 square foot Class A office complex is 99 percent leased to tenants such as Cadence, CoreLogic, E*Trade; New York Life and Seamless. Hines has assumed property management responsibilities on behalf of the joint venture. Hines has been active in the Utah market since 1988 when the firm acquired the historic Kearns Building in Salt Lake City.

RETAIL

• Salt Lake City-based furniture retailer **R.C. Willey** will **shutter its Taylorsville store** once construction of its largest store, recently announced for Draper, is complete. Company president Jeff Child told FurnitureToday.com that the Taylorsville store is about 30 years old and located in an area that is no longer as active as Draper, where a 160,000 square foot store is expected to open in the fourth quarter of 2013. Child is quoted as saying the Taylorsville store has annual sales of more than \$30 million and that the new store

"should be well above that." He said the new store will have the retailer's current product lineup, with a larger clearance center and some features the company is still working on.

• **Surefoot LC**, a Park City-based ski boot specialty store, has acquired **Super Runners Shops of New York**, headquartered in Huntington, N.Y. The acquired company operates eight running shoe stores one concept shop, one outlet shop and one seasonal store at an indoor track facility, all in New York State.

TECHNOLOGY

• Provo-based **Vivint**, a home automation services company, has reached a significant corporate milestone by **passing the \$30 million Recurring Monthly Revenue (RMR) threshold**, which it says only two other companies currently in the industry have accomplished. Vivint also announced that it has closed on a \$50 million increase to its bank financing. The increase will be used to support organic growth of the business and continued expansion of the firm's customer base.

• A recent survey commissioned by **Mozy** probed the attitudes of 1,000 U.S., British, German, French and Irish employees and employers revealing some surprising findings, such as: **73 percent of bosses don't mind when employees arrive late for work**, confident that they will have been working elsewhere; By 7 a.m., one in five employees worldwide has already checked their e-mail; U.S. employers take the most relaxed view, tolerating their staff turning up to 37 minutes late in the day, while British bosses are the strictest, expecting workers to be at their desks no later than 24

relationships. Ironically, they are also attributes that will serve you well in the divorce process.

If you end up in my office, it usually means something is not going well. Remember, that when/if it hits the fan and divorce is imminent, the sun comes up at the conclusion of the divorce process. If you have good counsel, you will be guided through the process in as sensitive (yet thorough and appropriately aggressive) a way as is possible. Don't get discouraged.

Bryant J. McConkie is a shareholder at Strong & Hanni Law Firm and is the Family Law group leader. His primary role is to work together with clients to deal with and resolve legal issues occurring during family disputes. McConkie is also an expert in nontraditional alternatives to litigation, and has participated in over 800 hours of Alternative Dispute Resolution (ADR) training. He can be at bmcconkie@strongandhanni.com or (801) 532-7080.

support what you love

support your children's museum

A gift of
\$10

will cover a week's worth of books in the Kids' Eye View House.

Just
\$25

ensures that there are balls in the Beehive for an entire week.

A gift of
\$50

covers the cost of one Curiosity Shop early childhood class.

Visit us online or call us at **801-456-5437 ext. 115** to make a donation.

444 WEST 100 SOUTH | SALT LAKE CITY
801-456-KIDS | WWW.DISCOVERYGATEWAY.ORG

discovery gateway
children's museum

GOOD DAY BAKED GOODS & CATERING

We provide personal service and delicious hand crafted menus for your corporate events, weddings, or office parties and lunches and our **full service catering** is accepted at most major Salt Lake venues.

Whether your plans include an outrageous outdoor party, or a private family gathering, we are confident that your event will be our next best performance!

Please call 801.532.7829 for more information.



minutes into the working day; 13 percent of employers even claim they are fine with employees carrying out personal tasks like online banking, food shopping and paying bills while at their desks, with 22 percent of U.S. bosses being most relaxed and the British being the most stringent at 8 percent.

• Although many people associate six-figure salaries with executive positions, those with a knack for technology and creative thinking can earn handsome compensation too. According to research from Robert Half Technology and The Creative Group, **salaries often top \$100,000 for roles such as information architects, data security analysts and user experience (UX) designers.** The generous compensation levels are due to high demand for these professionals as organizations strive to enhance their digital presence and boost investments in information technology (IT) infrastructure. Mobile applications developers have average starting salaries of \$85,000 to \$122,500. The midpoint is \$103,750. Data security analysts can make between \$89,000 and \$121,500, on average. The midpoint is \$105,250. Interactive creative directors' base compensation is \$93,500 to \$150,000. The midpoint is \$121,750. Business intelligence analysts' starting salaries range from \$87,750 to

\$123,500 for this position, on average. The midpoint is \$105,625. Information architects' base compensation is between \$78,250 and \$116,000, on average. The midpoint is \$97,125. User experience designers' average starting pay is \$71,750 to \$104,000. The midpoint is \$87,875.

• **Allegiance**, a South Jordan provider of VOCi (Voice of Customer Intelligence) technology and services, has hired **Andy Compas** as vice president of client services. Compas has more than 20 years of sales and professional management experience. He comes to Allegiance from Omniture, an online marketing and Web analytics business unit within Adobe Systems Inc., where he strengthened and expanded the mid-market and enterprise account management teams and directed Adobe's worldwide education training centers. Prior to Adobe, Compas founded and served as president and COO of BookWise and Co. Inc. He also directed a \$45 million business as the U.S. general manager for Unicity International.

TRANSPORTATION

• **C.R. England – Global Transportation**, Salt Lake City, was recognized as one of **Food Logistics' 2012 Top Green Providers.** *Food Logistics* is

the only publication dedicated exclusively to the food and beverage supply chain. The Top Green Providers list was created to recognize companies in the food and beverage sector that have embraced sustainability practices as central to their operations.

• **Drivers in Utah paid the second most in the nation for car repairs** at an average cost of \$378.54, according to **CarMD.com Corp.**, which analyzed more than 160,000 repairs made on vehicles with "check engine" light problems in 2011. Wyoming was the most expensive, while Indiana was the least. According to the study, the cost in Utah consisted of \$240.33 in parts and \$138.21 in labor. According to the CarMD Vehicle Health Index, the average cost of U.S. "check engine"-related auto repairs in 2011 was \$333.93, including \$215.32 in parts and \$118.61 in labor. This figure is down 6 percent from 2010 repair costs, due in large part to a double-digit drop in labor costs. This isn't all good news for consumers. Industry contraction has a lot to do with the drop in labor rates, which are being partially offset by increased parts costs, and more severe repairs increasing in frequency and reaching the 10 most common problems list.



Buck Up!

Sportsmen are integral to effective wildlife management programs. Working with biologists, they help whitetail and other species flourish.

Safari Club International Foundation
800-377-5399
www.SafariClubFoundation.org



INVEST & ENJOY

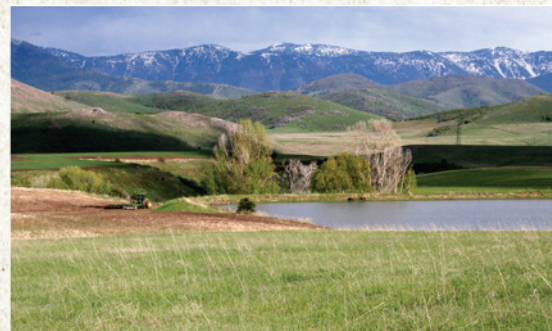


BROKERING THE FINEST RANCHES & SPORTING PROPERTIES

**FIND YOURS: FAYRANCHES.COM/ENT
1-800-238-8616**



ONEIDA NARROWS RANCH
3720± deeded acres & 2000± leased acres
Preston, ID · \$5,580,000



ANDREASEN RANCH
2908± deeded acres
Preston, ID · \$4,455,000

- Productive livestock & farm operations
- World-class mule deer & elk hunting
- Vibrant small towns nearby; 2 hrs to Salt Lake City
- Perfect sites for corporate retreats, camps, guest ranch
- Close to Bear Lake, Logan and Pocatello
- Properties are adjacent to one another



Fox's brazen star: Karl Rove rebukes Obama on exec privilege

Forever incapable of embarrassment, let alone sober reflection, Karl Rove is very well suited to his current roles as Fox News commentator and Crossroads Super PAC smear sponsor. But he achieved a moment of near-perfection recently when, appearing on a Fox morning news broadcast, he spoke up about President Obama's invocation of executive privilege against a House committee subpoena of Justice Department documents.



Joe Conason

"It's one thing to exert executive privilege over the actions of the president, and his aides, and the White House," he said. "It's another thing to exercise executive privilege with regard to a Cabinet official, seemingly in a matter that — according to the

president up until now — had no connections with, no contact with, no communications with the White House ..."

Rove went on to complain that the president's privilege claim over the "Operation Fast and Furious" documents demanded by Rep. Darrell Issa's oversight committee "is a very long reach. I mean basically, if the president is allowed to take the privilege that goes to the Executive Office of the President and extend it to a Cabinet department, then he can extend it to any branch of the government for any matter, even if there was no presidential or White House involvement. And I'm not certain that that's what the Founders thought about when they talked about executive privilege."

For someone whose qualifications as a constitutional authority are nil, Rove's comments displayed an impressive degree of contempt for his listeners that is not seen every day, not even on Fox. Whatever he may know about executive privilege, he could only have learned when George W. Bush used it to protect *him* from various investigations, notably concerning his role as White House political boss in the partisan and lawless dismissal of seven United States attorneys for partisan revenge.

Rove must have been reminded of that experience when former Speaker Nancy Pelosi remarked: "I could have arrested Karl Rove on any given day. I'm not kidding."

She was commenting on the Issa committee's resolution holding Attorney General Eric Holder

in contempt for his refusal to turn over certain "Fast and Furious" material on internal Justice Department deliberations — if only to note her own forbearance for letting Rove escape confinement in a Capitol Hill jail cell.

Rove's complaint was especially audacious because he knows that Bush made privilege claims over thousands of documents not directly connected with the president and his deliberations — including those concerning the manipulation of the Justice Department and U.S. attorneys by Rove and his subordinates, which became one of the most blatant cases of partisan abuse in the department's history.

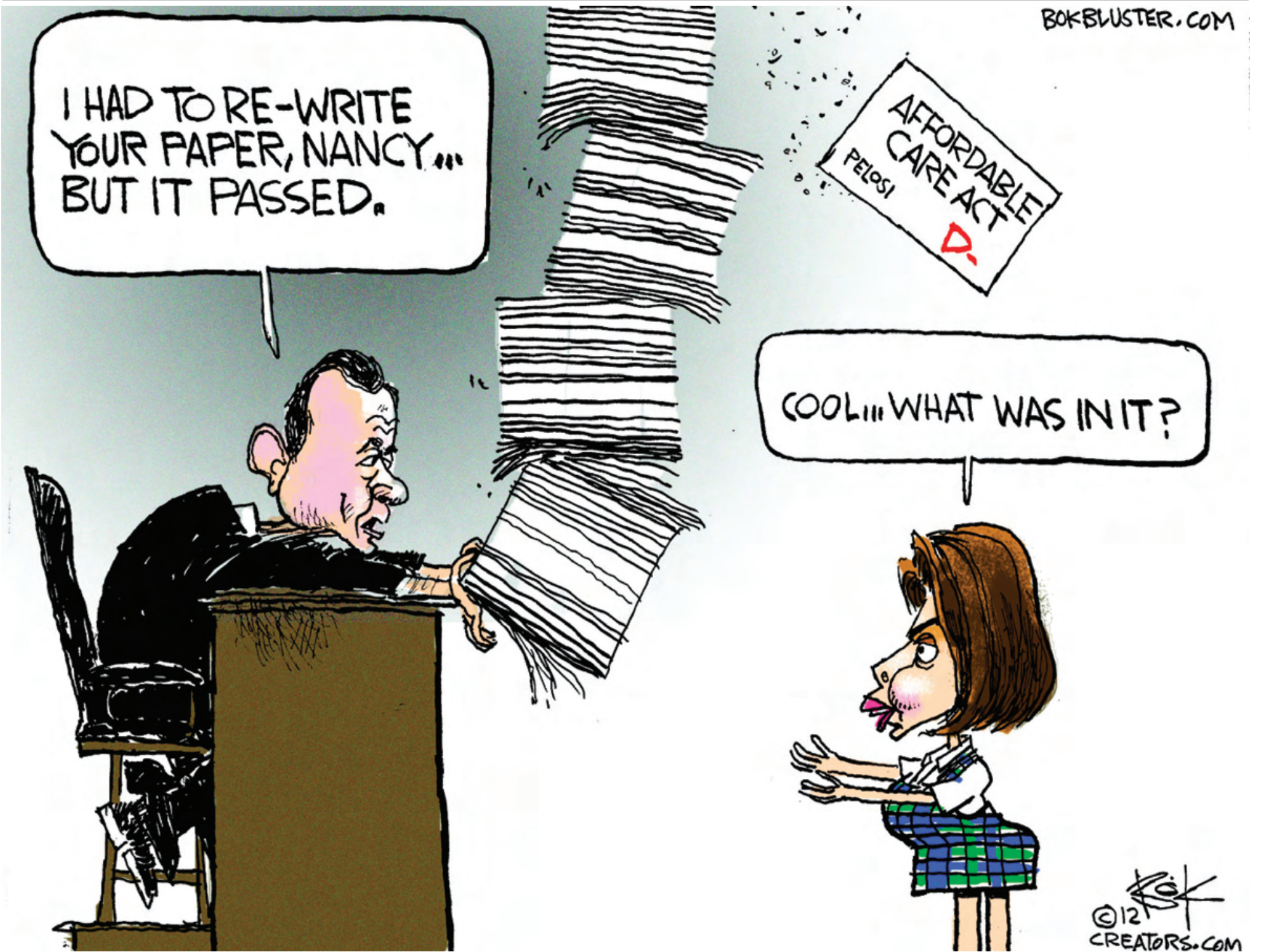
Indeed, Bush asserted precisely the same level of privilege as Obama when he told Republican House members in 2001 that they could not obtain Justice

Department internal documents concerning President Clinton's fundraising activities. That claim extended the cloak of privilege to officers of a Cabinet department under a previous president. Bush likewise claimed privilege to frustrate investigations of the military cover-up of the death of Pat Tillman in Afghanistan and the FBI's coddling of Boston mobster, informant and killer Whitey Bulger.

But Rove can ignore such details on Fox News, where he need never fear anyone will notice that he is brazenly pulling his facts and theories from his butt.

Joe Conason is the editor in chief of NationalMemo.com.

Copyright 2012
Creators.com.



A political glossary

Since this is an election year, we can expect to hear a lot of words — and the meaning of those words is not always clear. So it may be helpful to have a glossary of political terms.

One of the most versatile terms in the political vocabulary is “fairness.” It has been used over a vast range of issues, from “fair trade” laws to the Fair Labor Standards Act. And recently we have heard that the rich don’t pay their “fair share” of taxes.

Some of us may want to see a definition of what is “fair.” But a concrete definition would destroy the versatility of the word, which is what makes it so useful politically.

If you said, for example, that 46.7 percent of their income — or any other number — is the “fair share” of their income that the rich should have to pay in taxes, then once they paid that amount, there would be no basis for politicians to come back to them for more —

and “more” is what “fair share” means in practice.

Life in general has never been even close to fair, so the pretense that the government can make it fair is a valuable and inexhaustible asset to politicians who want to expand government.

“Racism” is another term we can expect to hear a lot this election year, especially if the public opinion polls are going against President Barack Obama.

Former big-time TV journalist Sam Donaldson and current fledgling CNN host Don Lemon have already proclaimed racism to be the reason for criticisms of Obama, and we can expect more and more other talking heads to say the same thing as the election campaign goes on. The word “racism” is like ketchup. It can be put on practically anything — and demanding evidence makes you a “racist.”

A more positive term that

is likely to be heard a lot, during election years especially, is “compassion.” But what does it mean concretely? More often than not, in practice it means a willingness to spend the taxpayers’ money in ways that will increase the spender’s chances of getting reelected.

If you are skeptical — or, worse yet, critical — of this practice, then you qualify for a different political label: “mean-spirited.” A related political label is “greedy.”

In the political language of today, people who want to keep what they have earned are said to be “greedy,” while those who wish to take their earnings from them and give it to others (who will vote for them in return) show “compassion.”

A political term that had me baffled for a long time was “the hungry.” Since we all get hungry, it was not obvious to me how you single out some particular segment of the population to refer to as “the hungry.”

Eventually, over the years, it finally dawned on me what the distinction was. People who make no provision to feed themselves, but expect others to provide food for them, are those whom politicians and the media refer to as “the hungry.”

Those who meet this definition may have money for alcohol, drugs or even various electronic devices. And many of them are overweight. But, if they look to voluntary donations, or money taken from the taxpayers, to provide them with something to eat, then they are “the hungry.”

I can remember a time, long ago, when I was hungry in the old-fashioned sense. I was a young fellow out of work, couldn’t find work, fell behind in my room rent — and, when I finally found a job, I had to walk miles to get there because I couldn’t afford both subway fare and food.

But this was back in those “earlier and simpler times” we hear about. I was so naive that I

thought it was up to me to go find a job and to save some money when I did. Even though I knew that Joe DiMaggio was making \$100,000 a year — a staggering sum in the money of that time — it never occurred to me that it was up to him to see that I got fed.

So, even though I was hungry, I never qualified for the political definition of “the hungry.” Moreover, I never thereafter spent all the money I made, whether that was a little or a lot, because being hungry back then was a lot worse than being one of “the hungry” today.

As a result, I was never of any use to politicians looking for dependents who would vote for them. Nor have I ever had much use for such politicians.

Thomas Sowell is a senior fellow at the Hoover Institution, Stanford University, Stanford, CA 94305.

Copyright 2012
Creators.com



**Have one less
ball in the air.**

With all the things you have to think about, wondering how well your communications company is working shouldn't be one of them. With CenturyLink, you don't have to give it a second thought. Our bundles provide turnkey solutions for business phone, high-speed Internet, business email and website services. And our dedication to helping you stay connected can be found in our honest and fair approach and personalized service. CenturyLink is all about giving you peace of mind so you can focus on the things that drive your business.

Internet | Business Class Voice | Managed Services

centurylink.com/small-business



CenturyLink®
Business

Your link to what's next™