

## IN THIS ISSUE

MESSAGE FROM THE  
PRESIDENT

FLOODING IN MISSISSIPPI

FEATURED PROJECTS

EVENTS & CONFERENCES

Quality in a service or product is not what you put into it. It is what the client or customer gets out of it.

*Peter Drucker*

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*"We are what we repeatedly do.  
Excellence then, is not an act but a habit"  
Aristotle*

**Summer—June, 2011**

**REIGSTAD**  
& Associates, Inc.

## Message from the President



Our company will soon be celebrating the 32<sup>nd</sup> anniversary of our start date ~ July 10, 1979, and each year I like to review our approach and methods for making our business successful.

My conclusion is our success directly relates to the service we provide for our clients.

A recent example is the flooding emergency in Tunica, Mississippi last month. We were contacted by Gold Strike Casino (a MGM property) at the end of April to assist them in preparation for what could be a potential disaster. We were in Tunica the next afternoon reviewing the situation, looking at the best case/worst case scenarios, and consulting with our engineers using pictures, emails, and cell phones.

We were able to provide quick turn-around with hand-sketched construction documents for the steel fabricators to start on a proposed solution. The steel fabricator fabricated the gangway (see photo on next page) over the weekend, it was installed Monday, May 16 and the final concrete pour finished at 6 a.m. on Wednesday, May 18 – their reopening day. The efforts extended by the owners, their employees, and our engineering staff paid off for all of us with the reopening of Gold Strike Casino within a few days after the Mississippi River crest.

One of the reasons that our projects have gone well and a major factor in getting repeat business from our clients is due to the thoroughness and diligence of each and every one of our employees. It is a team effort to do our best work and meet our clients' needs. I think we have done this in the past, and is probably the key to our success. It is our responsibility to our clients, to the owners, to each of our co-workers, and to ourselves to do the best job we can.

We don't rely on emergency situations to prove this, but many times, it is those sudden situations that show us again that we are doing the right thing. It is the reason we have long-term client relationships, successful projects, and have grown our business during the past 32 years.



**Have a safe and  
pleasant 4th of  
July weekend!**

# Gold Strike Casino Resort Reopens May 18, 2011

**MGM Resorts** welcomed employees and visitors back just two weeks after rising Mississippi River floodwaters forced a mandatory closure of all Tunica County's nine casinos. The Mississippi River reached its crest on May 10, 2011 at 47.8 feet, the second highest reading on record, surpassed only by the 48.7-foot crest in February 1937.

Gold Strike successfully prevented Mississippi River water from entering the resort and the recently-renovated facility remains like new, due in large part to the deployment of state-of-the-art technology and dedication of its 1,400 team members; 150 employees from its Biloxi sister property Beau Rivage; Mississippi Gaming Commission, Governor Barbour, local government and elected officials, and tremendous vendor partners including W.G. Yates and Sons Construction, JESCO, Gephart Electrical, Hydrological Solutions, AT&T, **Reigstad and Associates**, Johnson Controls, Wilson Welding, Williams Equipment, Oil Field Marine, Inland Salvage Inc., CDM, Tunica County Utility District - RiverBend of Mississippi Inc. and Entergy among others.

In addition to employing more than 1,400 team members, the reopening of the 1,200-room Gold Strike had an immediate, positive impact on the local economy.

Verbiage courtesy of MGM Resorts International



At 32-stories high, Gold Strike's iconic gold windowpane tower is the tallest building in the Mississippi Delta and a Tunica landmark. MGM Resorts has played a significant role in Tunica's tourism revitalization with its recent multimillion-dollar property transformation and is committed in its efforts to rebuild and renew the region after this historic flood.



The mooring extensions were added to provide an extra 5 feet of float to keep the barge in its intended place and not float into the other structures or down stream.



The gangway to the Gold Strike Casino being put in place & cemented, side rails installed ~ ready for use on May 18th—opening day!

## Featured Projects

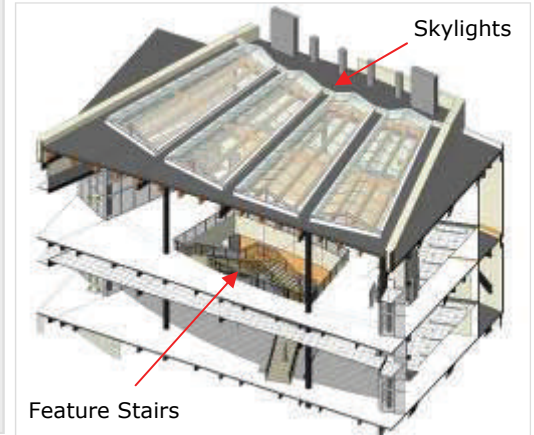
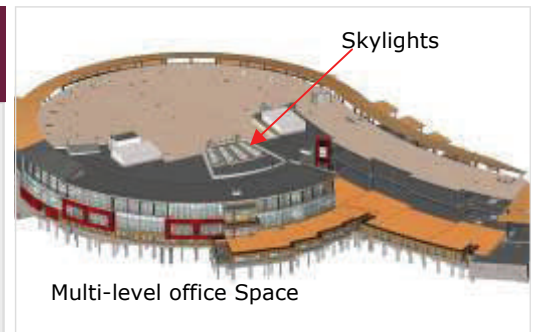
### Epic Systems Corporation Update Learning Center Expansion Verona, Wisconsin

The Epic Systems Corporation campus in Verona, WI, a suburb of Madison, continues to grow with the addition of the Learning Center Expansion. The approximately 180,000 square foot addition to the horseshoe-shaped learning center, is slated to be completed in time for the users' group meeting in September. Features of the addition include:

- Multi-level office space
- Feature stairs with skylights
- Walkout terrace addition
- Observation deck

Epic's campus currently has nine office buildings: a cafeteria building, a learning center with auditorium seating for more than 5,000, a four-story, underground parking ramp with 2,100 stalls, a 1,500-space parking ramp, and a tin-roofed tree house retreat that is used for conferences and brain-storming sessions.

**Structural Engineer: Reigstad & Associates, Inc.**  
**Architect: Cunningham Group**



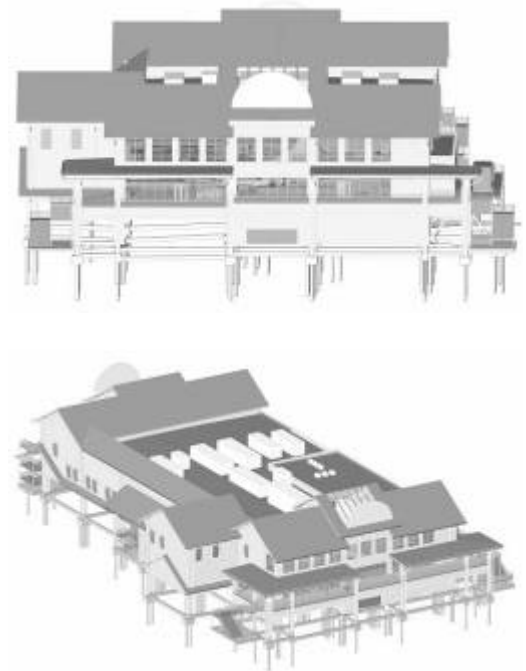
### Margaritaville Casino and Restaurant-Biloxi Biloxi Mississippi

Margaritaville Casino and Restaurant consists of 90,000 square feet of gaming, event center, and restaurant space where it's always "5 o'clock." A local developer has teamed with Pascagoula, MS native Jimmy Buffet to create a gaming and entertainment experience like none other on the Gulf Coast. Themed after Buffet's popular Margaritaville restaurants, the casino is sure to be a hit with the locals as well as visitors to the Coast.

Margaritaville is the first casino to be built since Hurricane Katrina ravaged the Gulf Coast in 2005. We have been designing structures on the Gulf Coast since the early 1990's, and much was learned in the aftermath of Katrina. The height of Katrina's water surge forced local officials to reevaluate the base flood elevations near the coastline, which has resulted in much taller buildings. Taller buildings, along with the strongest winds in the country, create significant engineering challenges for us.

But in the midst of these challenges, we see opportunity to help the Margaritaville team create an entertainment experience that will have people searching for their "lost shaker of salt" for years to come.

**Structural Engineer: Reigstad & Associates, Inc.**  
**Architect: Cunningham Group**



**REIGSTAD**  
& Associates, Inc.

Reigstad & Associates, Inc. recently attended and exhibited at the following conference:

**International Parking Institute Conference & Expo 2011 at the David L. Convention Center in Pittsburgh, PA**



**ACEC**  
of Minnesota

Reigstad & Associates, Inc. participated in the 8th Annual American Council of Engineering (ACEC) Scholarship Golf Tournament held at the Oak Marsh Golf Course in Oakdale, MN on June 20, 2011.

Reigstad & Associates, Inc. will sponsor a hole at the AIA Minneapolis Golf Tournament to be held July 25, 2011 at Majestic Oaks Golf Course in Ham Lake, MN. We will also have a team of four golfers participating in the tournament.

