

Like a Country Doctor

There are probably not many people that still have memories of their childhood illnesses being treated by the country doctor. He was a doctor who treated patients not just illnesses. He was a general practitioner who could fix a cut or remove an appendix. He knew his patients well and worked diligently to meet their needs. He maintained a positive attitude. He was available (he even made house calls). He contributed to his community and he mentored the young doctor who moved to town.

Monroe & Newell Engineers, Inc. strives to provide structural engineering services modeled after the country doctor. Just as he treated patients, Monroe & Newell Engineers, Inc. works with clients to provide all of their structural engineering needs and does not seek just selected projects. An example is the firm's relationship with Vail Associates and Vail Resorts Development Company that includes 250 projects spanning sixteen years. These range from due diligence reports, to portable, on-mountain kiosks, to the largest on-mountain and base facilities including Two Elk Restaurant and Golden Peak Base Facility.

The role of the general practitioner requires maintaining a large base of knowledge and relies on a great deal of experience. However, being equally versed in many structural systems for both superstructure and foundations allows Monroe & Newell Engineers, Inc. to provide an objective analysis in order to formulate the best solution for each project. The lack of any alliance with a specific supplier or vendor allows the firm to provide an analysis without bias and to maintain fair relationships with all suppliers.

Knowing your client's needs and objectives on each of his projects requires a level of service and commitment beyond standard engineering. It requires the extra effort to understand those needs. The need may be an inefficient structural system to accommodate restricted building heights, multiple bid packages for fast-track design and construction, or unusual loading conditions.

A positive attitude provides a calming influence in the fast-paced construction environment. It allows more options to be investigated and better design decisions to be achieved. It allows problems that inevitably arise to be solved quickly and fairly.

The most comforting thing patients in the small town enjoyed was knowing the doctor was always "in". Likewise, one of the most important things the engineer can provide his client is his availability. Successful projects are created by getting all of the necessary stakeholders around the table to make critical decisions in a timely manner. This is especially true during construction when large sums of money are being expended each week. To help increase accessibility to our engineers we have installed a "seamless" phone system that allows our clients to reach their engineer by local telephone line regardless if he/she is in our Denver, Dillon or Vail offices. Being on a T1 line also allows us to plot drawings at any location connecting all of our offices to help facilitate client's needs.

Just as the doctor was involved in the welfare of his community beyond their medical needs, Monroe & Newell Engineers, Inc. is involved in activities that promote the construction profession and help the community. Principals of Monroe & Newell Engineers, Inc. have served on the board of directors of the American Institute of Architects, the American Council of Engineering Companies, the Structural Engineers Association of Colorado, and on the State Board of Registration for Professional and Professional Land Surveyors. The firm has provided complimentary structural engineering services on Habitat for Humanity projects in Eagle, Summit, Leadville, and Jefferson Counties along with the Jefferson County Action Center in Lakewood.

Using all of the items above allowed the doctor to provide for the health and welfare of his patients and his communities, but his most important contribution was the mentoring of the young doctor that moved to town and would succeed him. At Monroe & Newell Engineers, Inc. our mission is to provide each of our engineers with the technical expertise and the consulting skills that have allowed us to be successful. With this, each of our new employees is provided with the challenge to pursue one of two goals in their professional development. The first goal is to become a principal in our firm. The second goal is to use the expertise and experience gained with us to start their own firm and become our best competition. Hopefully, they want to stay here with us to serve our clients and community.