

Operational Services ServiceLine

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Operational Services Sparks Energy Program

The University's recent and continuing efforts to conserve energy have put Penn "far out in front of most schools in the intelligent use of energy resources," according to George Kidd, head of Auxiliary Services and member of the Energy Conservation Advisory Committee.

The Committee was formed last year to oversee and direct conservation efforts in view of annual utility costs approaching \$10 million. Through the Committee and the Office of Operational Services the University is involved in on-going energy-use analysis and the implementation of energy conservation measures.

Through recommendations to the University on the planning and construction of new buildings, and through measures conserving energy in existing structures, the Committee and OS hope to put a dent in the University's growing utility costs. Only recently has thought been given to curtailing the inefficient use of energy, but Committee members hope to shape Penn's future with a view to energy conservation.

Physical Plant Reorganizes For Student Housing Needs

A major reorganization within the Physical Plant department will shift the department's responsibilities for student housing—graduate and undergraduate—to a separate branch of the department under the direction of Anthony Capuano.

The department's responsibilities for student housing—including repairs, housekeeping services, and groundskeeping—will now be handled separately from responsibilities for classroom, administrative, laboratory and other University space.

Capuano said last week that the unique problems in maintaining and repairing student housing were a major factor in the decision to reorganize. Hopefully the change will mean faster, more efficient service for the student population. The change also includes assigning separate maintenance, repair, housekeeping and groundskeeping staff to work exclusively with student housing, implementing a "total function" system of work.

Capuano and his staff are currently located in the Franklin Building, Room 221, but will be moving shortly into Nichols House (Graduate TowerA); a move into the Quadrangle will be made sometime this spring, in anticipation of major renovations there. "Our prime concern has been the fast and efficient servicing of student housing

(Housing—Continued on Page 3)

A few examples will illustrate the nature of the work of the Committee and OS to date:

—Implementing new Federal lighting standards, the Physical Plant Department removed over 1300 fluorescent light bulbs from the Franklin Building, saving over \$10,000 annually in energy charges.

—A staff member noted an inefficiency in the lighting of the Law School Library which costs the University \$20,000 a year. The Committee has recommended a change which will not affect the level of lighting, but simply the amount of energy needed to maintain the current level.

(Energy—Continued on Page 2)

New Building Administrators Help Expedite Service Problems

If you've got a problem in your office; if the air conditioning won't work; if there's a light burned out in the hallway; if there's trash around your building—where do you go to get help?

One of the procedures for routine "trouble" calls is to contact the Physical Plant Service Desk (ext. 7207/08, and that's still a good approach for many problems. But now you have another alternative—call your Building Administrator.

Under a new program initiated this fall, each building on campus has one of its full-time faculty or staff members designated as the Building Administrator, with overall

(Monitors—Continued on Page 2)

Phone System Consultation Nets \$2600 In Five Minutes

A five-minute consultation resulted in a \$2,600 annual savings for the Mathematics Department recently when Communications Department head Steven Murray reviewed the department's phone system.

The savings, nearly 40% of the department's phone costs, came as the result of a brief analysis Murray made at the request of the department, which was concerned about the \$6,500 annual phone bill.

Murray said each department member had a six-button phone with a two-digit intercom system. Murray removed the intercom from the system, which meant simply that the regular four-digit number had to be dialed instead of a two-digit intercom number.

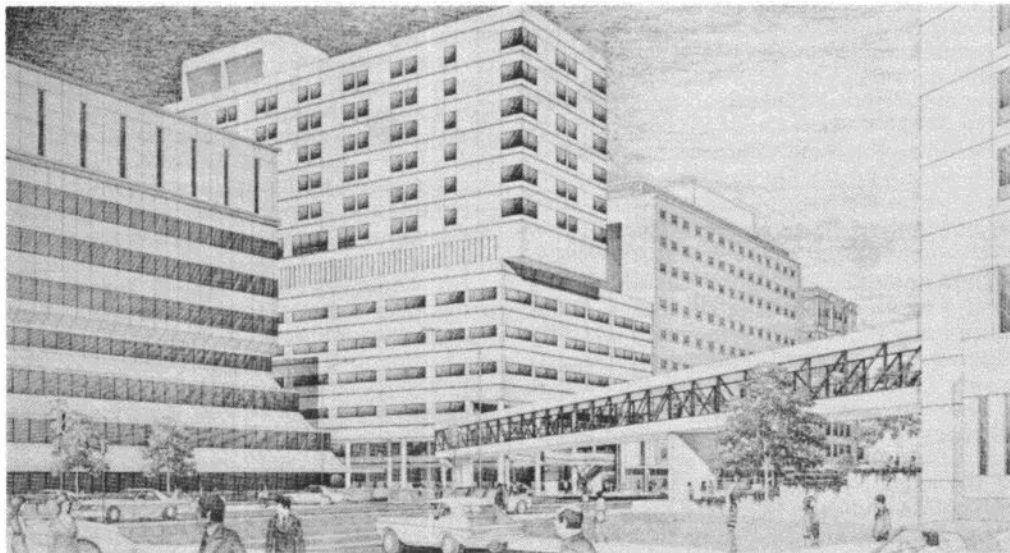
(Phones—Continued on Page 4)

Guard Your Bike—Engrave It!

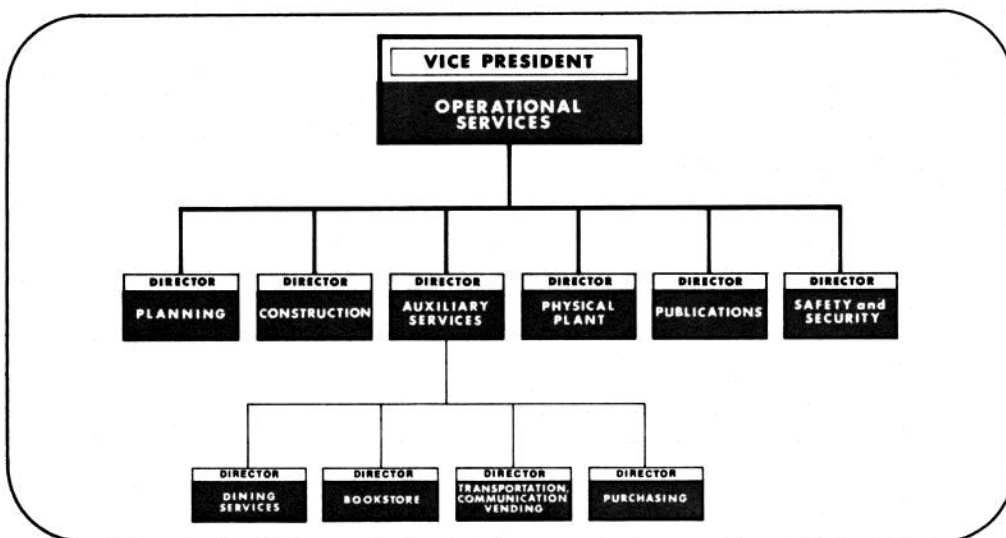
Faculty, staff and students who ride those high-priced ten-speed bikes to campus will be interested to know that a voluntary bike registration program is coming to Penn shortly, in the hopes of reducing bike theft, or—if theft occurs—in the hopes of recovering that bike for its owner.

Capt. Jayne Rich, of Operational Services' Safety and Security Department, said that a similar program in Washington, D.C., has been highly effective in reducing both the

(Bikes—Continued on Page 2)



Silverstein Project Underway—This Planning Office Schematic shows the architects conception of the completed Silverstein Building, now under construction at South 34th Street. See story on Page 4.



To the University Community:

As you can see from the organizational chart above, Operational Services is a large and complex organization. With more than 1,000 employees, we are the largest single non-academic unit within the University. The primary function of the OS Group is just what our name implies—we are the service units of the campus community.

Our work ranges from helping to keep the campus clean to the construction of the \$34 million Silverstein Pavilion at HUP. We produce all of the catalogs and other publications for the University, maintain the physical plant, operate the Auxiliary Services such as the bookstore, dining services and mail and campus bus services; and ensure the safety and security of the University's 18,000 faculty and staff employees.

The purpose of this publication, *ServiceLine*, is to give you some idea of who and what we are, and how we can be of help to you. *ServiceLine* will be issued periodically throughout the academic year to help keep you informed about what we are doing to help make the campus a better place to live and work.

In the meantime, we invite your comments and suggestions about how we can improve our service to you. Check the adjoining list of major departments and services within the OS Group, and get in touch with the appropriate individual when you have a problem in a specific area. Otherwise, please feel free to contact my office, 700 Franklin Building, ext. 7241.

Fred A. Shabel
Vice President for Operational Services

Operational Services Directors

Fred A. Shabel	Vice President	Ext. 7241
Arthur F. Hirsch	Assistant to the Vice President	Ext. 7243
Auxiliary Services		
George Kidd, Director		Ext. 5778
Construction		
Paul Greenberg, Director		Ext. 7212
Physical Plant		
Donald McAleer, Acting Director		Ext. 7201
Planning Office		
Arthur R. Freedman, Director		Ext. 5831
Publications		
Curtis L. Barnes, Jr., Director		Ext. 7798
Safety and Security		
Donald C. Shultis, Director		Ext. 6638

Purchasing Seminars Offered

Departmental budget administrators should make sure to take advantage of the bi-monthly Purchasing Seminars offered by Operational Services' Purchasing Department.

Seminars cover ordering instructions for all types of purchase orders, record keeping, a tour of the office with an explanation of the exact path a purchase order travels, and coffee and cake following the seminar.

For information on the seminars, which are held the first and third Wednesdays of each month in the Purchasing Department, P204 Franklin Building Annex, call Mrs. Vaccaro at 7216.

Monitors—Continued from Page 1

responsibility for monitoring the general housekeeping and physical plant activities and for helping expedite any service problems which come up. Many buildings are now involved in "spruce up" campaigns as the academic year gets under way, and the BAs are involved as coordinators of this program as well.

All of the individual Building Administrators have been newly appointed or re-appointed, and are members of the newly-formed Building Administrator's Council, which serves as an advisory group to OS Vice President Fred Shabel and his staff. The Council meets regularly during each semester to discuss ideas for improving programs and services which will help make the campus a more attractive place to live and work.

An important part of the current BA program is directed toward the problem of energy consumption. As Shabel pointed out in a recent letter to the BA's, "...the University's energy bill last year was between \$9 and \$10 million. If we could save only 10 per cent of that through better resource management, we could go a long way toward solving our current budget crisis."

If you do not know your Building Administrator, or have a problem you need help with, please call Mrs. Betty Chaney at ext. 7241 for your administrator's name and telephone number.

Bikes—Continued from Page 1

number of bike thefts and recovering stolen bikes. Following the implementation of the bike registration program there a 33 per cent reduction in the number of thefts was reported, she said.

The program here will involve engraving a multi-digit number at several places on the bike and then registering the number with a nationwide computer retrieval system. There will be no charge for the registration program.

Capt. Rich said that stolen bikes retrieved anywhere in the nation can have their registration numbers fed into a computer and the bike can then be returned to the owner. She emphasized that the program is free of charge and voluntary. Final plans for beginning the program are being made, and its inception is expected sometime in the near future. Watch for the program; it will be advertised throughout the University community.

Energy—Continued from Page 1

—The recent decision to modify the academic calendar has been unpopular with some, and has caused extended discussions on the campus in recent weeks.

Kidd agreed that some of the changes recommended are not pleasant, but that "we are trying to save on a depleting reserve of energy. Our habits are going to have to change if we are going to save energy, which we are running out of. It's an idea that we all pay lip-service to, but rarely are any of us willing to change our ideas and make sacrifices."

PAINLESS CHANGES

Some changes may be painless and effective. A recent lighting study has indicated that U.S. offices are 45% over-lighted, and that people often leave work fatigued from glare. New Federal guidelines, which were followed in the Franklin Building lighting changes, will mean substantial energy savings with little or no change in comforts.

Other changes may be harder to adjust to, but may be necessary in the future. According to Marty Liberatore, a Staff Engineer for Energy Conservation with OS' Physical Plant Department, one of the biggest areas of energy waste on campus comes from keeping some buildings open 24 hours a day.

Liberatore, working with two students, discovered that a certain campus building cost \$2400 an hour to operate on a yearly average, and if that building could be closed from 6 p.m. to 8 a.m., that \$2400 each hour could be saved. Of course, Liberatore explained, all of this will be a long time coming. Attitudes will have to change; concessions will have to be made. The attitudes which shortchange energy conservation are longstanding and have only recently come under fire.

NEW WAY TO BUILD

It has only been in the past few years that new buildings have been planned with energy conservation in mind. In the past, when building construction costs soared above estimates, the normal way to cut costs was to scrimp on the things that can't be

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Alumnus Is Named To OS Post

Mr. A.F. (Buddy) Hirsch WH '69, who originally came to Penn from Texas, has recently been appointed Assistant to the Vice President for Operational Services, after having completed his MBA from Harvard University School of Business in June.

While at Penn Hirsch was active in student government, the Kite and Key, the Sphinx Senior Society, and other campus activities.



A native of Austin, Texas, Hirsch recently married another Texan, the former Betty Jane Baxt of Dallas. The Hirsch's are making their new home on Spruce Street in Philadelphia.

Following his graduation from Wharton in 1969, Hirsch served for four years in the U.S. Navy as a supply officer.

"I will be handling essentially special requests and projects which come through the Vice President's office, so I think I will be working in just about every area of Operational Services," Hirsch said.

Housing—Continued from Page 1

needs, and our relocation reflects this concern," Capuano said.

Beginning Oct. 7 Capuano will have a Student Service Desk at four areas to judge how effectively work requests are being handled. On the first Tuesday of each month, starting Oct. 7, the Desk will be in 1920 Commons; on the second Tuesday, starting Oct. 14, the Desk will be in the Stouffer dining area; on the third Tuesday, starting Oct. 21, the Desk will be in the Hill Hall dining area; and on the fourth Tuesday, starting Oct. 28, the Desk will be in the Nichols House lobby.

OS Handbook Coming Soon

Look forward to the publication late this fall of the Operational Services Handbook, a user-oriented guide to the myriad services available through OS departments.

Operational Services is the place to turn for everything from a note pad to the supervision of major building construction projects, for everything from the publication of a brochure to the painting of your office. The Operational Services Handbook is designed to help you know where to turn, and who to turn to, when you have a question needing an answer or a project needing completion.

Publication and distribution are expected late in the fall. Watch for it!

PLANNING CHANGE

The Office of Planning, Design and Project Management has changed its name to the Planning Office, according to department head Arthur Freedman. The new name reflects the more comprehensive nature of the work of the Planning Office.

Woman Gardener In Physical Plant Union

If you happen to be strolling down Locust Walk and see a young woman scraping old posters off the poles or shooing pigeons away from the freshly-planted grass seed, it will be Eunice Henwood, Physical Plant gardener and currently the only woman member of her local union.

Since last spring Physical Plant has had at least six women working as gardeners on a temporary basis. Henwood is a permanent employee.

"We usually begin work each morning by picking up trash and taking graffiti and posters off the walls and poles along Locust Walk," said Henwood. Later in the day she weeds, plants, waters and cuts grass.

"I particularly enjoy laying down sod," observed Henwood. "As the rolls are unwound and a barren area is transformed into a nice lawn, I really feel a sense of accomplishing something."

"During the summer," she recalled, "we used to drive trucks around the University grounds. People would sometimes call and want to know if the University knew that women were driving trucks on campus."

"When one caller was assured that the women were authorized, she became so outraged that she threatened to write the President."

For her, one of the advantages of working at the University is the opportunity to take courses from the College of General Studies and to use the library and gym facilities.

"I also wanted the gardener job because of the healthy outdoor atmosphere and the regularity of the hours," explained Henwood. She added that the garden work

was not as strenuous as she had expected but often it was quite tedious.

Henwood is twenty years old and a native of Philadelphia. She studied art for a year at Tyler College of Art and is now taking painting classes at the Philadelphia Academy of Fine Arts. She would eventually like to teach art at a university.



Gardener Cleans Up—Physical Plant's Eunice Henwood, the only woman member of her local union, helps keep the College Green spruced up.

Energy—Continued from Page 2

seen: heating, cooling, lighting, all the energy utility systems. "That's the kind of thing you save on in the beginning, and end up paying for forever," said Kidd.

Housekeeping and security staff have been sensitized to energy savings, according to Kidd, and are reporting things like "an air-conditioner operating in the winter to compensate for overheating."

The lighting change in the Law School Library is another example of savings through a change of energy usage, not energy output.

As a user of the library you would not notice the difference, the lighting level will be the same. The system just burns more energy than it really takes to maintain that level of lighting.

Other savings will result from the regulation of the University's energy use. Utility companies charge their customers, in part, according to a "peak hour" system. The higher your peak hour, the higher your bill. By adjusting major energy draws during your highest peak period, you can lower your utility bill. Automatic regulatory equipment is the best way of handling this problem; some has already been installed (regulators for chilling air-conditioner water) and more will be installed in the future.

One of the positive aspects of the program, apart from the savings, is the fact that the University is using all of its own people and resources. Faculty, students,

Physical Plant engineers, administrators all are involved in the work.

Members of the Energy Committee include Paul Gaddis, Vice President for Management; Ezra Krendel, Professor of Statistics; Fred Shabel, Vice President for Operational Services; Gerald Robinson, Executive Director of Personnel Relations; Dr. Ralph Amado, Chairman-elect of the Faculty Senate; Dr. David Solomons, Chairman of the University Committee on Physical Facilities; Dr. Noam Lior, Assistant Professor of Mechanical Engineering; George Kidd, Director of Auxiliary Services; and students Jud Stein, Stephen Greeley and Erik Brown (last year's student members).

Kidd said he was aware a huge dent in the University's energy bill would not be made "by removing light bulbs; but it helps raise campus awareness of other conservation measures, and awareness of the importance of energy conservation in general. We may as well make the changes now before we are forced to."

B&G NAME CHANGE

The Department of Buildings and Grounds has changed its name to the Physical Plant Department.

The department was redesignated because of the increased complexity of the University's plant, and the higher level of professional competence required of the department's personnel charged with its operation and maintenance.

OS Groups Direct Silverstein Plans & Construction

Construction of the new Silverstein Building, which began this month, marks the culmination of management and coordinating activities of the Office of Planning, under the direction of Arthur Freedman. These activities, as well as the financial reorganization at the Hospital of the University of Pennsylvania, have undoubtedly been responsible for the recent AA rating received on the bonds sold to fund the Project.

One of the major aspects of Freedman's work has been to assist with plans designed to relate the building to its surroundings, functionally and aesthetically, which is one of the more important aspects of the Project. The building will be serviced through the loading docks of Children's Hospital; there will be a connection with the existing walkway to the Hilton Hotel, and underground levels and tunnels will connect the building to other hospital and medical school facilities.

Plans also include sharing some utility systems with the proposed Medical Education Building, resulting in savings in energy consumption, capital outlay and operating costs. For example, the two buildings will both connect to a 2500-ton chilled-water tank (used for air-conditioning) which will eliminate costs incurred by building separate facilities.

The building has been planned to meet several new medical needs. New bed space will replace current obsolete bed space which does not conform to modern hospital codes. The enlarged emergency room is a response to the growing trend for many people to use the emergency room as the initial physician contact, as some might have used a regular office visit in the past. Also, 90,000 square feet of the building will be devoted to physician office space for the treatment of ambulatory patients, answering an increasing need for substantial physician space within the hospital itself.

Construction is expected to take from 28 to 29 months, with a 36-month final completion date set for the installation of all equipment and interior facilities on the \$34 million project. The Silverstein building itself will be located on South 34th Street, adjacent to the Children's Hospital.

Freedman said last week that funding for the project came through the sale of bonds, which received a AA rating, making it only the fifth hospital in Pennsylvania to receive

that high rating. The rating was made possible, apparently, by the recent financial reorganization of HUP and the general planning and management efforts of the Office of Planning. "Essentially, we have been selling our managerial and planning services to the hospital," Freedman said. "They are so pleased with it they want us to expand our role with them in the future." The costs to Operational Services are being paid by the Project itself, which Freedman characterized as "large enough to bear its own weight financially."

Two other Operational Services' Departments—Physical Plant (Acting Director Donald McAleer) and the Construction Department (headed by Paul Greenberg)—have also played vital roles in the total planning and implementation process.

Planning for the project began over four years ago, and some work clearing the way for the current building construction has already taken place, such as interior renovations at HUP to relate to the Silverstein building, construction of the underground pharmacy, and construction of the bridge connecting the building and the Hilton Hotel.

The 14 levels of the building will include the underground pharmacy, an enlarged emergency treatment facility, four floors of ambulatory treatment space and physicians' offices, one floor for cancer research, mechanical floor space, and five floors for patient care which include space for 200 beds.

Phones—Continued from Page 1

"I asked the faculty members if they were disturbed by the intercom buzzing while they were talking on their private lines. They all said they were, so the intercom was removed. Now if they're talking on the phone the departmental caller gets a busy signal, and the person is not disturbed by the buzzer," Murray said.

Questions and requests for systems consultations should be directed to Mrs. Ruth Iskoe at ext. 8664, the Communications Department of Operational Services.

Telephone Savings

The following list is typical of savings made in departmental telephone systems through the analysis and suggestions of the Communications Department. Department head Steven Murray said over \$40,000 has been saved in the total program.

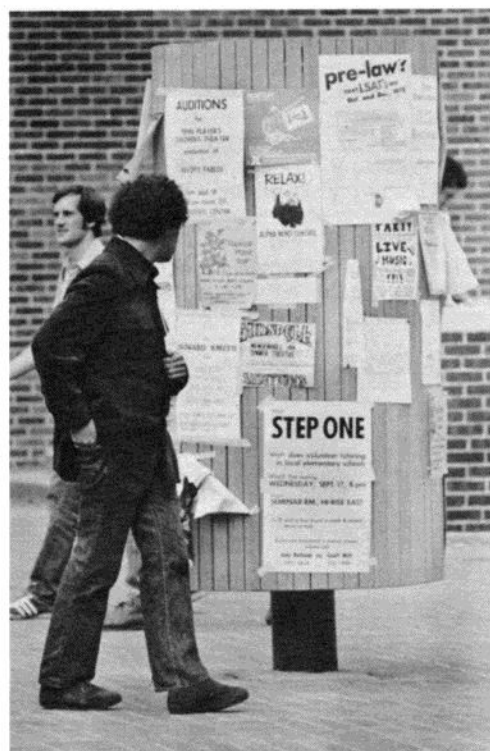
	ORIGINAL COST	SAVINGS
Slavic Languages	\$1,446	\$579—40%
Grad School of Education	\$12,780	\$5,211—41%
Sociology	\$5,594	\$1,603—29%
Music	\$2,319	\$1,017—44%
City and Regional Planning	\$3,061	\$1,065—35%
Mail Service	\$507	\$153—30%
Psychology	\$7,749	\$1,552—20%

McALEER APPOINTED

Donald McAleer, a 20 year employee of the University, has been named Acting Director of the Physical Plant Department of Operational Services effective Sept. 12, 1975. Prior to his appointment McAleer was Assistant Director for Construction and Repairs.

PUBLICATIONS MOVE

The Publications Office, a member of the Operational Services Group, recently moved its offices from the first floor of Logan Hall to the fourth floor of Logan Hall, Room 410.



New Kiosks—The Construction Department has plans for 10 more kiosks by the middle of October. There are currently 10 kiosks on campus, used for posting announcements.

One-Man Submarines Anyone?

"Let's see now, I want you to send me 6,000 boxes of paper clips, and we need a one-man submarine, right, and oh yes, can you give me an estimate on a maintenance crew for a yacht? Right, a yacht, and don't forget the paper clips!"

While it may be an exaggeration to place all these purchase orders in one phone call, each order has at one time or another been routinely processed through the Operational Services Purchasing Department, according to department head Robert M. Ferrell.

In addition to special orders, the department has standing purchase contracts for all the things the University community uses daily: light bulbs, laboratory beakers, food for students, furniture, and paper clips—which we used at a "clip" of 1,000,000 last year.

Ferrell also noted that the University community made a goodly number of Xerox copies last year—some 18,570,000 to be exact. Just Xerox copies, mind you, not including other types of copies, and it all went through the Purchasing Department along with everything else we consume or use daily.

In addition to all the purchasing the department does, they also conduct a bi-monthly Orientation Seminar on Purchasing. The seminar is held the first and third Wednesdays of each month and includes instructions for ordering, record keeping, a tour of the route a purchase order follows through the department, and coffee and cake afterwards. Information is available through Mr. Vaccaro in the Purchasing Department, ex. 7216.

Any other questions or problems can also be answered at 7216.