

Operational Services ServiceLine

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OS Department Aids Emergency Helicopter Rescue

A severe medical emergency, involving a young girl who was flown by helicopter from eastern Long Island to University Hospital, was helped to a successful conclusion last month through the aid of the Department of Security and Safety.

John Strouse, manager of safety engineering, and Joe Zentmayer, fire marshal, coordinated rescue activities here at the University which permitted the safe landing of the 14-year-old daughter of Philadelphia Inquirer medical writer, Donald Drake. Drake recalled the harrowing, life-or-death emergency transfer in a *Today* magazine story of December 28, 1975.

This particular River Fields helicopter landing, usually a routine occurrence for the hospital and Security and Safety, was a little out of the ordinary: the two men had 30 minutes to coordinate rescue teams, fire and police departments, and the landing occurred at night, a potentially dangerous

situation.

Valerie Drake had to be flown to a hospital with an intensive head trauma unit—she had been injured in an automobile accident—within 24 hours of her accident. She was brought to HUP because of Drake's involvement as an Inquirer medical writer and his friendship with Dr. Thomas Langfitt, who coordinated medical activity.

For a period of 20 to 30 minutes the night of the rescue, a hectic series of telephone calls raced back and forth from Long Island, the Philadelphia Inquirer, the Security and Safety Office and the hospital. The pilot was demanding an arrangement of security vehicles on River Fields before he would land, and the people here in Philadelphia had almost no time to make the arrangements.

"I got a call from Fred Shabel (Vice
(Helicopter—Continued on Page 3)

Sinkler Estate Available For Academic Or Social Functions

If you or your office are planning an academic function or social event you might want to consider using the Sinkler Estate in Chestnut Hill, a beautiful retreat area available for University functions.

Most prominent on the estate is the Manor House, designed after Sutton Place, the home of England's Duke of Sutherland. It is in the Manor House's library that Alexander Pope is believed to have written his "Essay on Man." The library is made of Cedar of Lebanon and is quite beautiful.

The garden to the right of the Manor

House is a replica of the garden at Hampton Court Palace, a home of King Henry VIII.

A unique and different conference center, the Sinkler Estate is available for academic conferences and social activities for the University community. While there is no charge for the use of the facility, there is a charge for out-of-pocket expenses incurred through use.

Those interested in using the Estate should contact Mrs. Virginia Scherfel in the office of the Vice-President for Operational Services. The extension is 7241.



The Sinkler Estate in Chestnut Hill, a beautiful retreat complete with formal English gardens, is available to University people for social or academic functions.

Planning Survey Discloses Barriers To Handicapped

Few people stop to think what it would be like to be physically handicapped, but one can quickly imagine the maze of barriers around a place like our campus.

How, for example, do you get to 208 Logan Hall in a wheelchair?

Fortunately the University is involved in a positive action program designed to eliminate as many physical barriers for handicapped persons as possible. The task is being directed by the Executive Committee on University Services for the Handicapped, chaired by Harold Taubin of the Planning Office, and assisted by the Students' Committee for the Disabled.

Reporting on a barrier survey currently being translated into dollar amounts for implementation, Taubin said the survey "has revealed the obvious."

"We have buildings on campus that simply are not accessible from the outside. Logan Hall, College Hall and other buildings

(Barriers—Continued on Page 2)

"Purchase Power" Saves Time And Money For You

Are you in the process of buying a television, a new car or a major appliance? Why not use Purchase Power, the University's consumer group that attempts to provide the lowest possible prices and convenience in purchasing major items.

Through the sponsorship of the Administrative Assembly, all faculty and staff are members of Consumer Group #815, entitling them to use the leverage of Purchase Power, a purchasing organization for items costing more than \$150.

Purchase Power guarantees you the lowest price on selected items or will pay you the difference plus 20%. Here's how it works:

Purchase Power represents over one million families in the East and makes special arrangements with dealers who carry the following items: furniture, televisions, stereo, watches, luggage, automobiles, major appliances, pianos and organs, small boats, carpeting, jewelry and diamonds, and hearing aids.

Individuals should comparison shop for the lowest price and then call Purchase Power at 800-223-5110. They will send you a certificate for the lowest price they can arrange (which is usually much lower than your price) and will indicate a dealer to handle your request. You need not deal with salesmen, just contact the person indicated on the certificate. He will sell you the item for the price listed on the

(Purchase—Continued on Page 2)

Increasing Energy Bill Generates New Office

As part of the University's continuing efforts to conserve energy, a new Energy Office has been established to help coordinate energy activities on campus and make recommendations for a total energy management program.

Horace Bomar and Francine McQuade are staffing the office, and they emphasize the continuing and comprehensive nature that energy programs must have if they are to succeed.

With the University's energy bill hovering around \$10 million annually, Bomar and McQuade stress the effect that energy costs have on the entire University community.

"An amount equal to 18 cents of every tuition dollar goes directly to paying our energy bill, and the costs are rising all the time," Bomar said. These costs have increased even though we have decreased consumption of energy at the University! The program they are working on will attempt to avoid higher energy costs through better management.

Bomar and McQuade have been working in the Energy Office since Jan. 1, so their work has just begun. McQuade is a 1972 M.A. graduate of Penn's Energy Center, and is working on her Ph.D. there. Bomar is a 1973 architecture graduate of Kent State (Ohio) University and is now completing his M.A. at the Energy Center.

The Energy Office is part of Operational Services and is located in 731 Franklin Building, telephone ext. 4644.

How To Help Cut Energy Costs

With the recent rise in awareness of the importance of saving energy on campus, many people have asked what individuals can do to help. Individuals play a big part in energy conservation and the following ideas should be useful:

1. Encourage the enforcement of "No Smoking" regulations in all buildings. Most guidelines for ventilating requirements are designed to control odors, and a subsequent reduction in smoking should reduce the energy needed to run ventilating equipment.

2. Faucets or valves that drip may seem unimportant, yet they result in significant waste. One drop a second can add up to about 200 gallons of water per month down the drain. Shut them off or report them to your Building Administrator.

3. If you see an empty classroom with the lights on, take the responsibility to shut them off. If the room is to be used later, it is a simple thing for the lights to be turned on again. Lighting costs account for up to 40% of the University's total electric bill, which was in the millions of dollars last year.

4. Keep exterior doors shut at all times. The less chance for air travel throughout a building the better. Many buildings have side doors or basement doors which go unnoticed. Please assume the responsibility for your colleagues and shut the doors.

5. Your heating system, particularly baseboard radiators and low level warm air supplies, will work better if it is not blocked by furniture. Keep radiators free from blockage.

If you have energy ideas, contact the Energy Office at ext. 4644.

New Leaf Turned, Bookstore Sees Record Sales On Every Page

While he may be prejudiced, PennStore manager Gerald Ritchie thinks he has the best bookstore between New York and Washington, and increased sales recently indicate his customers are starting to agree.

Last year PennStore sales reached an all-time high mark, making the PennStores one of the 20 largest institutional bookstores in the nation. In September, the hottest month for university bookstores, sales set a single month record. Ritchie must be doing something right.

He credits the growth of the PennStores—the bookstore, Sportspot and Plant Shack—to the importance he places on satisfying the demands of his customers.

"I will try to stock something immediately upon hearing two or three requests for it. I know that if two or three people are asking for a particular book there must be many more who actually would buy it if we had it in stock," Ritchie said.

Other factors involved in the record sales at the bookstore include the increased space devoted to trade books—basically everything outside the text book field. Novels, art books, poetry, how-to books, these are all part of the trade book section, which was expanded by 50% last year and now includes over 30,000 titles from which to choose.

Ritchie said the bookstore is also beginning to handle "remainder books" and "sale books," a move patterned after the success of the Marlboro Bookstores. These

books include some which will not be reprinted and which are marked down as a result, and some books which are offered at a lower price because of some minor damage.

The Sportspot, basically a clothing and sporting goods store and now located in the basement of the 1920 Commons, is another reason for the increased success of the PennStores.

Ritchie said he noticed that within recent memory a large number of clothing stores had left the University area, and he saw a real need for this type of store. Sales, he said, have been well above original expectations and he expects continued growth.

Greenberg Heads Rebuilding Of Construction Department

Two new procedures in the recently reorganized Engineering and Construction Department have been implemented to speed up University maintenance, renovations and alterations, and coordinate those activities better than in the past.

Paul Greenberg, who is in charge of the new Department and was the head of the old Construction Department, said that in the future all requests for estimates will go through his Department, which will then coordinate the work needed through the Department of Physical Plant.

The department now will also be in charge of inspecting all University construction, which Greenberg hopes will provide a continuity which was lacking in the past.

In the past, the Department of Physical Plant was responsible for estimating work requests as well as carrying out the work itself. It was felt that this dual function had a tendency to get bogged down, and that the new procedure will help speed up building maintenance, renovations and alterations. Greenberg's department will now act as a liaison between the work requester and Physical Plant, freeing Physical Plant to concentrate on the work itself.

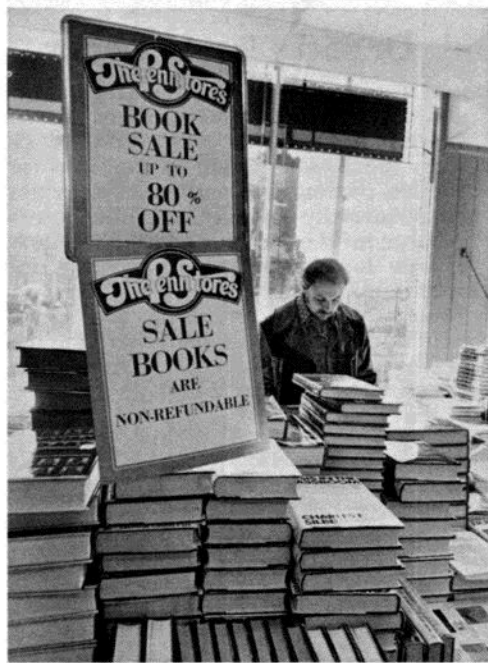
Barriers—Continued from Page 1

are not open to free movement by the handicapped."

"The aim of the program is to allow handicapped students to be able to get into all campus buildings and to move vertically once inside them, and to make lavatories more accessible."

Taubin said a number of groups on campus are actively involved in helping handicapped students and employees. The Hospital of the University of Pennsylvania, the Admissions Office, the Personnel Office, the Housing Office (which has some specially designed housing units in the high rises for handicapped students) all have positive action programs for handicapped persons.

The barrier survey was funded by the Department of Operational Services, and Taubin has been working with Ed Walthery of the Engineering and Construction Department to translate the survey findings into dollar amounts for necessary improvements. Assistant archivist Hamilton Elliot serves as co-chairman with Walthery for the Subcommittee on Physical Plant Improvements. Improvements are currently under review.



Bookstore Sales have soared this past year, as the Bookstore increased its trade book department and book sale promotions.

Purchase—Continued from Page 1

certificate, plus a \$1 service charge.

If you discover a lower price within 30 days, Purchase Power will refund the difference plus 20%.

Membership is free. The Purchase Power representative on campus is Robert Ferrell, Director of Purchasing. For information concerning the program contact him at ext. 7216.

Johnson Control Revealed, Sigh Of Relief Heard

Despite the ominous sound of "Johnson Control" and the mysterious trailer parked outside Logan Hall on 36th Street, the University community need fear no longer that the trailer houses anything illegal, sinister or even vaguely dangerous.

The trailer is headquarters for an engineering firm contracted by the University to implement a system of controls to monitor energy use in individual buildings and report them electronically to a central monitoring computer in the Franklin Building.

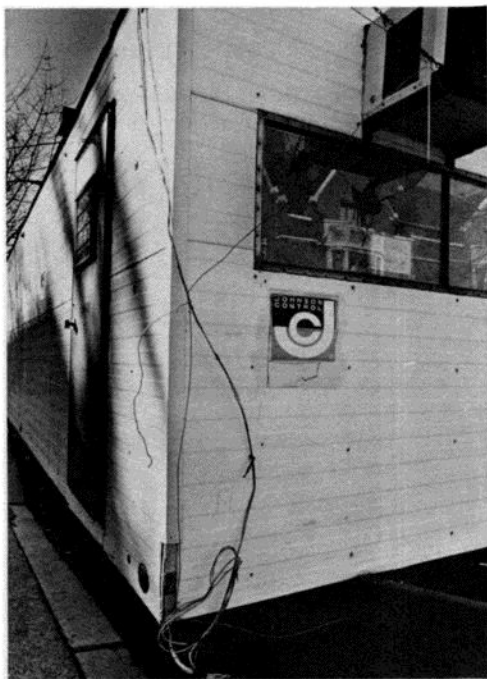
Johnson Control is revealed!

Augmenting part of the University's on-going energy conservation efforts, the new monitoring and control process will help save money in two ways.

First, the University "peak half hour demand" can be reduced through automatic equipment control. This will lower the annual rate—computed on the basis of the 30 minutes in which the most energy was consumed each year—that the University is charged for energy demand. If our peak demand this past year, for example, had been 5% lower, an estimated \$30,000 could have been saved.

Secondly, an equipment maintenance program can be more effective, since the central control can monitor individual machines, and can even report an individual machine failure.

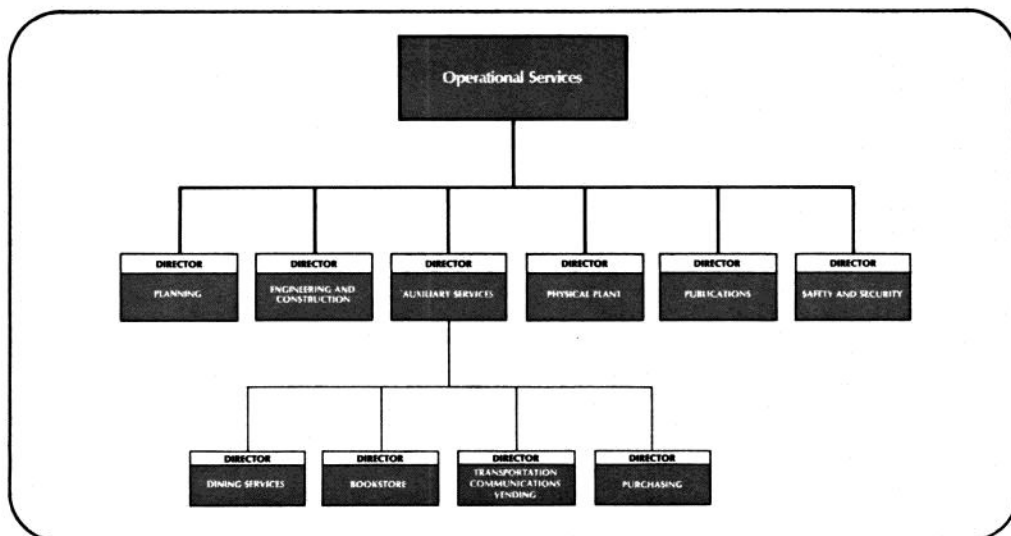
Savings like these are crucial as the costs of energy rise. And with energy costs rising at current rates—the cost of electricity has increased 100% since 1972—every savings is important.



Shrouded in mystery, the Johnson Control trailer on 36th Street is quite harmless, despite its name.

Under the most carefully controlled conditions, organisms behave as they damn well please.

—Who wrote that one,
Murphy or Operational Services?



Operational Services

—**The Transportation Department** provides parking facilities for faculty, staff, students and visitors. It is also the control center for the campus bus service and serves as a resource center for the interdepartmental use of vehicles.

—**The Communications Department** operates and maintains the University's telephone system and Mail Service and serves as a resource area and coordinator for billing and related communications matters.

—**The Vending Service** coordinates placement and procurement of all vending equipment on campus and acts as a liaison with outside vendors.

—**The Physical Plant Department** maintains our physical plant, our utility systems, the campus grounds, and provides housekeeping, refuse removal and bus services. It also performs alterations and renovations, and offers planning services in connection with its other functions.

—**The Planning Office** offers planning for new and renovated facilities, manages the subsequent design process, and provides total management of major new facility design and construction.

—**The Engineering and Construction Department** is responsible for executing all plans and programs for construction

providing representation for the University with architects, engineers, contractors and suppliers. The Department also conducts estimates for renovations, repairs and alterations.

—**The Penn Stores** include the university Bookstore, the Health Sciences Bookstore, the Sportspot, and the Fine Arts Store.

—**The Purchasing Department** purchases supplies and services at the best possible prices, and offers support in related procurement functions for all operations at the University.

—**The Dining Service** provides a la carte and special function catering services to the University population, operating dining services at Stouffer Commons, 1920 Commons, Hill House, the Law School, the Houston Hall Snack Bar, and training tables.

—**The Security and Safety Department** is concerned with the safety and protection of all University people, and with the security of University property, through the operation of security, prevention and planning services.

—**The Publications Office** provides complete planning for, and execution of, all types of publications. It offers editing, writing, design, photography, typesetting and printing services at all stages of production.

Helicopter—Continued from Page 1

President for Operational Services) that an emergency medical evacuation was coming in and that we had half an hour to get ready," Strouse said. "The helicopter pilot was flying into Philadelphia for the first time, and had been told that five vehicles would form a circle on River Fields to facilitate the landing."

"Instead, we got two Fire Department light trucks—15,000 watts each—which fully illuminated the field, and had nearly a dozen emergency vehicles in a circle."

Strouse and Zentmayer had very little information on which to operate. They didn't even know from which direction the helicopter would be coming, due to the lack of a coordinating group in Long Island. Drake was trying to organize the rescue effort and at the same time struggling to get the small town hospital to release his

daughter, who was in great danger.

Everyone was racing against the clock, and fortunately the transfer worked out well. Once the helicopter landed, Rescue 7—the city Fire Department's top rescue team—rushed Valerie to HUP along a route which was closed to traffic, one more effort which Strouse and Zentmayer had to organize. Because of a lack of established procedures, a great deal of red tape got in the way. Fortunately, procedural guidelines have now been established and distributed to the University community and local authorities.

In the prologue to his story, Drake said Valerie recovered after a week's stay at HUP. A tragedy had been avoided, in part through the efforts of Operational Services employees John Strouse and Joseph Zentmayer.



New Operational Service decals, designed and produced by the Publications Office, are affixed to Physical Plant trucks, as (left to right) Bobby Carberry, Len Smith, and Don McAleer, Director of Physical Plant, look on.

Foreman Smith Has Basketball In His Blood

Len Smith, new foreman of transportation in the Department of Physical Plant, appears to have basketball in his blood. He also appears to be rather tall, standing 6 feet 7 inches high.

A recent graduate of Hampton Institute in Virginia, Smith is continuing his collegiate interest in basketball and currently plays year-round as a professional in two leagues. During the winter he plays in the Eastern League, and during the summer he is a player-coach in the Charles Baker League.

Smith grew up in West Philadelphia, attended West Catholic High and was awarded All-Catholic honors in 1965. He was given a full scholarship to Hampton, where he gained all-conference honors his first year, playing as a forward and a center on the Hampton team.

Four years later he had earned his B.S. (Marketing) and had not lost his apparently consuming desire to play basketball. At 6'7" he should be a real standout as he begins his career with the University.

Publications Personnel Aid West Philadelphia Council

Two members of the Publications Office are lending their particular expertise to the West Philadelphia Corporation, a non-profit community action group to which numerous University people belong.

Nancy Jacobsen, assistant director, and Howard Kline, art director, are acting as consultants to the WPC's Awareness Group, which is planning to publish an informative map of the University City—West Philadelphia area.

The map will function as a guide for new residents, a promotional piece for the area, and as a Bicentennial piece, highlighting historic sites in the area.

Titus Herwyk of the Planning Office of Operational Services is also a member of the Awareness Group of the WPC, and OS Vice President Fred Shabel is a member of the corporation's board of directors and its executive committee.

Energy Costs Fiscal Year 1974-75

	Electric	Steam	Electric & Steam	Percent of Total Energy Costs
H.U.P.	663,000	1,255,000	1,918,000	21.0
Wistar	65,000	63,000	128,000	1.4
Museum	97,000	166,000	263,000	2.9
Residential	686,000	836,000	1,522,000	16.6
Academic, Administrative, Misc.	2,928,000	2,390,000	5,318,000	58.1
Total	4,439,000	4,710,000	9,149,000	100.0

"The need to conserve energy and thereby financial resources on the campus cannot be delegated solely to the director of Physical Plant or to a small group of concerned faculty and staff. The need to conserve must be recognized by the entire college or university community if substantive conservation progress is to be made and maintained. Faculty, staff and student support and cooperation is as vital a component in any conservation plan as competent energy management by physical plant administrators and chief financial officers. No one sector of the university can be considered more responsible for the energy problem than another, and no one sector can provide solutions without the cooperation of the others."

—The Energy Task Force, instituted at the request of the American Council on Education, the National Association of College and University Business Officers, and the Association of Physical Plant Administrators of University and Colleges.

Dining Service Offers 'La Cuisine Francaise'

If things are getting a little dull around your house or office, you could always call on Dining Services to cater an intimate \$50-a-plate French dinner for you, complete with champagne, flaming crepes and fine cognac and liqueurs.

The meal is fit for a king and is served by students schooled in the art of French service, according to newly appointed head of Dining Services Donald Jacobs.

Highlighting the 10-course meal is Canard Braise Au Grand Marnier and salmon poached in white wine. Complementing these courses are Pouilly Fuisse white wine and Rose de Provence rose wine.

After enjoying several other courses, which include Crepe Suzette Flambee, the gourmet can relax with Napoleon cognac and Tia Maria liqueur.

Jacobs says this meal, La Cuisine Francaise, is truly magnificent and a joy to all those who have tried it.

Also available to be catered are a "1776 Barbecue" and a "Steamship Buffet," both offering excellent food and service for \$9 to \$10 per person.

The "1776 Barbecue" features charcoal broiled sirloin steaks and frankfurters, steamed clams, fresh corn on the cob, a salad bar, a groaning board of country cheeses and meats, watermelon, draft beer and birch beer on tap.

The "Steamship Buffet" starts with Quiche Lorraine, and then offers Steamship rounds of beef, lyonnaise potatoes, zucchini parmesan, a salad bar and flaming Baked Alaska.

Jacobs says that music for any catered event can be arranged by his office, and hat podiums and audio visual equipment are available at no cost to dining services customers.

For information contact Jacobs or Helen Seman at ext. 7585.



New Logan Hall graphics, designed and produced by the Publications and Planning Offices, have proven to be an inexpensive and attractive part of a general spruce-up campaign in the building.