

Operational Services ServiceLine

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\$150,000 Annual Telephone Savings Seen, Long Distance System Maintains Service Level

Budget squeezes often are painful, or, at least, uncomfortable: people try to adjust themselves to changing times.

Early last month one Operational Services' Office instituted a change most people will never see, a change which will not affect anyone's level of comfort or efficiency but which, however, is expected to save the University at least \$150,000 a year.

Through the installation and implementation of a "Flexible Route Selection System" in the University long-distance telephone system, the Office of Communications sees at least a \$13,000 a month savings with no loss of service.

The system, which went into effect March 1, uses a combination of bulk tarified lines (the so-called Wats lines, and trunk lines to major cities like Washington and New York) and a computerized system which automatically routes all long-distance calls to the most economical available route.

If a call is placed and the route initially selected by the computer is busy, the call will automatically advance to the next available route. The final route available is the long distance trunk, the least economical trunk.

Never Busy

The caller will notice only one change over the old system: under no circumstances

will a caller receive a busy signal indicating a lack of trunk lines open. The entire system is completely invisible to caller.

The only other change long distance callers will notice is a new item on their monthly bills: Long Distance Credit. This item will simply indicate the amount of money saved each month because of the Flexible Routing System. The credit will already have been deducted from the total bill, and, as mentioned, University-wide monthly savings are "at least \$13,000 a month," according to Steven Murray, the Director of the Communications Office.

The new system is the result of a year-long study conducted by the Communications Office, which looked at a number of long-distance alternatives and chose this one as "the best blend of efficiency and economy for the University," according to Murray.

Although the system is a month old, the money saved during the first three months of the system are designated to cover the start-up programming costs, but each department should begin to realize the savings early this summer, Murray said.

The dialing system for placing long-distance calls is unaffected by this changeover.

Use of Escort Service Shows Sharp Increase

The number of people taking advantage of the University's 24-hour a day Escort Service has increased tremendously in recent months, partly due to a new publicity campaign for the service by the Department of Security and Safety.

During February, for example, there were 992 requests for escorts, an average of 35 requests per day! Dispatchers at the Department now report that even more requests are coming in every week.

According to Barbara Cassel, a detective in the Department, the increased response seems to be a reflection of the recent increase in literature circulated by the department about the service. But whatever the reason, Cassel and Ruth Wells, the Department's Security Specialist, are both

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1977 Energy Goals Met By Community Concern

Despite our bitter winter's bite, the Energy Office says it is right on line this year with energy consumption reductions, having already exceeded their annual goal of an adjusted energy use reduction of 3-4%.

Approximately \$257,000 has been saved through energy cost avoidance this year, and the main reasons for this savings have been increased community involvement and awareness, and programs carried out by the Department of Physical Plant, according to Horace Bomar of the Energy Office.

"The community's response to our programs has been fantastic," Bomar said, and added that Physical Plant "has done a bang-up job getting things going."

Specific programs begun by the Office and carried out by Physical Plant include the insulation of steam lines, the installation of heat control timers and thermostatic control valves in buildings, lowered temperatures in buildings, and "a much tighter Christmas shutdown than we have had in the past."

"We still find people leaving lights on all over the place," Bomar said, "But generally we find people are concerned and helpful when it comes to saving energy. Wasted energy costs us all money in the long run, and there are significant savings still to be gained."

Bomar stressed that the quarter of a million dollars saved so far could be affected if Philadelphia experiences an abnormally hot spell this spring, but he is optimistic that

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Brrrrr! Remember this? This past winter saw some awfully chilly days come and go, and the impact of the bitter cold on the Department of Physical Plant is best remembered from the perspective of a nice sunny day. See story on Page 4.

Night Police On The Beat: "We're Here To Help"

The following story was written by one of *Serviceline's* reporters, Bob Libby, who accompanied Security Officers José Fuentés and Ken Lorschbaugh one night recently as they made their rounds on campus.

Warm weather brought out the students. It also brought out problems for two night patrolmen from Security.

Riding in the Campus Security van, one is aware of all the many non-students on campus. Many of them are riding around on bicycles, with large objects strapped on their backs, while others are waiting around corners.

"They're looking for bicycles they can get quickly," said Officer Fuentés. "Those things on the backs of their bikes are bolt cutters."

Suddenly there is a call on the radio—report to Hill house. We are on our way to check on another possible "rowbottom." There is nothing there, however, and we are cruising again.

"Some students don't appreciate what we're doing," says Officer Lorschbaugh, "And it's too bad, because we are only trying to help them."

Up Spruce Street and into some University parking lots that some University people may not even know exist. The officers are checking on vandals and looking for unsecured doors and windows. Back on the street we see more young teens on bicycles with what look to be bolt cutters.

A minute later and there's another call on the radio: four youths on bicycles who

could have bolt cutters, riding on College Hall Green. We are quickly there and, yes, there are four young guys on bicycles and, yes, they do seem to have bolt cutters. When they are found, there is not much that Security can do, except tell them to leave the campus and take the cutters away.

"We have to catch them in the act," says Fuentés. "We know what they are doing, so the best we can do sometimes is to follow them around and then tell them to leave if they look like they are up to no good."

City Police Help

We are now heading to the Palestra to check on an open door. It is very dark inside and after a routine check, we leave. Past the many Philadelphia Police in their blue cars and many more that are in unmarked cars.

"We work closely with these guys," says Fuentés. "They do a real good job around here."

After ticketing a few cars on various side streets, we head off-campus to check on a few buildings that the University owns in the area of 41st Street. There is a call for a possible stretcher case in Grad Tower A and we rush there, with sirens wailing and lights flashing, and arrive very quickly. The case is not an emergency, but the girl must be taken to HUP.

We're Here to Help

Cruising again, we talk about the job of a Campus Security Officer at the University. "We are here to protect the students and the people who work at the University," says Lorschbaugh. "It's the students' University, they pay to go here, and we are just looking out for their well being."

Fuentés adds, "That's what I really like about this job; we get a chance to help someone and when we do, it's great."

There are not as many "bicycle people" out now. It seems that they all left at once, but they may be only hiding out. We are checking more buildings and talking to the people cleaning up and working late.

"We really get to know a lot of the people who work around the campus," says Lorschbaugh. "There are some very nice people around here and that makes this job that much better."

The night passed quickly, without anything major to handle, but it was obvious that in case of anything serious, these security officers would be ready and willing to do whatever they could do to help.

OFFICERS RECEIVE TRAINING

Three Officers of the Department of Security and Safety graduated on Friday, April 1, from the State Police Academy and received their commissions. They are Joseph Talyai, June Taylor and Gary Cooper. On May 6, three other Officers—Howard Anderson, Carol Morton and Allen Jackson—will also graduate from the 12-week training program at Collegeville with commissions as Campus Police Officers.

Bookstore Catalog Gets Gold Medal

A gift catalog for the PennStores, produced by the Publications Office, has been awarded a Gold Medal in the Neographics '77 competition, and will be displayed for a year in the Printworld exhibit of the Franklin Institute.

The catalog, a 12-page brochure mailed to over 10,000 Pennsylvania alumni, was produced earlier this year, and according to Gerald T. Ritchie, Director of the PennStores, has resulted in tremendously increased sales for the stores.

The competition is sponsored by the Delaware Valley Graphic Arts Association, which receives annually thousands of entries from area printers, advertising agencies and other businesses.

The catalog was produced as part of an advertising-marketing program developed for the PennStores by the Publications Office, which offers complete marketing, advertising and printing services to the University. For information about any of these services contact Curtis Barnes, Director, at ext. 4839.



This award-winning catalog of gifts, produced by the PennStores and the Publications Office, has helped increase sales.

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pleased that more and more people are "playing it safe" on campus.

The Escort Service itself was recently transferred to the Transportation Office, although the Department of Security and Safety still handles the telephone requests for the service, arranging with Transportation for the escort.

If you need an escort at any time during the day or night, please call ext. 7297 or 7298.

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at year-end the Office will show significant gains in energy savings.

As part of the program the Energy Office recently helped prepare a Policy for the operation of air conditioning systems. The policy establishes guidelines for starting up and shutting down the University's air conditioning, and a further explanation of the policy is available in this week's *Almanac*.

Study To Recommend Commercial Facilities

A survey of commercial establishments on campus is underway, and the Department of Facilities Development hopes to use it to determine what kinds of services the University community needs and where they should be located.

Of particular interest to the department is the location of eating facilities on campus, and the survey will help administrators decide where to put a new lunch facility, for example, or whether to enlarge certain departments within the Bookstore.

Titus Hewryk, Director of the Department, said that a number of current programs on campus, including the Landscape Development Plan, have all pointed to the need for a survey to identify the community's needs as far as commercial establishments are concerned.

"This is something we have wanted to do for a long time," Hewryk said, and added that he expects the survey to be completed within two months. The survey will include an assessment of current campus facilities, projections for population and potential clientele, and recommendations for change.

The survey is being conducted by the firm of Leventhal and Harvath, who have also done consulting work for the Hospital of the University of Pennsylvania and the University's School of Veterinary Medicine.

Work-Study Students Fill Many OS Positions

One is a computer programmer.

One sorts "dead letters" in the mail room.

Another conducts visual surveys of West Philadelphia architecture.

And still another is a reporter on this newsletter, while others do drafting, arrange for University parties, make deliveries, write letters and do filing, and five of them are members of the Energy Office's PEP Team.

Who are they?

They are only a few of the more than 200 work-study students employed throughout the year by various departments within Operational Services.

While many of the jobs available within Operational Services are fairly routine, the wide variety of services offered by OS occasionally makes for some very interesting work assignments.

The Department of Facilities Development uses a number of work-study students to prepare drawings for architectural presentations. Other students within the department are conducting various surveys, one having to do with the state of buildings within the University City area, and two other students are involved in a survey of parking at different times of the day within University City.

One Cartoonist

The Dining Service uses a number of work-study students and their help within

the department spans a great range of services. Many, of course, work in the dining halls, but others do bookkeeping, take photographs for student I.D.'s, write letters and brochures, assist the purchasing agents, keep an eye on vending machines, and one even draws cartoons for the department.

"We are happy to be able to help these students," said Carol Vocheimer, program head, "And of course they are a great help to us and a vital part of our work."

The Communications and Transportation Department uses students to decipher incorrectly addressed mail in the "dead letter" file, as well as to handle the telephone and clerical work.

Escorts Used

One of the most recent of the services offered to the University community by OS is the Escort Service, and currently some 14 students are hired by the Department of Security and Safety to escort people from offices to the train station, from dorms to academic buildings or from bus stops to their homes. Last month, for example, 992 separate escorts were provided by the Department, an average of 35 per day.

The PennStores use work-study students as cashiers, receiving clerks, floor clerks and bookkeepers, and the Purchasing Department has eight students utilized in similar ways. The Department of Physical Plant has six work-study students, two of them acting as part-time gardeners.

In the Publications Office, a number of students work as paste-up artists, preparing artwork for brochures, posters and bulletins for printers. Others work as proofreaders, writers, typesetters, receptionists and messengers.

PEP Team

Within the Energy Office, which is part of Physical Plant, one student is a computer programmer, developing an Energy Data Information System to assist the Department in building energy information and analyzing that information. Five students serve on the PEP Team, a group dedicated to the search for energy waste, surveying classrooms, hallways and offices for signs of wasted energy consumption. The team members leave notes at the sites of problems, asking people to try to be more thoughtful about their use of energy.

All in all, the students are involved in a wide variety of jobs which are as diverse as the services provided by Operational Services. And the Directors of the OS departments are unanimous in their praise and thanks for the jobs done by the students.

DISCOUNT SMOKE DETECTORS

Through a group purchasing arrangement, the Purchasing Department is able to offer Emhart 911 smoke detectors for sale to individuals in the University community for \$26. The detectors are of high quality and normally sell for \$48. For information, or to place an order, contact Tom Leary at ext. 7216.



The Penn Relays are coming up soon, and the Department of Physical Plant is ready for them, preparing the fields and gearing up for the big three-day meet.

Work Crew Gets Jump On Upcoming Relays

The Penn Relays are one of the largest track and field meets in the world, and although there are thousands of competitors and spectators to enjoy the events, the handful of Physical Plant workers behind the scenes really help make it happen.

Work for the relays begins weeks in advance of the meet, according to Charles Quigley, chief of the grounds crew; and while some of the work can be done ahead of time, the bulk of what needs to be done happens right at the meet itself.

Hurdles must be moved in and out of position, jumping pits must be moved, as well as stanchions and bars for the high jump and pole vault. "We do a little jumping ourselves when the meet is on," Quigley said.

When the meet itself occurs—this year on April 28, 29 and 30—the big problem is time: with only minutes between every one of the hundreds of races, the crew must be organized in order to keep things running smoothly.

There are also preparations to be made on River Field, where many of the field events take place. Since the meet is so important in the world of track and field, it is important that everything be exactly as regulations require. For the javelin event, for example, a precise leveling of the throwing area is required, and following a rough winter like this past one that can mean a lot of work for Quigley and his crew.

Quigley said that with the new all-weather track at Franklin Field, maintenance is a lot easier than in the old days, when the track was made of cinders and required constant care.

And Quigley should know about the old track. He has been with the University for over 30 years. It looks like the Penn Relays, once again, are in good hands.



The Ware College House renovation in the Quadrangle began recently, aided by a number of OS Departments, including Engineering and Construction and Facilities Development.



The University's dining halls have been busy this year, as increased service and concern for students' needs have helped boost contract dining sales.

Bitter Winter Fails To Chill Physical Plant

It was the winter you will never forget. It was the winter your children will never forget. And, it was the winter that the Director of Physical Plant, Don McAleer, will never forget.

The bombardments of snow and bitter cold that hit the city created a number of unusual problems for the people of Physical Plant. Water system foul ups, radiator breakdowns, and snow and ice were the major headaches of the winter. Through all of this, however, the University did not have to shut down, and only minor cutbacks in service were made.

A pump failure in High Rise East caused a freeze-up in the hot water system, affecting about 35 apartments, according to McAleer, and heating problems also occurred in DRL and the Faculty Club, where the radiators broke down. Repairs were made quickly, McAleer said, and service was soon back to normal.

McAleer said the first priority of Physical Plant during extreme cold is student housing, and the Department was fortunate not to have had more problems than it did. After student housing, the Department is most concerned with the major walkways on campus and the steps in front of buildings. Much of the Department's time, of course, was spent salting and cleaning these sidewalks, making them safe for people.

On a couple of occasions McAleer and his crews worked until 3 or 4 a.m. trying to maintain heating systems. And despite the problems, he thinks the people of Physical Plant handled them well. But he is certainly glad that the signs of Spring have begun to appear.

"One winter like that is enough for a lifetime," he said.

OS Chartered Bus Service Cheaper Than Others

If your department ever has need of group transportation in the tri-state area, it is hard to find a cheaper way to go than by the charter bus service offered by the Transportation Office of Operational Services.

Calling the department's rates "significantly cheaper than commercial bus charters," Office Director Steve Murray said that the department offers five vehicles for charter, from a 9-passenger van all the way up to a 40-passenger bus.

"We simply pass our expenses on to University groups and in this way can offer significant savings to those groups who want to 'leave the driving to us,'" Murray said.

The cost for bus and driver, according to Murray, is \$8.75 per hour plus gasoline and a mileage charge. Murray added that if the Office's buses are already committed, the

Office has an agreement for charter bus services at reduced rates from the Associated Bus Co., an affiliate of ARA Services.

Most of the charter bus service customers come from University departments, such as the Geology Department, the Regional Sciences Department, and the Day Care Center.

Also available from the Office is limousine service, which recently brought writer Alex Haley to campus, as well as other dignitaries and University guests.

"We try to do the best we can to tailor our services to whatever anyone needs," Murray said.

For information about the service, Murray invites University people to call him at ext. 5227, but asks for at least a week's notice prior to the charter trip, if possible.

Three Wharton Students Seek Improvements In Processing Of 500,000 Purchase Orders

Three Wharton School graduate students are making a study within the Purchasing Department to try to decrease the mountain of paper work involved in processing nearly half-a-million requisitions a year.

The specific part of the office process that is under study—as part of the students' seminar work in Wharton—is the encumbrance system, a part of the processing which involves checking over 150 requisitions a day against various budget code numbers to determine if sufficient funds are available for the requested purchase.

The students—Cynthia Stevens, Robert Weber and Francis Wright—are looking at the paper work problem and are trying to come up with a system which allows for efficient processing of new requisitions while still providing necessary budget information to the offices that require it.

Director of Purchasing Robert Ferrell is excited about the study, and is particularly happy about the interest the students have

shown in the project.

"I think it is good that these students are taking an interest in the internal operations of the University and are trying to see if an objective point of view can help us with our work load," Ferrell said.

Normally, when a requisition is received by the Purchasing Department, the order must be checked against a computer print-out to see if funds are available for the purchase. This is a manual operation, and becomes particularly cumbersome and inefficient when a requisition has to be returned for resubmission, which Ferrell said happens 6 or 7 times a day. Hopefully, the Wharton students can offer some constructive suggestions to help cut through the build of work.

"These students have the full support of the faculty," Ferrell said, "And they certainly have my complete support and cooperation. If we all work together we can certainly come up with some improvements which will help everyone involved."



Tennis doubled anyone? The new addition to the Levy Tennis Pavilion is fast nearing completion, with the outer shell complete and the entire facility expected to open in May. Several Operational Services Departments were instrumental in the project, which will double the University's indoor court space.