

Operational Services ServiceLine

Volume 3, No. 1

Published by University of Pennsylvania Operational Services

Winter, 1978

Housekeepers Return To Work, Contract Negotiations Still To Come

Now that the University's housekeepers have returned to work, it's natural that questions arise concerning the status of the housekeeping force, the procedures for getting work done, and the prospects for the future.

First of all, the housekeepers, represented by Teamsters Local 115, are working without a contract. Negotiations are expected to begin within a short time. At present, the returning housekeepers are receiving the same 5 per cent pay increase other University employees received last summer. Of the 343 housekeepers on staff last summer, 307 returned to work on Jan. 9. The difference is due to early retirement or disability.

Director of Physical Plant Don McAleer said last week that he expected to be able to develop a "close, labor-management working relationship" with the new union.

"If we can do that, I fully expect most of the normal problems will take care of themselves," McAleer said. "Sure we'll have problems, there are always problems. The idea, though, is to

be able to sit down and iron them out."

Teamster Local 115 Secretary-Treasurer Johnny Morris expressed similar sentiments recently about developing a close relationship with management, and added "the Teamsters are hard working people, and we're here to do a job."

In a related matter, the Department of Physical Plant recently reached an agreement with two professional management organizations to supervise housekeeping activities and to help train University supervisors in management.

McAleer said that the new management supervision will not change the procedures people use to have work done by Physical Plant. He also reported that the new supervision has not resulted in any loss of work for University employees. Of the 20 new supervisors, seven are from the Physical Plant staff.

New Restaurant Features Soups, Quiche, Salad Bar

With little or no fanfare, a new restaurant has opened on campus and is quickly building a reputation for its relaxed atmosphere and simple, delicious fare.

It's called The Soupery, and its luncheon menu includes a salad bar, hearty soups and bread, quiche, delicious open-faced sandwiches, and an array of health foods, juices and espresso coffee.

The Soupery is located in the basement of the 1920 Dining Commons and is the latest project of Don Jacobs, the innovative Director of Dining Services. Jacobs expects to offer live music on occasion, to start serving dinner within a few weeks, and to open up the outdoor cafe area next to the dining room when the weather warms up.

The atmosphere at The Soupery is relaxed and pleasing, mostly the result of work by Peter Kohn of the Operational Services Department of Facilities Development.

Nearly One Third Of Million Dollars Phone Savings Seen

A third of a million dollars is a lot of money to be saved, but that is approximately the amount of money the University will save this year on its phone bills, the result of a recently instituted computer system for long distance calls.

Monthly telephone savings are now approximately \$27,000, according to Steve Murray, the Director of the Department of Transportation and Communications, who said that the new "Flexible Route Selection System" is
Telephone—Continued on Page 2



The Soupery opened quietly after the winter recess, but its simple, hearty food and pleasant atmosphere have been helping patrons shake those winter doldrums. See story this page.

Dedication of New HUP Facility Set For June

Dedication has been set for the new Silverstein Pavilion of the Hospital of the University, a project managed and coordinated by Operational Services' Department of Facilities Development.

June 4 is tentatively set as the official day of dedication at Silverstein, a 14-level structure designed to meet the changing needs of modern medical care, according to William Sweeney, project coordinator.

Sweeney said that six floors of Silverstein have been completed and that the final touches—furnishings and equipment—are currently being completed. By early April, he added, the other levels should be ready for furnishing with final move-in set for early June.

The building has been planned to offer new bed space, an enlarged emergency facility, and increased physician office space. In addition, an entire floor is to be devoted to cancer patients and cancer research.

In addition to Facilities Development, two other Operational Services' Departments have played large roles in the project, the Department of Physical Plant, and the Department of Engineering and Construction.

Five floors of the building will be used for inpatient care, three others are for ambulatory, outpatient care, one floor contains mechanical equipment

exclusively, and the basement houses support services and a pharmacy.



The new Silverstein Pavilion, seen here from the Hilton Hotel, is rapidly nearing completion, aided by a number of Operational Services departments.

New Publication Gives Realistic Campus View

High school students are now getting a very different look at the University—before they even visit the campus.

The Admissions Office is distributing a "Prospectus," devised and designed by Publications Office Editor Virginia Clark.

The new magazine format replaces the People, Programs and Places poster package used in the past to promote the University to prospective applicants.

The Prospectus—modeled after those used by corporations—gives students "a chance to read real, solid information about the school," Clark said.

The Admissions Office wanted something that was compact, would cut down on mailing costs, would give important, basic information and wasn't "too slick," Clark explained.

What they got was a 32-page

magazine full of color photographs of campus life, explanations of school programs written by administrators, maps of the campus and Philadelphia, and an inserted application form.

"The new booklet is more complete," Clark said. "The posters had been treated as pieces of art more than information."

The Prospectus also includes expanded sections on areas of concern to applicants. For example, the explanation of financial aid was enlarged to four pages to respond to students' worries about the cost of a college education, Clark explained.

Another section emphasizes the benefits of the University's urban location.

The prospectus was designed so it could also be passed out, without the hard cover and the application, during various recruiting drives.

Energy Renovations At Vance Expected To Save \$100,000

The experts tell us that Wharton's Vance Hall is an architectural wonder. It is soon to become a marvel of energy efficiency as well, with annual savings of some \$100,000 predicted.

The changeover to a state of energy efficiency is expected to be complete on February 1, following several months' work by a number of Operational Services departments, including Physical Plant, Engineering and Construction and the Energy Office.

Vance Hall was selected last year as the first building on campus to undergo a revamping of mechanical and lighting systems with a view to reducing energy consumption.

Improvements include photo-electric cells which automatically shut off lights when sufficient natural lighting is available. Also, the mechanical heating and cooling systems of the building have been improved to increase efficiency, and a number of special-use areas, such as the computer suite and study lounges, have been isolated mechanically so that they can be operated after the rest of the building systems have been shut down.

Telephone—Continued from Page 1 saving the money without any loss of service.

Last spring, when the system was instituted, *ServiceLine* reported a predicted annual savings of \$150,000. Once in place, however, the system was re-analyzed and adjusted by Murray, which has resulted in savings more than twice the amount expected.

"The savings are far exceeding our original estimates, which is very exciting for us," Murray reported.

The savings represent a 42% decrease in long distance charges, which Murray's department turns back to all University departments. The savings are related to direct dial long distance calls, which can be routed by computer to travel over the most efficient trunk line. Callers notice no difference, Murray said.

A further advantage with the system is a computerized printout of all telephone calls, listed by station, which is then given to University departments and which can allow more control over telephone use, according to Murray.

The savings realized by the system can be seen on the computer printouts as a 42% credit to each department.

Cooperative Effort To Stop Problems Of Penn Security

A concern for the security of our campus and a desire to work together to solve problems before they mushroom has led to the creation of the Security Resource Network Committee, coordinated by Operational Services Department of Public Safety.

Including representatives from all areas of campus life, the group meets once a week to discuss security and safety problems and how to best combine resources to solve them.

"We like to look at problems constructively," said Ruth Wells, security specialist, "And then we invite the people who can help solve problems in to talk to us."

"Already our group has made some headway in building security, lighting on campus, and setting up guidelines for our Escort Service," she added. "For example, as people became concerned with underlit areas on campus, we invited the people who are responsible for lighting to hear our concerns, and we feel we have affected their thinking about lighting."

"We would like to make sure we first know what the campus security problems are, and then work together to solve them before they really get out of hand," Wells said.

Other members of the committee include David Johnston, Director of Public Safety; Carol Tracy and Lula Remy of the Penn Women's Center; Rev. Maurine Doggett and Steve Peters of the Christian Association; Michael Hanlon, executive assistant to Vice Provost Patricia McFate; Mary Beerman, Director of Residential Living; Julie Faris of WEOUP; Paul Pryzant of Penn Consumers Board; Jean Jensen of the School of Social Work; Christine Yaris of the Undergraduate Assembly; Marion Kreiter of the Women's Faculty Club; Mary Lou Kincaid of the University Counseling Service; and Jeff Daniels, from Students for a Safer Penn Campus.

The Committee invites all members of the Penn Community to attend their meetings and express their concerns about security and safety. They meet every Monday morning at 11 a.m. in the Penn Women's Center, second floor, Houston Hall.



An outdoor cafe is in the works as part of the first implementation of the Landscape Architecture Master Plan. The cafe will be on 36th Street, across from the Christian Association, on what is now a parking lot.

Plans Set For First Stage Of Landscaping

The transformation of the landscape of the center of campus, made possible in part by a gift from Mrs. Blanche Levy, is expected to begin this spring, according to Director of Facilities Development Titus Hewryk.

College Hall Green will have new walkways, new lighting and building signs, new trees and bushes, and an outdoor cafe, which will be located across 36th Street from the Christian Association on what is now a small parking lot.

The landscaping project will extend from 34th to 36th Streets, and from Walnut to Spruce Streets. It is the result of not only Mrs. Levy's gift, but also gifts from the Class of 1953 and other fundraising efforts, Hewryk said.

As part of the landscaping plan, 36th Street will be closed to vehicular traffic and will be turned into McCracken Lane (a tribute to former Trustee Robert T. McCracken) similar to Locust Walk. Part of this plan has been completed already, with the construction of the Class of 1951 Plaza at the northern end of 36th Street. The Plaza effectively closes that end of the street to vehicles, which now must use a concealed delivery entrance west of the Faculty Club.

When making the gift, Mrs. Levy said, "It is because of what I envision will be done and because I want, so much, to have a part in the developing of such an

oasis in a hustling, bustling and rushing urban area that the thought of making this gift was prompted."

The gifts from Mrs. Levy and the Class of 1953 are the first gifts set aside to help implement a recently completed campus landscaping plan, intended to provide a conceptual framework within which all future landscaping can be planned.

"The Levy family has been very generous to Penn, and Mrs. Levy's gift represents another major improvement," said Fred Shabel, Vice President of Operational Services, noting other contributions such as the Robert P. Levy Tennis Pavilion and the Leon Levy Center for Oral Health Research.

ESCORT SERVICE

All members of the Penn community are reminded to make use of the Escort Service, which operates around-the-clock to help people move around campus safely.

The Escort Service is supervised by the Department of Public Safety and includes both walking escorts and vehicle escorts.

If you should find yourself alone on campus at night and need an escort to the train station, trolley station or another building, call 243-7297 and an escort will be arranged.

Operational Services Telephone Numbers

Persons within the University community who use the telephone numbers below should know that some changes have occurred within the various Operational Services departments, and that this list contains the most up-to-date information available. Please clip this and save it for future reference.



1977-78 University of Pennsylvania Operational Services

Vice President for Operational Services	7241
Executive Assistant to the Vice President	7243
PHYSICAL PLANT SERVICE DESK	
Initial contact for all service requests	7207/7208
RESIDENTIAL SERVICE DESK	
Initial contact for all service requests	6877
After regular working hours call Physical Plant	7207/7208
ENGINEERING AND CONSTRUCTION ESTIMATING	
Initial contact for all estimating requests	8661
PHYSICAL PLANT DEPARTMENT	
Director	7201
Assistant to the Director	7202
For Specific Information About:	
CONSTRUCTION, REPAIRS AND ELEVATORS	5587
ELECTRICAL SERVICES	8676
MECHANICAL SERVICES	
Heating, Ventilating, Air Conditioning	8644
RESIDENTIAL REPAIRS	6876
ELEVATOR REPAIR SERVICE CALLS	
Physical Plant Service Desk-24 hour service	7207/7208
GROUPS	
Landscaped	5986
HOUSEKEEPING	
(Academic and Administrative Buildings)	4992/4978
HOUSEKEEPING	
(Health care facilities, residences and athletic facilities)	4492/4493
TRUCK SERVICE INFORMATION	7202
MAJOR WORK REQUESTS	
Should be submitted on Physical Plant Work Request Forms to Physical Plant Offices, P-221 Franklin Building Annex/16	
DEPARTMENTAL JOB STATUS INFORMATION	5589
ENERGY OFFICE	
Energy Conservation Information	4644
SAFETY OFFICE	
Life and property safety inspections	6921
EMERGENCIES	
FIRE	7333
POLICE	7333
STUDENT HEALTH	227-2850

Step Right Up, Get Your Two-Toed Sloth

Never underestimate the ability of the Purchasing Department to fill even the most unusual order!

If a University scientist wants a two-toed sloth—instead of the customary three-toed variety—Purchasing will track one down.

In fact, over the years, the department has brought everything from marmosets (miniature, South American monkeys) to crickets (500 per order) for Penn researchers.

The requests are usually filled by a few U.S. and foreign importers specializing in animals, explained Director of Purchasing Robert Ferrell.

But sometimes, Ferrell said, it's not just any unusual bird or mammal the scientist wants; there are often very specific size, weight and age restrictions.

Recently, he said, the department processed a request for opossums.

"And they wouldn't take them unless they were pregnant," Ferrell added.

So, by just filling out the proper requisition forms, you, too, could have delivered to your office a red or a brown-eyed fruit fly, or silver king pigeon, or a donkey, or a toad. . . .

Developers Retained For 3400 Walnut Street

Planning for the 3400 block of Walnut Street is underway, and a development team has been chosen by the University to prepare plans for townhouses and apartments for faculty and staff and commercial facilities on the currently vacant site.

According to Director of Facilities Development Titus Hewryk, the University and the Sansom Street Committee are close to an agreement about rehabilitation of Sansom Street. The development team for the vacant portion of the block consists of Urban Moss and Associates, Richard Merren and Associates, and Lewis Sauer, architect.

Hewryk said the agreement will include townhouses, apartments, retail facilities, courtyards, and preservation of the Sansom Street houses.

"We expect this to be a great addition to the University community, especially since it will provide faculty and staff housing right on campus," Hewryk said.