

March 1999, Issue 13

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ORS Thanks You

Your Patience is Appreciated

As we near completion of the renovation of Building 10's infrastructure, the Division of Engineering Services extends to you our sincerest thanks and appreciation for your patience during a project of enormous scope: the Clinical Center Essential Maintenance and Safety Program.

The original Clinical Center was built in 1952. As it began showing its age, it was evident that existing systems had to be replaced in order to keep the building habitable. The Clinical Center Essential Maintenance and Safety Program has replaced essential heating, cooling and electrical equipment, installed automatic sprinklers and replaced the fire alarm system, as well as installed the backbone of the Clinical Center's new LAN and telephone communications systems.

We embarked on this program seven years ago to make major improvements to the building's infrastructure. Several building surveys were performed to determine the infrastructure's condition, and with that information we developed a comprehensive plan to extend its life. This project affected nearly two million square feet of floor space.

New ventilation systems were installed, providing a significant increase in fresh air and air changes to further correct the building's indoor air quality. New state-of-the-art heating, cooling, and temperature control provide a safer and more comfortable working environment. Lab hood upgrades, coupled with the additional systems ventilation air, will markedly restore hood performance and the researchers' safety. This program also provided many new corridor ceilings and lighting systems to provide better lighting.

Midway through the project, we had to overcome the unfortunate consequences of the prime contractor's termination. Finally, after countless days, the impact of numerous unrelated ongoing projects within the building, and a multitude of occupant notifications and plans, we are realizing the fruits of our labor...largely due to your cooperation. We ask for your continued patience as we bring this project to closure.

Information: Dyal Sharma 4-0080, ext. 117

Neuroscience Center Opens

The Neuroscience Center opened for business during the first week of February. The eight-story building provides 203,000 occupiable square feet of administrative relocation office space located in Rockville at 6001 Executive Boulevard.

The first tenants include NIDA, NINDS, and NIMH, all of whom were moved into the building by the end of March. The Center will also include state-of-the-art conference facilities and many other amenities to make the workplace

as pleasant as possible. There are shower and locker rooms, a cafeteria, a lactation area, vending machines, an ATM machine, and a mailroom. Many other amenities are available in nearby buildings or via a short shuttle ride.

Parking and Transportation

A three-level parking deck connected to the rear entrance of the building will provide parking for approximately 700 parking spaces.

Visitor parking is located near the front entrance in a paid lot between buildings 6001 and 6011.

The NIH shuttle service provides transportation from this building to Executive Plaza, 6100, 6000, and the NIH campus. There is regular shuttle service to the Metro station on the White Flint commuter buses.

Parking for the disabled is available to state-licensed permit holders with vehicles displaying an authorized disability symbol. Clearly marked spaces are located in the garage and near the building's front side entrance.

Bicycles can be parked in a bicycle rack located at the west end of the first level of the parking garage.

Security

Entrances are controlled by a fiscard system at all times. Unarmed security guards are on duty 24 hours a day, 7 days a week.

For more information on this new building, visit its web site located at:

www.nih.gov/od/ors/dsfm/leased/6001

SHUTTLE Issues and Answers

The following is a compilation of the most frequently asked questions that are directed to, and answered by, the person who has the awesome responsibility for the shuttle: Stella Serras-Fiotes, Master Planner. If you have a question or do not understand one of the answers in this article, the best way to contact Ms. Serras-Fiotes is by e-mail. Her e-mail address is included at the end of this article.

Issue: Use of Military Time in Web Schedules

Answer: There is something peculiar to the construction phase of the web timetables that has caused us to use military time temporarily. We are currently in the process of replacing these schedules. Some have been replaced already. In the meantime, if you would like a hard copy of the schedules in am/pm time, contact **Debbie Glaze at 6-5037**.

Issue: Evening Shuttle Service (after 6:20 pm)

Answer: From 6:35 pm until 7:55 pm, the Clinical Center shuttle bus runs every 20 minutes from Building 10 to Lot 41 and the Metro station. After that, between 7:55 pm and 12:30 am, the shuttle bus driver is *on call* at the *Building 10 transportation desk (6-1161)* and will take passengers to their vehicles as needed. The Clinical Center shuttle schedule is posted on the Web, at the end of the campus schedule.

Issue: Web Site Updates

Answer: We will continue to post schedules and information on the Web as each piece of information becomes available. For example, the shuttle schedules for Frederick, Parklawn and the airports/hotels will soon be added.

www.nih.gov/od/ors/shuttle/shuttle.htm

Issue: Direct Route from Rockledge to Executive Plaza

Answer: At this time, we are putting all our energy into improving the existing routes and schedules. We will look into this off-campus link as a next phase of enhancements.

Issue: Express/Direct Service to Densely Populated Buildings (such as 10 or 31)

Answer: Express or direct buses are not a very efficient use of our resources. Although we try to address individual needs to the greatest extent possible, we have to balance shuttle routes with many needs and limited resources. The way the routes are designed, if you have a longer trip in the morning from Metro or a parking facility to your building, you will travel a shorter distance in the evening. Further, linking 2 or 3 campus buildings to off-campus routes allows people to utilize these routes for both on-and off-campus travel, rather than limiting them to the often sparse off-campus utilization.

Issue: Availability of Updated Shuttle Maps

Answer:
We have included a shuttle map in this newsletter!

We have not yet been able to post the updated map on the web. Most of the campus stops have remained the same. The map is posted at all the campus stops.

Issue: Traveling from Building 10 to Executive Boulevard

Answer: The schedule for Executive Plaza is currently tabulated to start and end at Building 31A. However, you do not need to change buses at Building 31A. The same bus continues four lines down in the table to the other destinations at Executive Boulevard. We are developing another version of the schedule with Building 10 as the start point. The trip from Building 10 to EPN is approximately 20 minutes.

Issue: Direct Links from Building 10 and Building 31 to the Metro Station

Answer: In addition to the campus shuttle that travels the entire loop around the campus, there are two off-campus lines that can be used for direct links to the Metro station:

The Garage 57 shuttle (Blue line) goes from Bldg. 10 to Metro, and from Metro to Bldg. 31.

The Rockledge shuttle (Green line) goes from Bldg. 31 to Metro, and from Metro to Bldg. 10.

These run every 15 minutes during am/pm rush hours. In addition, the campus shuttle runs every 10 minutes all day.

Three Examples:

If you catch the 7:30 am campus shuttle at Metro, you will arrive at Building 31 at 7:33, and at Building 10 at 7:40. The 7:40 campus shuttle will take you to Building 31 at 7:42 and to Building 10 at 7:50.

If you catch the 7:31 am Rockledge shuttle at Metro, you will arrive at Building 10 at 7:33. The next Rockledge shuttle leaves Metro at 7:46 and arrives at Building 10 at 7:48.

If you catch the 7:34 am Garage 57 shuttle at Metro, you will arrive at Building 31 at 7:35.

The whole idea is not to rely on just the campus shuttle to get from point A to point B, but to utilize all our buses.

Issue: Earlier Starting Times for the Executive Plaza and Rockledge Shuttles

Answer: Although there are currently no plans to add earlier buses, we will keep such recommendations in mind as we plan future improvements to the system.

Issue: Late Executive Boulevard Shuttles

Answer: When traffic on campus roads is bad, like it was when the old Center Drive closed, it affects our buses. They sit in traffic both on Convent Drive and on Old Georgetown Road. We made no changes to the EPN off-campus route, however, the South Entry to Building 10 is no longer a skip and a jump from Building 31; it is halfway around campus!

A possible remedy would be to adjust the schedules in a way that would result in longer headways to allow for any increased congestion. This would mean longer intervals, but more accurate schedules.

We are aware of the problems, but we need to get a handle on how long the effect will last before we jump to a solution that might be very temporary. In the meantime, we have worked with the County to get some relief. They responded by adjusting the turn signals on Old Georgetown Road to facilitate the entry of NIH traffic coming into the campus, while still allowing Old Georgetown Road's through traffic to move steadily.

Issue: Traveling from Building 12A to the Federal Building/Changes to the Garage 57 Shuttle Route

Answer: Effective March 1, we have made an adjustment to the Garage 57 route allowing us to **reinstate the stop at Building 12**. The bus comes in as previously at the south end of Center Drive/Rockville Pike and follows the same route.

After Building 31, rather than exit at Wilson Drive, it continues back south on Center Drive. The Building 12 stop is located at the pad of the old stop, on the west side of Center Drive. It is a "flag" stop, just like the one on the east side. This means that when the bus is on its way off campus to Garage 57, it will only stop if someone is waiting at the stop. On the way *into* the campus, it will drop off passengers across the street, but only if someone tells the driver in advance that they want to get off there. Look for the shuttle flag at the pad site.

A revised schedule reflecting this change has been posted on the Web.

Issue: Signs Do Not Include All Stops

Answer: The signs at the bus stops show only the stops from that location to the point after which the bus leaves the campus.

Two Examples:

The Garage 57 shuttle, for example, leaves Building 31 and goes off campus at Wilson Drive without any other stops on campus (it stops at 45, 10 and Metro on its way in).

The Mid-Pike route leaves 31, goes to 10 and then leaves the campus.

This way, you know where every bus goes on campus from your building and where it leaves the campus. The off-campus stops are not included on these maps because it would be too confusing. The shuttle schedules *do* include all the individual stops, for easy reference.

Information

Stella Serras-Fiotes, AIA 6-5037

serrasfs@ors.od.nih.gov

or

www.nih.gov/od/ors/shuttle/shuttle.htm

Lost & Found for the shuttles: 5-4010

Library of the Year Award for NIH

On behalf of the NIH Library, Stephen Ficca, Associate Director for Research Services, and Suzanne Grefsheim, Chief, NIH Library, accepted the Federal Library and Information Center Committee (FLICC) 1998 Federal Library of the Year Award at the Library of Congress March 10, 1999. The award was presented by James H. Billington, the Librarian of Congress. It recognizes "outstanding commitment to excellence and creative, innovative and sustained achievements in the advancement of library and information services" by a federal library. Bravo!

Joan Topalian Retires After 34 Years

When you think of the efficient Executive Officer, ORS, Office of the Director, would you imagine that she plays the classical guitar, and was a fine arts major in college? Yes, that describes Joan Topalian, who graduated from American University with a clear goal: to move to New York or Philadelphia, and support herself by illustrating children's books. It is obvious that her life took a different turn.

After college, Joan had borrowed money to take an eight-week European vacation before settling down. When she returned, she decided to work close to home for a short while to repay her loan. She interviewed at NIH. One of the first interviews was conducted by a man who asked her why he should hire a woman that was going to quit to get married soon anyway. Remember, this was 1965! Despite this off-putting beginning, Joan did choose to come to work at NIH. To do so, she turned down an offer to work on the first issue of a brand new magazine because it seemed too risky. That new magazine turned out to be The Washingtonian!

Joan's first job at NIH was in the Neurology Institute. After several years there, the AO suggested she apply for something she had never heard of: the Management Intern Program. The only woman in her class, Joan graduated and served as an AO in Mental Health, where she had done her first MI assignment. In 1976, she applied for a job in the Cancer Institute and was hired. It was there that Joan learned excellent administration skills. "It was an exciting time in a great training ground. I was there to see the first RFAs for the study of HIV in the early 80's. I was in the same division as Steve Ficca, and was shocked and happy when he asked me to be his deputy," said Joan, who spent 12 years at NCI. The director of DES asked Joan if she would like to do a six-month detail at DES to set up an administrative structure similar to the one at NCI. They needed Joan, who was an AO who knew finance, contracts, and administration.

Joan was a great success at DES. She was asked to make a risky lateral move that might turn into a great opportunity. Months later, after significant uncertainty, her hard work and innovative efforts at DES were rewarded: she was offered the Executive Officer position at ORS. There had never been an Executive Officer of ORS before, so Joan had to create the office and hire staff, which was both exciting and challenging. "There were no files, no manuals, no staff, nothing." Joan has spent the last 10 happy years as head of the EO/ORS/OD.

"I wouldn't change a thing about my career path. I like the things we accomplish at ORS. In my 34 years at NIH, I have had a wonderful overview from all angles: extramural programs, intramural programs, and central services. However, I am ready to draw again, read a lot of great books, and travel." Anyone who frequents the Corcoran Gallery of Art should look around for Joan. She plans to devote some of her free time volunteering there as a docent soon.

Travel Updates

Ober Office Relocation

As most of you know, the Ober United Travel Office that was previously located in Building 31 has been consolidated into Ober's Executive Plaza South office, which is in Room 150A.

All numbers stayed the same:

Phone - 6-8900

Fax - 2-0015 or 2-4040

In addition, the Building 10 Ober location, in Room 1C200, will now serve as the on-campus pick-up point for travelers' tickets.

Information: Tim Tosten 6-6121

Electronic Ticketing:

(e-tickets)

Electronic Ticketing (e-tickets) have become very popular throughout the country. An e-ticket is basically paper confirmation, received via e-mail or fax, of a booked flight. You bring the confirmation to the airport instead of a paper ticket. Ober reports that a lot of NIH staff is resistant to this option.

While some airlines still do not use e-tickets, a vast majority do. Here are some excellent reasons to go with an e-ticket:

1. You do not need a ticket when you get to the airport. Ober issues you an itinerary with a confirmation number on it, and you use this to check-in at the airport.

2. There is no chance of losing your tickets that are being sent U.S. mail, which happens more often than you think.
3. You do not need to have anything picked up or delivered, since the confirmation can be faxed directly to the traveler or arranger.

Information

e-mail: oberhq@ix.netcom.com

Ridefinders Network:

Commuters Find Relief

Do you have a long commute? Are you tired of handling traffic congestion, stress, gasoline expenses, and commuting boredom alone? Do you care about the effect of air pollution on the environment? We have an answer: the NIH Ridefinders Network can make your life easier...regarding transportation, at least.

The NIH Ridefinders Network is a free carpool and vanpool matching service. We have a large database of other NIH employees who are interested in sharing a ride, and others who are in ridesharing situations and would like other participants.

see page 10 for a story about

*a typical Ridefinders success:
a great Frederick carpool*

with room for one more

How do you sign up? Just stop by the Employee Transportation Services Office (ETSO) in Building 31, Room B3B08, or call 2-7433 (2-RIDE) and ask for information on ridesharing. The Transportation Office is open from 7:30am-4:30pm, Monday through Friday.

If you carpool, you may qualify for a coveted carpool permit that allows you to park close to your building.

Vanpooling: you may gain up to \$44 per month

If you are interested in participating in a vanpool, you may qualify to receive up to \$44 a month in the NIH TRANSHARE program. Again, just visit or call the Employee Transportation Services Office. We will help you get more general information, and find out if there is a vanpool that is convenient for you.

What if you need your car sometimes?

If you are concerned about needing your car on occasion, do not let that stop you from exploring this worthwhile alternative to solo commuting. You can get up to 24 temporary one-day parking permits per year. It is very simple: just pull up outside the C Wing of Building 31, park in a short-term space right out front along the driveway, and come in. Tell someone in the Parking Office what you need.

Information: Tom Hayden 2-7433

Ridefinders Application available in this issue!

Look on the reverse side of the shuttle map.

Mail on the Move:

Help Eliminate Dead Letter Problem

Every day, the Mail and Courier Services Branch (MCSB) receives hundreds of pieces of returned mail because the recipient has moved and left no forwarding information.

Every day, MSB processes an average of 30,000 pieces of mail for 21,000 customers. With your help, they must keep track of everyone new to NIH, leaving NIH, or merely changing lab or office locations. A daunting task, to say the least.

When moving from one location to another...

- leave a forwarding address at the old location
- inform contacts/companies sending mail or publications of your new mailing address

- if moving within NIH, notify the MCSB

Federal regulations permit NIH to determine the disposition of business mail. Mail delivered in a former employee's name may be related directly to the business of the office or lab. Here are some steps you can take if you receive this type of mail:

To forward: draw one diagonal line through the address and write above the name, "forward to ____"

To return to sender: draw one diagonal line through the address and write "return to sender, no longer at NIH/address unknown."

To stop unwanted mail: use the NIH Form 2759, "Deletion from Mailing List" to cancel unwanted mail. This form is available at any NIH Self-Service store on or off campus. **Please use this to eliminate `junk mail' such as catalogs unrelated to business.**

Call the MCSB with questions concerning undeliverable mail as well as any other mail matters.

Information

[MCSB Customer Service Team 6-3586](tel:630-3586)

or www.nih.gov/od/ors/dss/mail/unwanted.htm

NIH Mail Stop Code (MSC) Listings

are now on the Internet!

If you have a question or comment while you are on the site, which is active and very current, click the [MCSB Customer Service](#) statement at the bottom of the page. It will take you directly into our e-mail.

[Mail Stop Codes](#)

Construction Impact Report

**For more detailed information, including contact names and phone numbers,
please go to our web site on the Internet:**

<http://des.od.nih.gov/projects/htm>

ROAD CLOSING/OPENING INFORMATION:

We expect Convent Drive to be closed
between Center and South Drives
for three months, beginning 5/1/99.

Mark O. Hatfield Clinical Research Center: Approximately 450 parking spaces were removed to clear the site for the project itself and to realign Center Drive. Another 300 spaces will be eliminated when the stormwater management pond is constructed at the northeast end of the campus. Signs will continue to inform about traffic route changes. Partial demolition of the north end of the ACRF will impact building occupants, and they will be notified as to the exact effects. For the next two years, we will see a lot of very large construction trucks coming and going from this area. Children seem to be fascinated by this kind of thing...as for the rest of us, we will just have to keep in mind the larger context of the NIH mission to improve the nation's health and fight disease, and how that mission is being served with the CRC and its 250 patient beds and 250,000 square feet of research laboratories.

Estimated End of Project: October 2002.

Clinical Center Penthouse Additions/EMS: Ventilation systems have been renewed; all are currently activated. There may a utility shutdown for one more stage of this work.

Estimated End of Project: April 1999.

ACRF Parking Garage: Between 300-500 parking spaces in the ACRF garage will be impacted during the construction that is necessary to restore the garage's deteriorated concrete slabs. The number of spaces will vary depending on the project's phasing and CRC construction.

Estimated End of Project: January 2000.

West Utility Tunnel: At various times during construction, parking lots along the west side of Convent Drive between South and Center Drives, and seven parking spaces will be impacted. Convent Drive will be closed for three months. Utility systems will be shut down to allow for connection of utilities to Building 10.

Estimated End of Project: October 1999.

Building 50 (Louis Stokes Laboratories): No impact will extend beyond its own site borders.

Estimated End of Project: October 2000.

Construction Impact Report

For more detailed information, including contact names and phone numbers,

please go to our web site on the Internet:

<http://des.od.nih.gov/projects/htm>

Building 2: No road or other major impacts expected during the renovation of this office building.

Estimated End of Project: October 1999.

Building 14B, Vivarium: No major impacts expected at this time, however, the NIH community should be aware that this building is being renovated to provide approximately 16,000 square feet for a flexible, AAALAC-accreditable research support facility that will house rodents and rabbits.

Estimated End of Project: January 2000.

Building 37: A tower is being built; underground utilities are being relocated. South Drive and Convent Drive will be closed at different times during this renovation; both roads will never be closed at the same time.

Estimated End of Project: Summer 2004.

Building 40, Vaccine Research Center: The VRC will be a state-of-the-art lab facility. Its initial purpose will be to perform research to develop an AIDS vaccine. South Drive is closed to vehicular traffic but will re-open prior to the West Utility Tunnel project's closure of Convent Drive in May. Pedestrian traffic and the Convent Drive bus stop will be relocated further south as a safety precaution.

Estimated End of Project: May 2000.

Building 13, Mechanical Penthouse: This project will provide space for mechanical equipment. Impact includes sidewalk closures, temporary road blockage, and loss of some parking spaces during construction.

Estimated End of Project: June 1999.

Satellite Switching Station: Only two parking spaces will be impacted during this construction. The purpose of this project is to supply electrical power to the new CRC and more reliable electrical power to Building 10, the Children's Inn, and the Quarters. A series of 10-12 weekend electrical outages will be required to transfer electrical power to the switching station. Convent Drive will be closed. This work will be accomplished concurrently with the Convent Drive shutdown required for the West Utility Tunnel.

Estimated End of Project: October 1999.

Power Plant Expansion: This project will provide additional chilled water capacity with 4-5,000 ton chillers and secondary pumping for better chilled water distribution and increased energy efficiency. A new 80,000 square foot Building 11 has been expanded to house chiller systems, a control room, and power plant operational rooms. South Service Road has been permanently closed to general traffic with an emergency vehicle access lane opening late in the year 2000. Service Road West at the intersection of South Service Road is affected by construction traffic. Planned utility shutdowns are required for later new tie-ins.

Estimated End of Project: April 2001.

Animal News

Animal Procurement Pilot

Finally, after much effort by the Veterinary Resources Program (VRP), the Center for Information Technology (CIT), and the National Institute of Mental Health (NIMH), the Veterinary Resources Program is piloting CAPS: the Central Animal Procurement System.

CAPS is an on-line system to purchase small laboratory animals and related services used by our intramural scientists. It will replace the cumbersome paper process currently in place. CAPS will be accessible via PCs or DELPRO terminals and will allow users to electronically place, approve, receive, and review the status of small animal orders.

It is linked to the Administrative Data Base and Central Accounting System and will automatically bill the investigator's account number and generate data to enable prompt payment of vendors. The system has been designed with various secure levels of authority for investigators, IC Approving Officials, Animal Facility Managers, and VRP Animal Procurement staff.

The Veterinary Resources Program is currently piloting CAPS with the National Institute of Mental Health, a partner in the system development. As soon as the kinks are worked out in the pilot, the remaining NIH animal programs will be brought on-line into this revolutionary new animal ordering system. CAPS should be fully operational late this spring or early summer, and will result in simpler ordering and faster service to investigators, more rapid processing and billing for administrators, and overall convenience for all users of this service.

Kudos to VRP, NIMH, and CIT for partnering to bring this system to the NIH!

Information

Raouf Kechrid 6-3575

New NIH Handbook by DES' Memarzadeh:

First on Effects of Room Environment on Animal Care

ORS/DES has just published an 800-page two-volume book, researched and written by Farhad Memarzadeh, entitled "Ventilation Design Handbook on Animal Research Facilities Using Static Microisolators." It is now posted on the Internet on the NIH home page at <http://des.od.nih.gov/farhad/index.htm> . This 800-page publication is a definitive research report on how the room environment affects animal care. This research is the first comprehensive examination and definition of the relationships between the cage and room environments in laboratory animal facilities.

Using hundreds of thousands of empirical measurements, live animal studies, wind tunnel testing, and computational fluid dynamics, this research on over 100 different animal research facility designs has redefined long held theories and practices on the best animal room environments. For instance, among other important determinations, the research establishes that controlling the humidity is more significant in managing the production of ammonia than is the use of high air change rates. This research improves animal welfare and helps cut lab costs, potentially saving millions of dollars.

The publication was reviewed by the American Society of Heating, Refrigeration, and Air Conditioning Engineers (ASHRAE) and was accepted for inclusion in their 1999 handbook. ASHRAE writes the standards for the accepted practices in the heating, ventilating and air-conditioning industry worldwide. The Association for Assessment and

Accreditation of Laboratory Animal Care International adopts and follows ASHRAE standards.
Information

Farhad Memarzadeh 6-8102
<http://des.od.nih.gov/farhad/index.htm>

VRP Pharmacy Now On-line

The Veterinary Resources Program Pharmacy supports the intramural research program. It provides fast, convenient and cost-effective one-stop shopping for veterinary and human over-the-counter or prescription products. The actual pharmacy is located in Building 14A, but you can now also access the pharmacy's medication and supply inventory on the web. The web site also provides instructions on the ordering process. Check it out at <http://dirs.info.nih.gov/intramur/vrp/pharmacy.htm> .

You can also hot-link to this site from the VRP Home Page/Description of Services/Pharmacy at <http://dirs.info.nih.gov/intramur/vrp/services.htm> .

AWARDING EXPERIENCES!

NIH Engineer of the Year:

Mehryar Ebrahimi

 When the National Society of Professional Engineers held its awards ceremony in February, they honored DES' own Mehryar Ebrahimi, who was named NIH Engineer of the Year. Talent and extraordinary vision brought about Ebrahimi's nomination. His ideas and efforts resulted in the additional cooling capacity crucial for the growing medical research facilities at NIH. He also implemented innovative energy-efficient systems that have resulted in significant rebates and reductions in utility costs.

Specifically, Ebrahimi's exceptional knowledge and expertise as an engineer were instrumental in the new NIH chillers that utilize high efficiency motors and environmentally friendly refrigerants. With a total cooling capacity of 20,000 tons, these chillers save 16.4 MWH of energy and \$820,000 annually. Enhanced operations could result in annual savings as high as \$1,000,000.

In addition to individual engineer recognition, the design and installation of these chillers was also honored. NIH received first prize for energy efficiency initiatives in the Energy Conservation Competition in the Industrial Facilities category.

As NIH's chief engineer on noise problems and solutions, Ebrahimi continues to make ingenious strides with respect to noise reduction efforts, particularly related to cooling tower designs that utilize variable frequency drive controls.

Ebrahimi has also been successful in reaching out to the NIH research community, communicating about a complex subject in simple terms. The education he has provided about the importance of the utility infrastructure has increased our community's understanding and patience about the disruptions caused by the necessary construction projects that are modernizing the infrastructure.

Juanita Mildenberg, AIA Fellow

The American Institute of Architects recently named Juanita Mildenberg to its College of Fellows. Fewer than 100 U.S. architects were chosen for this honor. As Deputy Director of our Division of Engineering Services, Mildenberg's extraordinary work includes the award-winning NIH Master Plan.

Please join us in congratulating Ebrahimi and Mildenberg on their outstanding achievements.

DSS Re-organizes, Re-energizes

The Division of Support Services (DSS) has recently completed a comprehensive reorganization and is pleased to introduce its many new features and benefits to NIH customers. This plan was spurred on by the desire to streamline the division by increasing accountability for and efficiency of mail, printing, and reproduction services. An extensive effort has enhanced DSS, whose goal is to be a fine-tuned organization that succeeds in satisfying current demands and establishes avenues through which future needs can be met promptly.

Included in the newly reorganized division is a new Special Program Services Office (SPSO), created to handle the recently added responsibilities of the NIH Travel Management Contract and the NIH Interpreting Services Contract. Tim Tosten, Chief of SPSO, is the Project Officer on both contracts. The SPSO will specialize in contracting out support services and will extend their expertise to the NIH community.

As part of the reorganization, broader functional statements have been created. DSS' two branches have been retitled. The Mail Services Branch and the Printing and Reproduction Branch are now the Mail and Courier Services Branch and the Reprographic Communications Branch, respectively. The DSS has completed this reorganization by fostering an atmosphere of continuous improvement in its services to the NIH community, and by creating an environment that fully uses the talents and capabilities of all its staff. The Division's new focus offers greater opportunities to utilize limited resources and assist ICs by the provision of well-balanced and specialized support services. Its Customer Service group, on 6-6121, is available to respond to questions and comments.

For additional information regarding DSS and the various services it provides, you can access the DSS web site at www.nih.gov/od/ors/dss/index.htm. Immediate on-line access is now available for information on NIH mail and courier services; reprographic communications (printing and reproduction services); and special support contracts managed by DSS, such as travel services and interpreting services for the deaf and hard of hearing.

Information

Tim Tosten 6-6121

TTY: 301-435-1908, Fax: 301-402-1364

e-mail: tostent@ors.od.nih.gov

Ridefinders Success Story: Frederick Anyone?

Doris and friends have room for one more in carpool

Doris Burlington has wanted to be part of a carpool ever since she came to work at the Emergency Management Branch of NIH over a year ago. With Doris' reminders and Tom Hayden's persistence, she was matched up with two other ladies from Frederick. They meet up almost every day at 6:20 am at the Hampton Inn, arrive at NIH in time to be at their desks by 7:30, and they leave promptly at 5:00. Car and vanpoolers say that there is nothing like ridesharing for getting a person out of work on time! That is only one of the benefits of ridesharing, according to Doris, who says, "My carpool experience has provided me with two new friendships, company on the long ride to and from Bethesda to Frederick, complete relaxation on the day you don't drive, and a chance to listen *and discuss* a variety of books on tape.

Our carpool is like a book club on wheels." She reports no negative impact at all. On occasion, such as an AWS schedule that doesn't match up, Doris drives herself to work. This carpool has **room for one** more participant. If you are interested, please **call Doris at 6-1985**.

NIH-wide Interpreting Services Contract

The Division of Support Services' new endeavor of managing the NIH-wide Interpreting Services Contract should be in place by the end of July for the ICs to use. In the interim, all interpreting services requests should be processed through the existing Office of Equal Opportunity procedures.

Information

Tim Tosten, 6-6121 or Gary Morin, OEO 6-4628

Mission:

Communications

The purpose of this newsletter is to inform and communicate with the entire NIH community about ORS projects, policy changes and initiatives that are of immediate practical interest, along with some items that might be filed away for future use. The Office of Research Services directly affects you and the place where you spend your whole day—your office, your building, your entire organization. Therefore, your satisfaction is our utmost concern. Please let us hear your ideas and comments.

News: to Use!

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Mr. Steve Ficca, the Associate Director for Research Services, would like to respond to your questions, comments and suggestions...or is there anything you would like to know about the Office of Research Services but were afraid to ask? Here is your chance!

[Fax your comments](#) to Mr. Ficca's office: 2-0604

or send e-mail to [DSS Customer Service](#)