



# Salem Scene

by Jack Zimmerman

## Capitol 'Busy Signals' Prove Public Interest

Increasing numbers of Oregonians are picking up their phones and dialing 1-800-452-0290. A pleasant voice responds:

"Legislative Information. Will you hold please?"

And in a few moments the voice returns:

"Thank you for waiting. Can I help you now?"

The voice belongs to one of two women—LaVelle Craig or Leslie Tugman—who perform what has grown to become a widely utilized function Oregon lawmakers provide to keep citizens abreast of their Salem activities.

Initiated during the 1973 session, Oregon's toll-free information service was then one of two operated by State Legislators. New York was the other. Still rather unique, the idea is spreading to other states.

Oregon callers most often want to know the names of their particular Senators or Representatives. And the frequency of that query supports findings of pollsters disparaging the knowledge—or at least the memories—of voters following elections.

Only rarely do Ms. Craig or Tugman have to put up with lonely callers merely wanting someone to visit with and rarer still are calls falling in the crank category.

"A lot of people do call to give us their opinions on legislative proposals," according to Ms. Tugman. "And some call to express opinions about Legislators."

Opinion calls are not passed on. Such callers likely are given another number and invited to phone the party direct. Information operators cannot transfer calls to other parts of the Capitol Building.

Major purpose of the telephone service is to bring callers up to date on the status of specific pieces of proposed legislation.

At their fingertips the operators have copies of all measures introduced and several other legislative periodicals that permit them to swiftly determine what is described as "bill status." The periodicals include the daily Legislative Calendar and weekly Legislative Digest and Cumulative Index.

From the Calendar they relate information about public hearings for callers who happen to know specific bills by assigned numbers. To satisfy callers who do not know the number but only subject matter, operators usually must consult either the Index, the Digest or both. Sometimes this takes awhile,

depending on how frequent calls have been concerning the subject.

Both operators quickly assume encyclopedic knowledge about a wide variety of subjects and it's not uncommon for them to respond quickly from memory. Most frequent subjects asked about at this point in the current session involve gay rights proposals, the aerosol spray ban, veterans benefits and fluoridation. Ms. Craig and Tugman often know on any given day just where they happen to be in what otherwise appears to be a legislative labyrinth.

They can substantiate what their memories tell them or

reinforce what it fails to provide among the more than 2,600 measures introduced so far by fingering a keyboard of the Legislature's computer system. The history of any given bill flashes instantaneously on a closed-circuit television terminal at their desks.

To help answer questions concerning more general legislative topics, the operators rely on the Oregon Blue Book and the state's own telephone directory.

Total number of calls they handle this session will depend largely on how long it lasts. A the beginning of the 13th week they already had logged more than 18,000—a figure coincidentally closely coinciding with the recorded number of people who have visited the Capitol in person this session.

Further limiting the phone calls they handle is the number of lines servicing their information station. Two WATS lines serve the toll-free number and five additional Salem lines respond to those who dial 378-8551 locally.

From a statistical standpoint, the WATS lines account for twice as many calls on a given day as the local lines produce. On the session's opening day last January 10, Ms. Craig and Tugman only answered 55 calls. But a day's total now runs between 350 and 400, with the heaviest day to date recording a whopping 467 calls.

Considering this kind of volume being handled by two operators, several things are apparent:

1. There is a lot of public interest in the work of the

Legislature.

2. It's likely some callers give up in the face of a persistent busy signal.

3. It's easy to understand why the operators often have to ask callers to hold as soon

as a call finally gets through.

And the latter should dispel any notion by critics that because Ms. Craig or Tugman ask you to hold, it doesn't mean the Legislature is in a holding pattern also.

## TVCC Citizens Commission Makes Recommendations

Mrs. John Flynn, a member of the TVCC Activities Commission, presented a list of recommendations to the college board Monday evening. The recommendations were the result of a three-month study by area citizens of athletics at the college.

The five proposals made to board members, which were unanimously endorsed by the commission members, were:

(1) that the board should create a more specific policy of direction for athletics, including a recruitment policy. (2) that a full-time public relations person be hired to disseminate information about all aspects of the college. (3) that committee be formed to govern the issuance of talent grants, and that some of the grants be awarded to out-of-state students. (4) that an all-weather rubber asphalt track be built

as soon as possible. (5) that the board do a study to determine the exact value of TVCC's football program.

Mrs. Flynn stated that the latter recommendation was not a criticism of the football program, but felt that the general public should be made aware of the actual benefits of football at TVCC.

Members of the board thanked Mrs. Flynn and the commission for their work and proposals and stated that each of the recommendations would receive extensive consideration.

In other business, the board agreed to purchase an electronic piano for the music department and a life science electronic recording system for the science department. In respect to the latter purchase, Wally Johnson, science department chair-

man, explained that the device would be used both in the science labs and by the nursing students.



Mr. and Mrs. J. Bruce Sarazin proudly announce the birth of their son, Joshua Joseph Sarazin. The infant was born at the Pendleton Community Hospital, Thursday, April 14, 1977 and weighed in at seven-pounds and one-half ounces.

The beaming grandparents are Mr. and Mrs. Norbert J. Sarazin of Nyssa. They returned to Nyssa last week following a five-day visit with the new grandchild and his parents.

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### Physicians & Surgeons

Dr. Arthur S. Dole, M.D.  
Urological Surgery  
Diseases of the kidney, bladder and prostate.  
Phone 372-5269  
302 Good Avenue,  
Nyssa, Oregon  
Hours: Saturday-10 a.m. to 12 noon.

Brandon L.W. Adams  
M.D., General Practice & Psychiatry  
Phone 372-3809  
19 North 4th Street  
Nyssa, Oregon  
Hours: Monday & Wed. 12 noon-6 p.m.; Tues., 1:30 p.m. to 5:30 p.m.; Thurs., 10 a.m. to 5 p.m.

K. E. Kerby, M.D.  
K. A. Danford, M.D.  
Physicians & Surgeons  
Dial 372-2241  
Hours: 9 to 12 noon & 2 to 5 p.m. -Monday thru Friday.

### Optometrists

Dr. A. N. Bonde  
7 North 2nd Street,  
Nyssa, Oregon  
Phone 372-3747

### Veterinarians

TREASURE VALLEY ANIMAL HOSPITAL  
Phone 372-2251  
Dr. B. E. Ross  
Nyssa-372-5257  
Dr. Robert Derby  
Parma, 722-6537